

A Rapid Transition to Telebehavioral Health Services at Children's Wisconsin

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Objectives

- Review the digital landscape pre/post COVID-19 in Mental and Behavioral Health (MBH)
- Examine Children's Wisconsin's (CW) readiness to transition to telebehavioral (TBH) services
- Discuss training of mental & behavioral health (MBH) providers to provide evidence-based TBH services following Wisconsin's "Safer at Home" order
- Review parents' perceptions of TBH services 1.5 years after initial launch

Who We Are

Approximate Number of Mental and Behavioral Health Providers	
Psychiatrists, Psychiatry Fellows & Nurse Practitioners	26
Clinical Staff (RN's and MAs)	5
Psychologists	43
Community Therapists	75
School-based Therapists	25 (in 53 schools)
Care Navigators and Social Workers	10



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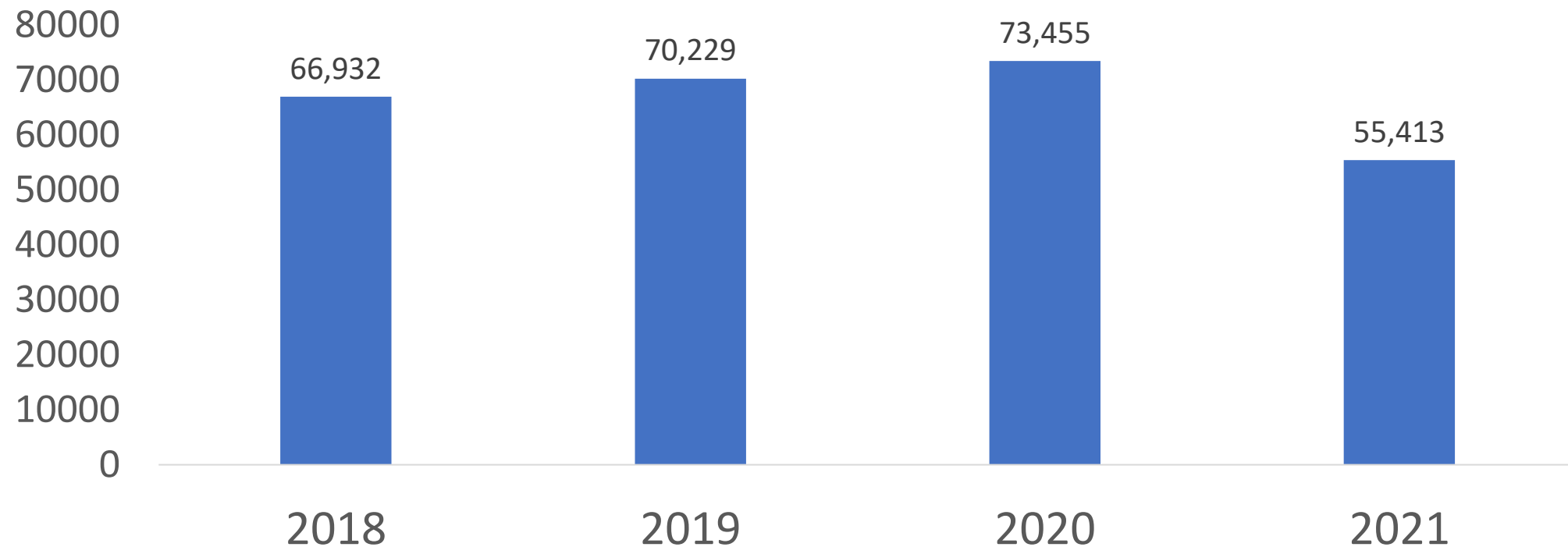
Where We Work

On Campus in Departments	Around the State in Communities	
The Hospital	Milwaukee	Elkhorn
Psychiatry	Kenosha	Mequon
Emergency Department	Racine	New Berlin
Cardiology	Wausau	Mt. Pleasant
Orthopedics/Sports Medicine	Stevens Point	Burlington
NICU	Eau Claire	Shorewood
Pain & Headache/Anesthesia	Madison	Brookfield
Neurology	Marshfield	Wauwatosa
Neuropsychology	Pewaukee	Neillsville
Hematology/Oncology	Franklin	Glendale
Gastroenterology	Greenfield	Everywhere with tele-health



MBH Outpatient Visits

Mental Health OP Visits



Prior to Launch of TBH at CW:

- Only 13% of MBH providers had prior TBH experience
- 67% indicating feeling motivated/very motivated to offer TBH prior to training
- MBH providers were concerned about:
 - Effectiveness of TBH (57%)
 - How to adapt their therapeutic style for a virtual service delivery (49%)

Benefits/Challenges of TBH

- Benefits
 - Convenience
 - Able to see the family in their environment
 - Affords the ability to expand staffing without physical space constraints
 - Increased provider trust
- Challenges
 - Connectivity
 - Access to technology
 - Comfort with utilizing technology
 - Follow-up scheduling after virtual visit

Telebehavioral Health Trainings

- Recorded Webinar:
 - 60 minute pre-recorded video with downloadable PowerPoint slides
 - Focused upon the following themes:
 - Review of research literature
 - Benefits/Risks of TBH
 - Legal & Ethical Factors
 - Crisis Management Planning
 - Documentation
 - Factors to Develop a Therapeutic Milieu



Telebehavioral Health Trainings

- Quick Guide:
 - Set of powerpoint slides that focused upon main points covered in full recording that emphasized clinical best practices
- Additional Clinical Resources:
 - 2 written documents
 - Template for creating an emergency management plan when patients are in an unsupervised setting
 - Age-based clinical recommendations for patients who are higher risk for safety concerns
 - Mock TBH Video

Table 4.
Participant Post-TBH Training Engagement and Perceptions

Type of Trainings Completed	<i>n</i> (%)
Recorded Webinar	41(89)
Quick Guide	33(72)
Mock Therapy Video	13(28)
Technical Resources	30(65)
Training Material Rated as Very/Extremely Helpful	
Recorded Webinar	30(60)
Quick Guide	23(47)
Mock Therapy Video	12(26)
Technical Resources	18(37)
All training materials provided	29(60)
Additional Training Support Desired	
Live webinar	9(20)
Additional recorded webinars	16(36)
Consultation with TBH Expert	17(38)
Consultation with IT Staff	14(31)
Other	12(27)

Note. *n* = 53.



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Following TBH Training

Table 3.

Provider's Perceived Benefits and Competencies Post-TBH Training

	<i>Pre-Training Survey</i>			<i>Post-Implementation Survey</i>			95% CI	t	df	d
	<i>M</i>	<i>SD</i>	<i>n</i>	<i>M</i>	<i>SD</i>	<i>n</i>				
Motivation to provide TBH	3.97	0.96	87	4.25	0.81	52	-0.03, 0.59	-1.79 ⁺	137	0.32
Comfort in screening patients for fit for TBH	3.39	1.24	87	3.71	0.84	53	-0.06, 0.70	-1.69 ⁺	138	0.30
Confidence in facilitating TBH sessions	3.13	1.07	88	3.83	0.81	52	0.36, 1.04	-4.09***	138	0.74

*Note: * $p \leq .05$. ** $p \leq .01$. *** $p \leq .001$. ⁺ $p \leq .10$.*

Following TBH Training...

- Concerns shifted to:
 - Technical aspects of providing services (62%)
 - Learning how to adapt their therapeutic style (57%)
- Were MBH providers' concerns also observed in parent/family perception of TBH services?

After 1.5 Years of CW TBH Services...

- Did feedback from parents/families differ based on visit type?
 - Question 1: Parents' likelihood to recommend MBH services to family/friends
 - Question 2: Parents' perception that their child receives behavioral health care when and where they need it
 - Question 3: Parents' trust in their MBH provider
 - Question 4: Parents' perceptions that MBH providers are listening carefully and understanding children's needs

Data Analysis

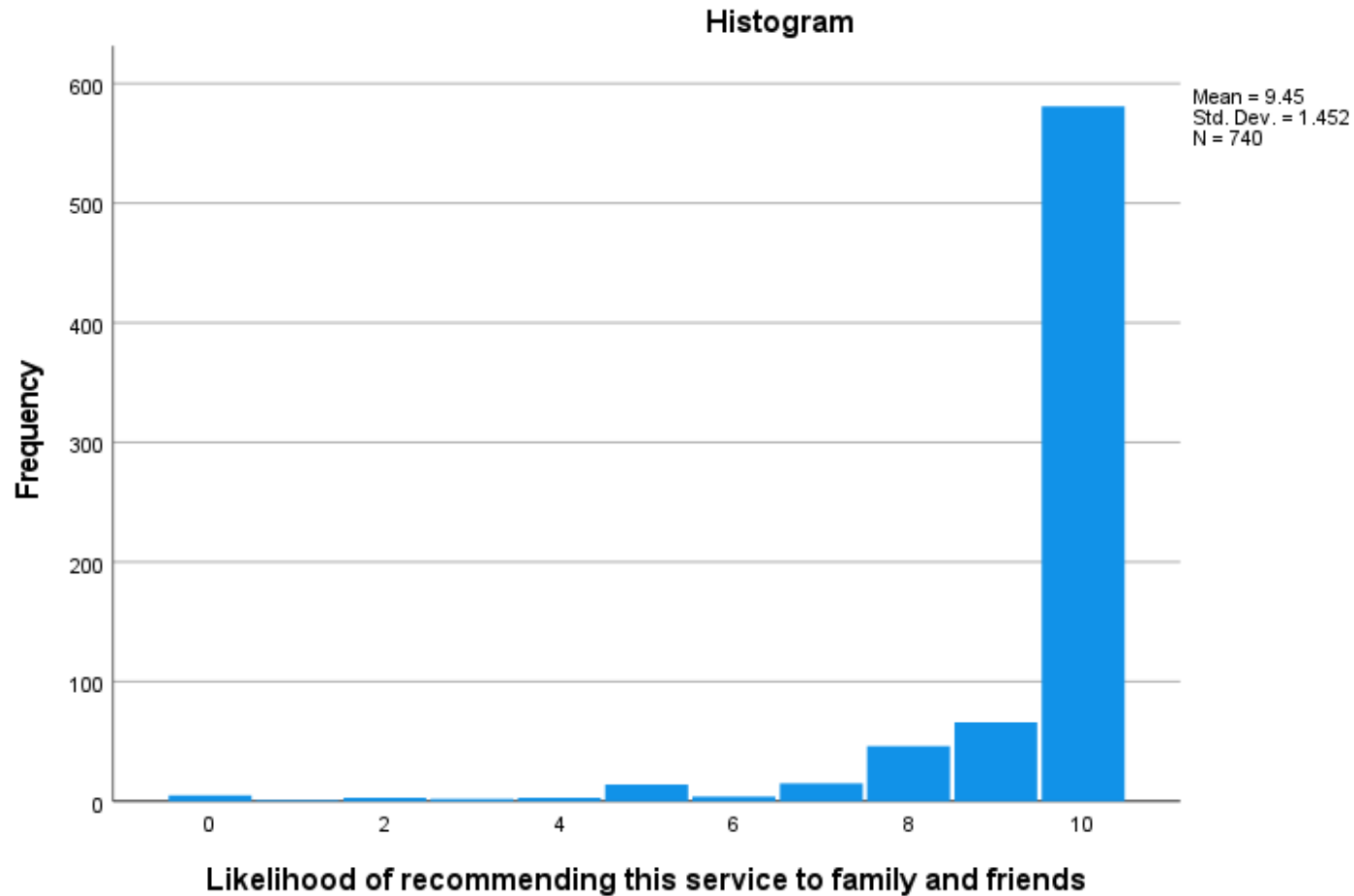
- N= 740
 - 400 Virtual Visits
 - 340 In Person Visits
- Data was not normally distributed
- Data collected from October 1, 2020 to March 26, 2021

Data Analysis

Question 1: Is there a significant difference by visit type in parents' likelihood to recommend MBH services to family/friends?

- No

Data Analysis



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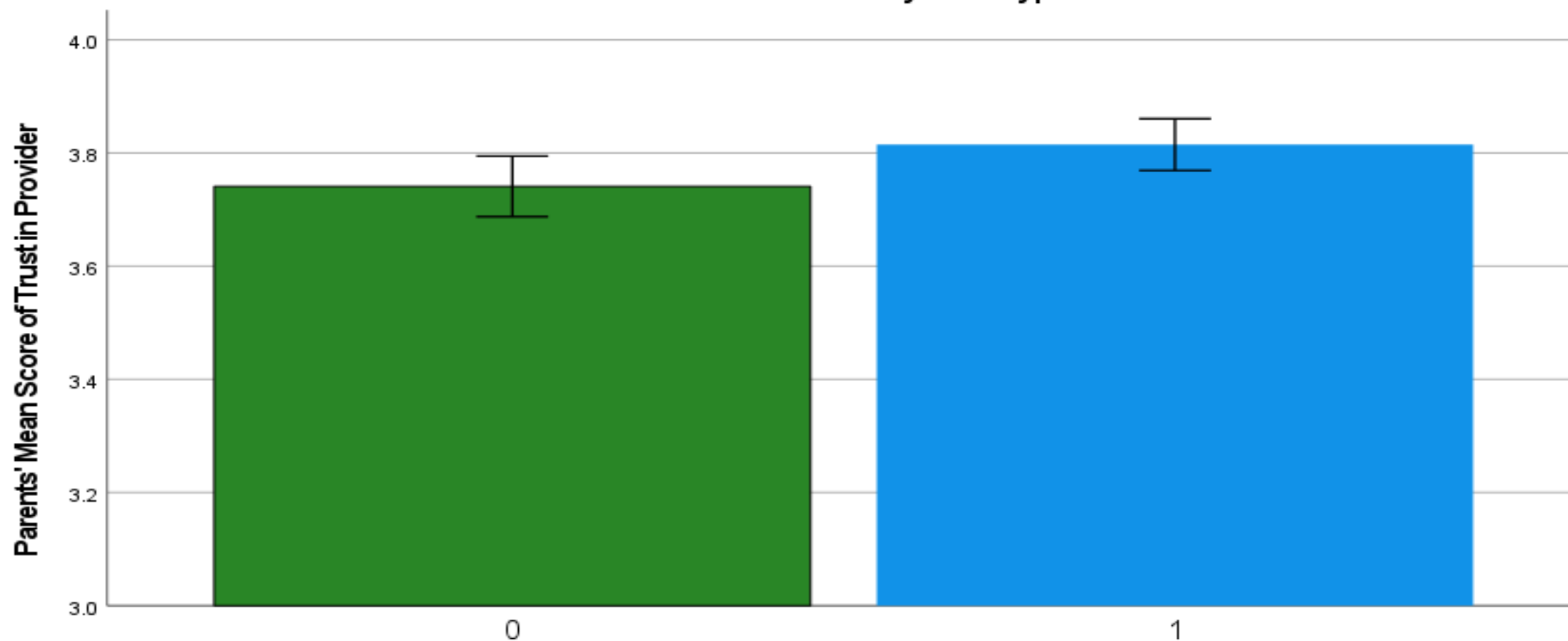
Data Analysis

Question 2: Is there a significant difference by visit type of parents' level of trust in providers?

Yes!

A Mann-Whitney test indicated that the level of trust in a provider was greater for virtual visits ($M=3.82$, $SD=0.47$) than for in person visits ($M=3.74$, $SD=0.50$), $U=62,786.00$, $p=.001$, $r=0.1$.

Parents' Trust in Provider by Visit Type



In-Person vs. Virtual

Error bars: 95% CI

Data Analysis

Question 3: Is there a significant difference by visit type in parents' perceptions perception that their child receives behavioral health care when and where they need it?

- No

Data Analysis

Question 4: Is there a significant difference by visit type in parents' perception that MBH providers are listening carefully and understanding children's needs?

- No

Summary

There was no significant difference in parents' ratings for in person or virtual visits based upon:

- Parents' likelihood to recommend MBH services to family/friend
- Parents' perception that their child receives behavioral health care when and where they need it
- Parents' perceptions that MBH providers are listening carefully and understanding children's needs
- Parents **were** more likely to indicate that their trust in a provider was greater for virtual visits rather than in person visits

Future Considerations

- Expect to continue to see about 50-55% of practice remain virtual
- Continue to explore digital solutions that improve patient care and provider efficiency
- Staffing enhancements to improve streamlined patient and family experience
- Continued data analysis to better understand our TBH population