Assisting Frontline Health Care Providers through Specialty Psychiatric Consultation: The Child Psychiatry Consultation Program and The Periscope Project
Objectives

• Define specialty psychiatric consultation and teleconsultation.

• Describe two models of specialty psychiatric consultation in Wisconsin for perinatal women and children and adolescents.

• Describe how these programs’ services can be utilized in your community to support mental health care in these vulnerable populations.
What do you think about when you hear the terms ‘Specialty Psychiatry Consultation?’
Specialty Psychiatry Consultation

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‘Provider To Provider Consultation’

A way for one health care provider to obtain professional opinion from another health care provider who is not located in the same place

“A request from one physician to another for an advisory opinion”

Requesting provider uses **information learned** during the consultation combined with their **own professional judgement** & other considerations

American Academy of Family Physicians (AAFP) 2017: https://www.aafp.org/about/policies/all/consultations-transfers.html
Filling The Gap

Critical gap

- 48 of Wisconsin’s 72 counties are facing a “geography-based shortage” of mental health care providers.

- 950 patients seeking mental health care for every one provider in rural Wisconsin, compared to nearly half that in urban settings.

Solution

- Psychiatry consultation builds front line provider’s capacity to care of mental health conditions

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Wisconsin Department of Health Services, Primary Care Office, Shortage Designation Program.
# Different Than Tele-Medicine

<table>
<thead>
<tr>
<th>Tele-Medicine</th>
<th>Provider-to-Provider Consultation</th>
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<tbody>
<tr>
<td>Remote diagnosis &amp; treatment of patients by means of telecommunications technology</td>
<td>Educational in nature</td>
</tr>
<tr>
<td></td>
<td>Consulted provider does not treat patient, review chart, prescribe medications, or create a medical record</td>
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**METHODS:**

- Video Conferencing
- Store & Forward
- Remote Patient Monitoring
- Phone
- Email
- Hallway/Curbside
- Remote Patient Monitoring
The Child Psychiatry Consultation Program (CPCP)

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Child Psychiatry Shortage In Wisconsin
Where Does Mental Health Treatment Occur?

• Many are seen and treated in primary care, highlighting the importance of primary care in global mental health treatment

• >80% of psychotropic medications are prescribed by non-mental health providers

• Unfortunately, many primary care providers do not receive adequate training in mental health care and do not feel comfortable treating these conditions

(Beardsley, Gardlocki, Larson, & Hidalgo, 1988)
(Hilt 2013)
Objective:

- Implement a linkage intervention whereby pediatric primary care providers have daily and timely access to:
  - Education
  - Consultation
  - Resource Coordination
- Modeled after MCPAP (Massachusetts Child Psychiatry Access Project)
Half of all lifetime mental health illnesses begin by age 14
Education

Series I:
- Diagnosing and Treating Attention Deficit/Hyperactivity Disorder (ADHD)
- Pharmacological Treatment of Depression and Anxiety
- Atypical Antipsychotic Medication Use and Monitoring in Pediatrics

Series II:
- General Screening Tools
- Specific Rating Scales
- Suicidality

Bonus Modules—Trauma Informed Care (TIC)
- Awareness of the Impact of Traumatic Events
- Safe, Compassionate, Respectful Partnering
Consultation

• Rotating schedule of Child Psychiatrists covering all business hours

• Access to Pediatric Psychologist and Resource Coordinators

• Telephone responses occur within 15-30 minutes

• Email responses occur within the same business day

• Second Opinion Clinics: face-to-face consultation (not funded by state)
Resource Coordination

Project and intake coordinators familiar with local resources

Collaboration with multiple statewide stakeholders to maintain updated resource information

Ongoing engagement with PCPs through:
- Monthly emails
- Quarterly newsletters
- Annual in-person check-ins
- Yearly CME conferences
## CPCP by the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providers</td>
<td>506</td>
<td>Primary care providers currently enrolled, across 139 clinics.</td>
</tr>
<tr>
<td>Consultations</td>
<td>805</td>
<td>Provider-to-provider, pediatric psychiatric consultations since January 1, 2018. 2013 total consultations since 2014.</td>
</tr>
<tr>
<td>Education</td>
<td>1018</td>
<td>Total online education sessions received on pediatric psychiatric topics since 2014.</td>
</tr>
<tr>
<td>Community Resource Information</td>
<td>420</td>
<td>Recommendations and referrals to existing resources given to providers since January 1, 2018.</td>
</tr>
</tbody>
</table>
A Deeper Dive into Consultations

Responsiveness

93% Of phone calls returned within 30 minutes or at provider requested time

97% Of emails returned within the same day

Content (since January 1, 2018)

- Medication question: 613
- Care Coordination/Resource/Referral: 144
- Diagnostic question: 140
- Parent Guidance: 107
- Psychological Consultation/Beh Health: 97
- School Issues: 91
- Screening Tool Question: 26
- Follow-up: 26
Changes in Practice

Enrollment to 9-month Follow-up

- Able to meet the needs of children with psychiatric problems
- Can consult with mental health specialist within reasonable period of time
- Confidence in clinic skills in management of: ADHD
- Confidence in clinic skills in management of: Depressive Disorders
- Confidence in clinic skills in management of: Anxiety Disorders

Baseline
Follow-up

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The Periscope Project (TPP)

Free resource for health care professionals treating pregnant and/or postpartum women struggling with mental health and/or substance use disorders

3 services available to healthcare professionals:

- Provider-to-provider perinatal psychiatric teleconsultation within 30 minutes
- Educational presentations and tools for providers
- Information on additional community resources
Where We Are: Core Services

Tele-Consultations

252 Provider-to-provider, perinatal psychiatric consultations.

Provider Education

75 Total educational presentations. 59 online modules viewed. 16 in person didactic presentations to 534 providers.

Community Resource Information

75 Periscope calls resulted in the provider being e-mailed information on additional resources to support the mental health and wellbeing of their patient.
Provider To Provider Teleconsultation

877-296-9049 | theperiscopeproject@mcw.edu

Monday – Friday from 8am to 4pm CST, excluding holidays
Provider is connected with a perinatal psychiatrist **within 30 minutes**
- E-mails returned within one business day

**When to Call**
- Psycho-pharmacology or substance use treatment
  - Preconception, during pregnancy, or while breastfeeding
- Diagnostic clarification, screening tools and follow up recommendations
- How to discuss mental health with pregnant & postpartum patients
- General questions on behavioral health during perinatal period
Eligible Providers

Health care providers caring for women of childbearing age with mental health conditions or concerns

Physicians, Midwives, Nurse Practitioners, Physicians Assistants, RN, Behavioral Health Providers, Home Visitors

All consultations are provided within the scope of practice of the inquiring health care provider/professional.
Current Turn Around Time

Less than 5 mins.  
Averaging less than 8 mins.  
Average 10 mins.  
Patient typically remains in the care of provider.
**TPP Encounter Topics**

As of June 1, 2018

- **309** total service related encounters
- **252** provider-to-provider consultations (82% of total)

**Topics are not mutually exclusive – providers may discuss multiple topics.**
TPP Address Delays In Care

Providers were asked; ‘What would you have done if you did not call TPP today?’

- Medication-related adjustment (42%)
- Refer patient to another provider (39%)
- Do further research (12%)
- “I don’t know” (2%)

• Most often referral to behavioral health provider
• Wait times are often months
• Not all women will make an appointment
• Not all women will get to the appointment

Results in delays or missed care for the patient!

TPP is a bridge to treatment that minimizes delays in or missed care!
PROVIDER SATISFACTION

• Based on 3 question post encounter survey with a 71% response rate (181/253):
  - 100% of providers agreed or strongly agreed they were satisfied with the encounter
  - 100% of providers indicate their most recent encounter with The Periscope Project helped them to more effectively manage their patient's care
  - 100% of providers indicate they will incorporate the information they learned in the future care of patients
QUESTIONS?
Discussion

Split into two groups
Discussion Topics

**Health System Group**

What challenges would you anticipate to uptake of these programs?

How can you support uptake of these programs?

**Community Based Group**

How can we be supportive of your community’s efforts to improve mental health?

What are resources in the audience that WE should be promoting?
Questions?
Thank you!

Want to learn more?

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