WELCOME TO NVITE

THE ARC ONEIDA-LEWIS CHAPTER

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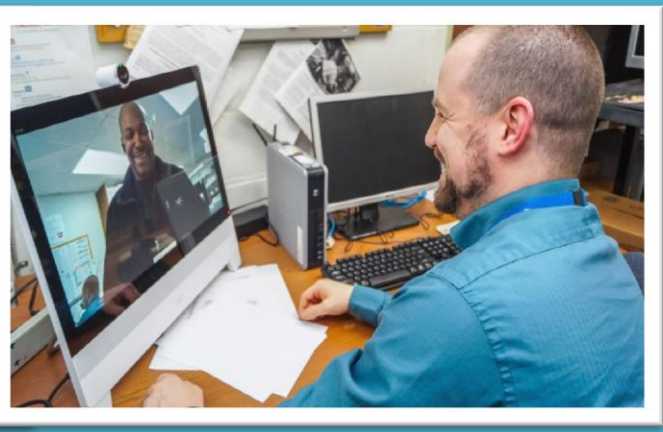

Telehealth at The Arc Oneida Lewis

The Arc
ONEIDA-LEWIS CHAPTER

Agency Overview

- Support close to 1,700 people in our community for Lewis and Oneida Counties
- Scope of services includes internal operations and community supports teams
- Support 300 people in our day habilitation sites
- Support 140 people in our residential sites

Concerns with Medical Care

- 31% of total people we support is age 50 or older. Higher percentage in our residential and day habilitation locations.
- Medical needs have continued to rise as well as ER visits
  - Often seeing 20 emergency room visits/urgent care visits per month with complex medical needs.
- Oneida and Lewis counties include areas that are federally designated as a health professional shortage area
  - Lack of professionals in primary, mental health, and dental who have expertise and training in developmental disabilities
  - Time for travel one way can be over 1 hour to appointment; often a serious hardship on a person with a disability
  - Difficulty getting timely appointment and evaluation scheduled due to overbooking of existing physicians and medical staff
  - Staffing shortage in sites have created additional challenges

Common Co-Occurring Diagnoses

- Epilepsy and recurrent seizures
- Cardio and pulmonary concerns
- Type 2 diabetes
- Thyroid (hypo and hyperthyroidism)
- Mental Health (bipolar, OCD, Schizophrenia)
- Reflux disease
- Cholesterol/lipids concerns
- Dementia/Alzheimer's

Technology and Quality Focus

- 2011, we began to build more robust IT system and infrastructure
- January, 2014 CQL accredited
- October, 2015 began implementing EHR (Therap)
- Started with increasing mobility of staff with equipment
- With seeing this success, we decided to focus on Telehealth for our agency
- 2016 and 2017, we were awarded nearly $1.5 million from federal and state grants for telehealth equipment and infrastructure across our entire agency

Access to Telehealth

- All our supervised and supportive IRAs
- All of our day habilitation sites
- Non-certified locations such as administration buildings, facility, and work center training locations
- TOTAL 54 sites will have telehealth access and equipment

Telehealth Status

- Equipment has been implemented and tested
- Developed informed consent form, policies and procedures
- Developing training curriculum for staff
- Meeting with families and people we support about telehealth as an option and demonstrations with how it is used
- Working with existing medical clinics, universities, and hospital facilities to build our provider network
- Participating in grant proposal with other agencies to access emergency room telehealth physicians

Telementoring

- We are part of two Project ECHO programs in California and New Jersey receiving telementoring for clinical and direct support staff on people with I/DD and co-occurring mental health diagnoses, and I/DD aging and dementia.
- This increases our access to evidence-based practices, treatment teams, and clinical experts.
- Research has shown that telementoring can improve workforce education, better clinical outcomes for people we support, and decrease in direct support turnover.

Telehealth Tips

- Get your baseline data and build data collection system
- Do a thorough review of your existing IT system and where you may need to strengthen in order to have telehealth
- Become familiar with the telehealth law and statutes for New York State and Medicaid parity; originating site vs. distance site, what/who is covered by telehealth, remote patient monitoring, etc.
- Visit providers with telehealth to see how it works
- Join telehealth networking groups and regional telehealth centers
- Consider getting certification as a telehealth provider to understand HIPAA and laws related to telehealth
- Look for OPWDD, OASAS, and OMH coming out with program regulations for telehealth (the plan to have one overarching regulation/guidelines within next few months).

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Contact Us

For any questions or to discuss interest in doing telehealth pilots with us, please contact us:

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