

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Forest County Potawatomi Health & Wellness Center
Call Summary
December 12, 2014 • 10:00 am ET

Attendees

Forest County Potawatomi Health and Wellness Center (FCP HWC): Tina Garcia
Substance Abuse and Mental Health Services Administration (SAMHSA): Danielle Tarino
JBS International (JBS): Dave Wanser, Leslie McElligott and Iris Chai

Meeting Purpose

The purpose of the meeting was to learn how the program is progressing in regards to technology use and how FCP HWC is overcoming any implementation challenges.

Program Progress

- Crandon, Wisconsin is a very remote and rural area that does not attract many health professionals. Consequently, one major program challenge has been staff retention. Since mid-November, the team has been fully staffed with the addition of a new Alcohol and Other Drug Abuse (AODA) counselor, Michelle Shank. A fully staffed team can support more intake and service delivery opportunities via telehealth. Through successful training, Michelle (FCP HWC) and other counselors are now more comfortable with providing telehealth services. Jeff Keeble (FCP HWC) continues to oversee the counselors, particularly assisting with understanding cultural aspects of recovery.
- Now that Tina Garcia (FCP HWC) is back from maternity leave and pushing for implementation of technology use, program progress is more evident. She is working with the organization's new administration to help them understand the scope of the grant project.
- FCP HWC is undergoing state re-certification. Community-based provider organizations must adhere to strict criteria to meet state licensure and certification regulations.

Technology Use

- By next week, the AODA office will have received equipment to begin delivering telehealth services with the Gerald Ignace Urban Indian Health Clinic in Milwaukee. Office staff is able to support telehealth services, and collaboration has opened between FCP HWC and the Milwaukee site. It is especially optimistic to have telehealth services in Milwaukee as it is a rural area with a heavy tribal presence.
- Currently, all desktops have cameras, and staff is comfortable using Webex to support client services.
- The iPhones and iPads used by providers and clients will have pre-loaded apps that support recovery and treatment services. There are currently 20 iPads in circulation for use by clients. Clients are trained on the use of the iPads so they can maximize their recovery experience through technology.
 - The apps include resources for AA meetings, complete with a location function; self-assessments; wellness resources; and a recovery tracking tool.
 - iPad use is tracked by FCP HWC— if an app is not used by the client, it is removed.

- There is also a self-reporting capability. For example, information from apps can be reported to counselors to track how a client is feeling, which can be referenced during a session with an AODA counselor; thereby addressing the clients overall behavioral health needs.
- The staff is generally confident with using telehealth. Training has helped overcome their apprehension.

Intake and GPRA

- Tina Garcia is confident GPRA intake targets will increase with the support of a full staff and the expansion of telehealth services in Milwaukee.
- FCP HWC uses an electronic template of the GPRA reporting tool. GPRA data is collected during a telehealth session, and the data is integrated with the EHR.

Other Discussion Items

- Tina continues to emphasize the need to address co-occurring disorders. Even though the mental health department is located a distance away from the AODA office, Tina strongly supports collaboration and bridging the gap between mental health and AODA services to holistically address client needs. She would also like to expand the number of licensed counselors available to deliver services.
- Tina finds the Ideas Exchange to be a great hub for resources and knowledge-sharing and encourages her staff to use the IE.
- Leslie McElligott (JBS) noted that there is a funding opportunity through the Aetna Foundation for Digital Health Innovation. The information is available on the Ideas Exchange: <https://www.ideas-exchange.net/learn/resources/grant-opportunity-for-digital-health-innovation-750000-available-through-aetna-foundation>

Next steps

- JBS can facilitate a call between FCP HWC and Dr. Herbert Cruz of Promesa Behavioral Health. Dr. Cruz has extensive experience with telehealth.
- Meta House, Inc. is located in Milwaukee, Wisconsin. FCP HWC may wish to consider connecting with Meta House around their women services, Andrea Jehly's email (Project Manager) email is ajehly@metahouse.org.