

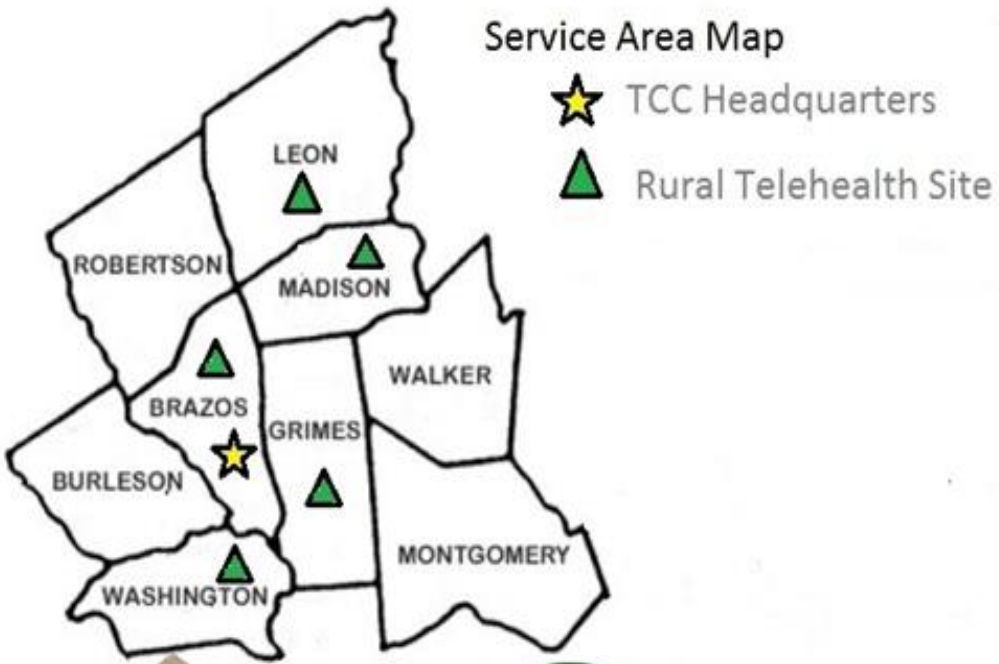
A decorative architectural detail from a building, featuring a series of lion heads and ornate scrollwork along the top edge of a wall.

UTILIZING TELEHEALTH FOR UNDERSERVED POPULATIONS

Carly McCord, Ph.D.

Director of Clinical Services
Telehealth Counseling Clinic
Assistant Research Professor
School of Public Health

Telehealth Counseling Clinic



PUBLIC HEALTH
TEXAS A&M HEALTH SCIENCE CENTER



Medicaid.gov
Keeping America Healthy



HEALTH
For All

Obtained a Rural Health Network Development grant *HRSA*

Procured videoconferencing technology to provide long-distance therapy from the CAC to Centerville

- Using students as therapists, faculty as supervisors
- T1, high-speed connections
- Services began in 2009, regular reports to the LHRC



funded by the
Federal Office
of Rural Health
Policy, HRSA

Health Resource Commission announces new mental services



Innovative mental health program hailed as success

ARTHUR HAHN
MANAGING EDITOR

An innovative service in which indigent people or those with no health insurance can have access to mental health professionals is helping fill a vital need here, officials say.

The one-year "partnership" anniversary of the Telehealth Counseling Clinic (TCC) and the Washington County/Faith Mission Health and Service Center was marked Thursday.

At the service center, a secure teleconferencing connection links mental health counselors with people with a wide range of issues, including grief, depression, anxiety and post-traumatic stress disorder.

Washington County Judge John

Brieden said he learned of the program several years ago, when it was still in its infancy.

It took some time before the pieces fell in place to bring it here, using Medicare funds that are earmarked for use as "seed money" for innovative programs.

A total of 229 sessions were held at the health center here during the service's first year.

Brieden and the Rev. Randy Wells, Faith Mission's executive director, said there was "a huge need" for such a service here.

In addition to helping people who wouldn't otherwise have access to mental health services, it can help ease the burden on emergency rooms, which often become primary care pro-

viders for people with no insurance, Brieden said.

"One of the greatest vacuums was mental health services," said Wells. Dr. Carly McCord, clinical director for the TCC, said technology such as the teleconferencing service can help provide "all of these services that are lacking."

TCC is operated under the administration of the Department of Educational Psychology and the Department of Health Promotion and Community Health Sciences at Texas A&M University.

Doctoral students in the counseling psychology program work one-on-one with patients via teleconferencing, and

MENTAL continued on A2



Melissa McCaghen/Banner-Press

Dr. Carly McCord (center), clinical director of Telehealth Counseling Clinic, and Catherine Catanach of Texas A&M School of Public Health Center for Community Health Development listen as Telehealth counselor graduate assistant Jeremy J. Saenz talks about what he does Thursday during a one year partnership celebration at the Washington County/Faith Mission Health and Service Center.



RESOLUTION

WHEREAS, residents of rural communities often face social and health disparities because of limited available Medical and Psychological treatment resources; and

WHEREAS, Washington County's lack of adequate mental health services and the need for additional services was recognized and documented in the 2006, 2010, and 2013 Brazos Valley Health Assessments; and

WHEREAS, the Telehealth Counseling Clinic (TCC), a division of the Center for Community Health Development, School of Public Health, Texas A&M Health Science Center recognized the strengths and resources that exist within Washington County; and

WHEREAS, TCC has partnered with Washington County, and Faith Mission to address inadequate access to mental health treatment through tele-mental health counseling services; and

WHEREAS, working with the Washington County Commissioners Court and the Faith Mission administration, TCC has offered mental health counseling to the community while accomplishing research and training of psychology graduate students; and

WHEREAS, the one year anniversary of the partnership between TCC, Washington County, and Faith Mission is an appropriate time to celebrate the success and accomplishment of this partnership; now therefore be it

RESOLVED that the Commissioners Court of Washington County, Texas, does hereby proclaim Thursday, October 30, 2014, as Telehealth Counseling Day.

IN WITNESS WHEREOF, we, the undersigned, hereby affix our signatures this 24th day of October in the year of our Lord, two thousand fourteen.

John Brieden, County Judge

Zeb Heckmann, Commissioner, Pct. 1

Kirk Harath, Commissioner, Pct. 3

Luther Hueske, Commissioner, Pct. 2

Joy Fuchs, Commissioner, Pct. 4

11:00AM-1:00PM

2 hours PD

Symposium

Lantana

Reducing Disparities in Texas: A Collaborative Approach Utilizing Telehealth, Public Health, and Community Partners (508)

In the evolution of health care, the impact of collaboration among disciplines is becoming markedly important in reducing health disparities. Aimed at providing a solution for the mental health disparities in the Brazos Valley, an interdisciplinary collaboration with public health and community leaders led to the development of the Telehealth Counseling Clinic. This symposium will describe each member's involvement in the organization and continuation of this partnership between Texas A&M University and five counties in central Texas. Representatives from psychology, public health, and the community will share their perspectives on how to positively impact future of mental healthcare. Attendees will:

- Review the history of the Health Care Reform Act and its implications for mental health professional shortage areas
- Describe an integrative town-and-gown partnership between Texas A&M University and five rural counties
- Discuss challenges to reducing disparities
- Hear recommend best practices for meeting community mental health needs

Presenter(s): Carly McCord, Ph.D., Alejandra Sequeira, M.Ed., Jeremy Saenz, M.Ed., Randy Wells, M.Ed., Whitney Garney, M.Ed., Timothy R. Elliott, Ph.D.

theeagle.com

Bryan-College Station, Texas

Open house offers look at online counseling service

The Examiner

Page 14A ★ July 29, 2015

Telehealth celebrates a year in Grimes County

BY ANGEL B. ROSAMOND
publisher@navasotaexaminer.com

Telehealth in Navasota celebrated its anniversary July 21 with an open house to allow community members an opportunity to tour the facility and see firsthand how the counseling service works.

Telehealth's goal is to provide counseling services to anyone ages 13 and up who cannot afford it or who cannot travel to another city to receive care.

From a private room in the Grimes County Health Resource Center, patients can talk confidentially to a counselor in another city via videoconference. Using this type of technology for counseling is an adjustment for both the counselor and patient, said Jeremy Saenz, one of 10

tial experience.

One of the biggest differences is that as a patient looks at the counselor on the big screen, high definition TV hanging on the wall of the therapy room, it often appears that the counselor isn't looking directly at them; this is because of the placement of the camera. However, over time he has found that counseling via Telehealth adds a layer of security because of the screen. He said he has repeatedly heard from people that they are more comfortable with this method of treatment.

"We really address some serious problems people are having ... in a more comfortable way for them," he said.

The Telehealth program was started with help of the

for Community Health Development. Counselors are doctoral students, mostly from A&M though open to doctoral students from other universities starting this fall, who are in advanced levels of training.

Since opening its first location in Leon County in 2009, Telehealth has provided more than 3,300 counseling sessions and has grown to serve four additional counties: Madison, Washington, Brazos and Grimes. The Navasota location in the Health Resource Center at 210 S. Judson St. in Navasota is the latest to open.

"We see success with so many," said Timothy Elliott, executive director of the Telehealth Counseling Clinic. In areas with a health provider shortage, "the solution is Telehealth applications," he said.

Carly McCord, Telehealth clinical director, said the services in Grimes County are currently underutilized by residents, which is to be expected as the program is newer. She hopes the open house will help spread the word about Telehealth, which is completely free to anyone who wishes to make an appoint-



Examiner photo by Angel B. Rosamond
Counselor Jeremy Saenz demonstrates how Telehealth works during an open house July 21 at the Grimes County Health Resource Center in Navasota.

Make an appointment or get more information by calling 979-436-0700.

doctoral students who work with Telehealth.

"I was a little anxious because it was so new to me," said Saenz of his ini-

Brazos Valley Health Partnership and is now administered by the Texas A&M Department of Educational Psychology and the Center

ment. Insurance is not a factor, said McCord, adding that about 10 percent of their patients have insurance but "co-pays can be unaffordable." In fact, payment information is not even taken.

Like traditional forms of therapy, Telehealth counselors and patients work together on issues ranging from job stress to

depression to bipolar disorder. While most patients average 10 sessions, a customized plan is created based on each client's needs, and there are no session limits. Counselors work with the patient's primary care doctors to ensure integrated care. Sessions are also available in Spanish.

At a local level, bring-

ing these services to Grimes County was due in large part to the efforts of the late commissioner Pam Finke, according to McCord.

"I believe this project is part of the legacy she has left on Grimes County and is just one example of the countless ways she left Grimes County a better place," said McCord.

Services

- Individual, couples, and group counseling
 - Variety of presenting concerns: including depression, anxiety, Bipolar Disorder, Post Traumatic Stress Disorder, relationship concerns, and grief
 - We are unable to provide services to those with severe, active suicidal/homicidal ideations or active, unmedicated psychosis who would be best served by more intensive in-person treatment. In some cases, individuals who are initially inappropriate for services are reevaluated once medication is stabilized.
- Ages 13+
- English, Spanish, and Mandarin
- Counseling is conducted through HIPAA-compliant videoconferencing technology, as well as through telephone communication

Service Impact

Increased Access to Mental Health Services

- 730+ clients
- 7,000+ sessions
- \$840,000+ in service value

APPOINTMENT STATISTICS FOR MARCH AND APRIL 2016 FOR ALL COUNTIES

Counties	Sessions Attended March & April 2016	No Shows March & April 2016	Value*
Centerville	18	4	\$2,160
Madisonville	27	4	\$3,240
Brenham	41	10	\$4,920
Navasota	3	0	\$360
HFA, BRYAN	163	28	\$19,560





“telehealth counseling is a much needed solution for Brazos Valley mental health needs... by utilizing video conference technology and doctoral students in the Texas A&M Counseling Psychology program, the TCC is able to overcome these two common barriers to treatment.”

Training the Next Generation

- Over 50 doctoral students trained in the clinic to date
 - *Some now have careers in telepsychology*
 - Texas A&M, Sam Houston, University of Houston
- Community outreach and research practica for public health master and Ph.D. students
- Health education internships
- Continuing education
- Consulting with other Universities



Training the next generation of counseling psychologists in the practice of telepsychology

Carly E. McCord^{a*} , Jeremy J. Saenz^b , Trey W. Armstrong^b  and
Timothy R. Elliott^b 

^aSchool of Public Health, Texas A&M Health Science Center, Bryan, TX, USA; ^bDepartment of Educational Psychology, Texas A&M University, College Station, TX, USA

Continuing Education

CONTINUING & PROFESSIONAL EDUCATION

telehealth

Refine

Found 5 Listings

Telehealth Counseling Clinic



Laws and Ethics of Telehealth

This course outlines the differences between ethics, laws, and guidelines and discusses the elements of PSYPACT.

Telehealth Counseling Clinic

Time limit: 90 days

Telehealth Counseling Clinic



Managing Crises and Emergencies in Telehealth

This course delves into the topics of risk trends, risk assessment, developing written plans for crises and emergencies, and effective safety planning.

Telehealth Counseling Clinic

Time limit: 90 days

Telehealth Counseling Clinic



Multicultural Aspects of Rural Health

Multicultural Aspects of Rural Health gives an in-depth look into rural communities and some of the issues they may face. Rural areas are compared with urban areas to distinguish the differences between these...

Telehealth Counseling Clinic

Time limit: 90 days

Telehealth Counseling Clinic



Telehealth 101

This course discusses an introduction to history, terminology, modalities, pros and cons.

Telehealth Counseling Clinic

Time limit: 90 days


Research and Scholarship

- Publications in peer-reviewed outlets
- Student dissertations
- Over 20 conference presentations
- 40+ researchers involved in research



Videoconference Grief Group Counseling in Rural Texas: Outcomes, Challenges, and Lessons Learned

Jessica E. Chang
Alejandra Sequeira
Texas A&M University

Carly E. McCord 
Whitney R. Garney
Texas A&M Health Science Center

THE JOURNAL FOR SPECIALISTS IN GROUP WORK, 2016, 1–21
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Definitions

- **Telehealth:** This term has replaced the term "telemedicine" as per the United States government and many health care grant sources. It covers clinical advice, consultation, administration, billing, patient education, professional education / training and research delivered via telecommunication (electronic) technology.
- **Telemental/Telebehavioral Health:** Behavioral health care (clinical advice, consultation, administration, education, training, research) delivered via telecommunication (electronic) technology.

Definitions

- **Distance counseling/online therapy:** newer terms referring primarily to a growing group of practitioners using email, chat, instant messaging, text messaging and video to work with their clients and patients on the Internet.
- **Telepractice:** often used to referred to it all - including other allied health services such as speech and language therapy, audiology, occupational therapy and yet other services that increasingly are reaching out to connect specialists to the people they can serve.

Definitions

- **Telepsychology:** APA's preferred term; the provision of psychological services using telecommunication technologies.
- **Face-to-Face:** A situation where one can *view* the other person (perhaps electronically)
- **In-person:** A situation where one *can touch* the other person.

Telehealth Applications

- Technologies may augment traditional in-person services (e.g., psychoeducational materials online after an in-person therapy session)
- Or can be used as stand-alone services (e.g., therapy or leadership development provided over videoconferencing)
- Communication may be:
 - **Synchronous:** communicating in real time (e.g. interactive videoconferencing, telephone)
 - **Asynchronous:** (e.g. email, online bulletin boards, storing and forwarding information)

Projected to Boom

- The telehealth market is also expected to grow exponentially through 2018.
- According to a 2013 report published by IHS Technology, the global telehealth market will expand tenfold, from \$440.6 million in 2013 to \$4.5 billion in 2018.
- IHS projects that the number of patients utilizing telehealth services will increase to 7 million in 2018, up from less than 350,000 in 2013.³

Texas Medicaid: Telehealth

- The number of clients utilizing Texas Medicaid telemedicine, telehealth, and home telemonitoring services has grown consistently each year.
- The number of clients utilizing telemedicine, telehealth, and home telemonitoring services increased 31 percent from fiscal year 2014 to fiscal year 2015, and
- The number of providers offering these services increased 64 percent during that same period, with a 143 percent increase of home telemonitoring providers specifically.
- Taken together, telemedicine, telehealth, and home telemonitoring services accounted for \$3.7 million in Texas Medicaid spending in fiscal year 2014, and \$6.1 million in fiscal year 2015.

Reasons for telehealth growth

- Rising health care costs
- Converging client and commercial demands
- Technological sophistication and innovation
- Decreasing equipment costs = affordability
- Increasing competition in the health care
- Health care reform legislation that is in support of service automation to increase access to care, improve care and lower the cost of care

Benefits of Telehealth

- Many would-be clients could not otherwise reasonably access the help they need.
- Making the "point of care" the patient's home can result in more convenient as well as effective treatment.
- The threat of a "mentally ill" stigma is reduced for those who choose to access services online.
- Clinicians can deliver specialty services to much larger groups of people who need their care.
- Clinicians can also practice from their homes and keep their overhead expenses down.
- Given appropriate adherence to licensing requirements and other legal, ethical, clinical and technical requirements, clinicians can now practice from any state or country they choose.

ATA's Guidelines for Video-Based Online Mental Health Services

“To date, no studies have identified an patient subgroup that does not benefit from, or is harmed by mental healthcare provided through remote videoconferencing. Recent large RCTs demonstrate effectiveness of telemental health with many smaller trials also supporting this conclusion.”

Godleski, Darkins, & Peters, 2012

- Hospitalization rates decreased by 25% and length of stay decreased in a study of almost 100,000 Veterans
 - Strong evidence for clinic-based, high-speed video conferencing (what we do)
 - Will it generalize to in-home care?

Backhaus et al., 2012

- Systematic Review of videoconferencing psychotherapy (VCP)
- 821 articles identified, 65 included
- VCP is
 - Feasible
 - Being used in a variety of therapeutic formats and with diverse populations
 - Associated with user satisfaction
 - Similar in outcomes to in person

Hilty, Ferrer, Parish, Johnston, Callahan, & Yellowlees, 2013

- Meta-analysis
- Telemental health is:
 - Effective for diagnosis and assessment across many populations (adult, child, geriatric, and ethnic)
 - Effective for many disorders in many settings
 - Comparable to in person
- Calls for:
 - More research on service models, specific disorders, the issues relevant to culture, language, and cost

Is Telehealth Right for You?

- Lots of available funding sources
- Sustainability is a big consideration
- Telehealth does not fix the provider shortage problem
- How can you pilot small projects based on existing resources?

Thank you!
 cmccord@tamhsc.edu
 telehealthcounseling.org

Telehealth Counseling Clinic

- Home
- About Us
- Licensure Information
- Training Program
- Research
- Contact Us



RHP17

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