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.

Medical College of Wisconsin CONFIDENTIAL. Do not share.

What do you think about when you hear the terms **‘Specialty Psychiatry Consultation?’**

Medical College of Wisconsin CONFIDENTIAL. Do not share.

Specialty Psychiatry Consultation

Christina L. Wichman, D.O.

Medical Director for The Periscope Project

Associate Professor of Psychiatry and Obstetrics and Gynecology

Medical College of Wisconsin

Medical College of Wisconsin CONFIDENTIAL. Do not share.

‘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 his/her **own professional judgement** & other considerations

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

Filling The Gap

Critical gap

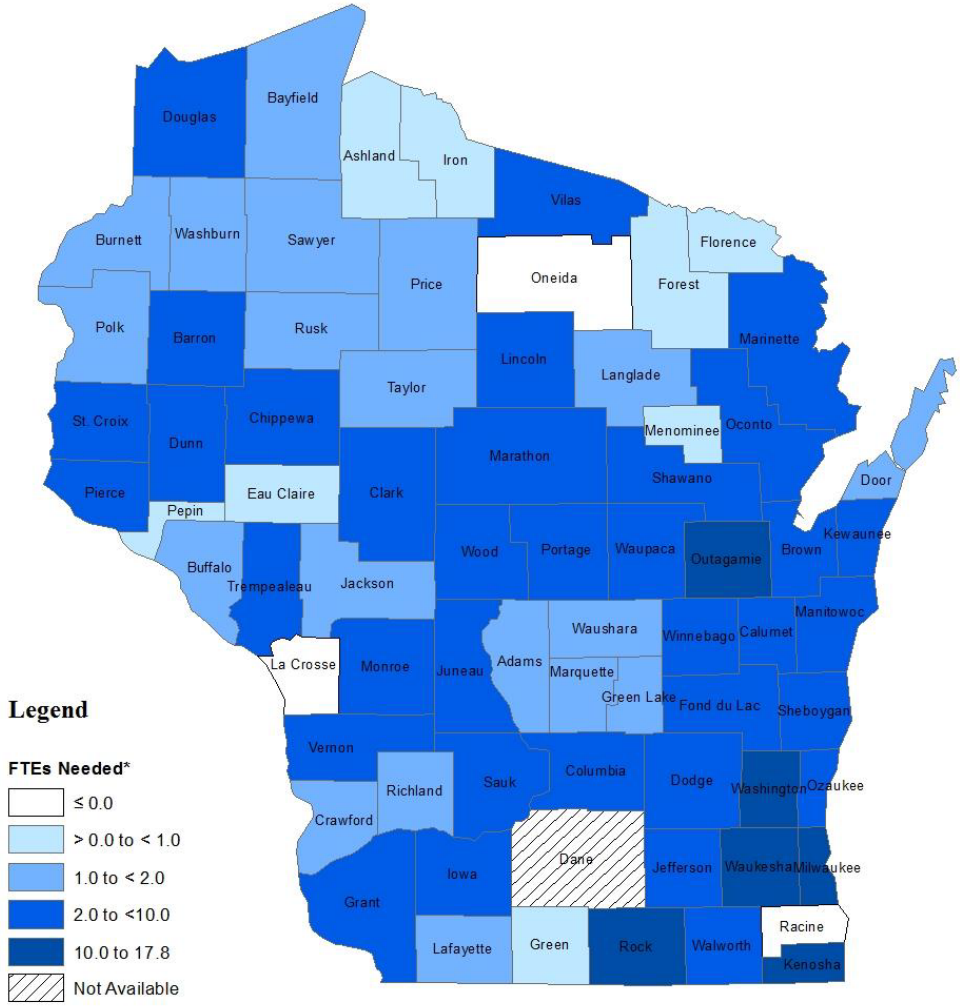
- **48** of Wisconsin's 72 counties are facing a "**geography-based shortage**" of mental health care providers.
- **950 patients seeking mental health care** for **every one provider** in rural Wisconsin, compared to nearly half that in urban settings.

Solution

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

Number of Psychiatrist FTEs Needed to Reduce Significant Shortages for the Resident Population

November, 2012



* Data definitions and limitations in notes/table.

Wisconsin Department of Health Services
Division of Public Health
Wisconsin Primary Care Office
http://www.dhs.wisconsin.gov/health/primarycare/index.htm

Medical College of Wisconsin CONFIDENTIAL. Do not share.

http://www.dailycardinal.com/article/2018/03/over-half-of-wisconsin-counties-face-a-shortage-of-mental-health-care-providers

Wisconsin Department of Health Services, Primary Care Office, Shortage Designation Program.

Different Than Tele-Medicine

Tele-Medicine

Remote diagnosis & treatment of patients by means of telecommunications technology

Provider-to-Provider Consultation

Educational in nature

Consulted provider does not treat patient, review chart, prescribe medications, or create a medical record

METHODS:

Video Conferencing| Store & Forward | Remote Patient Monitoring

Phone | Email | Hallway/Curbside

Medical College of Wisconsin CONFIDENTIAL. Do not share.

The Child Psychiatry Consultation Program (CPCP)

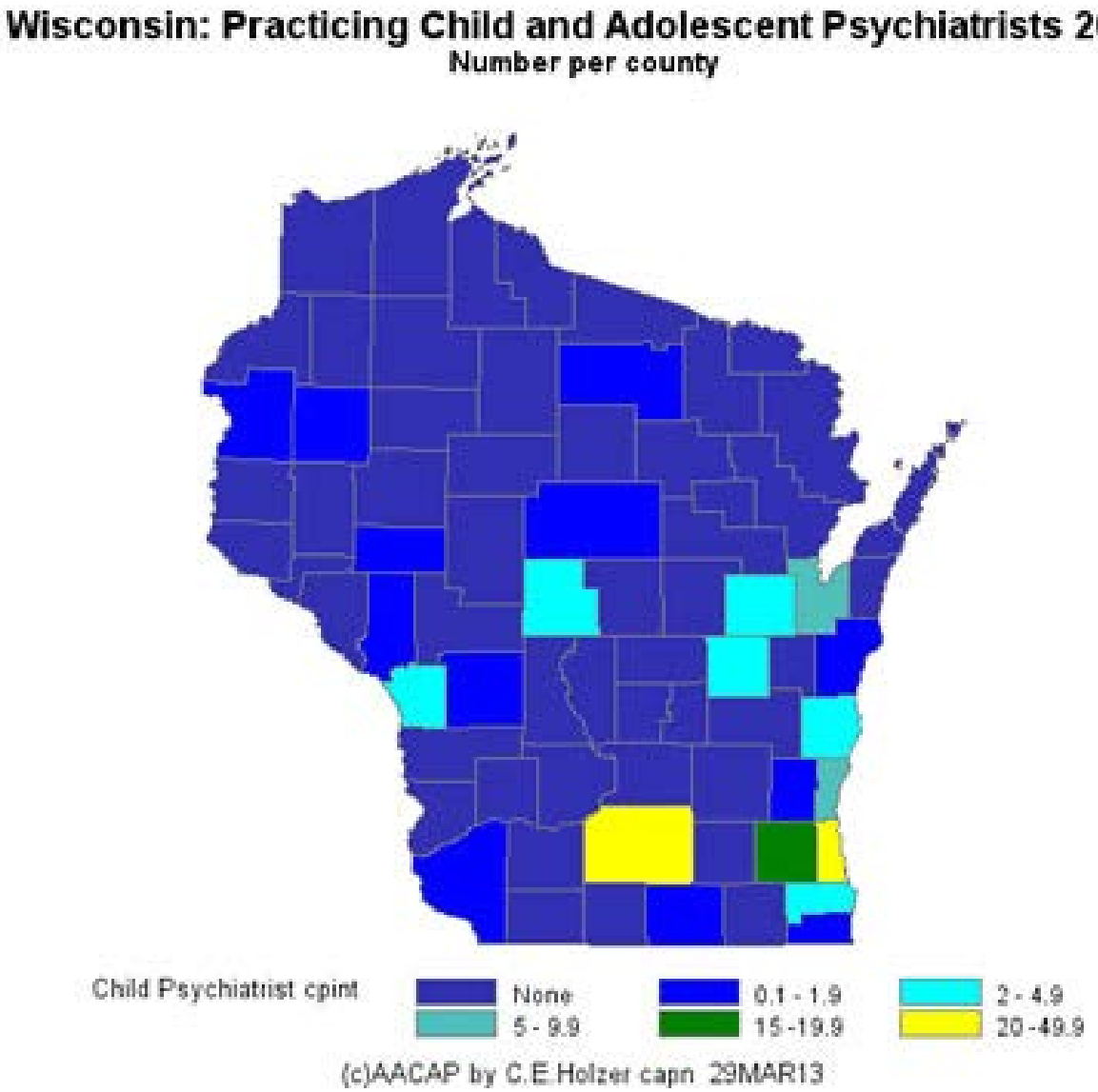
Michelle Broaddus, Ph.D.
Program Evaluator for CPCP
Associate Professor
Psychiatry & Behavioral Medicine
Medical College of Wisconsin

Gabriella Hangiandreou, M.D.
Child/Adolescent Psychiatrist for CPCP
Assistant Professor
Psychiatry & Behavioral Medicine
Medical College of Wisconsin

Rosa Kim, M.D.
Child/Adolescent Psychiatrist for CPCP
Assistant Professor
Psychiatry & Behavioral Medicine
Medical College of Wisconsin

Medical College of Wisconsin CONFIDENTIAL. Do not share.

Child Psychiatry Shortage In Wisconsin



Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

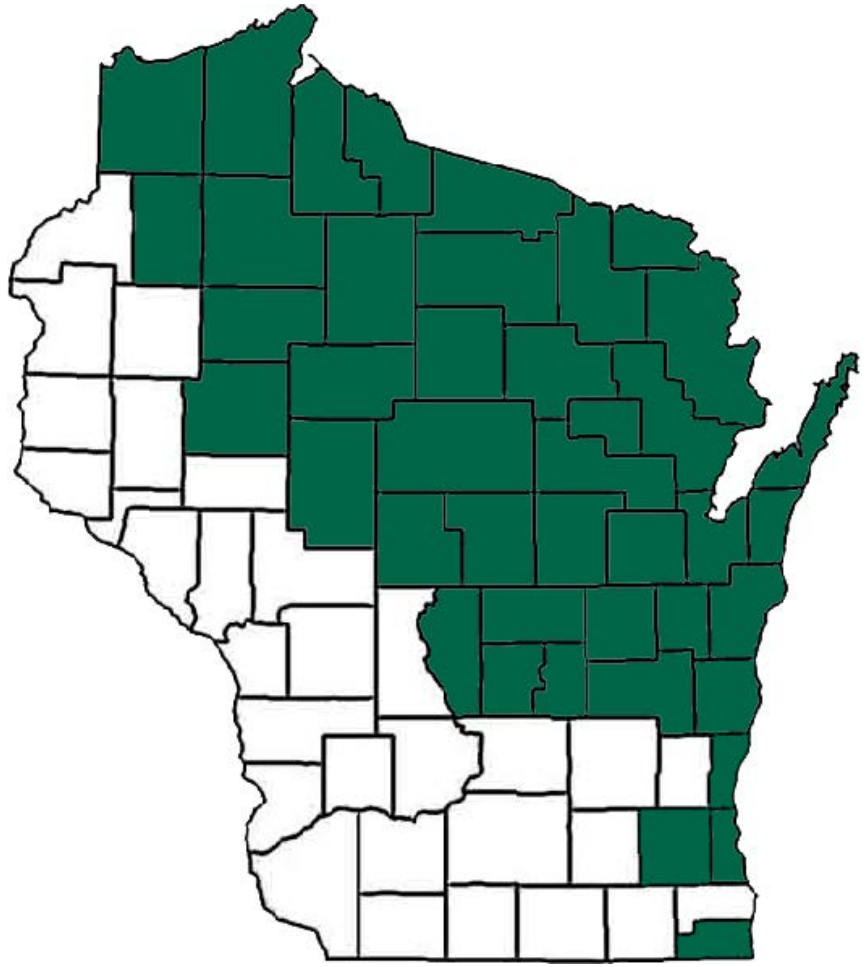
Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

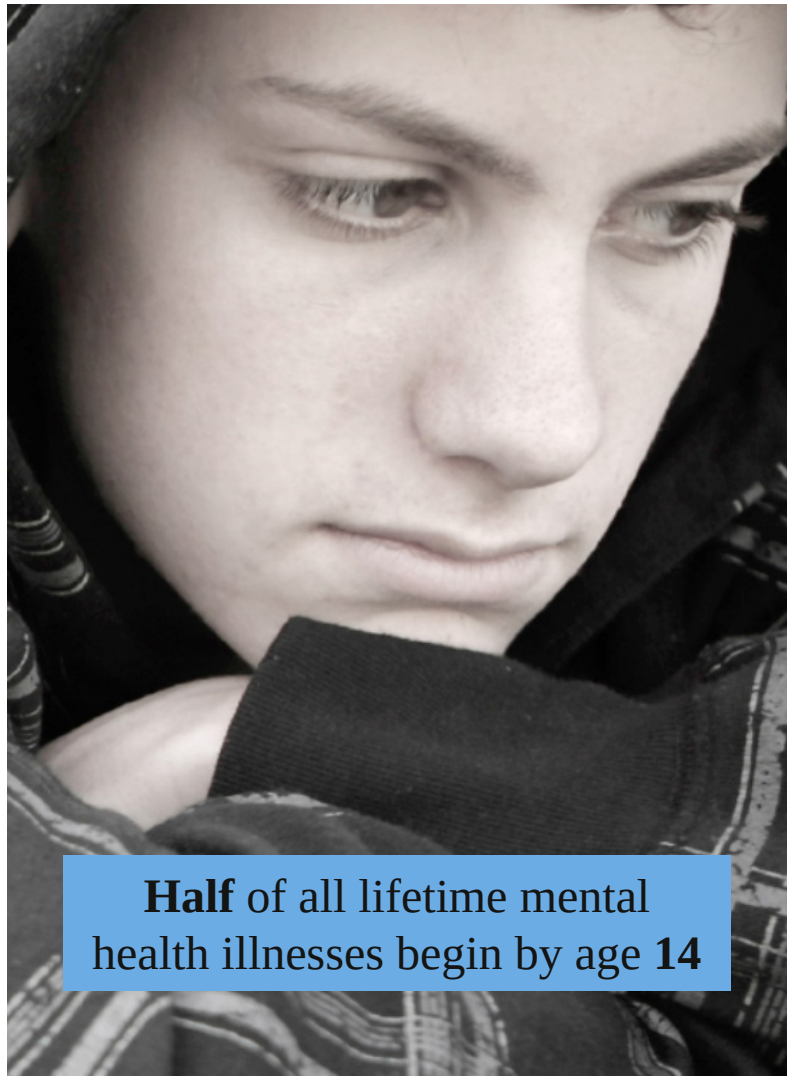
Child Psychiatry Consultation Program (CPCP)

Objective:

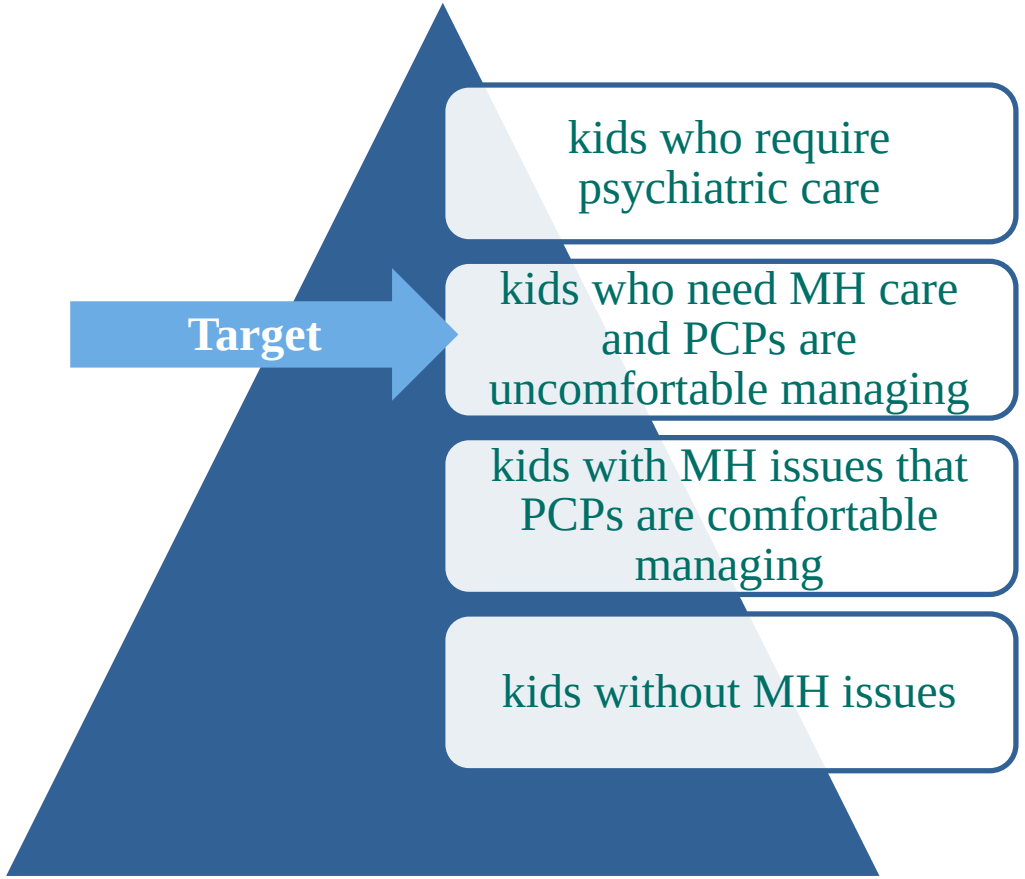
- Implement a linkage intervention whereby pediatric primary care providers have daily and timely access to:
  - Education
  - Consultation
  - Resource Coordination
- Modeled after MCPAP (Massachusetts Child Psychiatry Access Project)



Medical College of Wisconsin CONFIDENTIAL. Do not share.



Pediatric Mental Health Needs In Primary Care



Medical College of Wisconsin CONFIDENTIAL. Do not share.

Education

Series I:

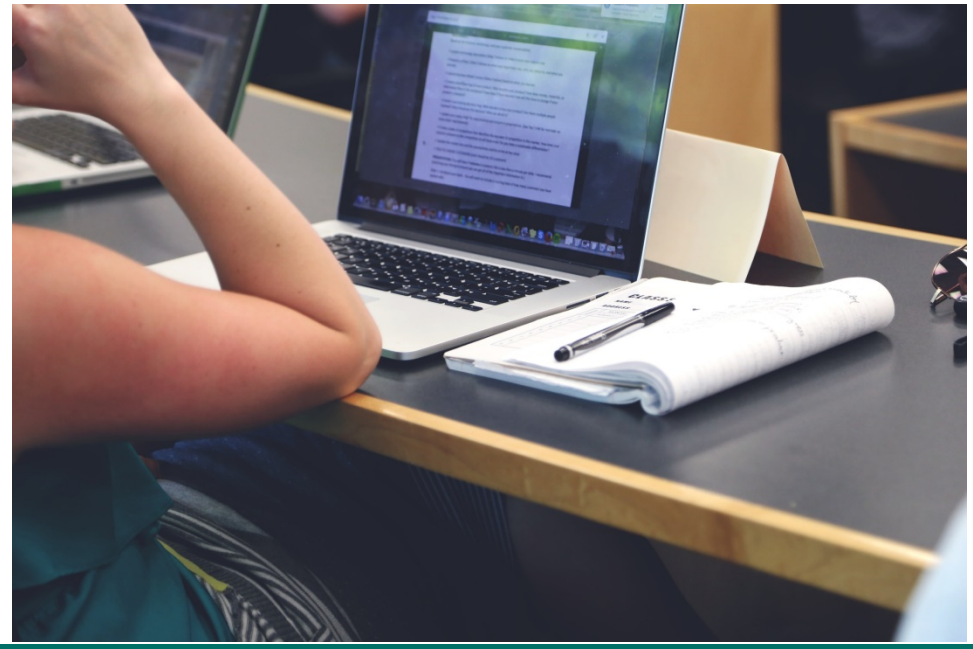
- Diagnosing and Treating Attention Deficit/Hyperactivity Disorder (ADHD)
- Pharmacological Treatment of Depression and Anxiety
- Atypical Antipsychotic Medication Use and Monitoring in Pediatrics

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



Medical College of Wisconsin CONFIDENTIAL. Do not share.

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)

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

Medical College of Wisconsin CONFIDENTIAL. Do not share.

CPCP by the Numbers

Providers	**506**	Primary care providers currently enrolled, across 139 clinics.
Consultations	**805**	Provider-to-provider, pediatric psychiatric consultations **since January 1, 2018.** 2013 total consultations since **2014.**
Education	**1018**	Total online education sessions received on pediatric psychiatric topics since **2014.**
Community Resource Information	**420**	Recommendations and referrals to existing resources given to providers **since January 1, 2018.**

Medical College of Wisconsin CONFIDENTIAL. Do not share.

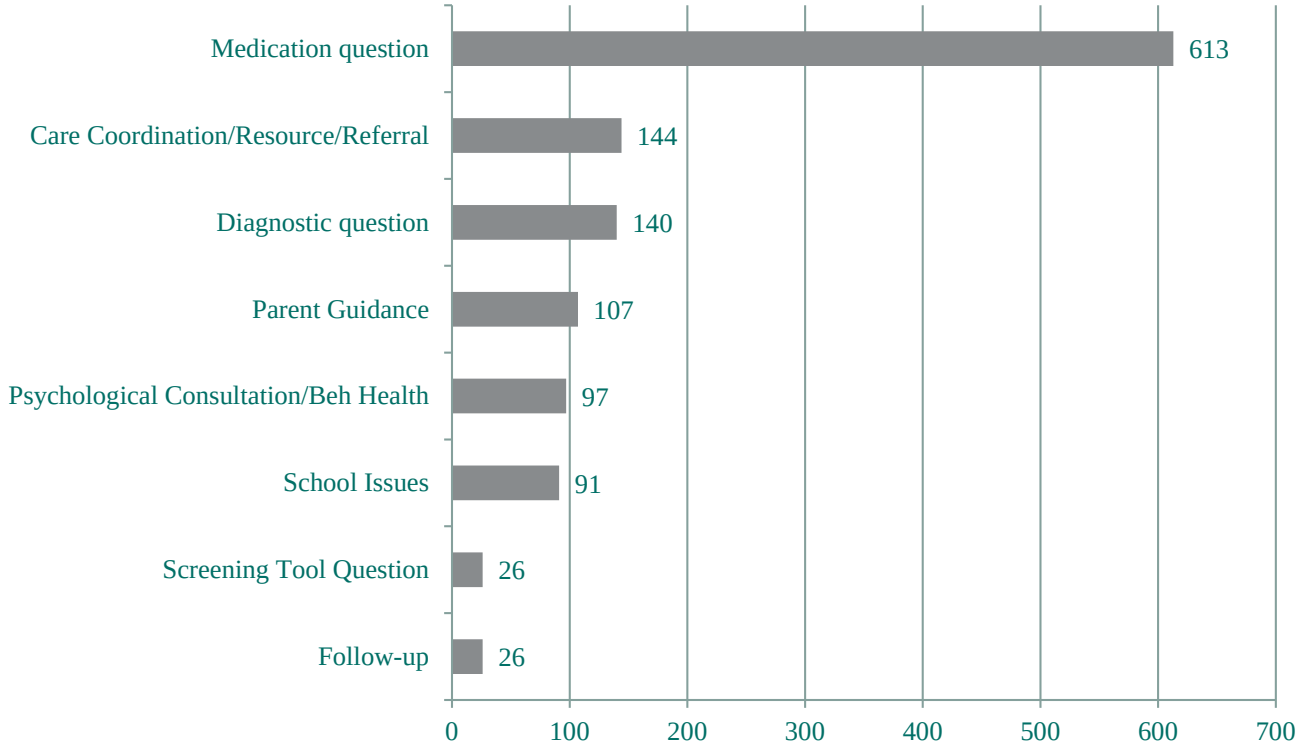
A Deeper Dive into Consultations

Responsiveness

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

97% Of emails returned within the same day

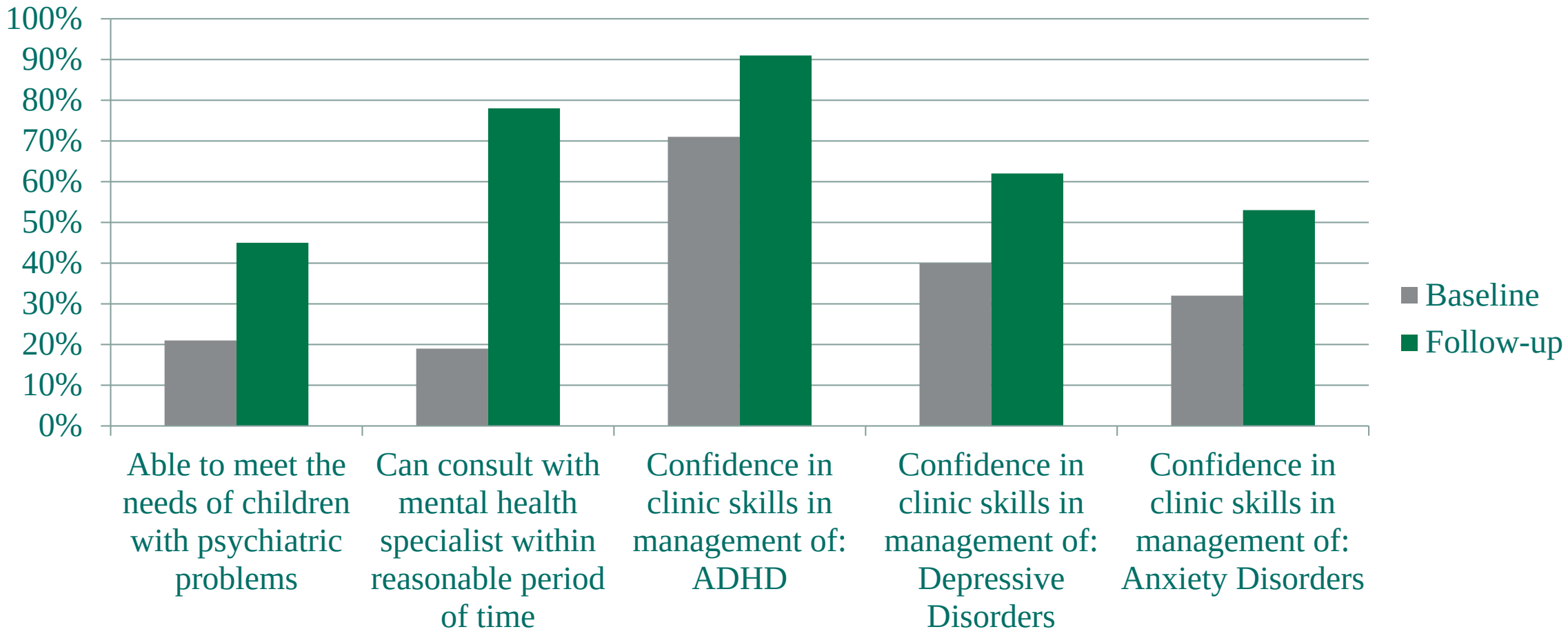
Content (since January 1, 2018)



Medical College of Wisconsin CONFIDENTIAL. Do not share.

Changes in Practice

Enrollment to 9-month Follow-up



Medical College of Wisconsin CONFIDENTIAL. Do not share.

THE PERISCOPE PROJECT

PERINATAL SPECIALTY CONSULT PSYCHIATRY EXTENSION

Audrey Laszewski, M.S.

Program Administrator for The Periscope Project

Medical College of Wisconsin

Christina L. Wichman, D.O.

Medical Director for The Periscope Project

Associate Professor of Psychiatry and Obstetrics and Gynecology

Medical College of Wisconsin

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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**

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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.

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

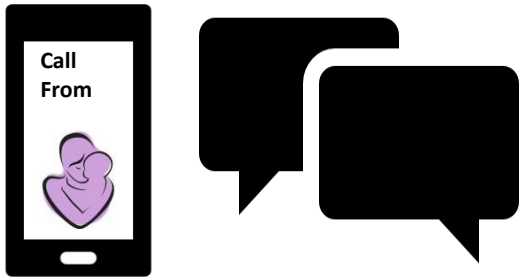
All consultations are provided **within the scope of practice** of the inquiring health care provider/professional.

Medical College of Wisconsin CONFIDENTIAL. Do not share.

Current Turn Around Time

Less than
5 mins.

Averaging
less than 8
mins.

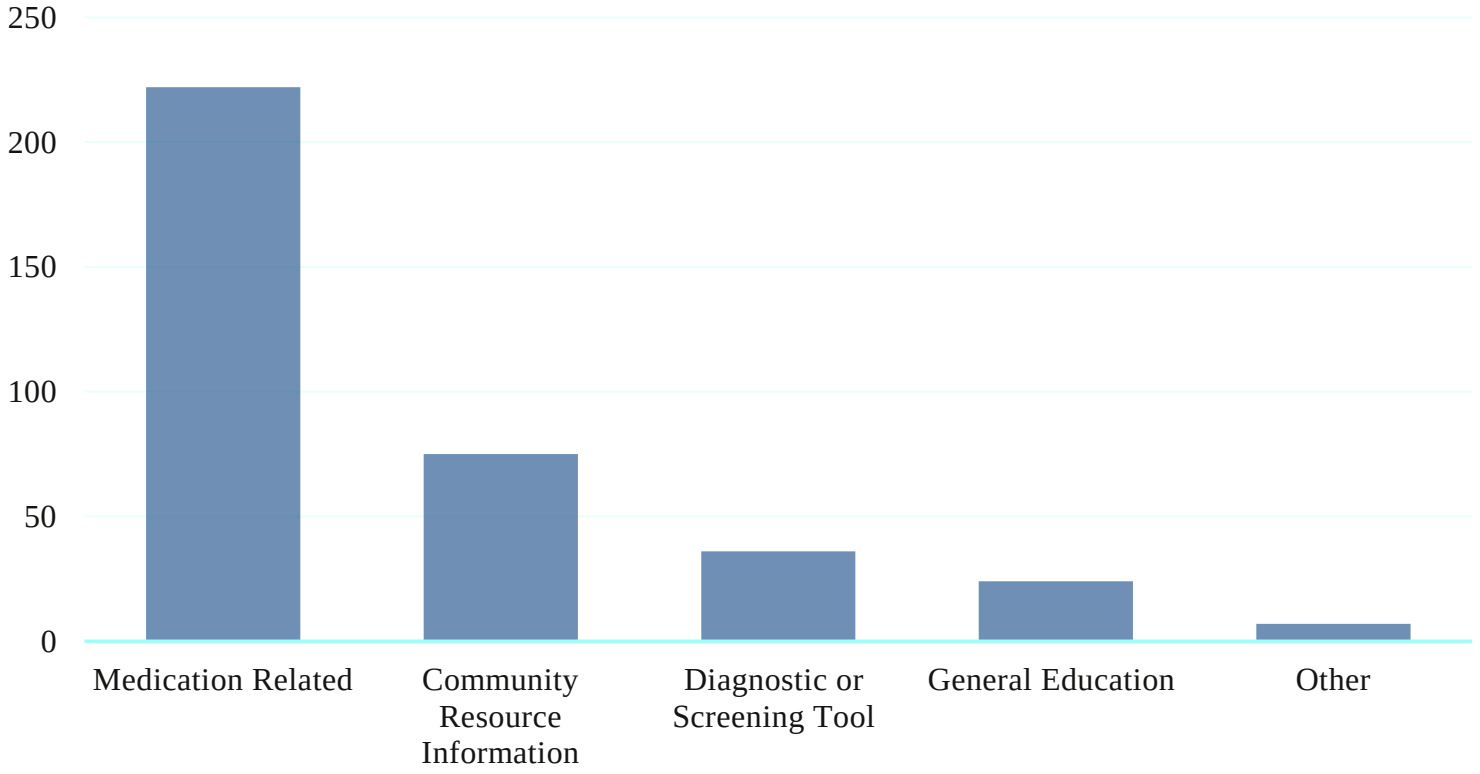


Average 10 mins.

Patient typically
remains in the care
of provider

Medical College of Wisconsin CONFIDENTIAL. Do not share.

TPP Encounter Topics



**Topics are not mutually exclusive – providers may discuss multiple topics.

As of June 1, 2018

309 total service related encounters

252 provider-to-provider consultations
(82% of total)

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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!

Medical College of Wisconsin CONFIDENTIAL. Do not share.

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

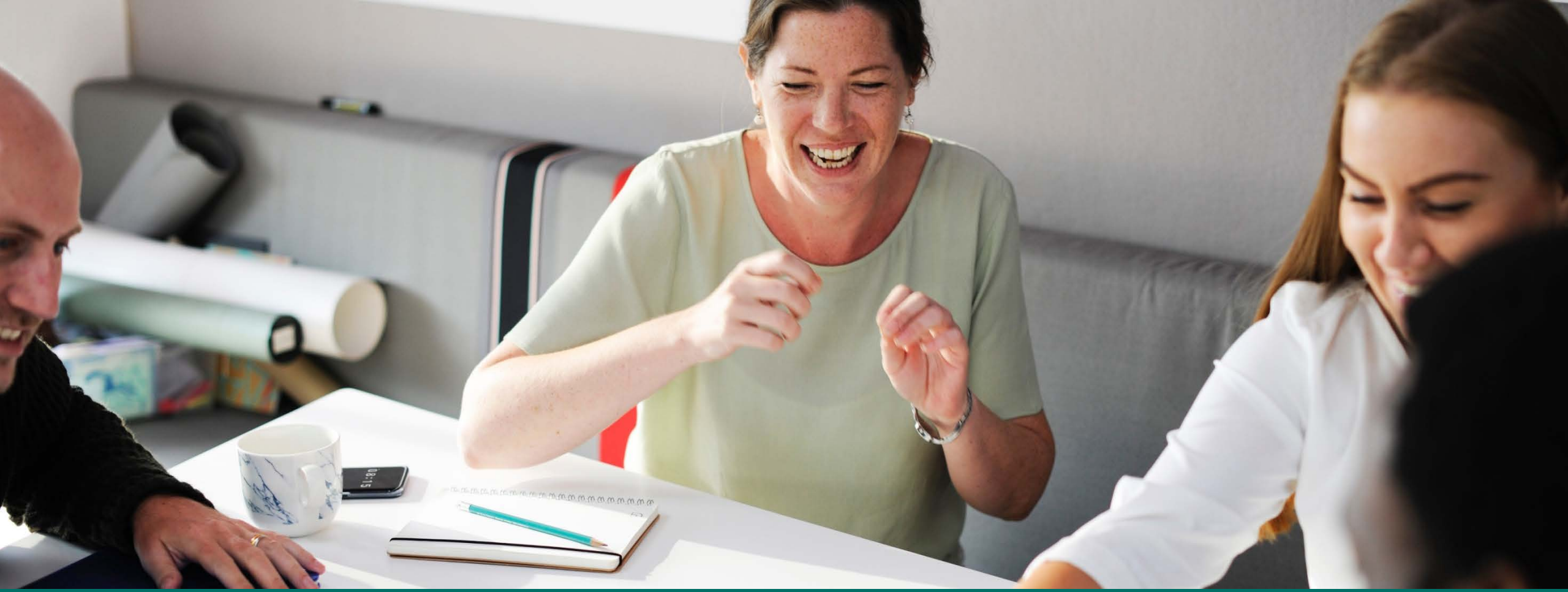
  - 100% of providers indicate their most recent encounter with The Periscope Project helped them to more effectively manage their patient's care

  - 100% of providers indicate they will incorporate the information they learned in the future care of patients

Medical College of Wisconsin CONFIDENTIAL. Do not share.

QUESTIONS?

Medical College of Wisconsin CONFIDENTIAL. Do not share.



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?

CPCP
Sara Herr
sherr@mcw.edu
www.chw.org/CPCP

The Periscope Project
Audrey Laszewski
alaszewski@mcw.edu
www.the-periscope-project.org

Medical College of Wisconsin CONFIDENTIAL. Do not share.