



# Vituity Telepsychiatry

Sumter Armstrong, Vice President of Business Development

# Vituity: Company Overview

We care for over **6.4 Million Patients Annually**

**2,500**

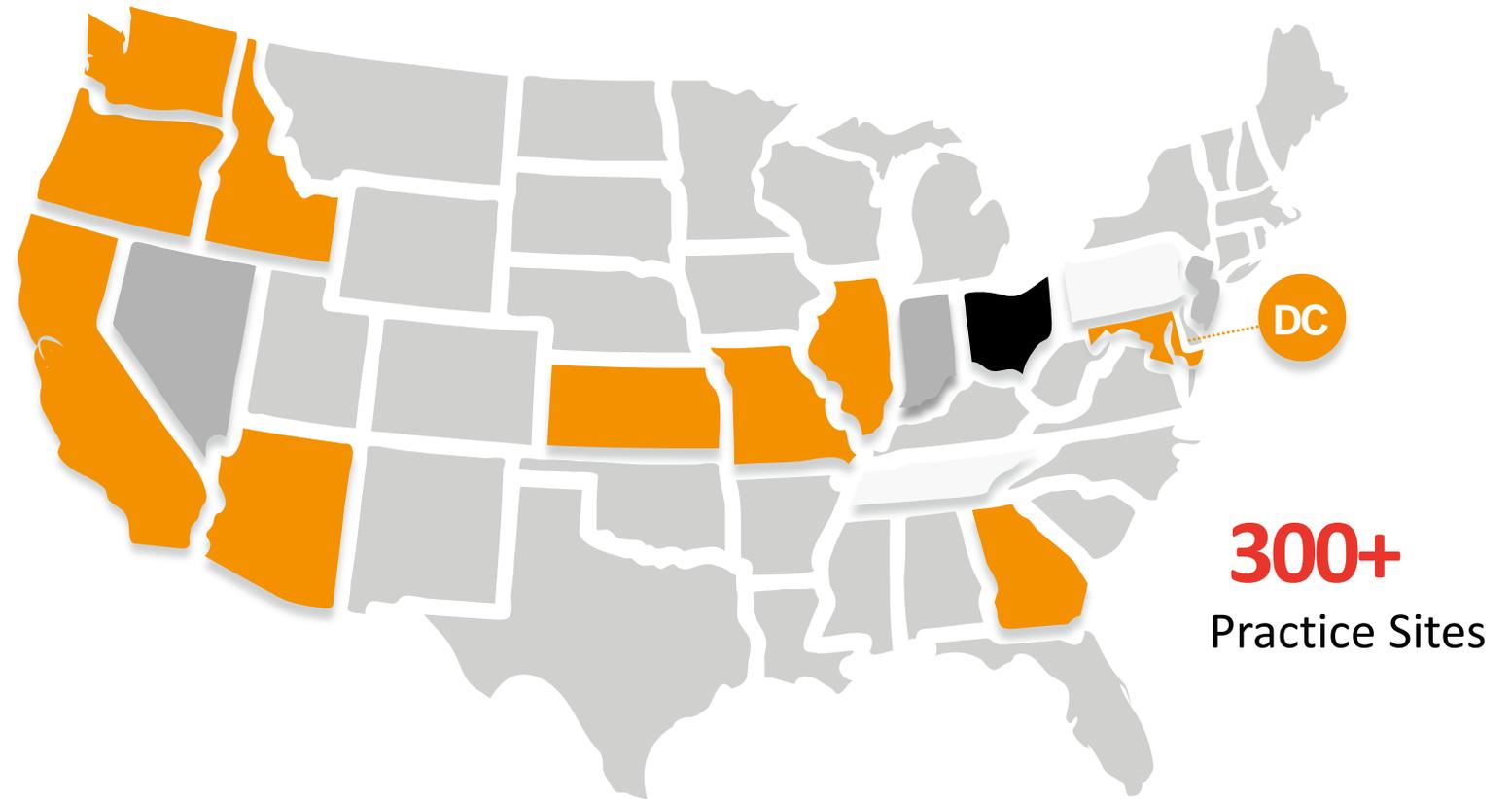
Physician Partners

**1,400**

Advanced Providers

**2,000**

Scribes



# Vituity's Practice Lines



# Our California Footprint in Numbers



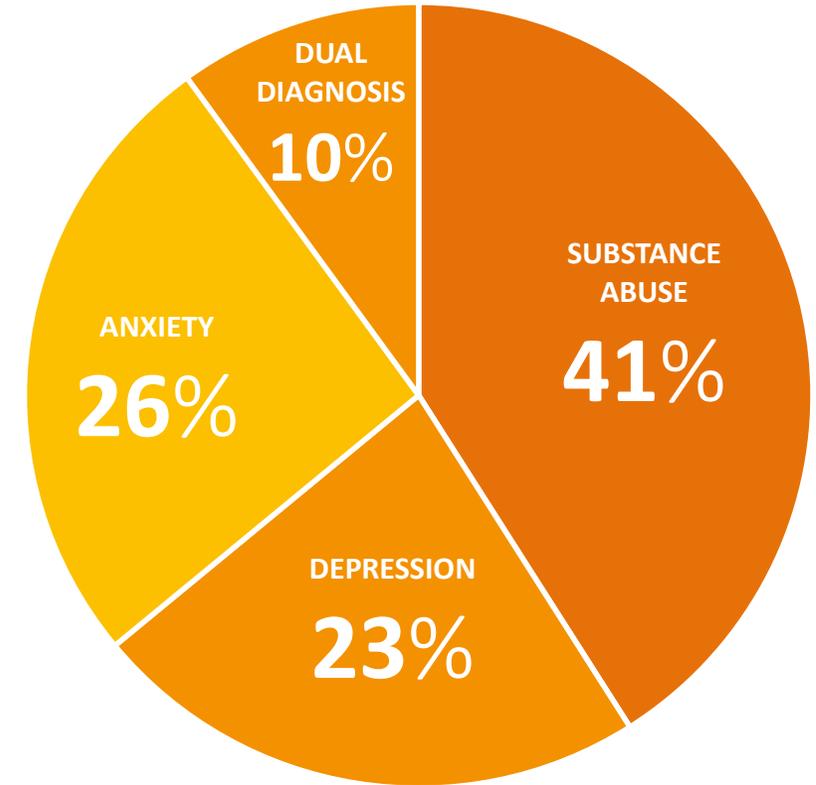
- **1,900** Physician Partners
- **930** Advanced Practice Providers
- **1,500** Scribes
- **230** Practice Locations
- **4.1M** Patients Annually
- **1.9M** Medi-Cal Patients Annually

# The ED: Front Door & Patient Safety Net



**1 in 8 visits**

to the ED involve mental health and substance abuse disorders.



**Suicide attempts treated in the ED up 414%**

# Emergency Physicians Feeling the Pressure

## ACEP ED Physician Poll, October 2016

Results of poll with 1,700+ ED physician respondents

### Emergency Physicians who...



see patients at least once a shift who require hospitalization for psychiatric treatment

*21 percent report having patients waiting 2-5 days for in-patient beds*



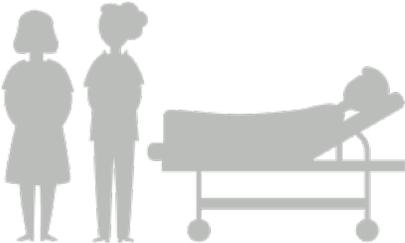
have a psychiatrist on call to respond to psychiatric emergencies in the ED



have no one on call to respond to psychiatric emergencies

# ED Bottlenecks and Inefficiencies

Psychiatric patients spend an average of **11.5 hours per visit** in ED; **3x longer** than other patients

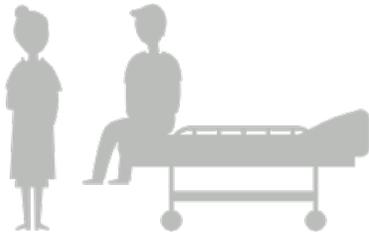


**Longer LOS** of  
psychiatric patients



**Prevents  
2.2 Bed  
Turnovers**

**Operational  
and  
Financial Impacts**



**Boarding** of  
psychiatric patients



**Cost to  
hospitals  
\$2,264 per patient**

# Our Practice Leaders

Experts in the delivery of acute psychiatric services



**Scott Zeller, MD**

Vice President, Acute Psychiatry



**Herbert Harman, MD**

Regional Director, Acute Psychiatry

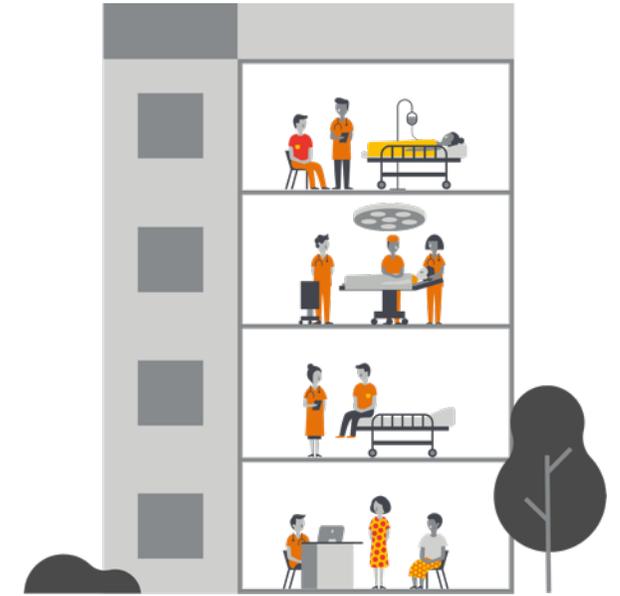
# Vituity's Acute Psychiatry Services



**Telepsychiatry**



**EmPATH Unit**  
(Emergency Psychiatric  
Assessment Treatment Healing)

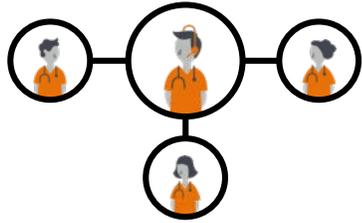


**Psychiatric Hospitalist  
Staffing**

# Vituity's Telepsychiatry Offering

- ✓ Access to **board-certified** psychiatrists
- ✓ **24/7 on-demand** or block-scheduled access across acute care settings, with an on-call **Care Navigator** to support consult logistics
- ✓ Physicians who perform a **full evaluation, risk assessment, diagnosis, treatment and disposition recommendation** for each patient
- ✓ **Care Integration** with onsite emergency medicine, hospital medicine and behavioral healthcare teams to create a seamless patient experience
- ✓ **Training and guidance** on appropriate telepsychiatry use-cases, medication recommendations, de-escalation techniques, and agitation management

# Greatest Asset: Our Physicians



## What we value

- Psychiatrists with expertise and passion for the delivery of emergency and acute psychiatry
- A designated physician team serving a set group of clients vs. one large panel



## Our Philosophy

- Doing nothing for patients trapped in “psychiatric boarding” is not acceptable
- Shared decision-making and responsibility with onsite physicians is paramount



## What we invest in

- Focused and thorough training, orientation, and ongoing education and engagement
- Peer review processes that meets Vituity’s expectations of high quality care

# Technology



## Telehealth Platforms

- **On Duty® Telehealth Platform:** designed by Vituity's psychiatric leadership, customized for virtual psychiatry care delivery in emergency, urgent and inpatient care settings
- **InTouch:** if organizations have already made investments with InTouch technology, we are open to using their platform for the telepsychiatry visit



## Telehealth Hardware

- We're **hardware agnostic** – we recommend the hospital has a dedicated laptop, tablet, cart or COW for telepsychiatry



## EMR Documentation

- **Direct EMR documentation** is evaluated on a case-by-case basis based on our client's needs and expected consult demand
- **Thorough notes** from each patient encounter can be uploaded as a flat file directly into hospital's EMR from On Duty (if our platform is utilized)

# Expertise In 5150's & County Policies

Vituity physicians have decades of experience with LPS laws practicing in EDs across CA, and this has guided our telepsychiatry services approach

## Prior to Go-Live:

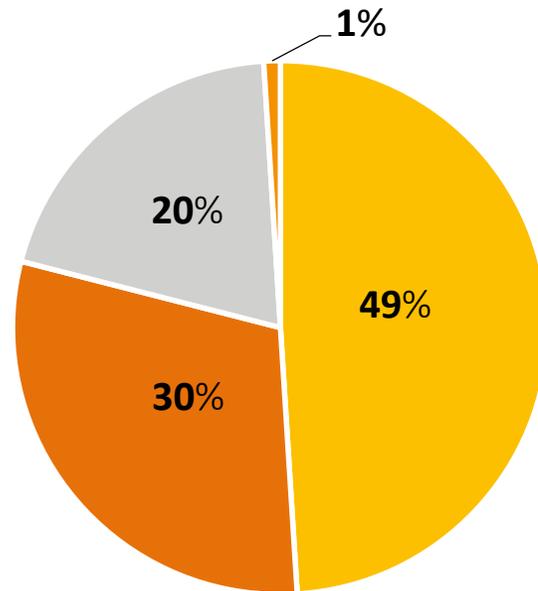
- County Regulations Reviewed
- Local site educates the telepsych team (hospital by-laws, LPS vs Non-LPS)
- Communication directly with county Mental Health to ensure collaboration
- Certification by County authority completed when needed
- Weekly psychiatry physician meetings: updates on regs/by-laws by counties/hospitals

## After Go-Live:

- Evaluate existing 5150 holds, and can (and often do) discontinue the holds via telepsychiatry in multiple counties when appropriate
- Assist in determining necessity for a new 5150 hold, and assist onsite personnel in initiating the hold
- Consult with emergency medicine docs regarding 1799.111 mental health holds (with the goal to avoid a 5150)

# Vituity Telepsychiatry Disposition Planning

## Telepsychiatry Disposition Recommendations



- Recommend discharge from ED
- Recommend admission to inpatient psychiatric care
- Recommend initiating treatment with observation and reassessment
- Recommend admission to medical unit with psychiatric consult if needed

### Client Case Study:

Following implementation of Vituity's telepsychiatry program, the following performance improvement was demonstrated in Year One:

- 30% reduction in observation hours
- 51% of holds lifted
- 50% decrease in TAT-A

# Benefits to Hospitals and Patients

**Access to 24/7 on-demand patient evaluations by emergency trained psychiatrists delivers:**



Improved clinical quality



Reduction in unnecessary behavioral health inpatient admissions



Reduction in boarding, allowing for efficient bed turnaround and ED throughput



Care plan collaboration with in-person providers



Decreased risk and improved safety for patients, families, and care teams



Improved rates of patient acceptance by IP psych facilities because a thorough evaluation with documentation has occurred by a psychiatrist

# What We Believe

We believe that all emergency patients, those needing physical or psychiatric care, deserve access to high quality services.

We believe in the importance of having access to psychiatrists with expertise and passion for emergency psychiatry.

We believe that the value of our service should not only improve care for patients, but also improve the safety of your units, and the job satisfaction of your onsite providers and care teams.

# Additional Resources

## Published Articles

- [3 Innovations That Improve Emergency Psychiatric Care](#)
- [On-Demand Telepsychiatry: Addressing the Shortage of Emergency Psychiatrists](#)
- [CNN Feature with Vituity's Scott Zeller MD on Compassionate Behavioral Healthcare](#)
- [Psychiatric Emergencies: What Psychiatrists Need to Know](#)
- [Transforming Behavioral Healthcare in the Emergency Department](#)
- [How EDs are Addressing the U.S. Mental Health Crisis](#)

## Video

- [ZDoggMD Incident Report featuring Vituity's Denise Brown, MD](#)

# Learn More About Vituity Telepsychiatry

**Website:** <https://www.vituity.com/services/acute-psychiatry>

**Email:** [Sumter.Armstrong@Vituity.com](mailto:Sumter.Armstrong@Vituity.com)

**Hospital Council Of Central/Northern California:**

<https://www.hospitalcouncil.org/strategic-partner/vituity-telepsychiatry>

**Hospital Association of Southern California:**

<http://www.hasc.org/sponsor/vituity-telepsychiatry>



Thank you!