



INTEGRATED
TELEHEALTH
PARTNERS

Established 2012

West Des Moines, IA

WHO IS ITP

- Integrated Telehealth Partners (ITP) is a company of ~45 people all dedicated to delivering on our purpose:

“  timely access via telepsychiatry. “

- How Are We Doing? To Date

- Delivered 40,000 hours of telepsychiatry via 31 psychiatric providers
- Customers include:

10 MHDS Regions

20 Mental Health Clinics

3 ACT Teams

51 Hospitals

57 County Jails

4 Crisis Centers

DISCUSSION TODAY:

ITP CRISIS SERVICES:

- ~~Patient Assessment~~
- **Patient Placement**

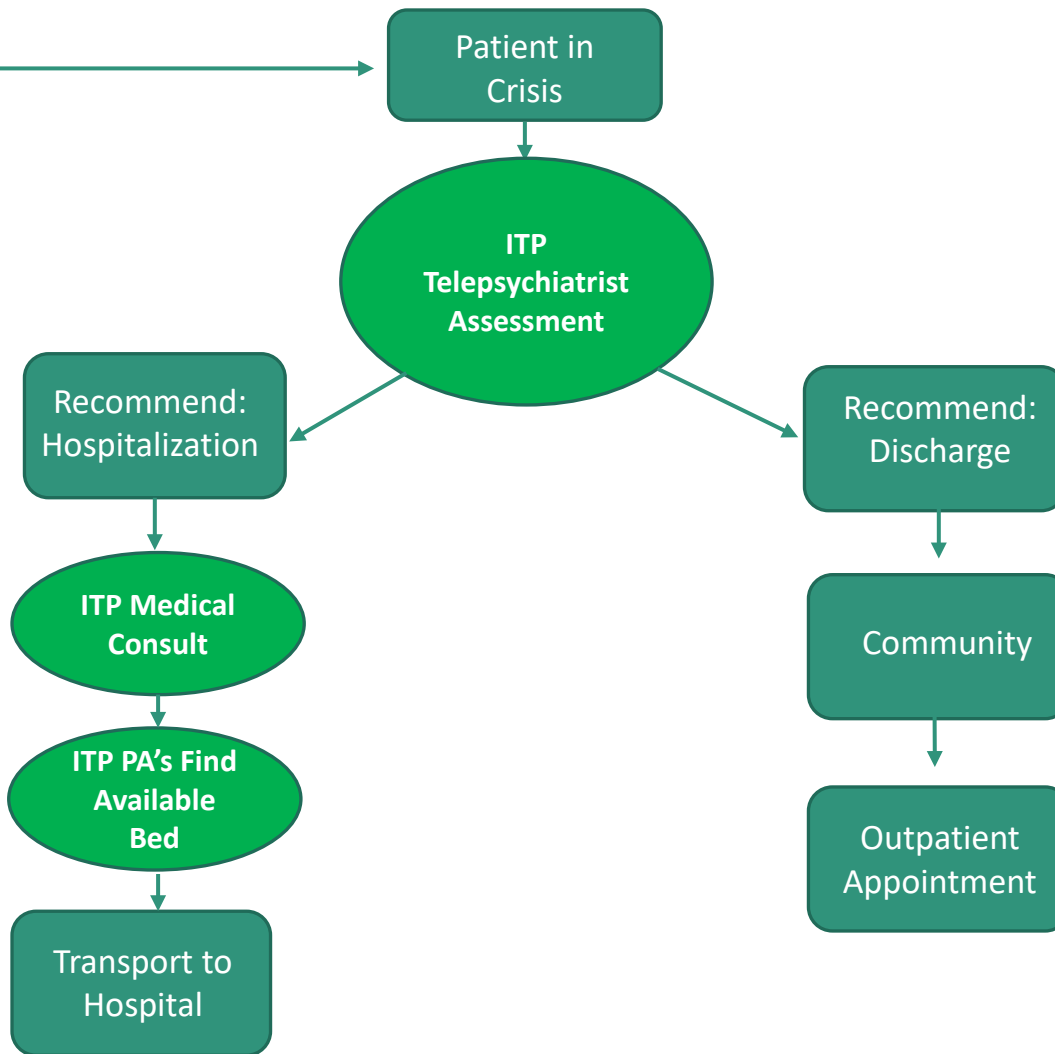
A Better Way.



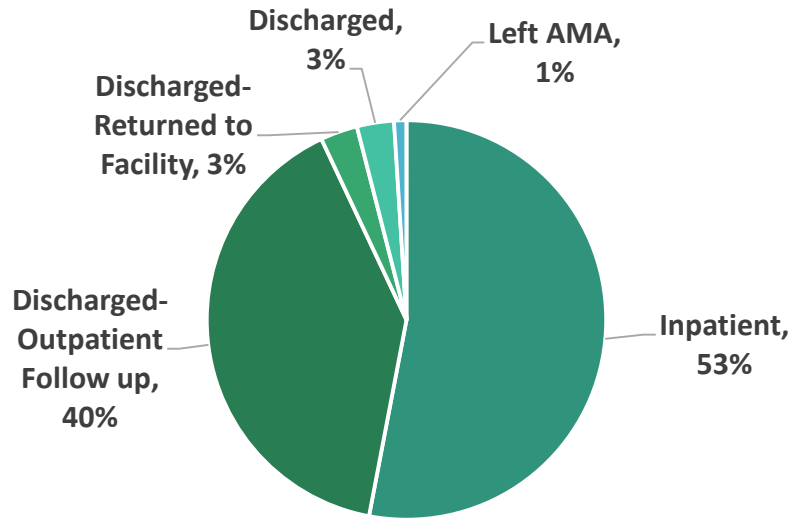
ITP – Crisis Services

- Telepsych Crisis Service → Live 24/7
- Iowa, Serving
 - 51 Hospitals
 - 4 Crisis Centers
 - 1 Substance Abuse Facility
- Funding
 - 9 of 14 MHDS Regions are paying 100% today
 - Unsure if Region Funds can sustain long-term
 - Exploring Alternative Future Funding

ITP - Crisis Services: Current Process



ITP – Crisis Services: 4,500+ Cases in Iowa ER's



Case Results

- Inpatient
- Discharged-Outpatient Follow up
- Discharged-Returned to Facility
- Discharged
- Left AMA

All in Iowa

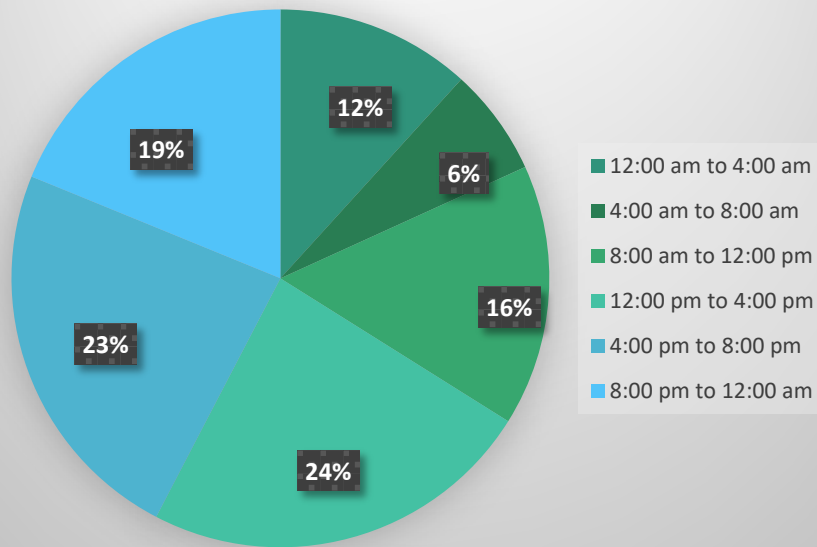
- Median Placement Time: 5.2 Hours
- IP Cases Lasting 24+ Hours: 13%
- Avg. Round Trip Distance: 295 miles

80/20 Rule:

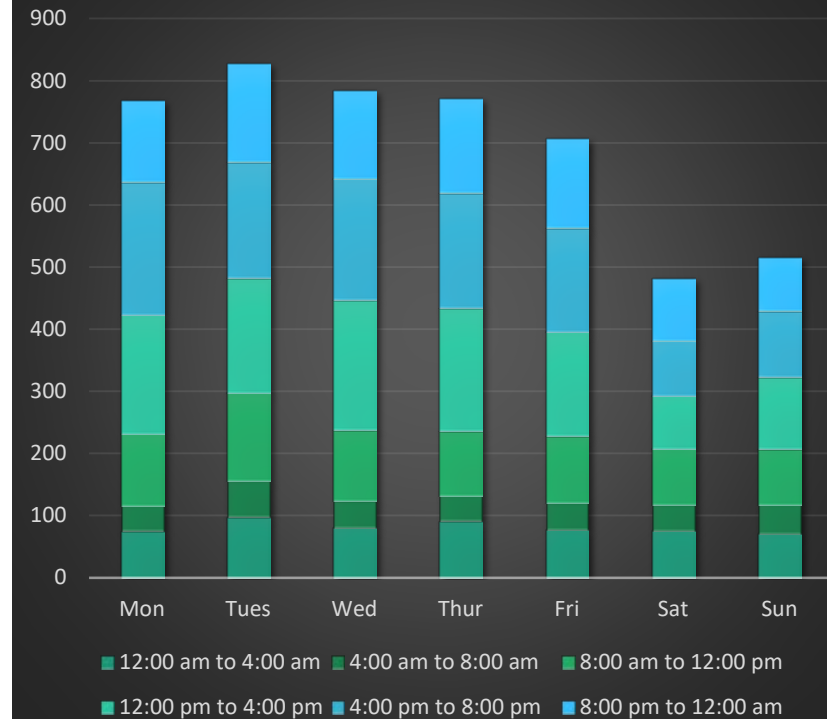
- 80% Predictable Cases
- 20% Complex Cases

Emergency Room Requests

Time Called



Day Called



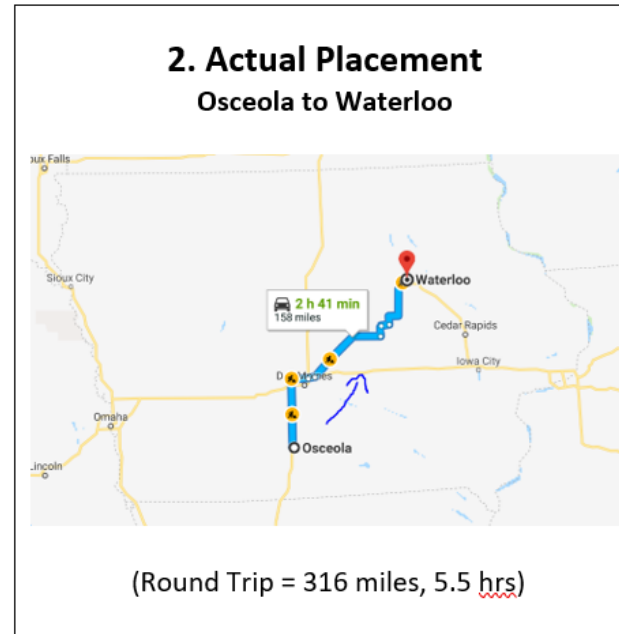
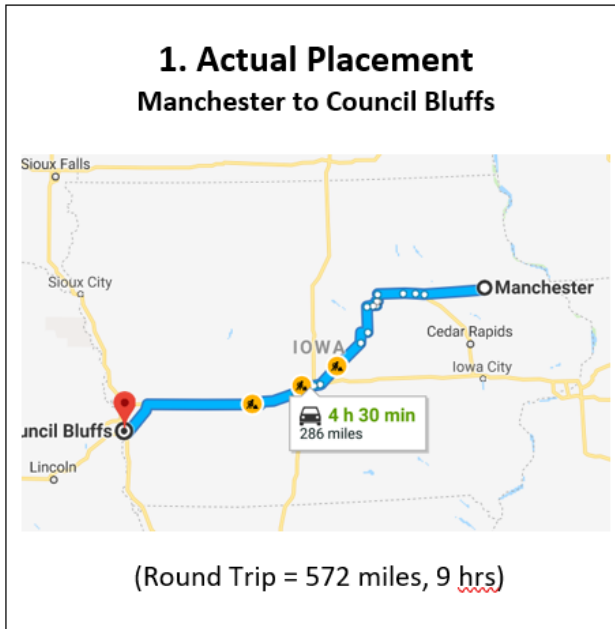
Placement Today: Criss Crossing State

PATIENT A

PATIENT B

(60 mins after Patient A Placed)

*Actual Placements
Occurred (8/2/2018)*



* Above Scenarios **Happen Often**

“Better Placement”: REDUCE Criss Crossing State

PATIENT A

1a. “Better Placement” Manchester ~~to Council Bluffs~~ to Waterloo

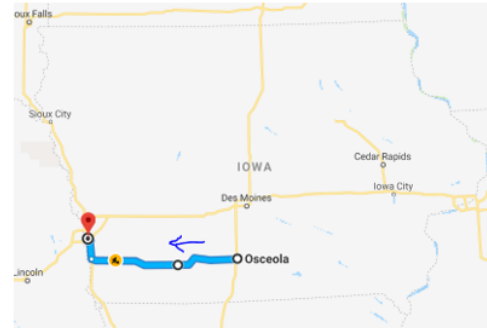


(Round Trip = 96 miles, 1 hr, 40 mins)
Less Travel : ~475 miles, 7 hrs

PATIENT B

(60 mins after Patient A Placed)

2a. “Better Placement” Osceola ~~to Waterloo~~ to Council Bluffs



(Round Trip = 258 miles, 4.6 hours)
Less Travel : ~60 miles, 1 hrs

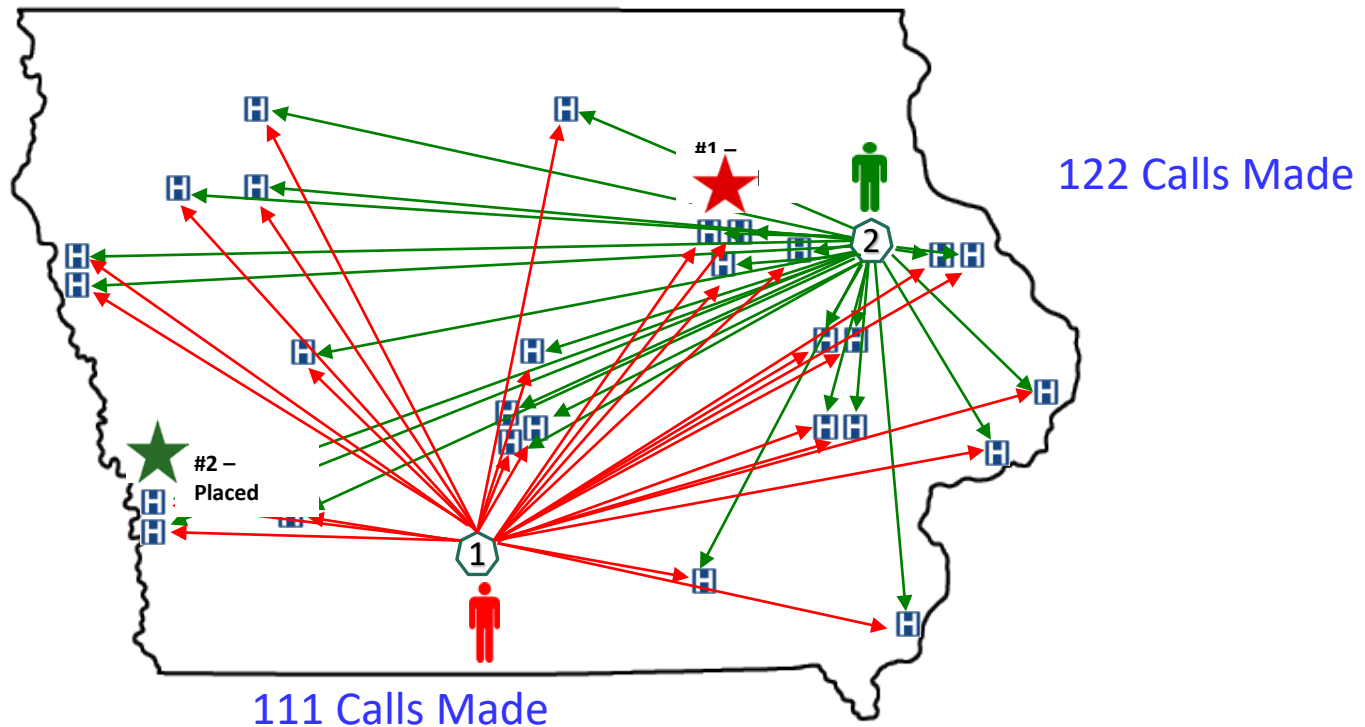
*What Could Happen!
... NEED Better System*

RESULTS - 2 Cases: (out of thousands/yr)

- Patients Stay → More Local
- Less Travel: 535 Miles, 8 Hrs

Current Placement Game:

- “Dial for Beds”, Fax to Exchange Patient Information
- Start Local, Quickly Expand Statewide → ... Take 1st Available Bed



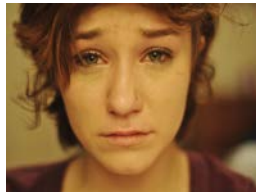
Placement: Different Goals



ER: Want Patient Placed Quickly



IP Unit: Want Appropriate Patient



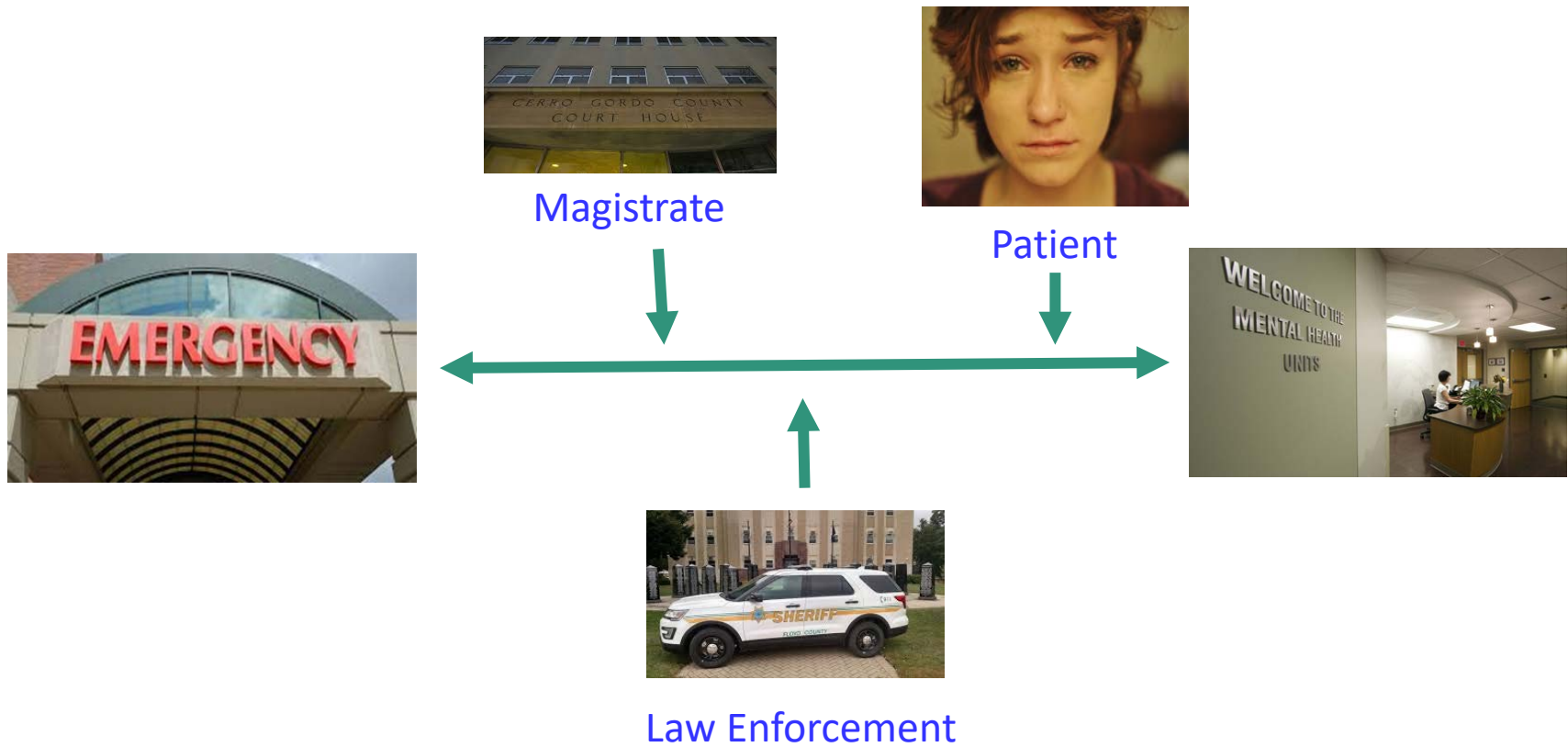
Patient: Want Help Quickly (Local as Possible)



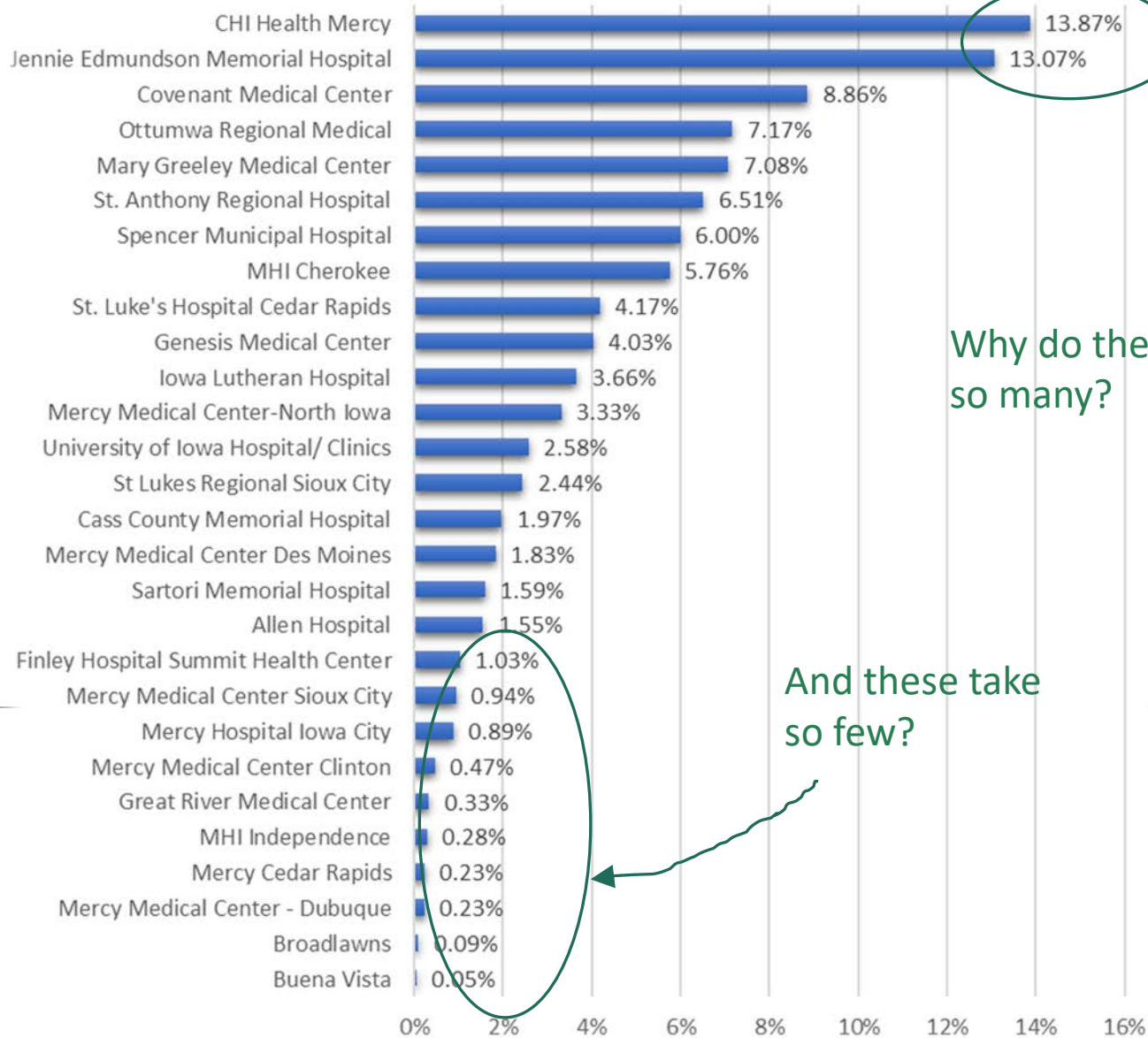
Law Enforcement: Transport (Local as Possible)

All want to help!

Placement: Stuck in Middle



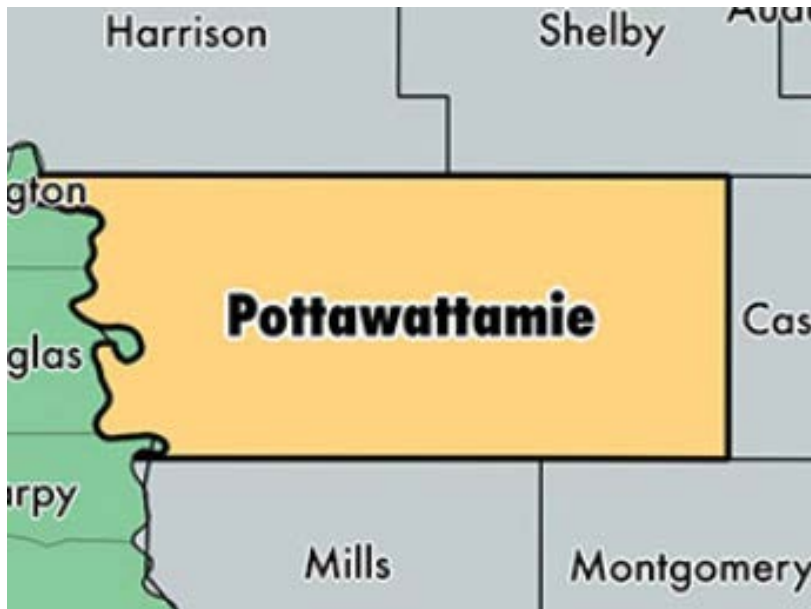
ITP: Iowa Inpatient Mental Health Placements



Why do these take so many?

And these take so few?

Excess Capacity: Pottawattamie – Quite a Bit



61 Total Inpatient Mental Health Beds

Jennie Edmundson: 24 Inpatient Mental Health Beds

CHI Mercy: 37 Inpatient Mental Health Beds

Population: 93,518

Population to MH Bed Ratio= 1533:1

Percentage of ITP Placements: 26.9%

Excess Capacity: Dubuque – Not Much



29 Total Inpatient Mental Health Beds

Finley Hospital: 9 Inpatient Mental Health Beds
 Mercy Dubuque: 20 Inpatient Mental Health Beds

Population: 94,648

Population to MH Bed Ratio= 3264:1

Percentage of ITP Placements: 1.3%

Excess Capacity: Des Moines – Notta



8 Total Inpatient Mental Health Beds

Great River Medical Center: 8 IP Mental Health Beds

Population: 40,169

Population to MH Bed Ratio= 5021:1

Percentage of ITP Placements: 0.3%

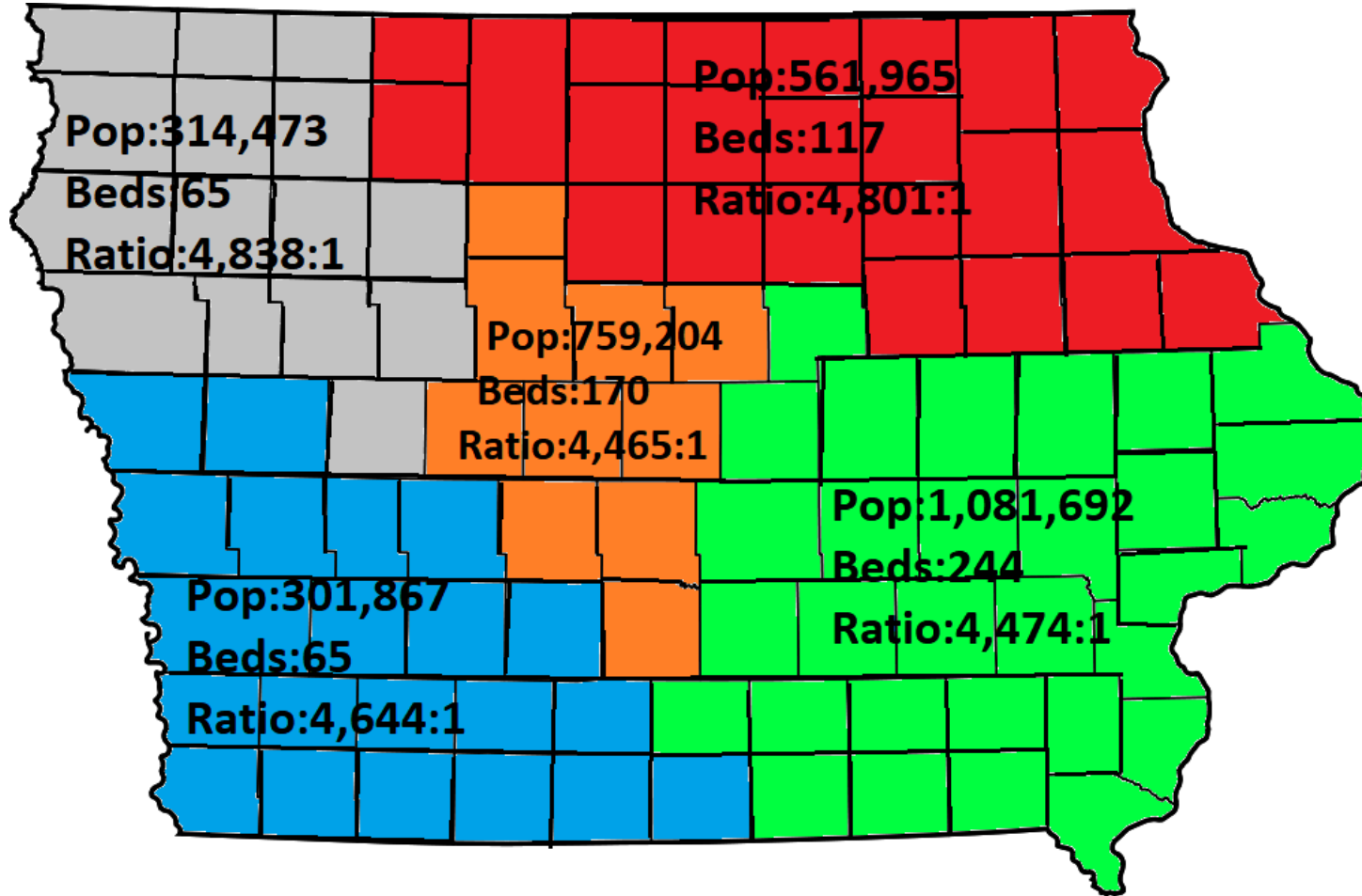
Capacity: Quick Summary



	Pottawattamie	Dubuque	Des Moines
Mental Health Beds	61	29	8
Population	93,518	94,648	40,169
Population to MH Bed Ratio	1533:1	3264:1	5021:1
Percentage of ITP Placements	26.9%	1.3%	0.3%

“Ones who have most excess capacity → take the most patients.”

Placement Needs for 80% Can Be Addressed with 5 Placement Zones



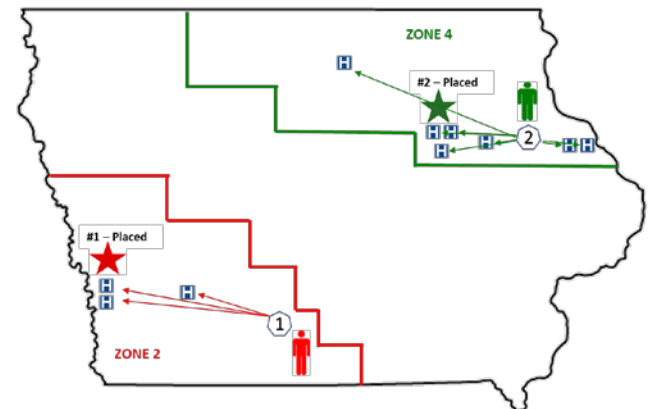
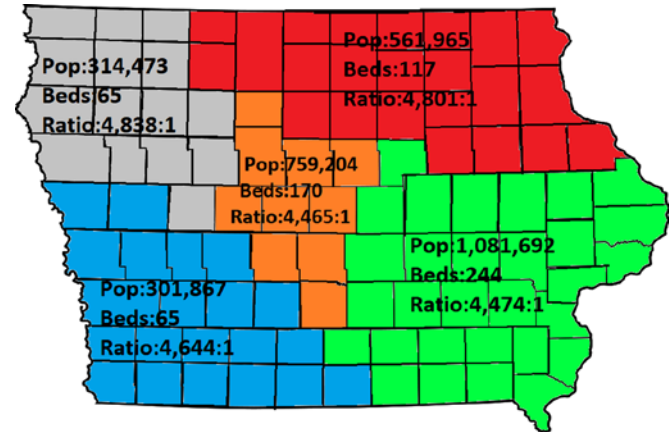
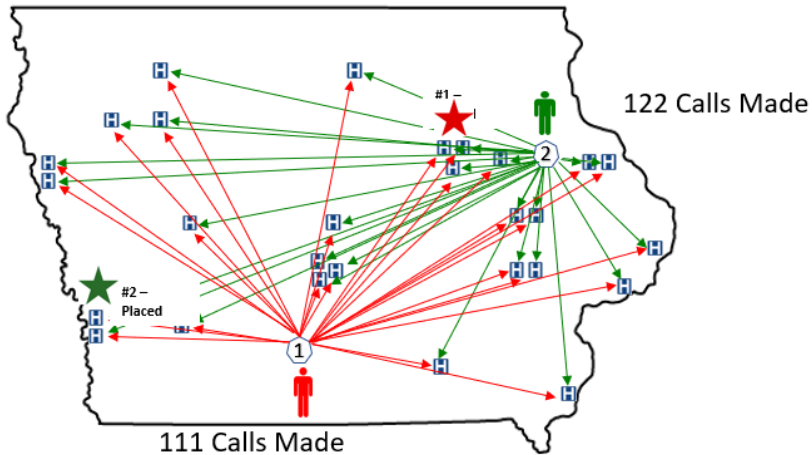
Other 20% will likely require a different path

How Do We Get From:

Here

To

Here



Who Has Beds?

- Only Gives a Picture at a Moment in Time
- Doesn't address what causes bottle neck
- Missing the Patient Factor



Session ends in: 59:19

Page Name: scrFosterProvView.csp



PSYCHIATRIC SERVICES | LINKS

Genesis Medical Center - Davenport (8 years +)

Status:Active

1227 East Rusholme Street
Davenport, Iowa 52803
Scott County

Primary Phone: (563) 421-2990
Secondary Phone: (563) 421-6605
Alternative Phone:
Fax:

Hospital Contacts

Name	Email	Phone
Regional, Resource	phillipsje@genesishhealth.com	(563) 421-6605 (Work) (563) 421-2942 (Cell)

Matching Attributes

Attribute	Selected Value
Available Beds	Child: Female: 0 Male: 0 Either: 8
	Adult: Female: 0 Male: 0 Either: 14
	Geriatric: Female: 0 Male: 0 Either: 0 <i>[Last Reported: 09/30/2018 at: 09:03:24 (CDT) by Oldfather, Ellis]</i>
Accepted Gender	Both
Accepted Age Range	8 to 99
Voluntary / Involuntary	Both
Locked / Unlocked	Locked
Age Group	Child Adult Geriatric

Notes

Show 10 entries Search:

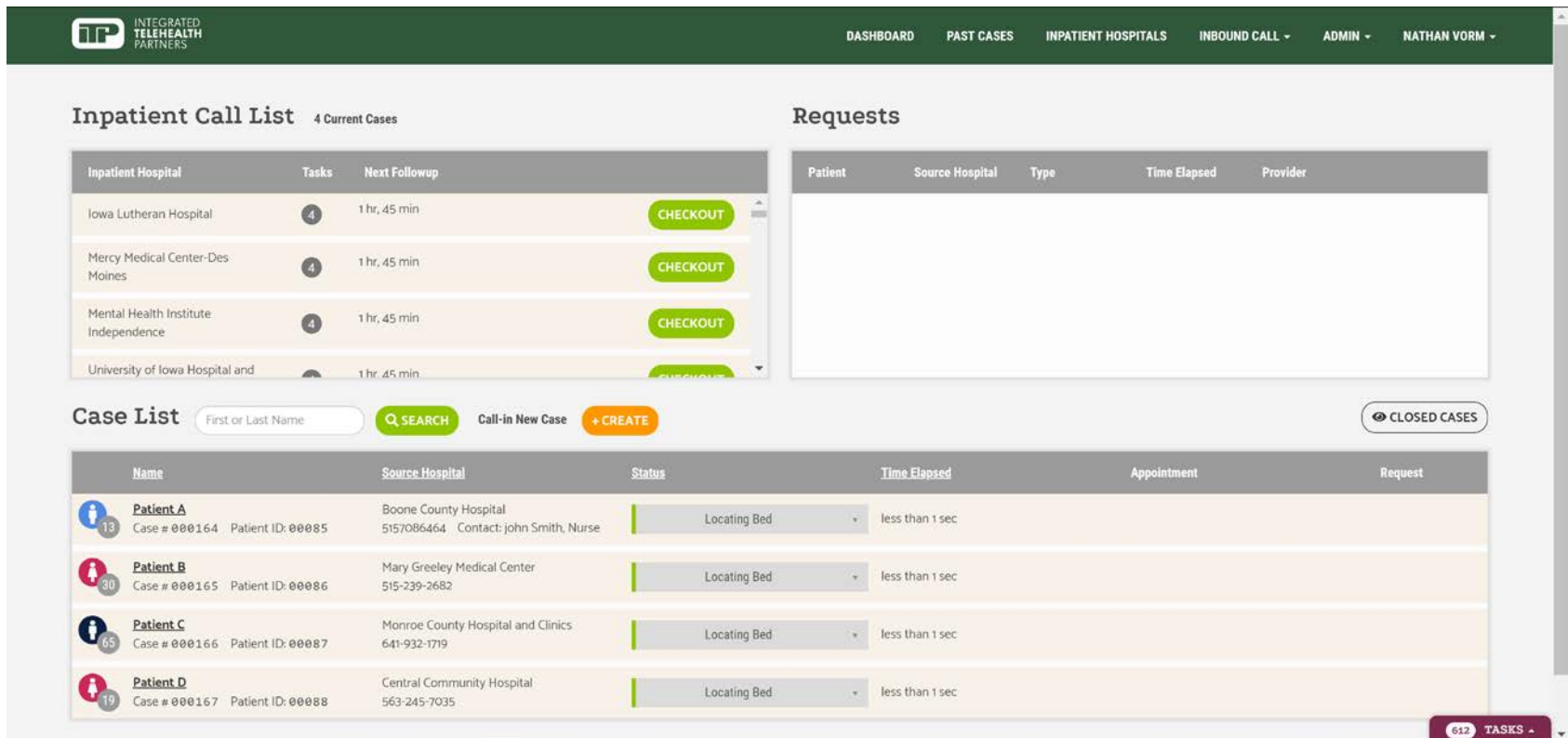
Type	Event Date	Entered Date	Entered By
No data available in table			



[Last Reported: 09/30/2018 at: 09:03:24 (CDT) by Oldfather, Ellis]

8:04 PM
10/3/2018

Who Are The Patients?



The screenshot displays the JuvoNow interface with a dark green header containing navigation links: DASHBOARD, PAST CASES, INPATIENT HOSPITALS, INBOUND CALL, ADMIN, and NATHAN VORM. The main content area is divided into two sections: 'Inpatient Call List' and 'Requests'.

Inpatient Call List (4 Current Cases)

Inpatient Hospital	Tasks	Next Followup	Action
Iowa Lutheran Hospital	4	1 hr, 45 min	CHECKOUT
Mercy Medical Center-Des Moines	4	1 hr, 45 min	CHECKOUT
Mental Health Institute Independence	4	1 hr, 45 min	CHECKOUT
University of Iowa Hospital and		1 hr, 45 min	CHECKOUT

Requests

Patient	Source Hospital	Type	Time Elapsed	Provider
Empty table				

Case List (Search: First or Last Name, Q SEARCH, Call-in New Case, + CREATE, CLOSED CASES)

Name	Source Hospital	Status	Time Elapsed	Appointment	Request
Patient A Case # 000164 Patient ID: 00085	Boone County Hospital 5157086464 Contact: john Smith, Nurse	Locating Bed	less than 1 sec		
Patient B Case # 000165 Patient ID: 00086	Mary Greeley Medical Center 515-239-2682	Locating Bed	less than 1 sec		
Patient C Case # 000166 Patient ID: 00087	Monroe County Hospital and Clinics 641-932-1719	Locating Bed	less than 1 sec		
Patient D Case # 000167 Patient ID: 00088	Central Community Hospital 563-245-7035	Locating Bed	less than 1 sec		

612 TASKS

JuvoNow → Centralized Patient Placement Database

Store Case Data

- Patient Demographics
- Assessments
- Labs
- Notes
- Commitment Documents
- Hospital information
- Inpatient Call Log
- Case length
- Results

The screenshot displays the ITP Juvo web application interface, which is organized into several main sections:

- Patient Information:** Displays patient details such as Case # 000164, Patient ID: 00005, address (123 Street, Boone, IA 50021), County: Polk, Date of Birth: 1/1/2005, and Admission Time: 10/10/2018 10:00am. It includes a 'NO PATIENT HISTORY' button and a 'PROGRESS NOTES' button.
- Source Hospital Information:** Shows details for Boone County Hospital, including address (1015 Union St, Boone, IA 50006), phone (319-378-8146), fax (319-378-8193), MDHS Region (Central Iowa Community Services - ICSS), ER Doctor (Dr. Phil), and Outpatient Provider (Dr. Dr. Stry, 4140591021). It also lists latest contacts (John Smith, Nurse) and a latest contact phone number.
- Requests:** A list of requests with columns for ID, Type, Status, and Assigned To. Two requests are visible: one for 'Type: Assessment' (Status: Completed) and another for 'Type: File Review' (Status: Cancelled).
- Medical Information:** A comprehensive section with multiple input fields for various medical data points, including Patient Type, Criminal Charges, Legal Status, Drugs in System, Alcohol in System, Jail Prior to Arriving in Custody, Incontinent, Ambulatory, Current Living Situation, Medically Cleared, Home/Suicidal Ideations, Auditory Hallucinations, Visual Hallucinations, Active Delus, History of Violent Behavior, and Present Violent Behavior. It also includes sections for Admission-Participating Factors Notes, Diagnosis, Acute Conditions/Medical Psych History, Home Medications, and Medications Given in ER.
- Notes:** A section for adding and viewing notes, including a note dated 10/10/18 10:02 AM with content: 'Assessment at Recommendation: Inpatient Placement' and 'Chief Complaint: These are among those very familiar Latin terms in the listing below, together with the literal/original meanings, and modern usage examples. For a dead language, the resilience of Latin is extraordinary. Its resilience would be...'. It also shows an 'Uploaded File' section.
- Patient Criteria:** A section for tracking patient criteria, showing 'Last Updated: 10/10/18 10:02 AM' and 'Mental Health' with a green checkmark.
- Tags:** A section for adding and managing tags.
- Vitals:** A section for tracking vital signs, with columns for Pulse, BP, Temp, and O2.
- Placement Activity Log:** A table at the bottom showing placement activity with columns for Miss, Inpatient/Outpatient, City, St, Contact Info, Time Called, Latest Result, Latest Note, and Task. A row is visible for 'Miss: Henry Medical Center Den Hovers, City: Des Moines, St: IA, Task: VIEW'.



Instant Transfer of Documentation

With a click of a button inpatient units can access the required patient documentation

- Saving Time (No More Faxing & Waiting)
- Enabling Faster Decision Making

Integration: Create More Robust Solution



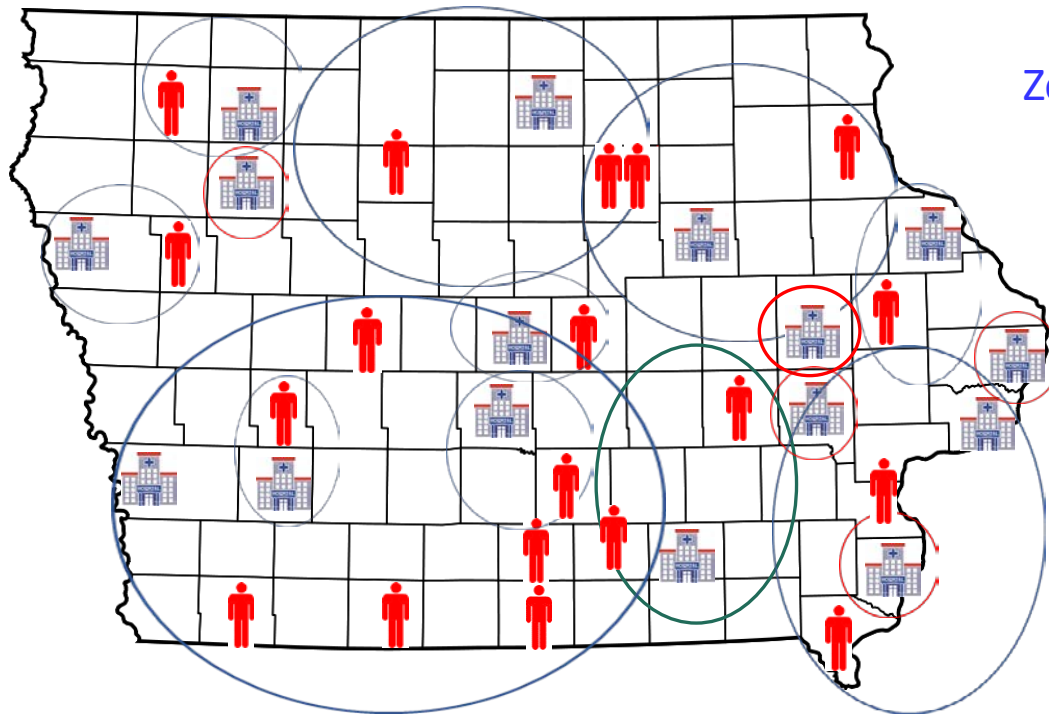
“Patient Demand”



“Bed Supply”

- Puts the Patients & Available Beds on a Single Platform
- Reduces Bottlenecks in Process (i.e. Faxing, etc)
- State has Dynamic Look at what’s happening

Placement Zones: Are Dynamic



Zones Will Adjust In Real Time
As Demand/ Supply Change

- Inpatient Units the hubs
- ERs the spokes
(today it's vice versa)

Benefits of Centralizing Placements

- Optimize Patient Placement
 - Patients Stay Local
 - Quick Decisions
 - Reduce Travel Costs
 - Documents in one locate
- Data Analytics
 - Demographics & Diagnosis
 - Identify patient trends
 - Track Activity at All Levels
- **Creates Accountability**

Proposal

- Implement Statewide Mental Health & Substance Abuse Placement System
- Integrate Care Match with JuvoNow Platform
- Collect data and work with DHS to
 - Continuously improve process for all
 - Address the 20% needing a different path

Next Steps

Thank You!

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