

2022 Vermont Emergency Telepsychiatry Network Needs Assessment

Appendix 4. Key Informant Interview Guide

INTRODUCTION [2 minutes]

- *Explain who we are and why we are doing this.*
 - *[Can use this as a reference: Vermonters with mental health conditions are waiting days in Emergency Departments (EDs) before they can get admitted to psychiatric inpatient care or discharged.*
 - Vermont Program for Quality in Health Care, Inc. (VPQHC) applied for \$0.9 million of Congressionally Directed Spending from the Office of Senator Leahy and the Substance Abuse and Mental Health Services Administration (SAMHSA) to support coordination among Vermont EDs regarding telepsychiatry services and ultimately reduce the time that individuals wait in Vermont EDs for mental health services.
 - If funded, the Vermont Emergency Telepsychiatry Network (VETN) will be a statewide system to help people with acute mental health crises waiting in EDs access timely psychiatric assessment via telehealth.]
 - VETN will have five areas of focus: (1) program management; (2) training; (3) two demonstration projects; (4) hospital enhancements; and (5) program evaluation.
- *Confirm timing: 30-60 minutes*
- *Ask permission to record the interview.*
- *Ask permission to possibly include excerpts from the interview in a report that may be posted on a public website.*

BACKGROUND [3 min]

Build Rapport. A little small talk goes a long way in making people feel at ease. Add an opener that gives them an opportunity to introduce themselves.

Some ease-in questions to consider:

- Tell us about your organization and what you do at your organization and your interest and connection to telepsychiatry.

INTERVIEW QUESTIONS

Existing Resources

Audience(s)	Question
Hospital	1. From a previous survey, we understand that you (do/do not) use telepsychiatry services in your ED. Is that correct? a. If not, what is your current telepsychiatry status?

Third Party Partnership

Audience(s)	Question
Hospital	2. What are the benefits and risks of using out-of-state telepsychiatry vendor(s) to provide telepsychiatry services in VT EDs? <ul style="list-style-type: none">• Any thoughts regarding transitions of care come to mind should an out-of-state telepsychiatry vendor be utilized?
Hospital	3. What considerations should be top of mind when vetting potential telepsychiatry vendors?

General

Audience(s)	Question
Hospital & General	4. How would you suggest we collaborate with private practices and designated agencies to best meet the mental health needs of Vermonters beyond the walls of the ED?
Hospital & General	5. Are there medical conditions or other circumstances for which a telepsychiatry consultation should be avoided?
Hospital & General	6. In launching and implementing a statewide ED telepsychiatry network: <ul style="list-style-type: none">○ What does success look like to you?○ What metrics would you propose using to monitor progress?○ How would you propose collecting those data?

CLOSING [3 min]

- Is there anything else about this project that you'd like to share with us?

Thank them for the time, and advise that they will be kept informed as the project develops.