

The check-in code for
this session is: **4001**

Innovating Service Delivery through Telemedicine and Partnerships



Elda Hudson, MSN, RN, Director of Care Coordination
Dr. John Burrus, MD, Chief Executive Officer

Disclosure to Learners

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TEXAS
Health and Human
Services

Texas Department of State
Health Services

Successful Completion

Successful completion of this continuing education event requires that you:

- Complete registration and sign in,
- Attend the entire event,
- Participate in education activities, and
- Complete the participant evaluation.



Texas Department of State
Health Services

Continuing Education

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This course has been designated by The Texas Department of State Health Services, Continuing Education Service for 1.00 credits of education in medical ethics and/or professional responsibility.

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The Texas Department of State Health Services, Continuing Education Service has awarded 7.00 contact hours of Nursing Continuing Professional Development.



Texas Department of State
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Continuing Education

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This event received no commercial support.

The speakers and Planning Committee for this event have disclosed no relative financial interests.



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Learning Objectives:

- Define service co-location and its benefits to Community Center partners and the community.
- Identify key partners in the community for co-location and to address potential barriers.
- Develop plan to implement colocation at own community centers

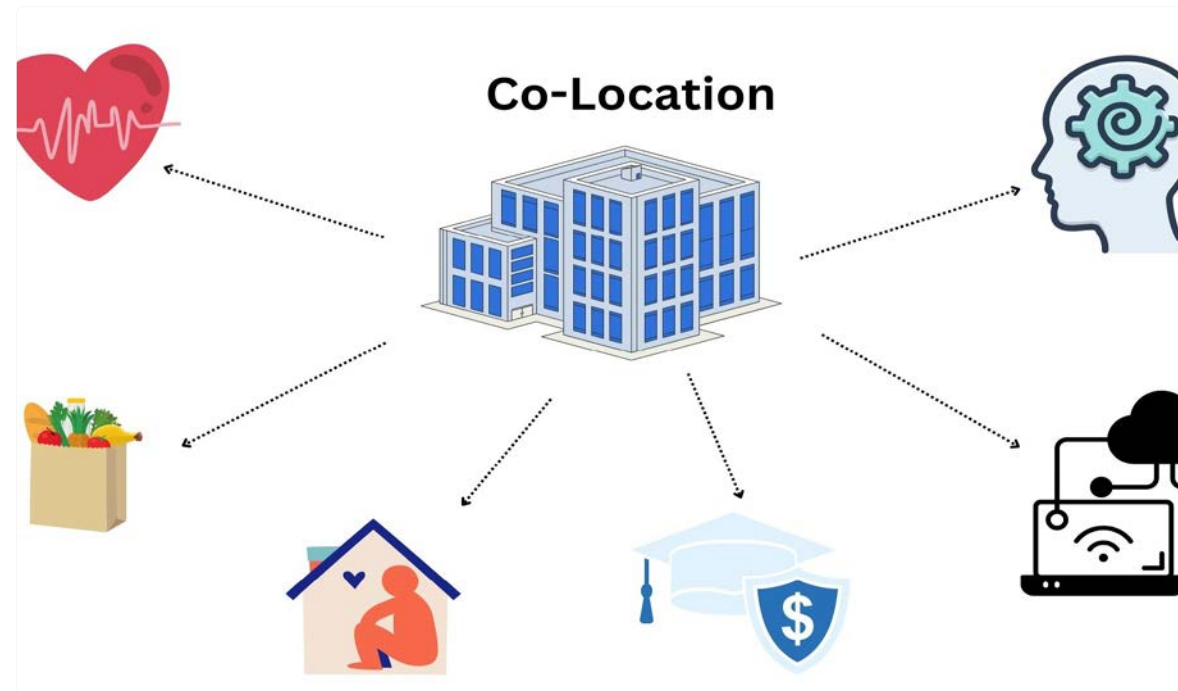
What is Co-location?

Co-location refers to distinct services being delivered in the same physical space.

Applied Practice: What is Co-location

What is Co-location?

Common co-location services usually involve co-locating with primary care services.



Goals of Co-location



Bring Service to the Community



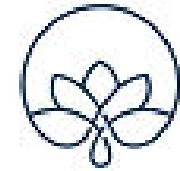
Reduce Barriers



Establish Metrocare as a Partner of the community



DALLAS INTERNATIONAL
STREET CHURCH



THERAPY
INSPIRED



metro**care.**

MEN OF NEHEMIAH



Benefits of Co-location



Benefits of Co-location



- Reduction of barriers

Benefit of Co-location



Reduction of stigma

What is telemedicine?

The remote diagnosis and treatment of patients by means of telecommunications technology.

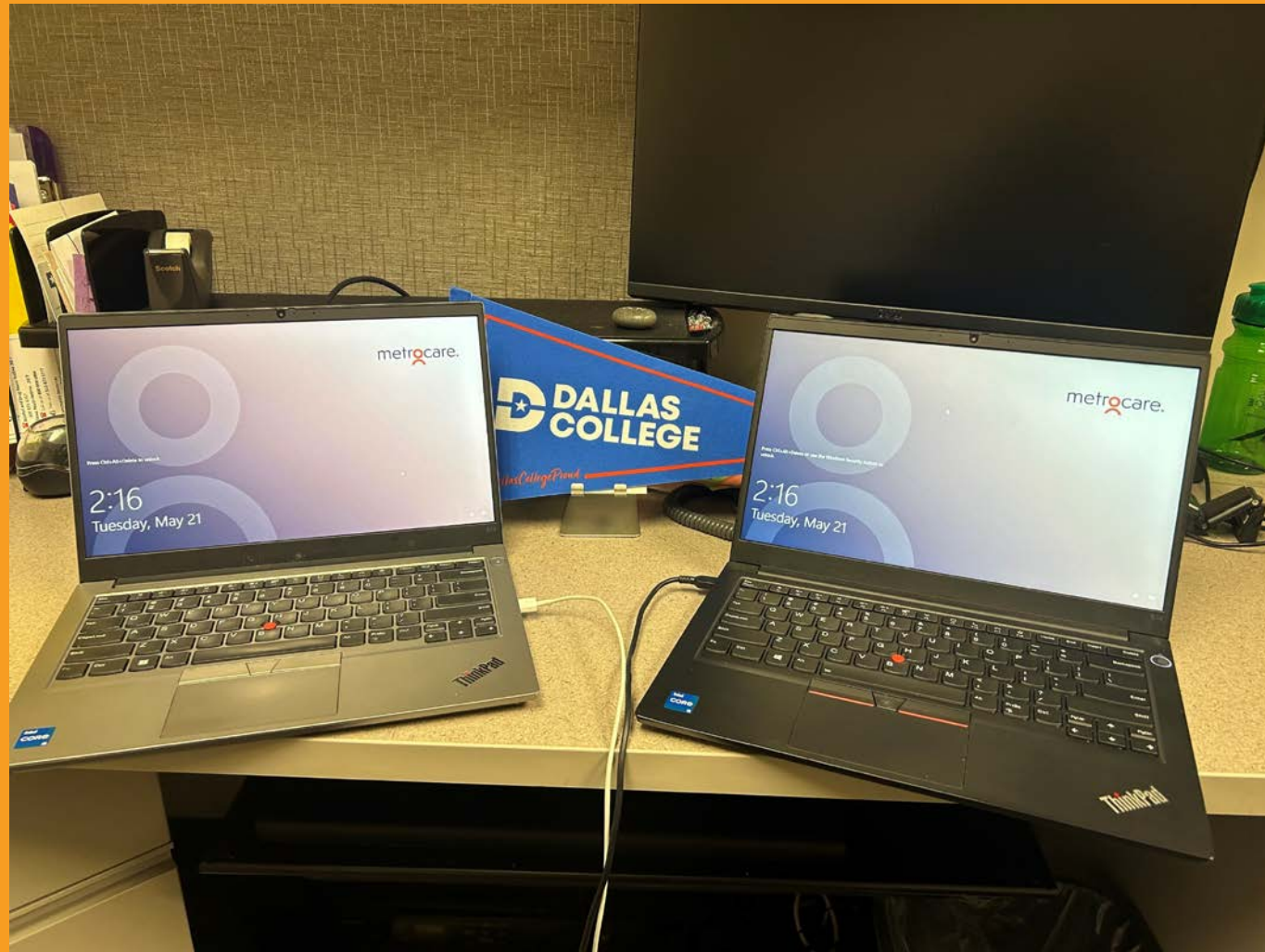


Benefits of Telemedicine

Future of Telemedicine



How is Telemedicine being used at Co-location sites?



How are Co-location Partners Identified?

Staff

Referral Sources

Community Connections

Applied Practice



Partners are identified, what's next?


What is the need?


- This step is crucial
- What services are currently being offered?
- What is the need?
- What is the population demographic being served?

Discuss Next Steps

- Formal agreements drafted
- Looping in marketing for creation of collateral
- Setting up meetings with partner staff to educate on community center services as whole vs what services will be provided on-site
- Site visit
- Establish Go-live date

Example of Marketing Material



metrocrest  services

metrocare.

WILL BE ONSITE

Are you struggling with sadness, worry, hopelessness, or feeling overwhelmed?

Are you concerned about a loved one?

YOU ARE NOT ALONE. WE ARE **HERE FOR YOU.**

TO SET AN APPOINTMENT, CALL OR EMAIL:

214-743-6164 | communityclinics@metrocareservices.org

metrocareservices.org

If experiencing a mental health crisis,

CALL METROCORE'S 24/7 HOTLINE:

214-743-1215

1 in 5 of us experience a mental health challenge. Metrocare is here to help.

Top 15 warning signs of mental illness:

1. Excessive worry or fear
2. Feeling very low, sad or hopeless
3. Prolonged feelings of irritability or anger
4. Problems concentrating and learning / disorganized speech or thoughts
5. Avoiding friends and social activities / feeling isolated or alone
6. Extreme mood changes, including uncontrollable highs
7. Changes in sleeping habits or feeling tired and low energy
8. Changes in eating habits such as increased hunger or lack of appetite
9. Difficulty perceiving reality (delusions or hallucinations, in which a person experiences and senses things that do not exist)
10. Intense feelings that others are trying to harm or conspire against them
11. Thoughts of hurting oneself or others
12. Overuse of substances like alcohol or drugs
13. Multiple physical problems without obvious causes (such as headaches, stomach aches, vague and ongoing aches and pains)
14. Inability to carry out daily activities, handle daily stress, or finish tasks
15. History of trauma

Children need support too.

Top 5 behavioral changes for parents to watch:

1. Changes in school performance
2. Excessive worry or anxiety
3. Hyperactive behavior
4. Frequent nightmares or sleep disruption
5. Frequent disobedience, aggression, or temper tantrums

Don't wait to get the help you need!

metrocare. Find yourself here

metrocareservices.org

Metrocare is the largest provider of mental health services in Dallas County, serving more than 50,000 adults and children annually. For over 50 years, Metrocare has provided a broad array of services to people with mental health challenges and developmental disabilities as well as primary care centers for adults and children, accessible pharmacies, housing, supportive social services, re-entry supports, and specialized crisis interventions. Alongside the clinical care, researchers and teachers from Metrocare's Altschuler Center for Education & Research lead the way in advancing innovative mental health research while training clinicians needed to expand the clinical workforce across the state.

Potential Co-location Barriers



- Delays



Potential Co-location Barriers

- Staffing

Stories of

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Therapy Inspired/Metrocare



Provider: Counseling
Services
Far East Dallas



Metrocrest/Metrocare

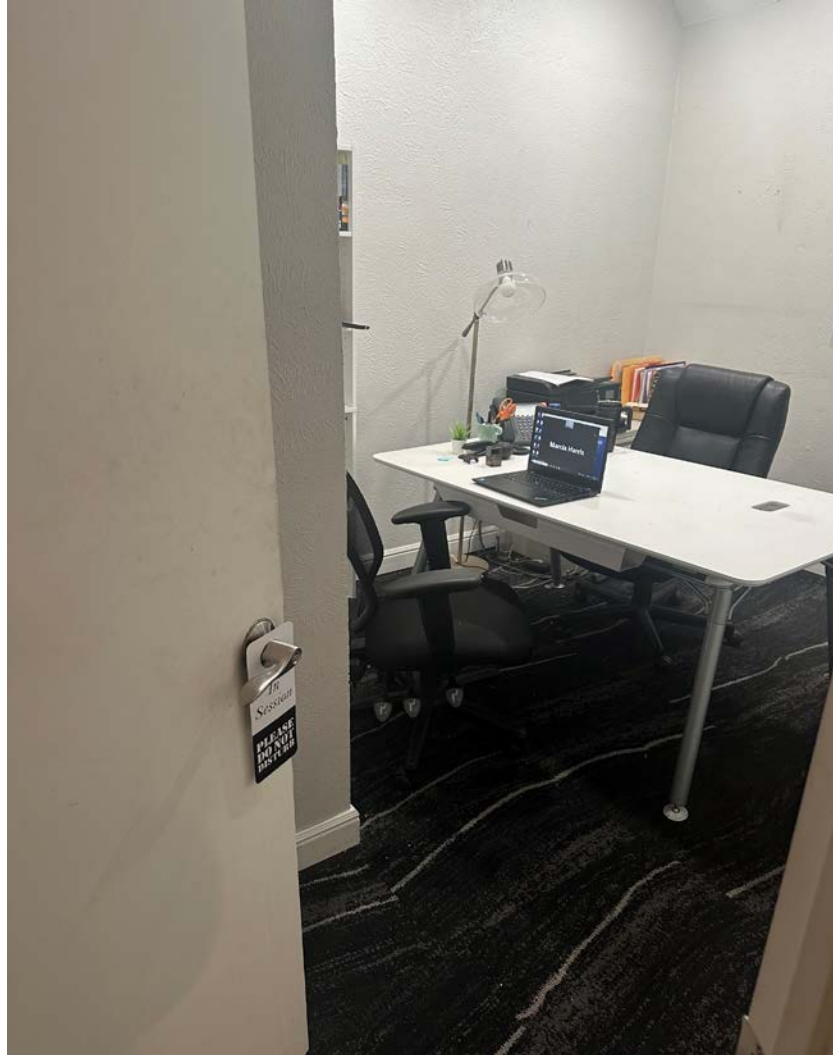


**Social Services Provider
Food Pantry
Far North Dallas**

Men of Nehemiah/Metrocare



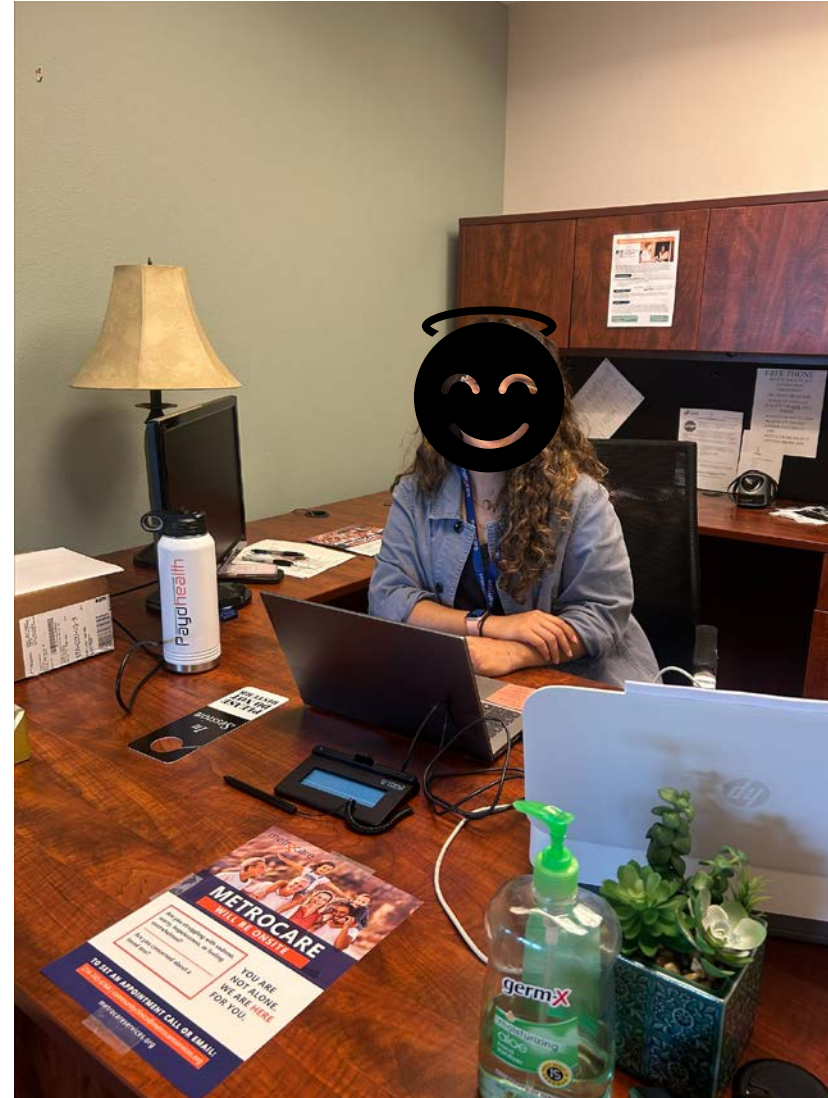
CC Room/Provider Room



PSH Provider
Low Income Housing Provider
Downtown Dallas

**Catholic Charities –
CityWalk Akard**

metrocare.





Unique inds seen as of April 2024: **503**

Total provider services as of Jan 2024 -- April 2024: **530**

Total Care Coordination service as of April 2024: **2137**



- **Building Rapport with Partner Staff**
- **Educating partner staff on services available on-site vs at traditional sites**
- **Building a presence with partner clients**

Sources

- 1) Baskin, C., Duncan, F., Adams, E. A., Oliver, E. J., Samuel, G., & Gnani, S. (2023). How co-locating public mental health interventions in community settings impacts mental health and health inequalities: A multi-site realist evaluation. *BMC Public Health*, 23(1). <https://doi.org/10.1186/s12889-023-17404-x>
- 2) Haleem, A., Javaid, M., Singh, R. P., & Suman, R. (2021). Telemedicine for Healthcare: Capabilities, features, barriers, and applications. *Sensors International*, 2, 100117. <https://doi.org/10.1016/j.sintl.2021.100117>
- 3) Shahwan, S., Goh, C. M., Tan, G. T., Ong, W. J., Chong, S. A., & Subramaniam, M. (2022). Strategies to reduce mental illness stigma: Perspectives of people with lived experience and caregivers. *International Journal of Environmental Research and Public Health*, 19(3), 1632. <https://doi.org/10.3390/ijerph19031632>

Questions?

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