

VETN Advisory Board

April 14, 2023

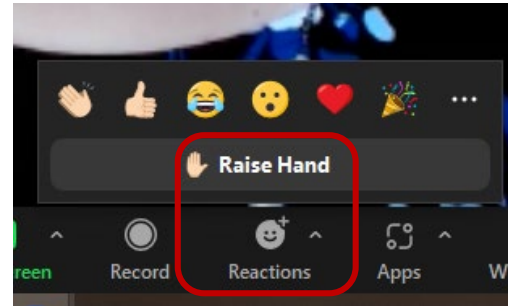
Ali Johnson, MBA | Quality Improvement Specialist

Today's Agenda

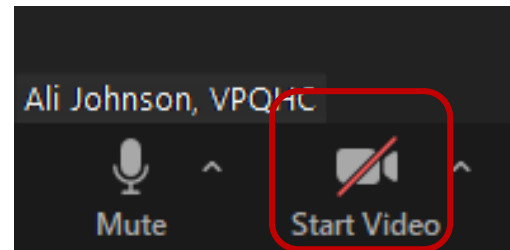
- Project Focus
- Project Updates
 - Evaluation
 - Nikie Sarris Esquivel, MPH, RTI International
 - Demonstration Project
 - Reid Plimpton, MPH, MCD Global Health/NETRC
 - Training
 - Caren Bishop, MS, MCD Global Health/NETRC
- Timeline & Next Steps
- Questions for the Group
- Wrap-Up

When Speaking, Please...

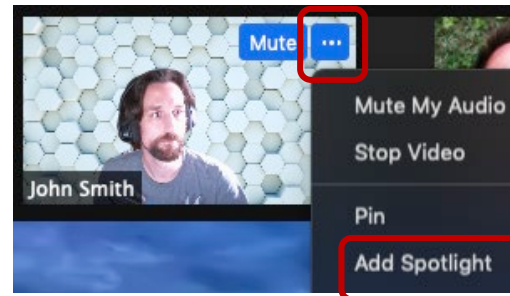
- Raise hand



- Turn on video



- Spotlight





Project Focus

Project
Focus

Vermont Emergency
Telepsychiatry
Network

VETN



a **statewide** system helping Vermont
EDs provide timely **psychiatric** care
via **telehealth** for individuals with
mental health needs



Project Updates

Project Updates

Project Management

- Advisory Board
- Charter
- Finance & Project Teams
- Subcontracts

Training

- Web
- Gather Best Practice
- In-Person

Evaluation

- EPM, Logic Model
- Advisory Board
- Demonstration Projects
- Cost

Hospital Enhancements

- Needs Assessment
- Equipment Purchase

Demonstration Projects

- Hospital Selection
- Vendor Vetting
- IT Support



Evaluation



Evaluation Committee

Kick-Off
April 5

Thank you
volunteers!



Mark McGee, Alpine Telehealth
Keri Height, Dartmouth Health
Caren Bishop, NETRC/MCD Global
Reid Plimpton, NETRC/MCD Global
Alexander Rabre, RTI
Arnie Aldridge, RTI
Jordan Albritton, RTI
Lissette Saavedra, RTI
Nikie Sarris Esquivel, RTI
Stephen Orme, RTI
Emma Harrigan, VAHHS
Ali Johnson, VPOHC

Evaluation of Vermont Emergency Telepsychiatry Network (VETN)

Nikie Sarris Esquivel, MPH

Alex Rabre, MPH, MS

Stephen Orme, MA



Component 1: Logic Model & Evaluation Planning Matrix (EPM)



- Logic Model and EPM will ground the project's evaluation design.
 - Logic Model will map inputs, activities, and outcomes.
 - EPM will map evaluation questions to methods (data sources, timeline/frequency, responsible parties).

Component 2: Advisory Board Evaluation

Evaluation Questions

1. *Are all types of key stakeholders represented on the VETN Advisory Board?*
2. *Is there geographic diversity among members of the VETN Advisory Board?*
3. *Are VETN Advisory Board members engaged (e.g., participating in meetings or via email; feeling a sense of inclusion and belonging; feeling like they are making meaningful contributions)?*
4. *Are there opportunities for enhancements or improvements to the VETN Advisory Board?*

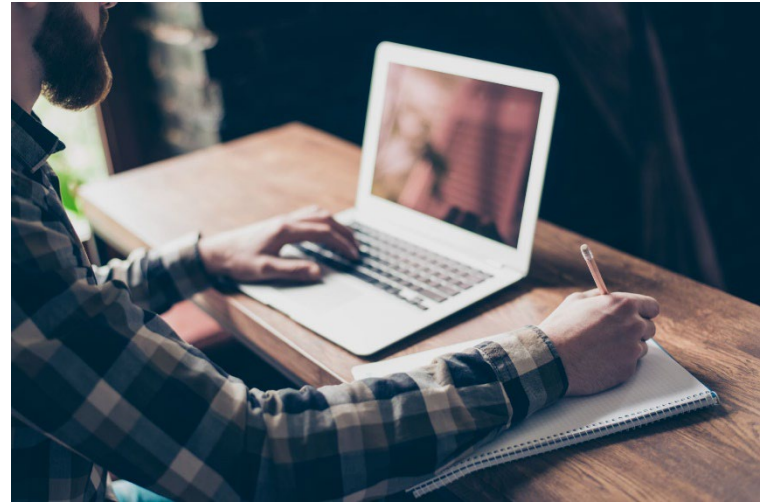
Methods

- Brief online survey of members
- Will include: demographics, indicators of engagement, inclusivity/belonging, and satisfaction

Component 3: Consultation Services for Training Evaluation

RTI will provide consultation services as needed for MCD Global Health's evaluation of provider/staff trainings, which may include topics about:

- the evidence-base for telehealth,
- the best emergency telepsychiatry practices,
- trauma-informed care,
- empathetic and culturally competent care delivery,
- on-camera speaker dynamics, and
- staff and provider training in billing and reimbursement of telepsychiatry services.



Component 4: Demonstration Project Evaluation

Evaluation Questions

1. *Are patients/caregivers satisfied with the telepsychiatry assessments received?*
2. *Do patients/caregivers prefer telepsychiatry assessments to in-person assessments?*
3. *Are providers satisfied with the process of administering telepsychiatry assessments?*
4. *How has the time to treatment/evaluation changed since implementing telepsychiatry assessments in the EDs?**
5. *Is the duration of emergency telepsychiatry appointments similar to the duration of in-person emergency telepsychiatry appointments? **
6. *What are some of the barriers and facilitators to implementation of the demonstration project?*

Methods

- Hospital provider/staff interviews on Zoom
 - 30 minutes
 - conducted by RTI
- Patient/caregiver experience survey
 - less than 5 minutes
 - administered by hospital staff
 - timing TBD

Component 5: Cost Evaluation

Evaluation Questions

1. *What is the cost of the VETN project from the healthcare system and hospital perspectives?*
2. *What cost-savings are created by the VETN project due to reduced emergency department (ED) stays or reduced transfers from the healthcare system and hospital perspective?*

Methods

- Secondary data collection of demonstration project hospital data on costs and revenue associated with emergency telepsychiatry services
- Interviews with hospital/VPQHC management staff to collect additional data on costs, revenue and resource use (if needed)

Component 6: Final Dissemination Product for Policy-makers

RTI will summarize evaluation findings across all tasks in a dissemination product intended for policy-makers. May include:

- Management brief,
- PowerPoint slides,
- Report brief, or
- publication in a peer-reviewed journal (e.g., Journal of Rural Mental Health)



VETN Evaluation Timeline

Month	Activity
April 2023	Kickoff Meeting IRB application submitted Final draft of logic model
May 2023	Final draft of EPM
June 2023	Patient/Caregiver Survey instrument Provider/staff interview guide Conduct at least 4 provider/hospital staff interviews Conduct preliminary cost analysis
July 2023	VETN Advisory Board Survey
August 2023	VETN Advisory Board Survey results (cleaned and deidentified)
September 2023	Final dissemination product which includes: <ul style="list-style-type: none">• VETN Advisory Board Survey findings• Demonstration project evaluation findings• Cost of implementing VETN at demonstration sites• Cost savings of VETN• Summary of costs and cost-savings

Communication with Key Stakeholders



RTI values collaboration and will engage in open and ongoing communication with key stakeholders:

- Monthly 1:1 meeting with VPQHC
- Monthly meeting with the VETN Advisory Board Evaluation Committee
- Participation in monthly VETN Advisory Board meetings
- Available as needed to meet with the Data Team and each hospital participating in the demonstration project



Demonstration Project

Hospital Selection



Hospital Selection

Hospitals Participating	4
Assessment Scores (Out of 10)*	6.9 – 9.3
DA Staff Can Document in EHR	1
Patient Portal	4
ED Offers Other Telemedicine Services	1
Adequate Space/Internet	4
Estimated Consultations per Week	2-12
Community-Based Referral System	3
Clinical Champion	4

* 5 members on scoring team

Hospital Selection

Other Considerations

- Telepsychiatry service meets strategic priorities & addresses pain points in ED.
- Diversity of viewpoints and organizational change welcomed.
- Leaders involve staff in decision-making.
- ED staff believe telepsychiatry services are needed.

- Willing to contract with one of the vendors identified through the RFI process.
- Agreeable to perform all grant-related activities within the timeframe.



Demonstration Project

Vendor Vetting

Reid Plimpton, MPH, MCD Global Health/NETRC

RFI Criteria

1. Adherence to RFI Instructions

- Timeliness
- Completeness
- Overall Quality & Level of Professionalism
- Overall Response

2. Company Information

- Experience with Vermont (or Similar)
- Experience with Emergency Departments
- Market Differentiator(s)

3. Project Understanding

- Overall Comprehension of Project Objectives
- Understanding of the RFP Requirements
- Understanding of the VETN Vision

RFI Criteria

4. Requirements

- Service Cost
- HIPAA Compliance
- Quality & Safety Data Reporting
- Vermont Licensed Providers
- Integration Capabilities
- Implementation Process & Example Timeline
- Training Provided
- Training Completed
- Patient Care Staffing
- Patient Care Management
- Technology Solution
- Service Level Agreement (SLA)

RFI Criteria

5. Vendor Interview

- Aligns with VETN Objectives
- Ability to Handle Requirements
- Demonstrates Skill Set and Effective Use of Resources
- Ability to Work with a Critical Access Hospital
- Communicates Answers Concisely and Effectively

Vendor Vetting

Vendors Participating	3
RFI Scores (Out of 10)*	6.86-8.22
Experience with Vermont	2 vendors providing service to Vermonters
Ability to Work with a Critical Access Hospital	all have experience
<u>Service Costs</u>	
Implementation	\$2,500 - \$23,000
Per Encounter	\$300 - \$400
Monthly Support	\$2,000 - \$5,000
Data Reporting	monthly reports, quarterly clinical quality reports
Implementation Timeline	4-6 months
Telehealth Platform & Support	technology neutral vs. required equipment

* 7 members on scoring team

Vendor Vetting

Other Considerations

- 24/7 coverage with great response times
- Communication with local providers
- Ability to integrate into the existing workflows of Vermont EDs
- Referral management
- Integration with EHR
- Size of team dedicated to this hospital
- APRN/MD staffing structure
- Contract length
- Start up/initial implementation time period

- Reference checks TBD.
- Demonstration hospital will make final selection.

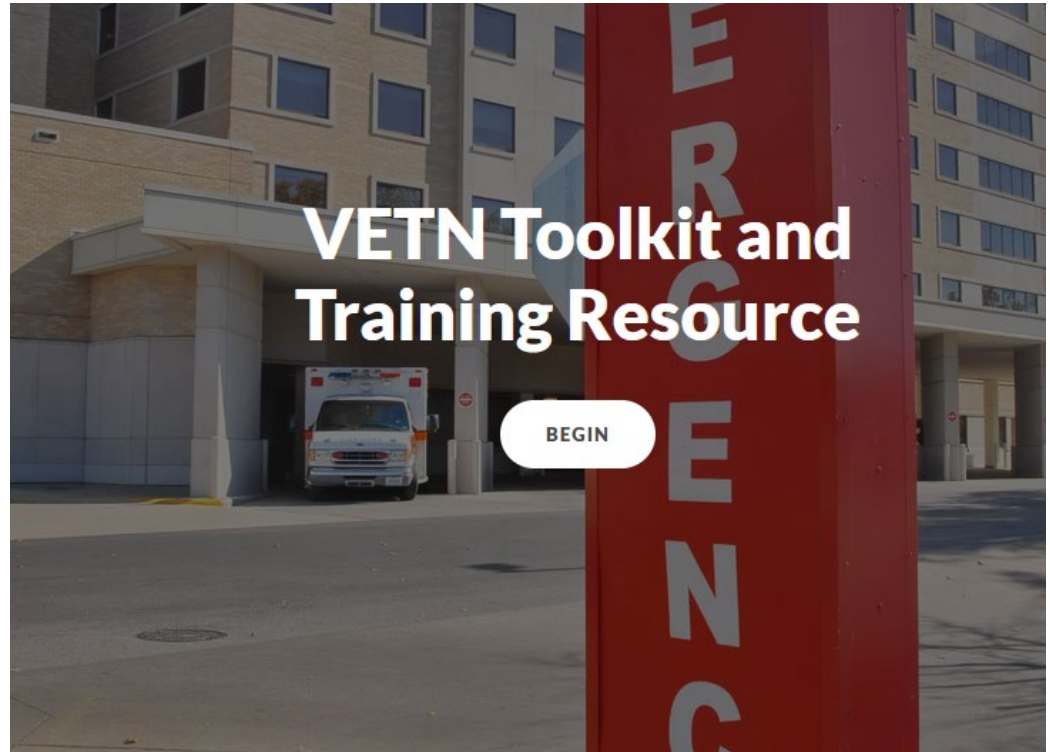
Next Steps

- Assist CAH demonstration hospital with vendor selection as requested.
 - Include unique deliverables surrounding the scoring team's thoughts and results.
- Develop summative materials/documentation of process for final reporting and public access via [VETN project page](#).
- Suggestions?

Training

Caren Bishop, MS, MCD Global Health/NETRC

VETN Toolkit



INTRODUCTION

☰ Project Background



☰ Need in Vermont



[\(link\)](#)



Timeline



Timeline (1 of 3)

DEC

- Draft charter
- Finalize MCD, Alpine contracts
- Plan RRMC demonstration project
- Collect RRMC baseline data
- Credential & train BR clinicians

FEB

- Visioning
- Finalize CAH readiness assessment
- Post RFI

JAN

- RRMC go-live
- Convene Advisory Board
- Draft CAH readiness assessment

MAR

- RRMC project update
- Assess CAH readiness
- Finalize RTI contract
- Score RFI proposals

Timeline (2 of 3)

APR

- Select CAH for demo project
- Vet vendors for CAH demo project
- Convene Evaluation Committee

JUN

- Provide in-person training
- Scan for training content
- Create web-based training
- Assess equipment needs

MAY

- Contract with CAH for demo project
- Collect CAH baseline data
- Identify evaluation questions
- Request best practice
- Contract CAH vendor
- Credential CAH vendor

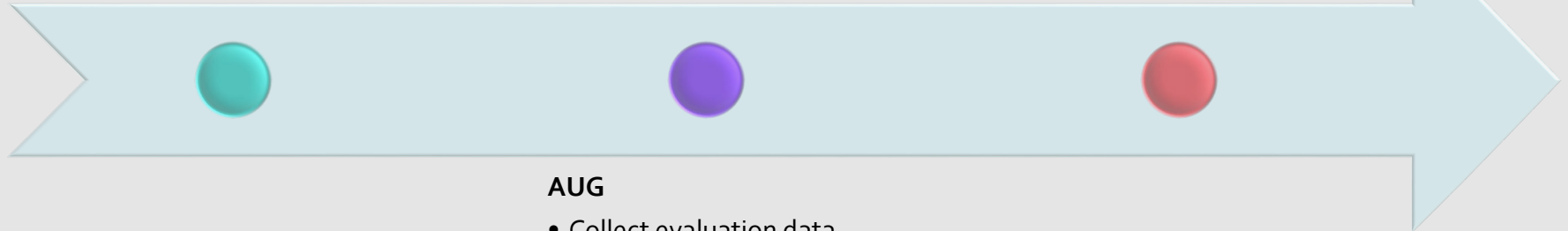
Timeline (3 of 3)

JUL

- CAH go-live
- Order equipment
- Post web-based training content

SEP

- Final Evaluation Report
- Wrap-up



AUG

- Collect evaluation data
- Reimburse for equipment
- Survey Advisory Board



Questions for the Group





Hospital Enhancements

- To assess hospitals' needs:
 - Do you have an equipment assessment tool to share?
 - Who is the best point of contact?

Training

- To prepare web-based content:
 - Do you have any training modules to share?



Advisory Board

- Topics for future meetings?
 - Funding sources
 - Future activities

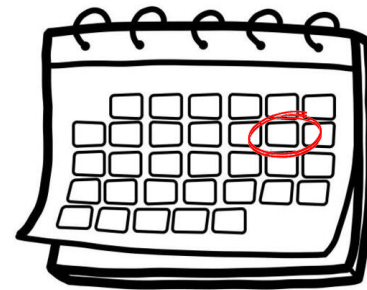


Wrap-Up



Next Meeting

- Friday, May 12
- 12:00 p.m.



Contact

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