

# 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 July 29, 2011. 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: July 1, 2010 to June 30, 2011 \_\_\_\_\_

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: \$20,000 \_\_\_\_\_

#### Purpose of Grant:

Improve access to primary care through augmentation and enhancement of Centennial's Telehealth System.

I hereby certify that the above and attached statements are true and accurate.

Elizabeth L. Hickman, Ph.D, Executive Director  
Signature of Executive Director or Authorized Board Officer

July 20, 2011  
Date

## 2010 Final Report

### A. Results/Outcomes

#### A1. Please describe the progress made toward the stated goals and objectives related to this specific grant.

Centennial received funding to increase access to basic entry level, primary care by providing services via telehealth technology. The total project expenditure to date is \$67,468. Of this, \$20,000 was received from CRHC and \$47,468 is match from Centennial. Through this grant award, Centennial was able to:

- Provide services in a client's own community which will result in reduced time spent in non-therapeutic activities (i.e driving) and increase time available for service acquisition and delivery.
- Provide 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.
- Provide Evidenced Based Services (services that have been proven to consistently produce specific, intended results) and specialized services in all communities.
- Provide specialized teams of clinicians who provide services from their base offices to all offices across Centennial's service area.

In order to improve our capacity to provide primary care, we proposed to augment and enhance the infrastructure of our telehealth system with the purchase of computers for Personal Computer (PC)-Based Telehealth Systems, personal video-conferencing systems (PVS), Video Border Proxy hardware and Rocky Mountain Health Network now known as Colorado Telehealth Network (CTN). This allowed Centennial to offer immediate access to individually tailored mental health care needs, no matter where the client resides in Centennial's service area.

Thanks to funds from CRHC, Centennial purchased 9 desktop Personal Vidcon Systems, 17 desktop computers, one laptop for Cheyenne County and two video border proxy units to compliment the already existing telehealth network system. The additional equipment allowed nine more Centennial staff to offer telehealth intake assessments, benefits acquisition and client case coordination while providing immediate access to services to all potential clients in each county. Specialized teams of clinicians were trained to engage clients with mental health intake assessments/evaluations, acquisition of benefits, translation and psychiatric evaluations to avoid an extended waiting period and traveling outside of their own community. Tracking methods were developed and implemented to document client satisfaction and external telehealth events.

Video Border Proxy's (VBP) allow PVS units to communicate with vidcon equipment outside of our networks. We have already purchased a VBP for our Sterling office and it is frequently used by our psychiatrist to connect to PVS units in that area. Our next two largest offices are in Elizabeth and Fort Morgan. Purchase of these two units will improve our infrastructure to allow for immediate access to mental health services at jails, nursing homes, physician's offices (integrating mental and physical health care), and other external agencies from both the Fort Morgan and Elizabeth offices. This diminishes barriers to access treatment outside of Centennial's facility walls and broadens a client's ability to access primary care.

#### A2. 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.

Results from Centennial's 2010 Telehealth Services survey indicated both positive and negative results. The telehealth system positively impacted the lives of clients through cost saving measures of decreased travel, prompt delivery of services, decreased appointment wait time, increased ability for clients to see the doctor more often,

and provided greater options for the client to choose a clinical provider within Centennial regardless of client/clinician location. The survey also produced some negative comments, though these were directly attributed to connection issues in specific offices. These concerns will be resolved with the CTN installation that is currently in process, with emphasis being put on making these locations with the greatest issues the first priority.

Centennial provided 68 sessions during FY 2010-2011 utilizing telehealth technology and the equipment that this grant enabled Centennial to purchase.

**A3. Describe collaborations, if any, related to the work funded by this grant and how it impacted your efforts.**

External collaborations were not applicable to this project, but the outcomes do show a more timely admission of clients from referral sources.

**B. Photographs and Testimonials**

**B1. Please provide any photographs or testimonials that demonstrate the impact the project has had on the community.**

The impact on the community is evidenced by improved access to health care by utilizing cutting edge technology for primary mental health services in the most timely, reliable and seamless manner possible. Given the geographic isolation in the most rural areas of Northeastern Colorado, it was not uncommon for clients to have an waiting period and/or be required to travel long distances to engage in services. Centennial has implemented Telehealth as a solution to provide clients with immediate access to primary care and hence improve their quality of life without leaving their community. This project will have a long term impact for all clients (including underserved) regardless of their location within Centennial's catchment area, to receive immediate access to mental health services while increasing client comfort and satisfaction with telehealth. The impact to Cheyenne County will be to link them into Centennial's existing Video Conferencing System and avail them to all of the benefits thereof. A robust telehealth system will impact clients by ensuring reduced: wait time, time lost from employment/school, travel time/expense and symptom severity. Telehealth also improves access to care for all clients regardless of funding source, location or Spanish speaking language barriers. VBP allows the Video Conferencing System to provide immediate access to services in the jail setting and physician offices by eliminating waiting periods and increasing access to services most appropriate for the client's needs, thus removing barriers to care and allowing a greater reach for Centennial's telehealth services. CTN will ensure data and video connections between twelve Centennial offices are secure and dependable, giving clients increased satisfaction with their telehealth event.

This impact to the community is evidenced in the responses clients gave in the Telehealth Client Satisfaction Survey conducted in March, 2011. One client in Elizabeth, CO stated "I am very grateful for the help I'm receiving". Another in Limon stated, "I am thankful to have this service. It gives patients more options for doctors." And a third client from Holyoke shared, "Great to use in this economy. Now hook up with the patients at home for appointments." A fourth client in Wray indicated, "I understand that this method saves money. Thus, allowing that money to benefit other services."

**B2. Please provide an example of a success story that demonstrates the benefit of the project to your community.**

An Individual in Julesburg, CO stated "Much more convenient than driving to Sterling. Appreciate not having to drive". The round trip drive from Julesburg to Sterling is 120 miles, two hours round trip driving, or an estimated \$18.00 in fuel costs. To low to moderate income individuals, this savings makes a tremendous impact on the lives of those who receive services.

### C. Future Plans

#### C1. 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 with the use of Centennial's Clinical Coordinators, during clinical supervision, to role model/encourage the use of telehealth for increased comfort and productivity.
- Continue to gather data in order to 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 maintain the telehealth network system and keep abreast of the rapidly changing technological environment.
- Complete implementation of Colorado Telehealth Network (CTN) formerly known as Rocky Mountain HealthNet (RMHN) to connect all Centennial offices with a dedicated, monitored, 24/7 supported data link. This link creates a connection between all mental health centers and most hospitals in Colorado.

#### C2. What plans do you have to communicate your outcomes and lessons learned with others?

Centennial considers the ongoing and comprehensive evaluation of our program effectiveness and customer care to be among the agency's highest priorities. Agency leadership, in partnership with all levels of direct-service staff and client advisory board members utilize client satisfaction surveys to continually modify and improve our services and impact the lives of our clients. Telehealth will be presented to agency leaders to facilitate systematic centerwide implementation and improvement to this modality for service delivery. Supervisors will be trained to utilize telehealth concepts and usage in clinical training and supervision. The designated PVS trainer, IT Director, Community Resource Director and Deputy Director of Clinical Services will serve as ongoing Telehealth resources and will be instrumental in the continued success in the use of this technology.

#### C3. 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. N/A

### D. Other Comments

D1. 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.

In the original request for \$50,000, Centennial indicated a match of \$5,500 for vidcon equipment and \$127,906 for CTN. Upon receipt of a partial award of \$20,000, Centennial was on schedule for CTN installation and indicated this expense as the match in the revised budget. To date, Centennial has experienced multiple delays with the CTN installation and it will not be completed at the time of this final report. The attached income and expenditure report instead indicates match funds spent on the vidcon equipment purchases and \$16,768 expended towards the CTN installations that have already taken place. Both of these expenditures will improve access to primary care through augmentation and enhancement of Centennial's Telehealth System.

# TELEHEALTH CLIENT SATISFACTION SURVEY

## Type of Tele-Health Service Received

**Check all that apply:**

- Appointment with Medical Staff   
(Dr. Freda, Dr. Payne, Dr. Sills, Carly Reimer, Dan Hammond)
- Intake Appointment – Mental Health Services
- Intake Appointment – Substance Use Services
- Substance Use Group Services
- Translation Services (Spanish-English)
- Benefits Appointment with Case Manager   
(SSDI Application, Food Stamps, Etc.)

## Location where Tele-Health Service was received:

- |            |                          |            |                          |
|------------|--------------------------|------------|--------------------------|
| Sterling   | <input type="checkbox"/> | Akron      | <input type="checkbox"/> |
| Ft. Morgan | <input type="checkbox"/> | Wray       | <input type="checkbox"/> |
| Julesburg  | <input type="checkbox"/> | Burlington | <input type="checkbox"/> |
| Holyoke    | <input type="checkbox"/> | Limon      | <input type="checkbox"/> |
| Yuma       | <input type="checkbox"/> | Elizabeth  | <input type="checkbox"/> |

## Your age: (Clients age)

- 6 & Under  7-12  13-18  19-55  Over 55

## Please answer the following questions regarding Tele-Health Services received:

\*I was offered a choice to receive services either via tele-health or in person

Yes\_\_\_ No\_\_\_

\*The tele-health equipment/connection operated successfully, allowing me to see and hear my provider

Yes\_\_\_ No\_\_\_

\*My treatment needs were met in the tele-health appointment

Yes\_\_\_ No\_\_\_

\*Overall, I am satisfied with the tele-health services I have received

Yes\_\_\_ No\_\_\_

Please share with us any comments about your experience with tele-health services:

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**THANK YOU!**

# CENTENNIAL MENTAL HEALTH CENTER, INC

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



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## Tele-Health Services

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### 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 Treatment
- 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, and will demonstrate for you how the equipment works, and answer any questions you may have. This staff person will leave the room, and you will then “connect” with a Centennial treatment provider located in a remote office via the video conferencing equipment. 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.

### 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.