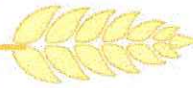


# Colorado Rural Health Care

## GRANT PROGRAM



### FINAL REPORT TEMPLATE

*This form must be signed and returned with the Grant Report Narrative. Please complete and return this report by June 30, 2010. No further grant requests from your organization can be considered until this report has been completed and returned.*

**Name of organization reporting:** Centennial Mental Health Center, Inc. \_\_\_\_\_

**Dates covered by this grant:** from July 1, 2009 to June 30, 2010 \_\_\_\_\_

**Executive Director:** Elizabeth L. Hickman, Ph.D. \_\_\_\_\_

**Phone and Email:** 970-522-4549 LizH@CentennialMHC.org \_\_\_\_\_

**Contact person:** (If different from Executive Director) Karla Rosas \_\_\_\_\_

**Title:** Community Resource Director \_\_\_\_\_

**Phone and Email:** 970-522-4549 KarlaR@CentennialMHC.org \_\_\_\_\_

**Mailing Address:** 211 West Main Street \_\_\_\_\_

**City/State/Zip:** Sterling, CO 80751 \_\_\_\_\_

**Fax Number:** 970-522-9544 \_\_\_\_\_

**Amount of Grant:** \$35,204 \_\_\_\_\_

#### **Purpose of Grant:**

Centennial will increase access to basic, entry level (primary) care by providing services via telehealth technology. Centennial defines basic, entry level (primary) care to be any of the following: benefit acquisition, mental health intake and evaluation assessments, group therapy services, and in some individualized cases first contact is with the psychiatric team.

## I. NARRATIVE (maximum of 3 pages, exclusive of photographs and testimonials)

### A. Results/Outcomes

1. Please describe the progress made toward the stated goals and objectives related to this specific grant.

The total project expenditure was \$41,270. Of this, \$35,204 was received from CRHC and \$6,066 was match from Centennial.

- Purchased 39 desktop Personal Vidcon Systems, 16 desktop computers and 6 multi-point licenses.
- Trained specialized teams of clinicians who have begun to engage clients with mental health intake assessments/evaluations, acquisition of benefits, translation and psychiatric evaluations without an extended waiting period and without leaving their own community.
- Created reporting units to track the number of services accessed via telehealth.
- Piloted the program with intake assessments, benefits acquisition and client case coordination.

2. What difference did this grant make in your community or neighborhood and for the population you are serving? Please discuss evidence of effect (e.g. numbers served, demographic information, community indicators, outcomes, client satisfaction survey results, etc.). *Note: If you have evaluation materials that document outcomes and impacts of your work, feel free to attach in lieu of answering this or other questions.*

- Provided 19 telehealth and 1,052 telemedicine events to 539 unduplicated clients between July 1, 2009 and May 24, 2010.
- Provides immediate access to services provided to all potential clients in each county.
- Provides services in a client's own community which will result in reduced time spent in non-therapeutic activities (i.e driving) and more time available for service acquisition and delivery.
- Provides services to clients who do not have access to transportation that would be necessary for acquiring services or are a great distance from services which are essential for meeting their mental health needs.
- Provides Evidenced Based Services (services that have been proven to consistently produce specific, intended results) and specialized services offered in all communities.
- Provides specialized teams of clinicians who provide services from their base offices to all offices across Centennial's service area.

3. Describe collaborations, if any, related to the work funded by this grant and how it impacted your efforts. n/a

### B. Photographs and Testimonials

1. Please provide any photographs or testimonials that demonstrate the impact the project has had on the community.
2. Please provide an example of a success story that demonstrates the benefit of the project to your community.

Three examples are:

1) The telehealth system was utilized for an individual without a vehicle or access to transportation in Fort Morgan for benefits acquisition in Sterling. Staff were able to engage with this individual immediately via vidcon rather than waiting for transportation to be made available. The estimated time saved was 4.5 hours for both client and staff. No costs were incurred for travel nor did the individual need to make travel

arrangements. This also allowed the individual to have immediate access to potential benefits in the community.

2) In another example, a clinician in Wray was able to use telehealth to conduct three intakes with clients in Holyoke. This technology allowed the clients more immediate access to care without requiring them to travel to Wray (73 miles round trip).

3) Another situation allowed a clinician in Sterling to include clients in Yuma (114 miles round trip) in a Dialectical Behavioral Therapy Skills Group via telehealth. This is a perfect example of using telehealth to improve primary access to care because it allowed service delivery based on expertise and skill rather than geographic location.

### **C. Future Plans**

- 1. What are the plans for sustaining the impact of the use of these funds?
  - Continue with the implementation so that all 17,647 square miles are connected through the use of telehealth and all specialized services can be offered in all areas of our ten county region.
  - Continue to gather data that will track the first available appointments offered directly in the client's community and the first available service offered via telehealth.
  - Purchase additional equipment needed to create a robust system while increasing reliability and video quality.
  - Implement Rocky Mountain HealthNet (RMHN) to connect all Centennial offices with a dedicated, monitored, 24/7 supported data link. This link will create a connection between all mental health centers and hospitals in Colorado.
  
- 2. What plans do you have to communicate your outcomes and lessons learned with others?
  - Use as leverage in pursuit of additional funding for continued advancements of technology necessary to utilize telehealth.
  - Communicate with funding sources and external agencies to promote benefits of telehealth to clients.
  - Utilize brochures and informational resources for both clients and other agencies. (sample brochure attached)
  
- 3. If you have identified areas where increased collaboration between organizations or sectors would lead to increased positive outcomes for your constituents, briefly describe your ideas.
  - Encourage other sectors to obtain and utilize telehealth.
  - Promote benefits of telehealth with hospitals, judicial districts, jails, probation etc. to expand service capability.

### **D. Other Comments**

- 1. Please share with us any recommendations you have for our grant making or reporting process. n/a

## **II. FINANCIALS**

- 1. Please provide income and expenditure information compared to the approved budget for that project or program. If there are any major variances, please explain.

### **Do I have to participate in Telehealth services?**

No. Telehealth is a convenient service option for many people, but at any point in your treatment you can choose to be seen by a treatment provider in person instead. You may have to wait a bit longer to be seen and/or may have fewer program options from which to choose



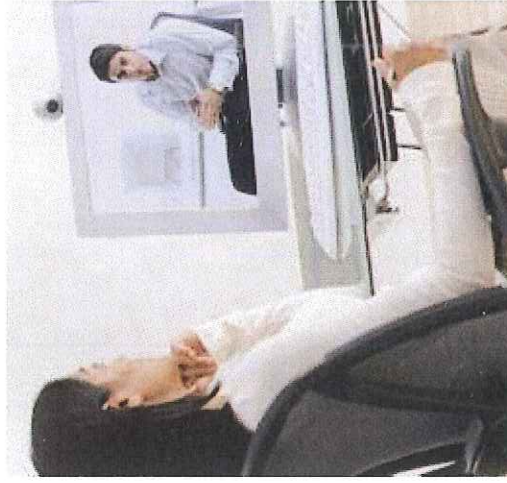
### **Quality Assurance**

Because we want to be certain that our clients are satisfied with the services they receive, you may be asked to complete a "Telehealth Satisfaction Survey" at some point in your treatment.

We welcome your feedback!

## **CENTENNIAL MENTAL HEALTH CENTER, INC**

### **Tele-health Services**



211 W. Main  
Sterling CO 80751  
970.522.4549  
970.522.4594

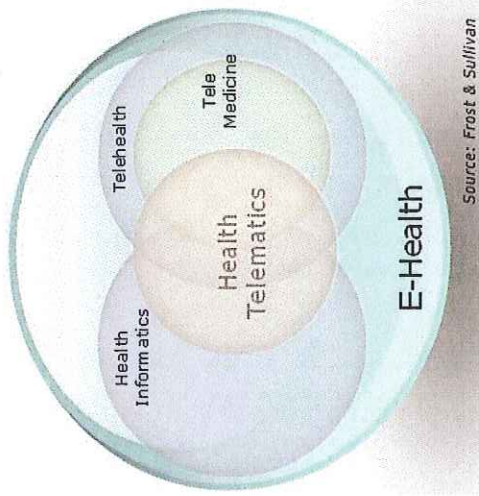
[WWW.CENTENNIALMHC.ORG](http://WWW.CENTENNIALMHC.ORG)

Our mission is to achieve excellence in the provision of behavioral health services that lead to optimal health and well being.



## Welcome!

You have chosen to participate in some form(s) of treatment at Centennial Mental Health Center using Centennial's "Telehealth" technology.



This brochure will explain the benefits of this type of service, how it works and what to expect. We're sure that you will find Telehealth services easy and convenient.

## What is Telehealth and why does Centennial offer it?

Centennial Mental Health Center utilizes state of the art Interactive Video Conferencing ("Telehealth") technology throughout our ten county region to afford our clients greater and more timely access to care. Some of the services offered using this technology include:

- Intake Appointments for Mental Health and Substance Abuse Services
- Psychiatry Appointments
- Benefits Acquisition Services
- Psycho-educational Groups

Telehealth technology provides for our clients greater access to a variety of professional staff -- a client in Yuma can meet with our Psychiatrist located in Sterling.

Telehealth services may reduce the need for clients to travel long distances -- a client in Limon can join a treatment group being held in Elizabeth.

Telehealth enables clients to be seen more quickly for an initial "Intake" appointment -- a client in Wray may be scheduled within 24 hours for an Intake appointment with a clinician located in Ft. Morgan.

## How Does Telehealth Work?

Telehealth technology utilizes highly sensitive cameras, microphones and projection/computer screens to transmit both video and sound from one office location to another. You will attend your session at the Centennial office in your community. A staff person will escort you to a private treatment room, demonstrate for you how the equipment works, and answer any questions you may have. When a successful connection with your treatment provider has been established, the staff member will leave the room. You and the treatment provider will see and hear each other clearly, almost as if you were in the same room! Your treatment session will be completely private and confidential. Because Centennial also uses an Electronic Health Record, your treatment records are immediately available to professional staff located in a remote office.

## What if I have difficulty with the equipment?

If at any time during your appointment you experience technical difficulties, a staff person in the office where you are located is available to help. In the unlikely event there is equipment failure, your session will be continued using the telephone and a follow-up session with your treatment provider will be scheduled.