



COVID-19 Behavioral Health Task Force

August 21, 2020

Agenda

- ❖ Roll Call and Housekeeping: Lauren Prole
- ❖ ADHS Update: Teresa Ehnert
- ❖ ArMA Physician Peer Coaching Program Launch: Juliana Stanley
- ❖ Telehealth Data: Will Buckley
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ COPA Health Telehealth Update: JoyAnn Book
- ❖ Questions, Open Discussion & Wrap-Up

ADHS Update

Teresa Ehnert

Bureau Chief, Public Health Emergency Preparedness
Health Emergency Operation Center/ ESF8
PHEP/HPP Director, Arizona



ArMA Physician Peer Coaching Program Launch

Juliana Stanley

Director, Practice Support

ArMA



ARMA
ARIZONA MEDICAL
ASSOCIATION

VIRTUAL DOCTORS' LOUNGE: CALL FOR COACHES

THROUGH AUGUST 31, 2020

Why the Virtual Doctors' Lounge?

- Daily Strain
- Added emotional stress due to COVID-19 pandemic
- Exceptional risk
- Emotional burnout
- Reluctance to seek help
- Increasing occurrence of substance abuse, depression, and suicide

Any physician may serve as a peer coach, with appropriate training provided through our partners. If interested in becoming a peer support coach:

Email - mdlounge@ccainc.com

Call - 646-809-0957

Physician Peer Support Program

**BEGINNING
OCTOBER 2020**

Virtual Doctors' Lounge aims to:

- Reduce barriers to care
- Remove perceived stigma
- Connect physician participants to peer coaches
- Provide short-term peer support
- Provide referrals for psychological support and to other Arizona resources as needed.

In Partnership With:



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Virtual Doctors' Lounge

YouTube Videos:

- Virtual Town Hall:

<https://www.youtube.com/watch?v=Im7wYA4PfNs&t=69s>

- Peer Support Program Presentation:

<https://www.youtube.com/watch?v=ShMMCRqRpv8&t=81s>



ARMA
ARIZONA MEDICAL
ASSOCIATION

VIRTUAL DOCTOR'S LOUNGE PEER SUPPORT PROGRAM

JULIANA STANLEY
DIRECTOR, PRACTICE SUPPORT

1

Physician (noun)

- A person skilled in the art of healing
- Proverb "Physician, heal thyself."
- Before physicians can adequately treat others, they must first heal themselves. In other words, you first need to fill your cup before you can fill the cup of others.



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Physician Need for Support

- Daily strain
- Added emotional stress due to COVID-19 pandemic
- Exceptional risk
- High degree of emotional burnout
- Increasing occurrence of
 - Substance abuse
 - Depression
 - Suicide



3

Distressed Physicians

- Physicians often avoid seeking professional mental health assistance
- 10-12% of physicians have a substance use disorder
 - Rate of substance abuse has increased to 12.9% of male physicians and 21.9% of female physicians (2015)
- 44% of physicians experience symptoms of burnout
- 28% of medical residents suffer from depression
- Approximately 400 American physicians commit suicide each year – more than double the rate of the general population



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COVID-19 Added Stressors

- Lack of PPE and supplies
- Extended shifts/physical fatigue
- Separation from usual colleagues/family
- Altered standards of care and ethical challenges
- Fear of getting the virus or infecting friends/family members
- Financial concerns for practice, staff
- Witnessing the death of patients
- Uncertainty



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Adverse Effects of Stress/Burnout

- Lower quality care
- Medical errors
- Longer patient recovery times
- Lower patient satisfaction
- Negative impact on personal/family life



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Barriers to Seeking Help

- Concerns
 - Confidentiality
 - Quality of service
 - Perceived risk to career
 - Impact of treatment on:
 - Professional medical licensure
 - Privileges



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Barriers to Seeking Help

- Stigma of mental health conditions
- Internalization of distress
- Most comfortable speaking with other physicians



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Presenting

- **The Virtual Doctor's Lounge**
- Offered to all Arizona physicians and residents, in partnership with ADHS and AHCCCS



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Virtual Doctor's Lounge

- Peer assistance program
- Designed to provide support to physicians
 - Informal
 - Confidential
 - Peer-led



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Peer-to-Peer Support

- Connects peers
 - Physicians and residents throughout Arizona
 - Virtual/Remote
 - Confidential
 - No cost
- Not a substitute for therapy or medical care
- Demonstrated to provide
 - Relief from emotional exhaustion
 - Reduced levels of self-reported burnout



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Program Objectives

The Virtual Doctor's Lounge aims to:

- Reduce barriers to care
- Remove perceived stigma
 - Confidential platform
 - Informal setting
- Connect physician participants to trained peer coaches
- Short-term support
- Support peak performance for individual physicians



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Arizona Resources

- Connection to Arizona resources as needed for financial counseling, legal consultation, human resources assistance and more.



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Corporate Counseling Associates, Inc.

- Corporate Counseling Associates (CCA) developed the Virtual Doctor's Lounge in collaboration with ArMA.
- 35 years' experience
 - Mental Health in the Workplace
 - Employee Assistance Program (EAP)
 - Crisis Response
 - Work-Life
 - Learning & Development
 - Diversity, Equity and Inclusion
 - Leadership & Management Development



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CCA Coach Training

Comprehensive training of “peer coaches” includes:

- Parameters and limitations of the program
- Basic engagement and supportive coaching techniques
- Self-care and boundaries
- How to manage high risk concerns
- Available supportive and professional resources
- How to access immediate support from the CCA team



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CCA Coach Support

In addition to training, CCA staff will:

- Provide ongoing support and guidance to peer coaches
- Assist directly with any high-risk situations



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Seeking Volunteer Coaches

Basic criteria for inclusion:

- Physician licensed in Arizona
- 1-year commitment of up to 2 hours a week
- Brief screening to discuss program requirements
- Attendance at 3 virtual training sessions in September (2.5 hours each):
 - **Wednesday, Sept 2nd from 5:30pm to 8:00 pm MST**
 - **Wednesday, Sept 16th from 5:30pm to 8:00 pm MST**
 - **Wednesday, Sept 30th from 5:30pm to 8:00 pm MST**



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Program Launch

- Actively recruiting volunteer coaches
 - Recruitment through August, 2020
 - Three training sessions during September, 2020
- Peer-to-peer connection begins October, 2020



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Contact information

If you have questions or are interested in volunteering as a peer coach for the Virtual Doctor's Lounge, please contact:

Jay Sandys, PhD
CCA Vice President, Organizational Development
mdlounge@ccainc.com
(646) 809-0957

Juliana Stanley
ArMA Director of Practice Support
jstanley@azmed.org
(602) 347-6919



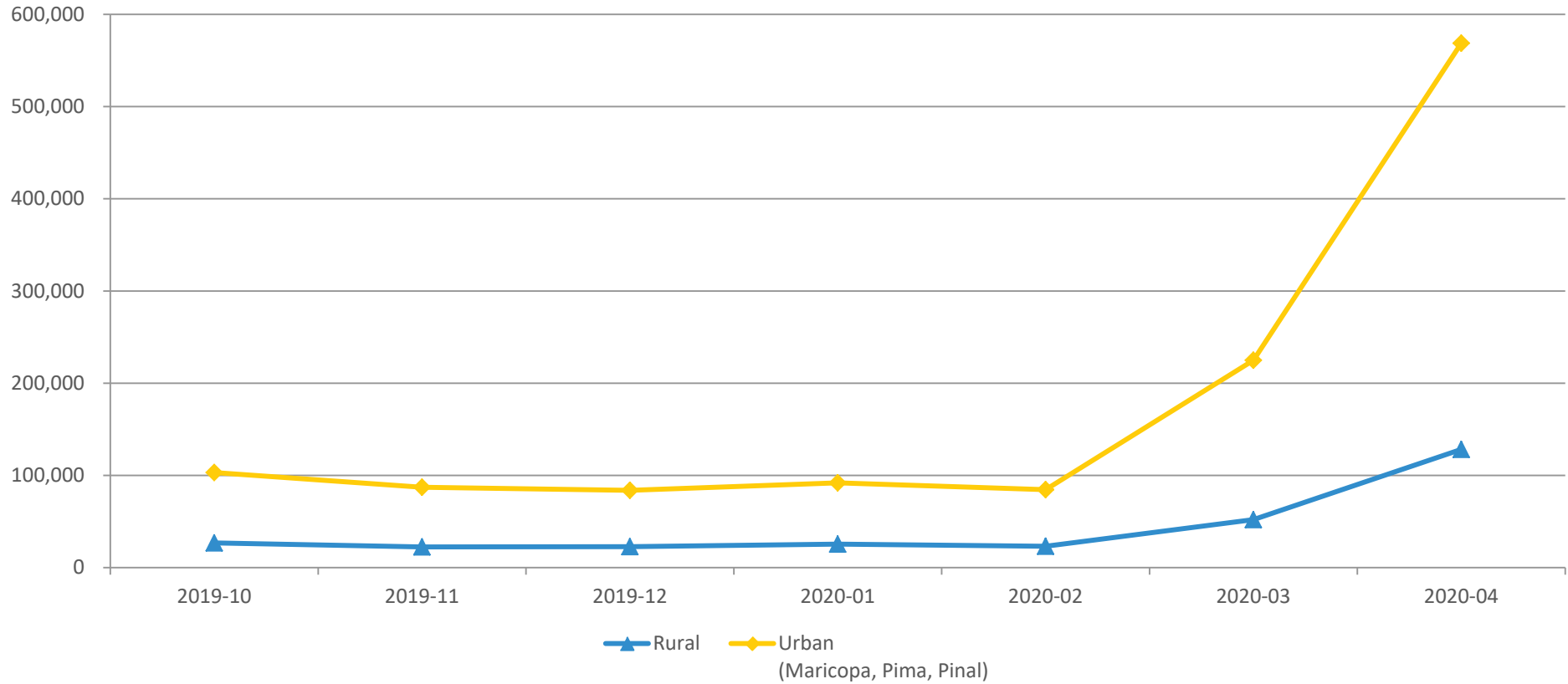
Telehealth Data

Will Buckley

Business Intelligence Manager

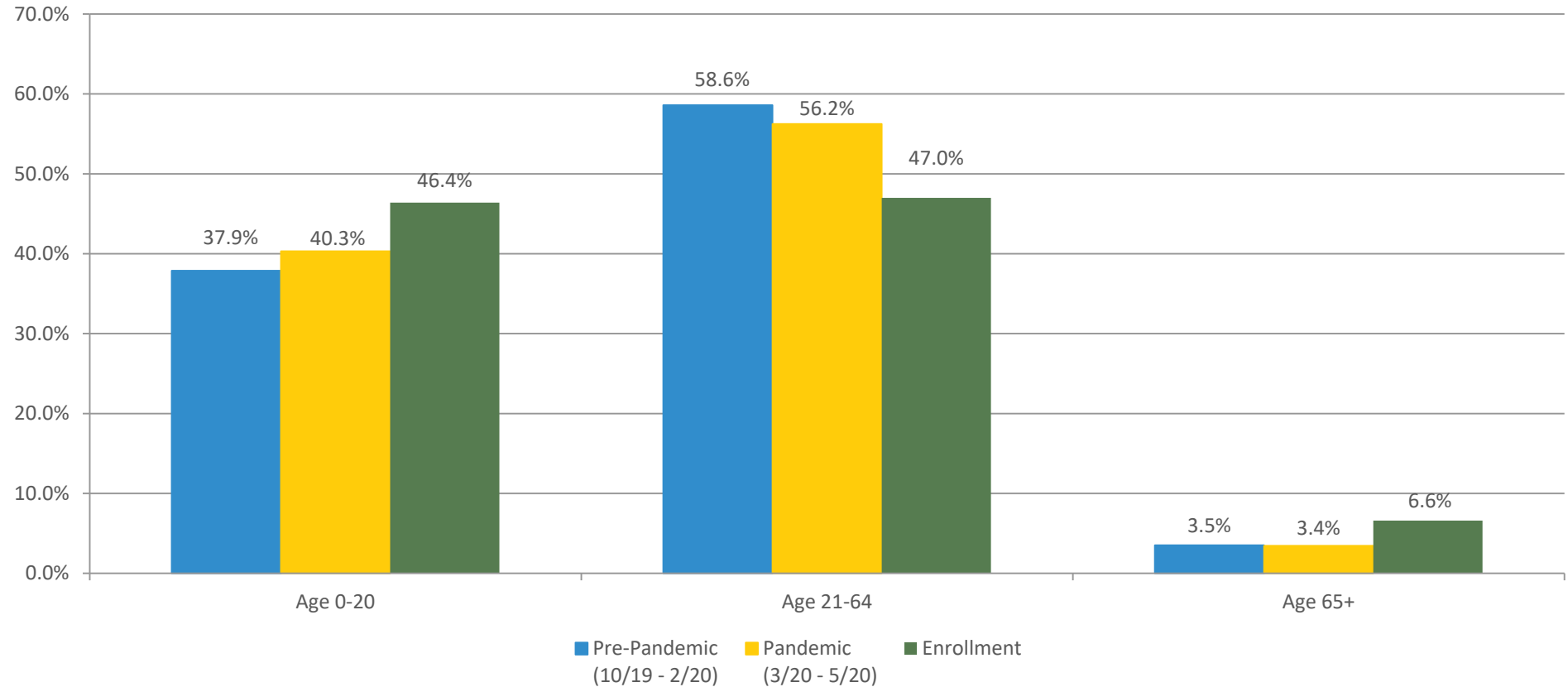
Division of Healthcare Management, AHCCCS

Telehealth Utilization by Location of Member (Rural and Urban) (CRNs by Month Without Completion Factors as of 7/24 Submissions)



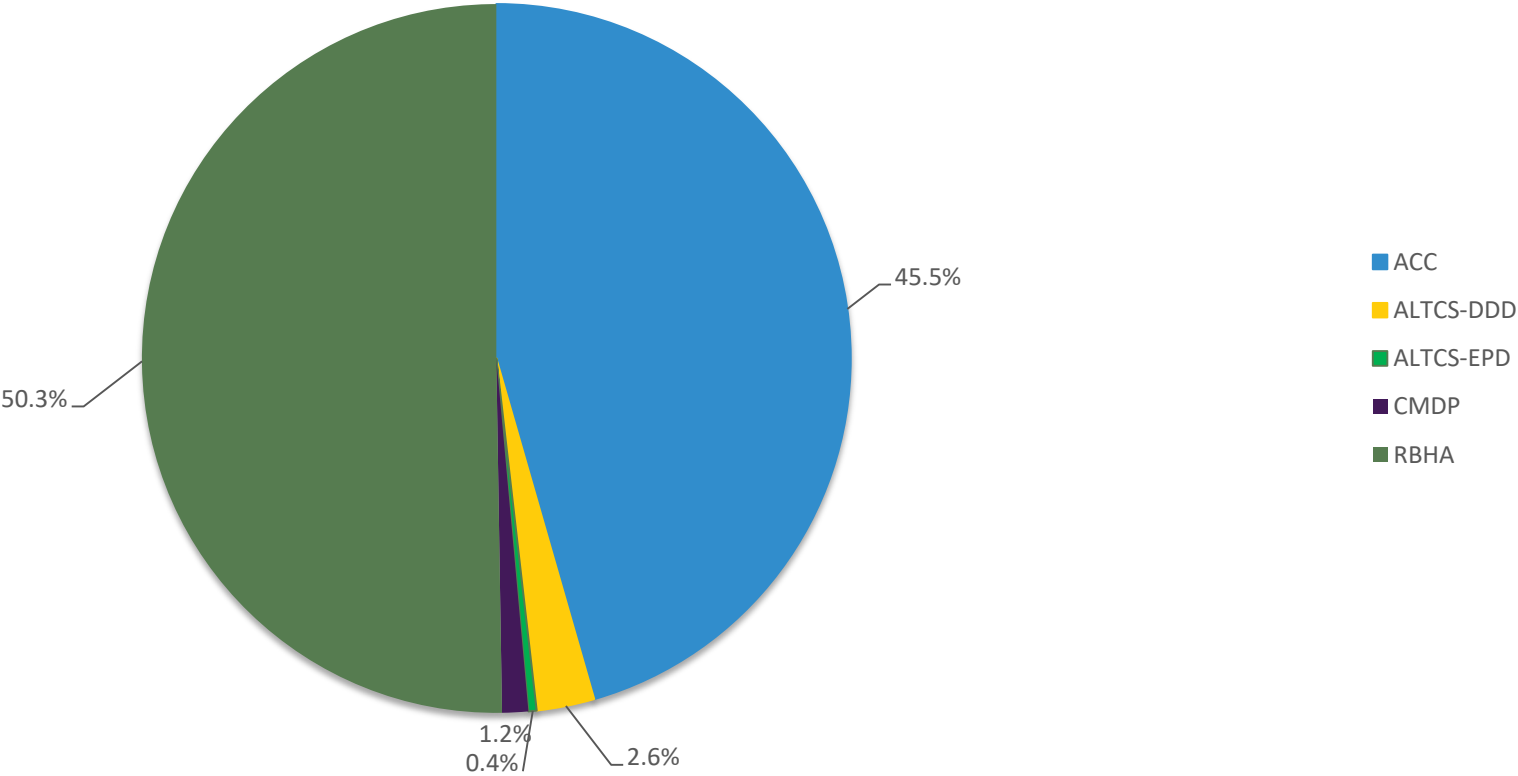
Telehealth Utilization Distribution by Age

(Estimates Using Reported Claims Data as of 7/24)



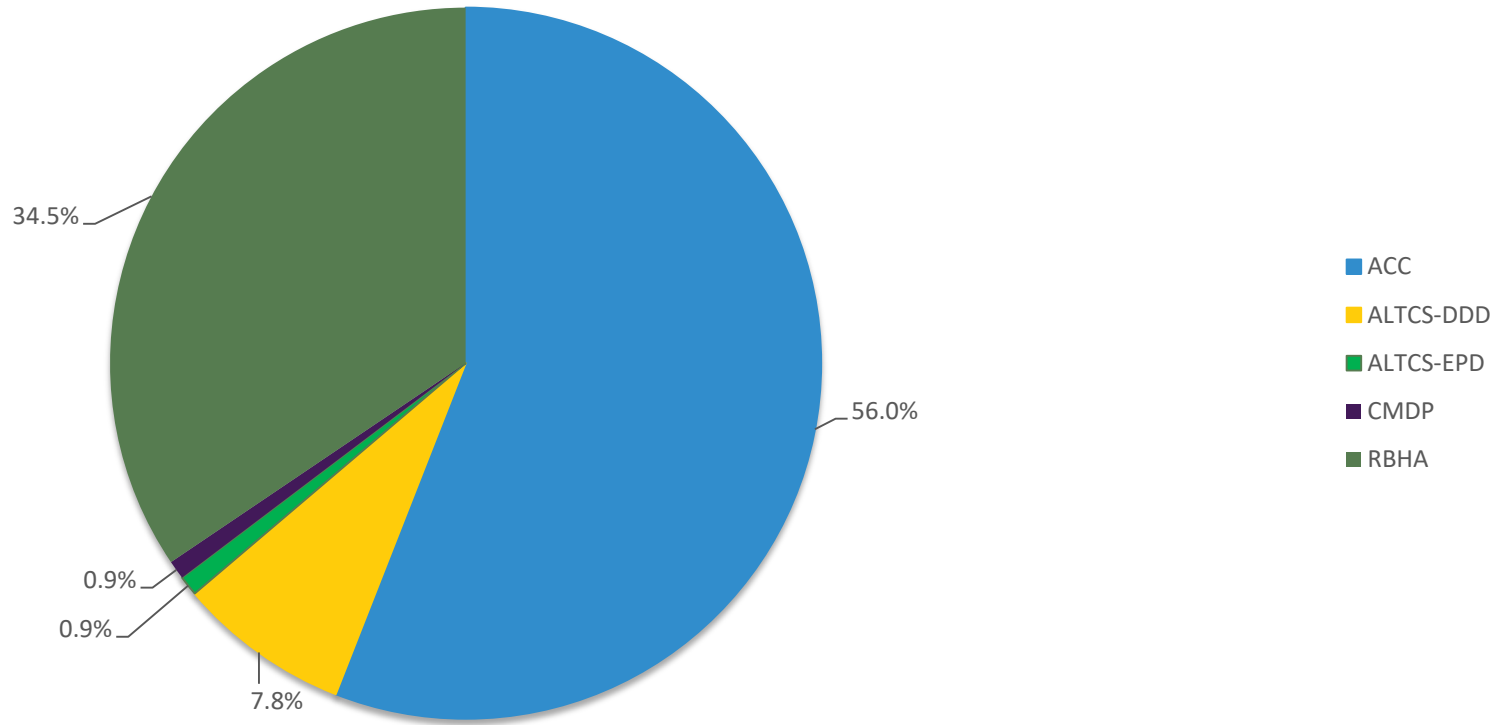
Telehealth Utilization Distribution by Line of Business 10/2019 - 2/2020

(Estimates Using Reported Claims Data as of 7/24)

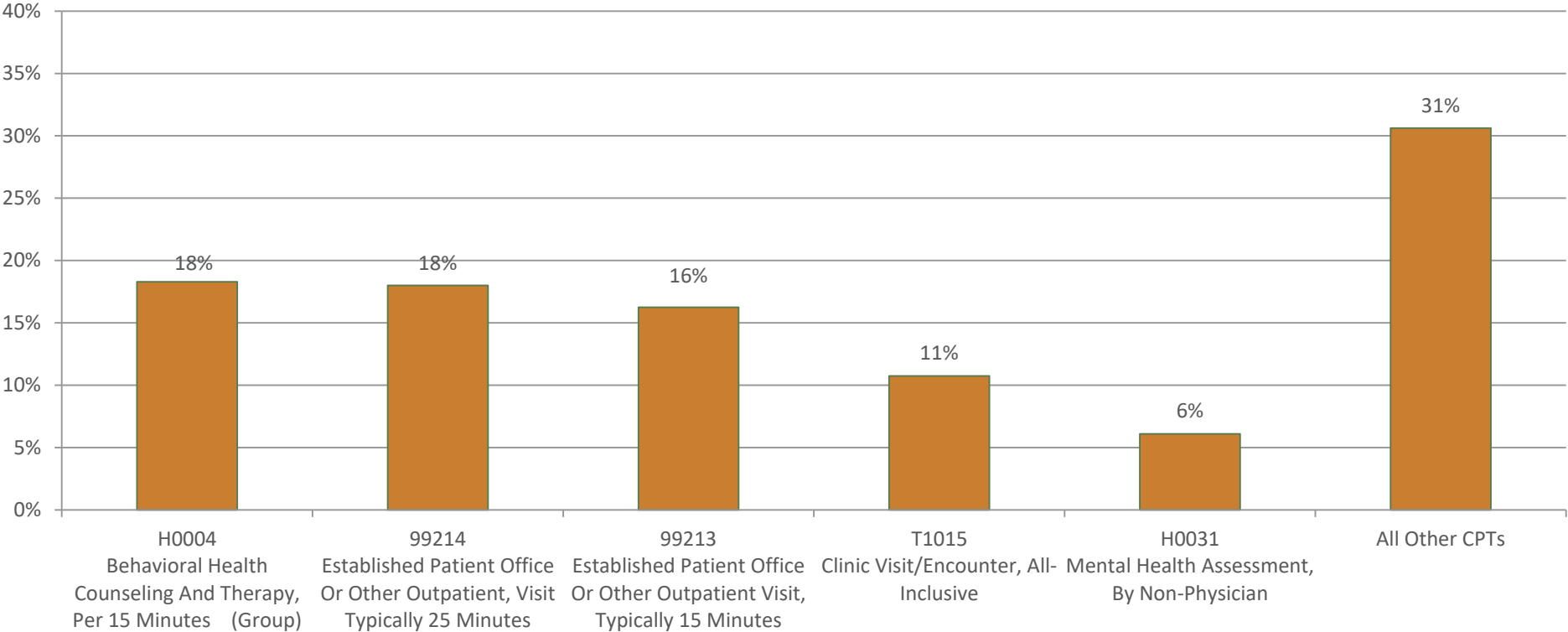


Telehealth Utilization Distribution by Line of Business 3/2020 - 5/2020

(Estimates Using Reported Claims Data as of 7/24)

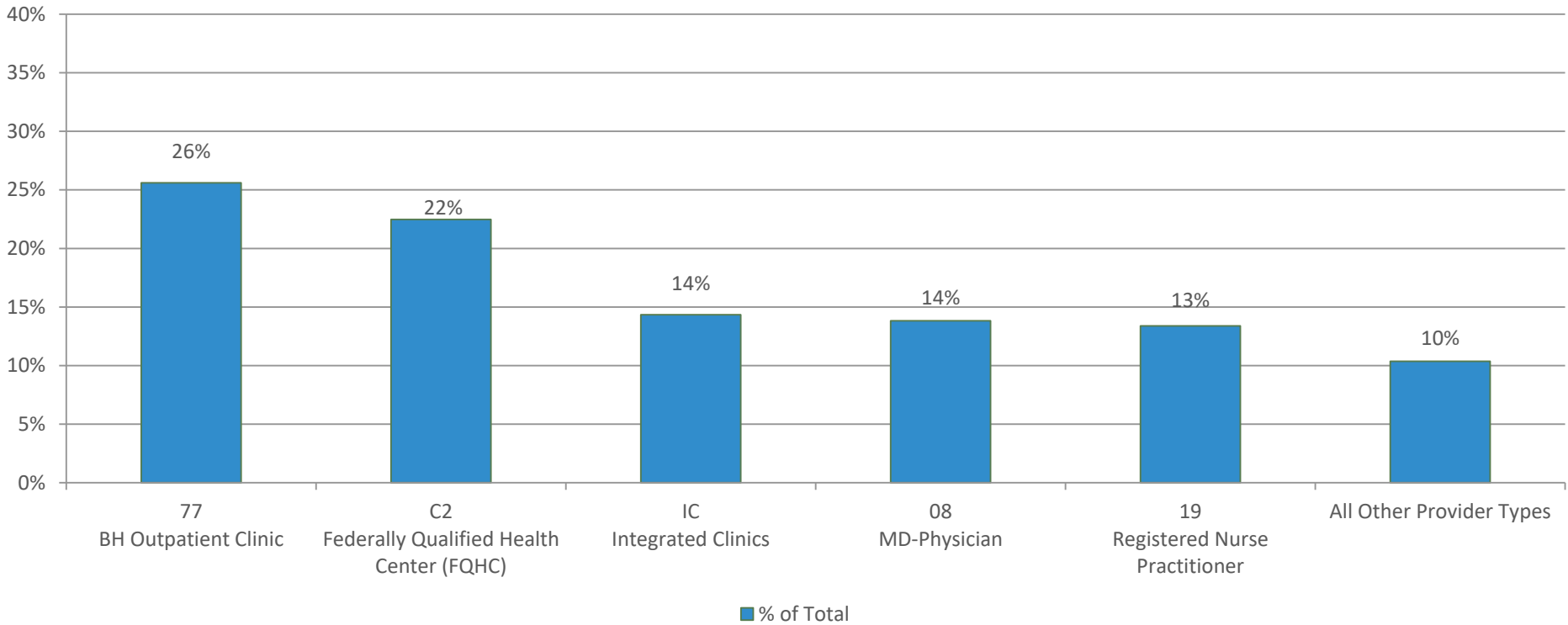


Distribution of Telephonic (Temporary Codeset) Encounters by Procedure Code (April & May 2020)



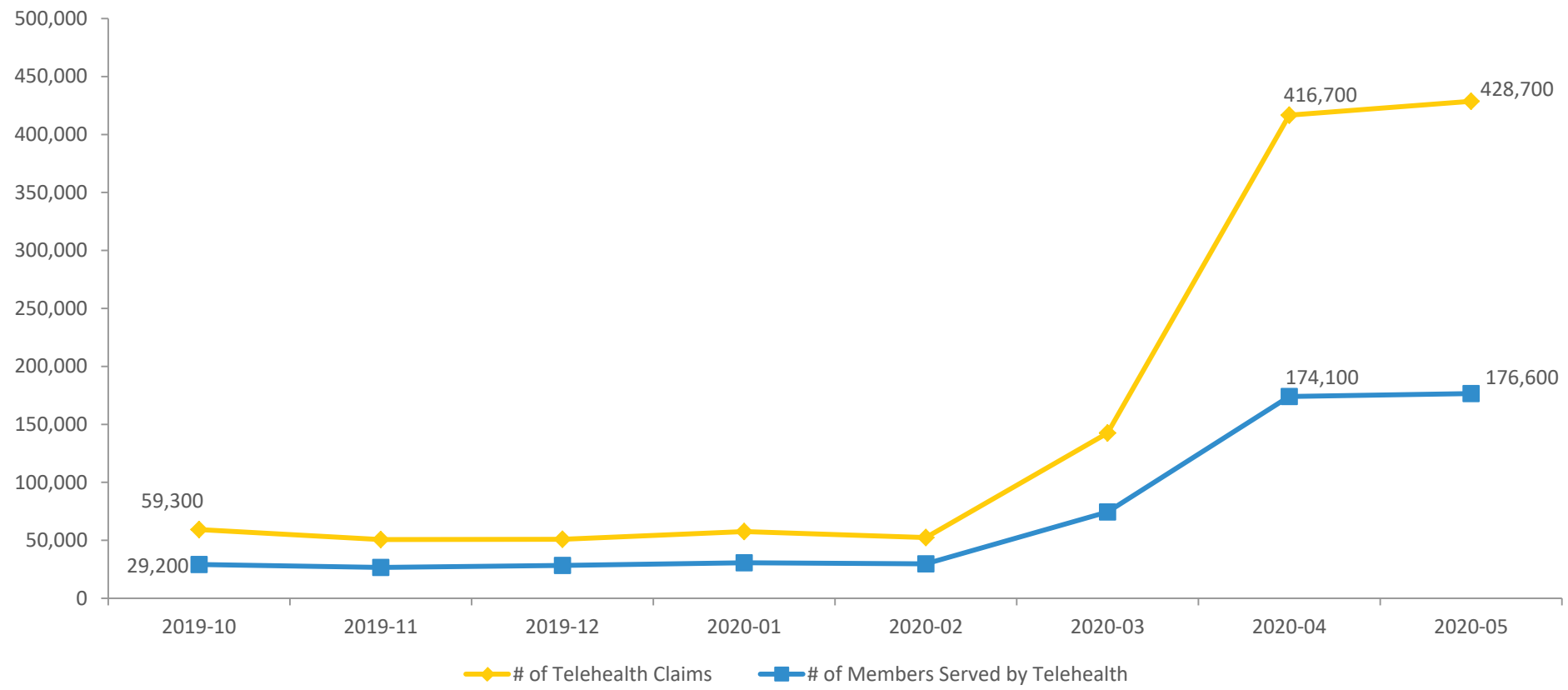
■ % of Total

Distribution of Telephonic (Temporary Codeset) Encounters by Provider Type (April & May 2020)

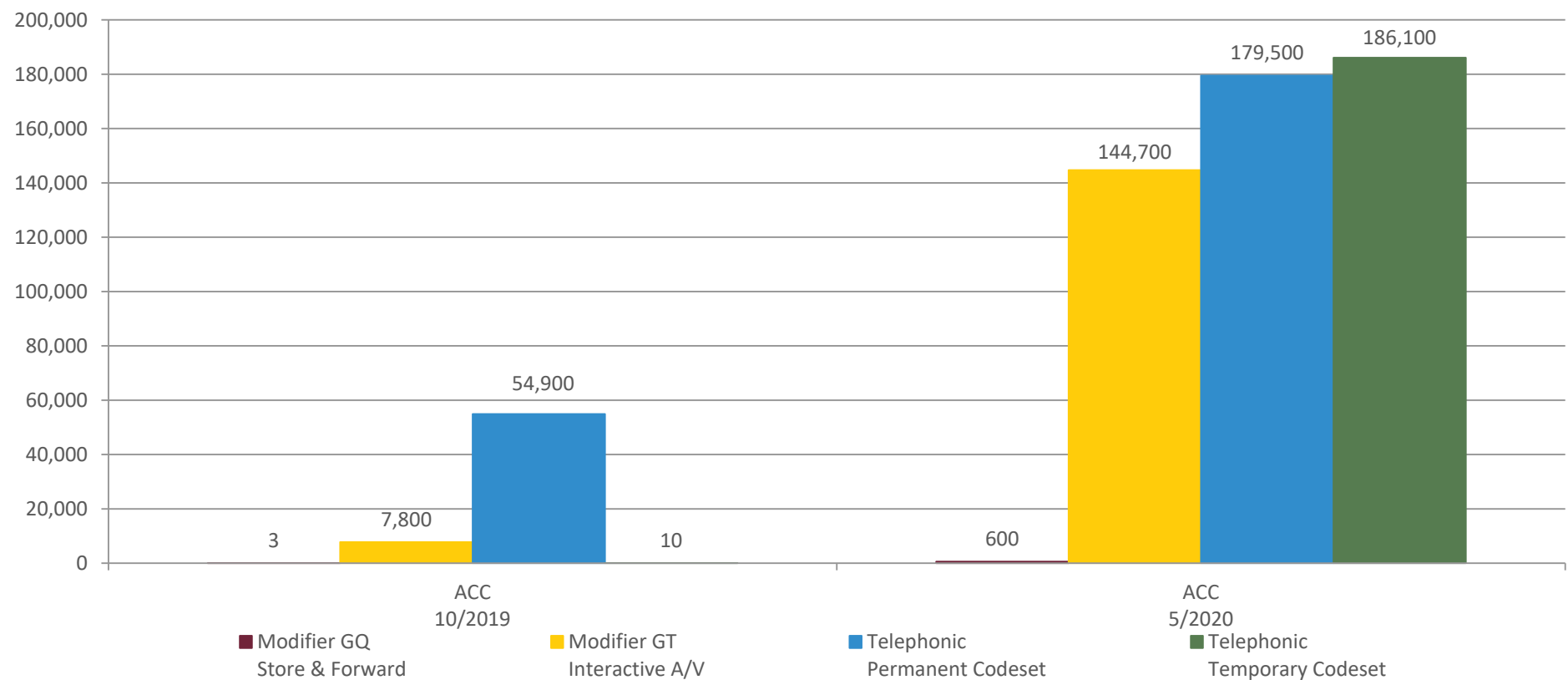


of ACC Members Served and Paid Claims by Month

(Estimates Using Reported Claims Data as of 7/24)

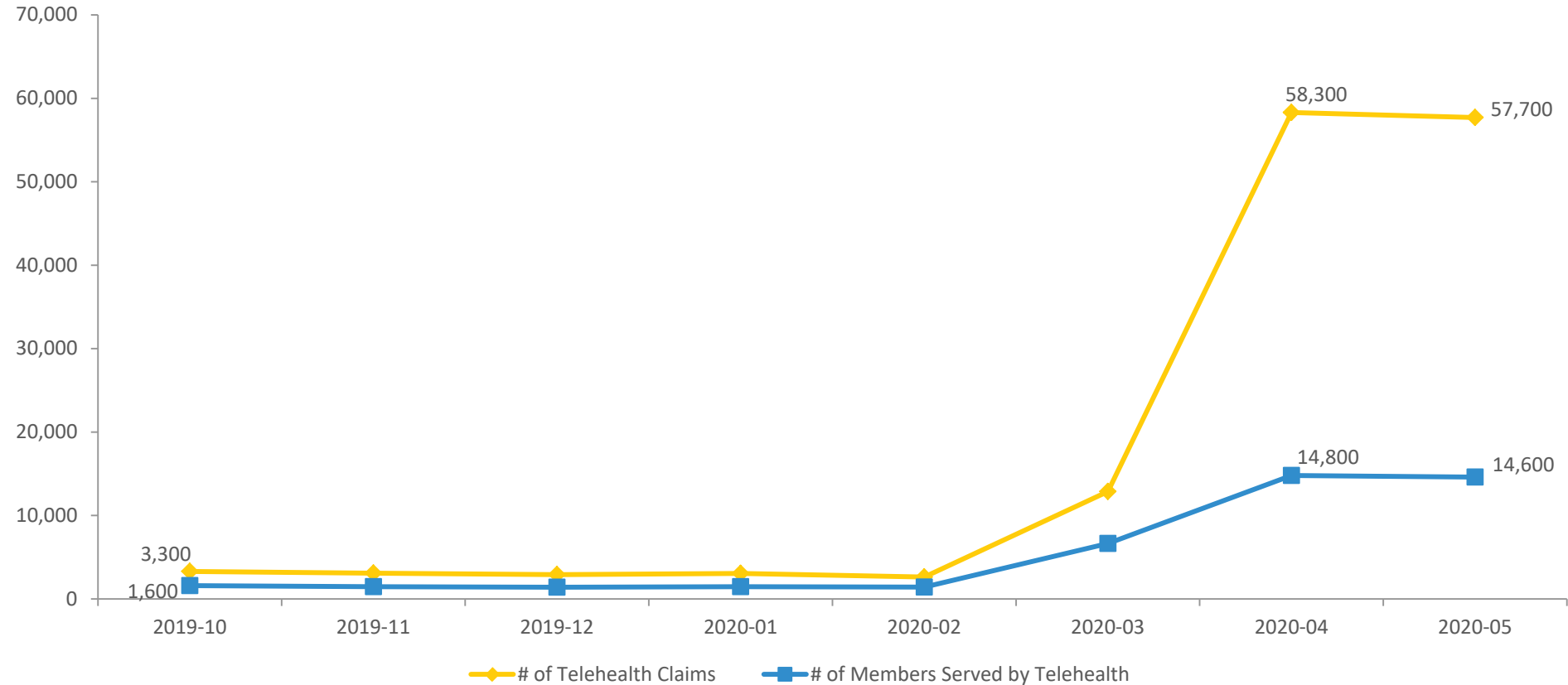


of ACC Claim Lines by Type of Telehealth (Estimate Using Reported Claims Data as of 7/24)



of ALTCS-DDD Members Served and Paid Claims by Month

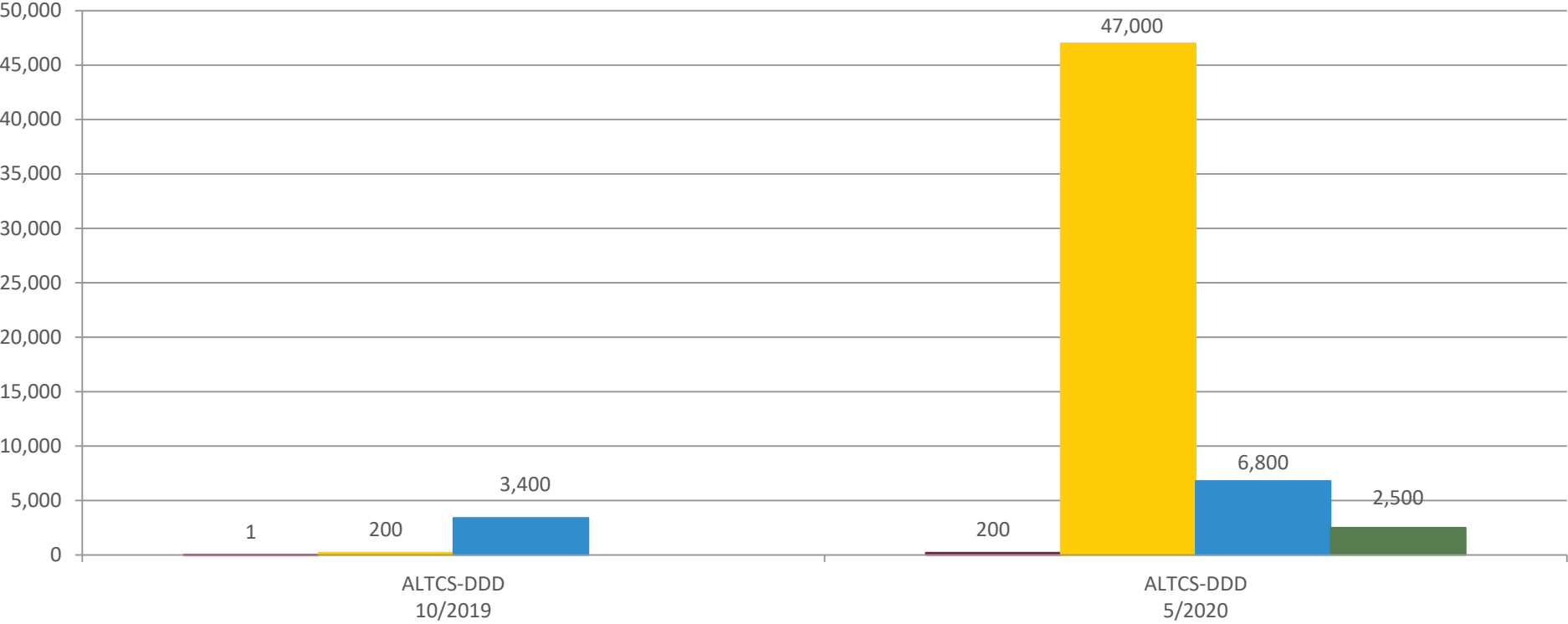
(Estimates Using Reported Claims Data as of 7/24)



◆ # of Telehealth Claims ■ # of Members Served by Telehealth

of ALTCS-DDD Claim Lines by Type of Telehealth

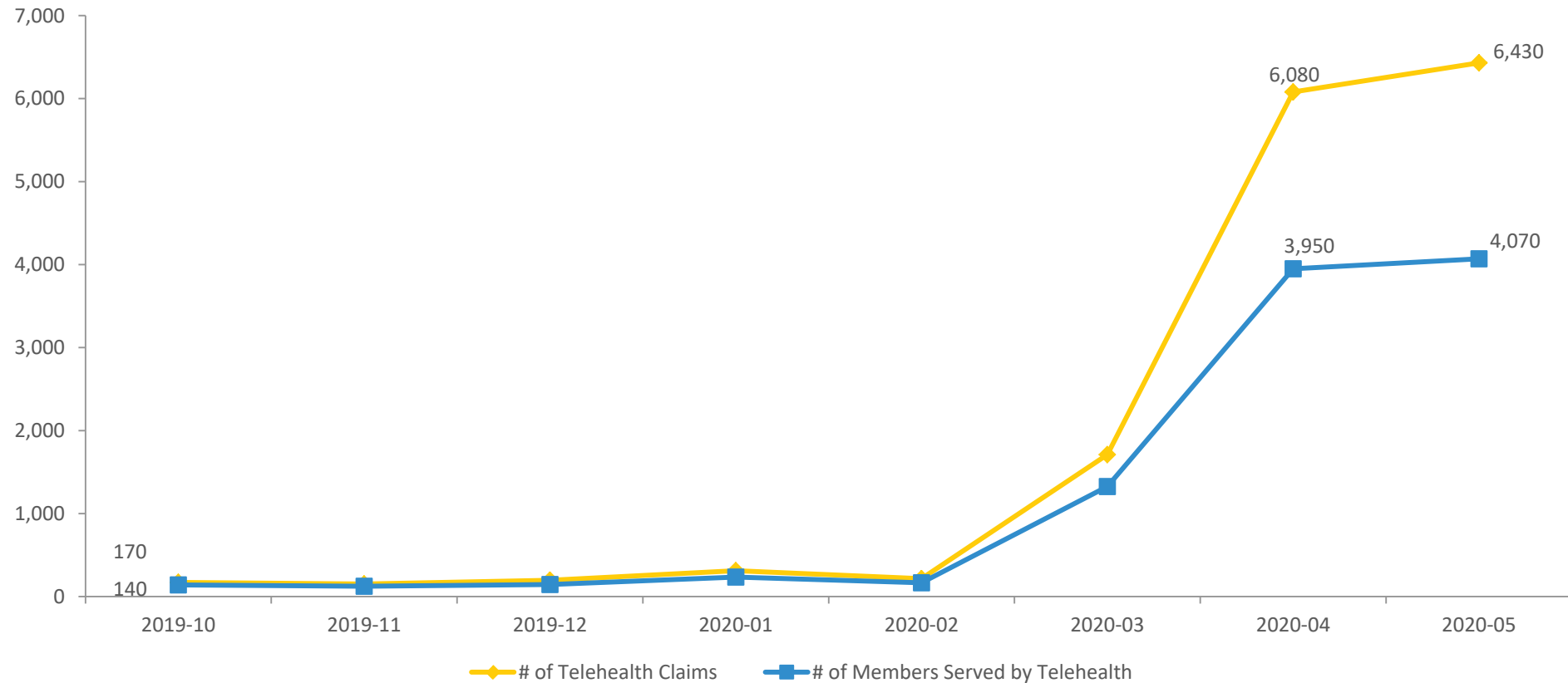
(Estimate Using Reported Claims Data as of 7/24)



■ Modifier GQ Store & Forward
 ■ Modifier GT Interactive A/V
 ■ Telephonic Permanent Codeset
 ■ Telephonic Temporary Codeset

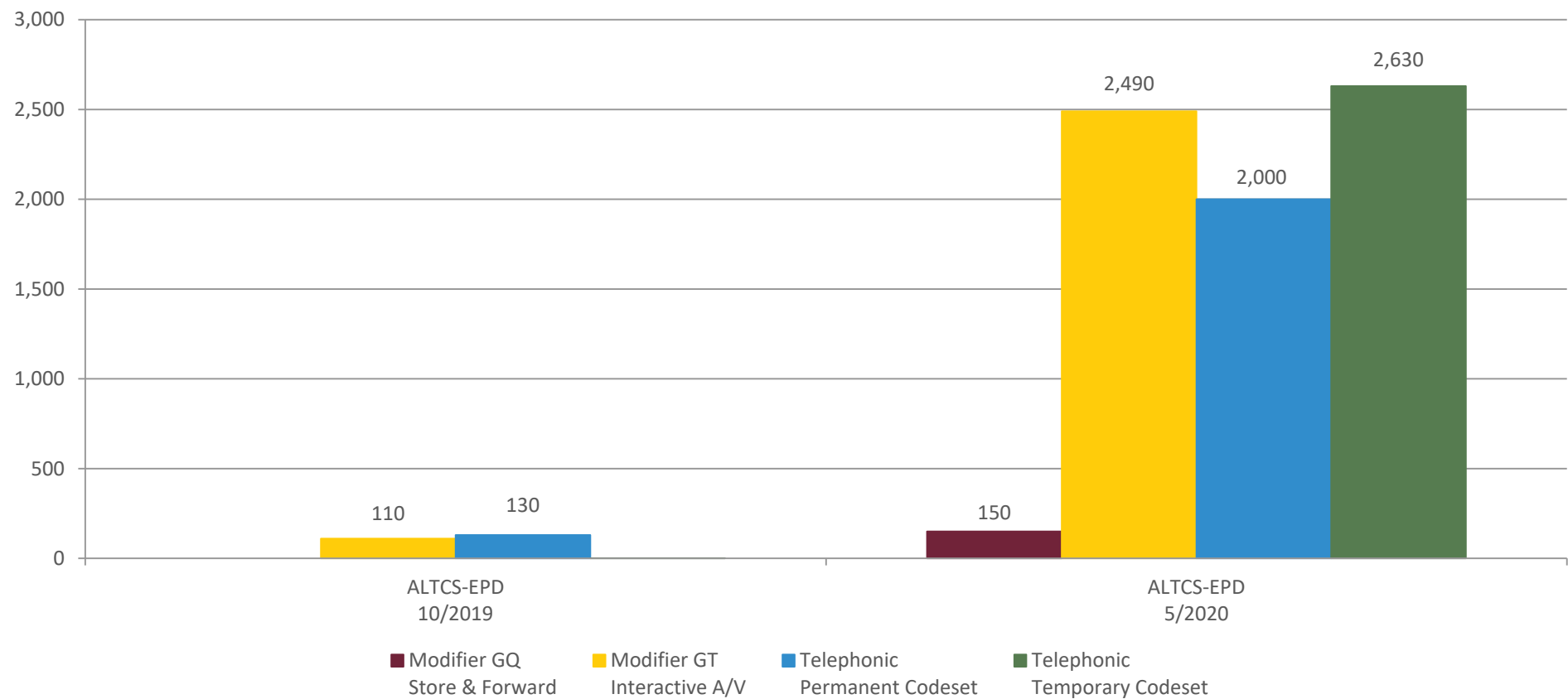
of ALTCS-EPD Members Served and Paid Claims by Month

(Estimates Using Reported Claims Data as of 7/24)



of ALTCS-EPD Claim Lines by Type of Telehealth

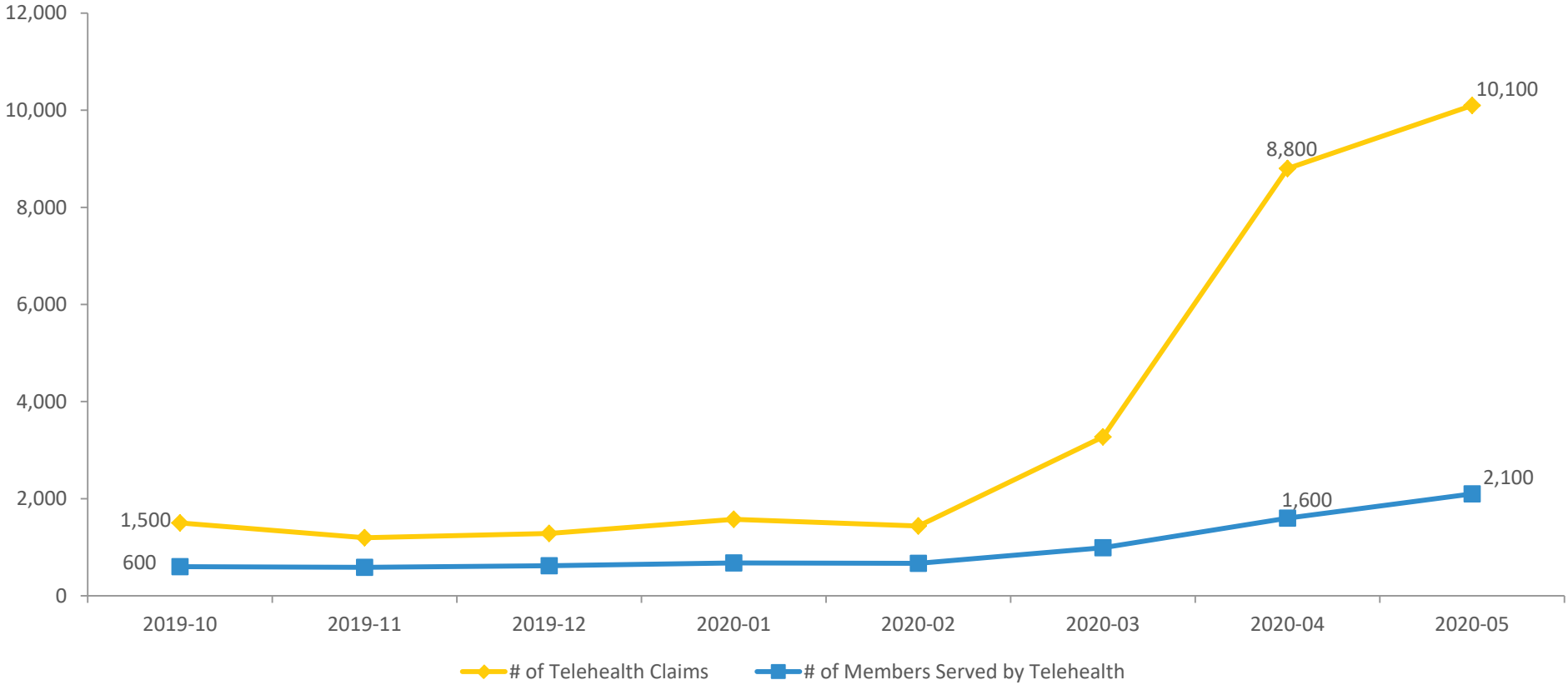
(Estimate Using Reported Claims Data as of 7/24)



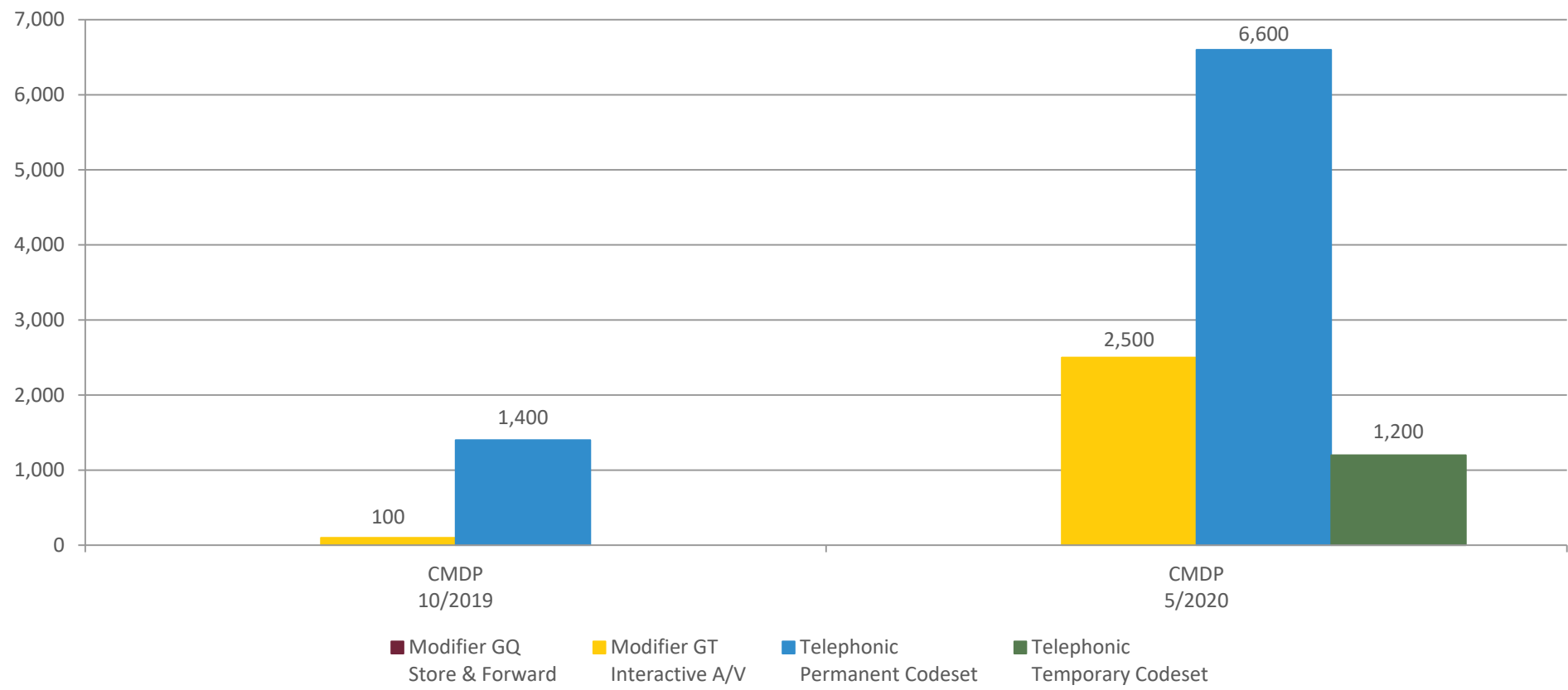
■ Modifier GQ Store & Forward
 ■ Modifier GT Interactive A/V
 ■ Telephonic Permanent Codeset
 ■ Telephonic Temporary Codeset

of CMDP Members Served and Paid Claims by Month

(Estimates Using Reported Claims Data as of 7/24)

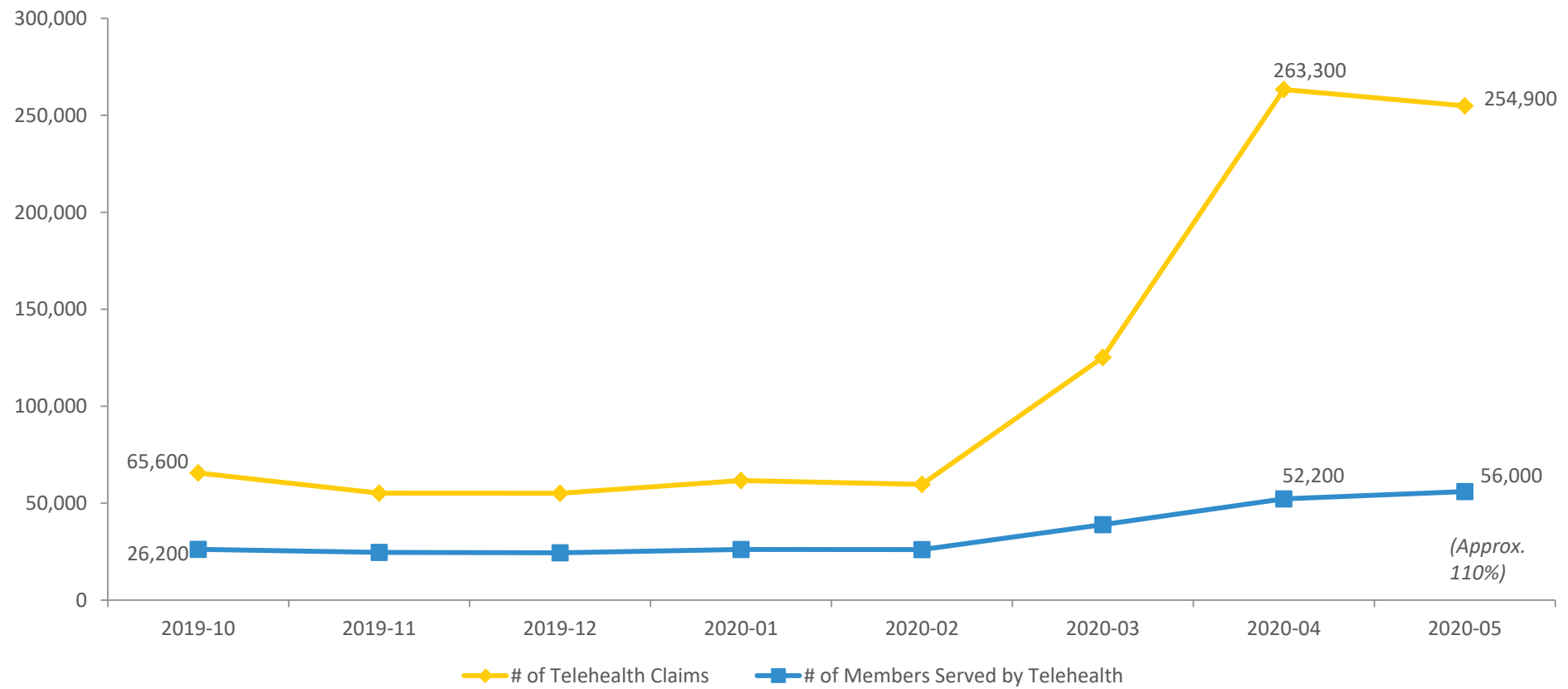


of CMDP Claim Lines by Type of Telehealth (Estimate Using Reported Claims Data as of 7/24)



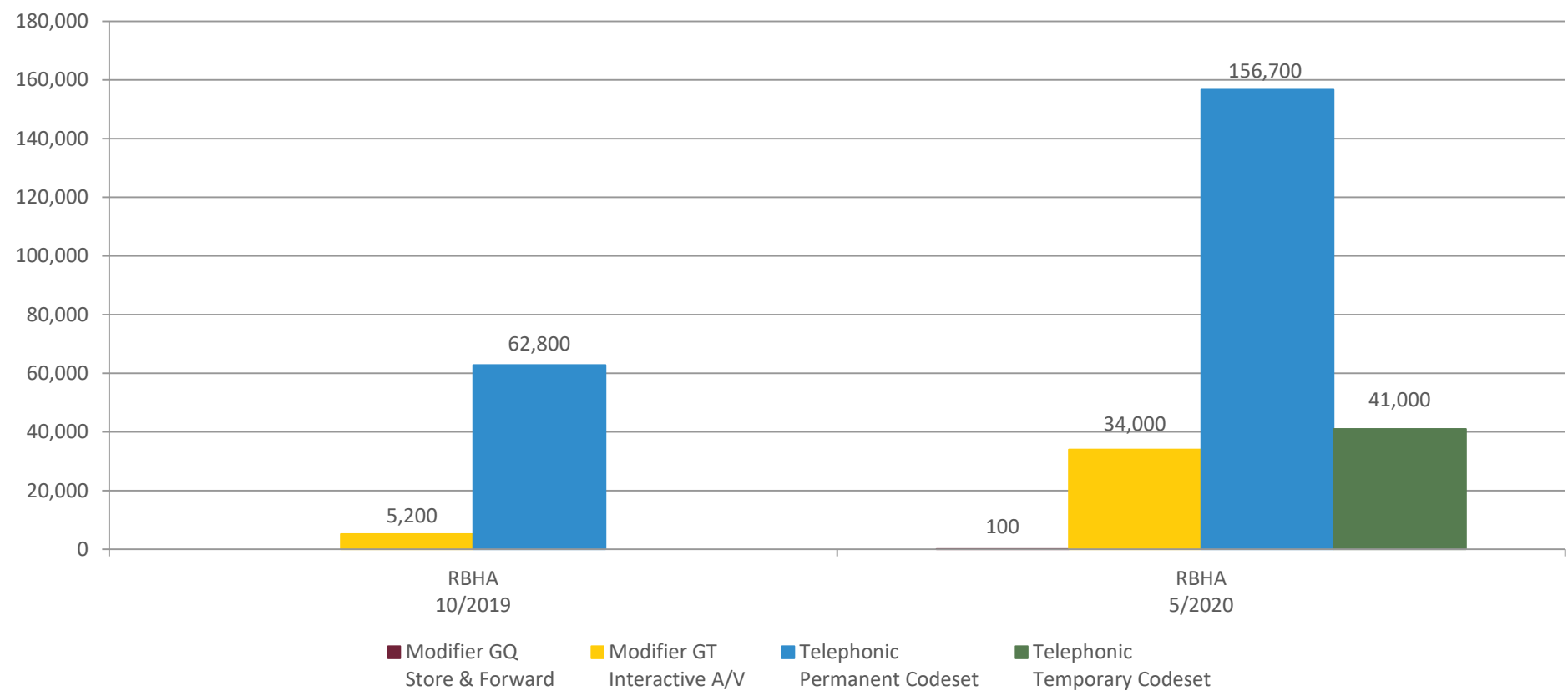
of RBHA Members Served and Paid Claims by Month

(Estimates Using Reported Claims Data as of July 24)



of RBHA Claim Lines by Type of Telehealth

(Estimate Using Reported Claims Data as of July 24)





COVID-19 Hotline & Crisis Line Updates

Justin Chase , LMSW, CPHQ, FACHE
Chief Executive Officer
Crisis Response Network

211 Statewide COVID-19 Hotline



COVID-19 Hotline - Program Data Report

Report Dates:

3/20/2020 through

8/16/2020

	Program Summary
COVID-19 Hotline Inbound Calls	48,271
COVID-19 Hotline Calls Handled by Agent	11,379
Transferred to Poison Control	12,069

Statewide COVID-19 Hotline



Primary Reason for Call
Other
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc)
Testing information and availability
Best sources of information
Resources: Financial assistance (eviction prevention, utility assistance, etc.)
Resources: Food assistance
Travel, events, group gatherings
Supplies availability - masks, sanitizer, cleaner
Treatment

Inspiring Hope

Crisis Line Data

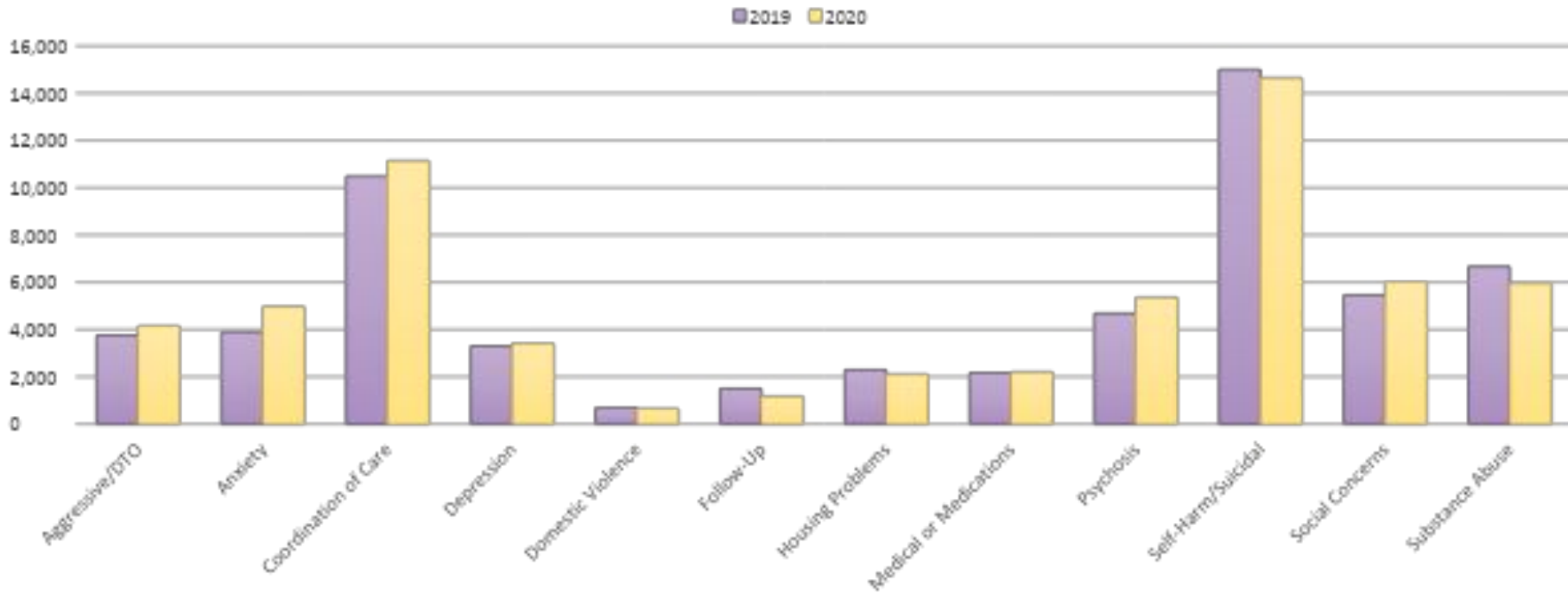


Crisis Line Updates (2019 vs 2020)

Measure	March 1-August 16 2019	March 1-August 16 2020	Variance
Total Call Volume	128,497	117,627	8.5% Decrease
Mobile Team Dispatches	11,929	10,964	8.1% Decrease
Reasons for Call			
Depression	3,085	3,257	5.6% Increase
Anxiety	3,612	4,768	32% Increase
Medical	2,040	2,075	1.7% Increase
Suicidal/Self-Harm	13,983	13,291	4.9% Decrease
Domestic Violence	678	587	13.4% Decrease
Population			
Adults	50,472	50,661	0.4% Increase
Children (<18)	7,682	6,831	11.1% Decrease

February-July Aggregate 2019 vs. 2020

Primary Reason for Call



RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

2-1-1
Arizona

CALL 2-1-1 TO CONNECT WITH A CRISIS COUNSELING PROVIDER.

CENTRAL ARIZONA

LA FRONTERA ARIZONA
EMERGENCY SUICIDE PREVENTION CENTER

EMFACT - Suicide Prevention Center
Phone: 480-756-4465
Hours of operation: 24/7
Email: CS@emfact.org

Crisis Preparation and Recovery
Phone: 480-477-6662
Hours of operation: 7 AM - 4 PM
Email: CRISIS@CPRP.org



RI INTERNATIONAL
INTERNATIONAL

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM

Family Involvement Center
Phone: 602-288-0955
Hours of operation: 8:30 AM - 5:30 PM
Email: COACH@FIC.org

FIC FAMILY INVOLVEMENT CENTER

NORTHERN ARIZONA

THE GUIDANCE CENTER

The Guidance Center
Phone: 520-746-4546
Hours of operation: 24/7

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM

RI INTERNATIONAL

FIC FAMILY INVOLVEMENT CENTER

Family Involvement Center
Phone: 602-288-0926
Hours of operation: 8:30 AM - 5:30 PM
Email: COACH@FIC.org

SOUTHERN ARIZONA

LA FRONTERA ARIZONA
LA FRONTERA CENTER

La Frontera Center
Phone: 520-389-5885
Hours of operation: 8 AM - 7 PM
Email: CS@lafrontera.org

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM

RI INTERNATIONAL

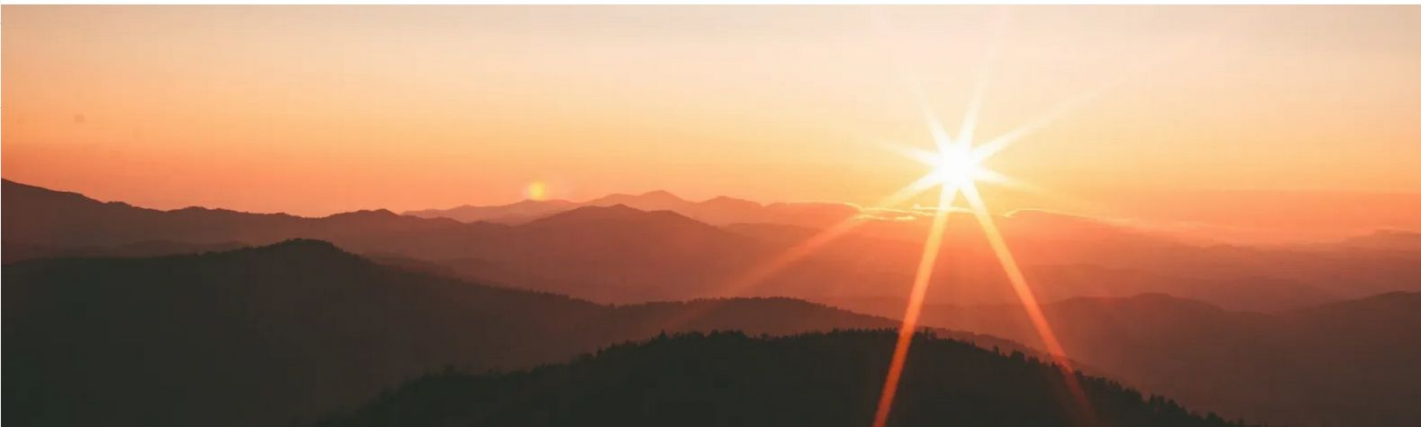
FIC FAMILY INVOLVEMENT CENTER

Family Involvement Center
Phone: 520-454-6552
Hours of operation: 8:30 AM - 6:30 PM
Email: COACH@FIC.org

RESILIENT *Arizona*
CRISIS COUNSELING PROGRAM

Call 2-1-1 to connect with an Arizona Crisis Counseling Provider.

HOME ABOUT PROVIDERS COVID-19 ESPAÑOL MEDIA



What we do

Resilient Arizona Crisis Counseling Program is a federally funded program that helps people and communities recover from the effects of disasters and/or pandemics through short-



Free and confidential

Our services are 100% free and confidential.



Providers

Resilient Arizona providers are located throughout Arizona and specialize in short-term counseling and emotional support. Dial 2-1-1 to connect with a provider today.



Visit www.resilientarizona.org



RESILIENT *Arizona*

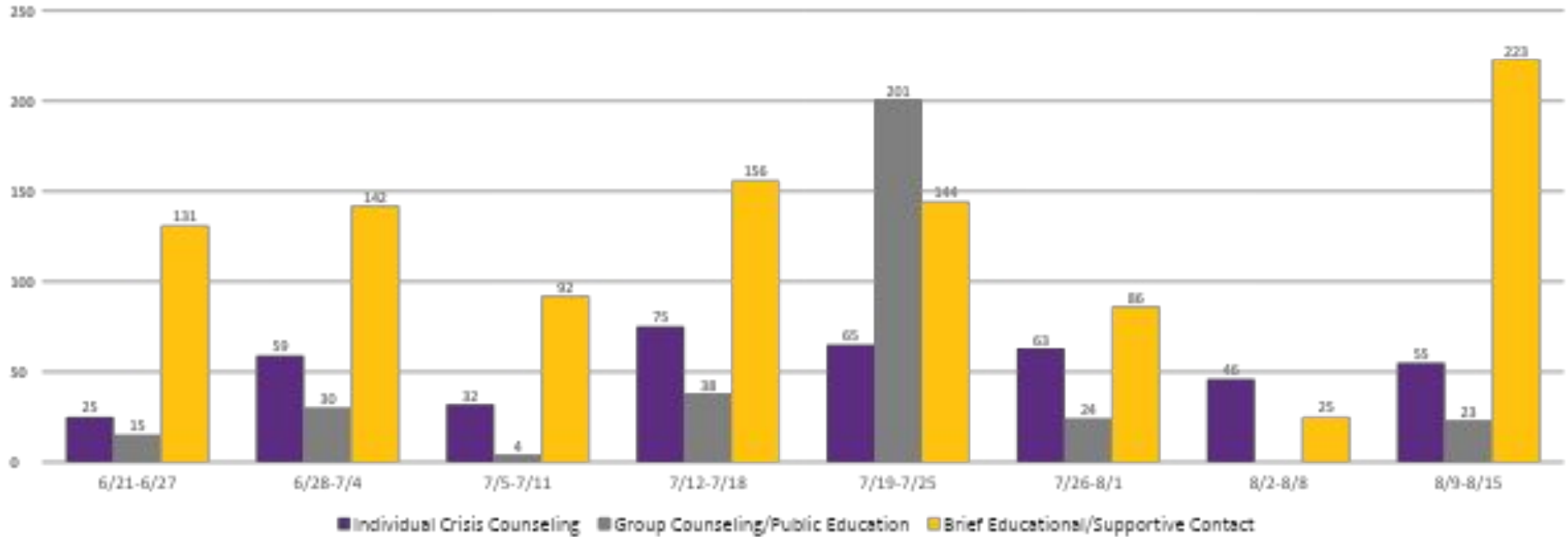
CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	1302
Individual Crisis Counseling	421
Group Counseling/Public Education	335
Brief Educational/Supportive Contact	999
Total Unique Interactions	1755

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Primary Services Completed by Week



RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	142
Telephone contact	505
E-mail contact	643
Community networking and coalition building	793
Material handed to people	3586
Material mailed to people	747
Material left in public places	3230
Mass media	34
Social networking messages	273
Total	9953

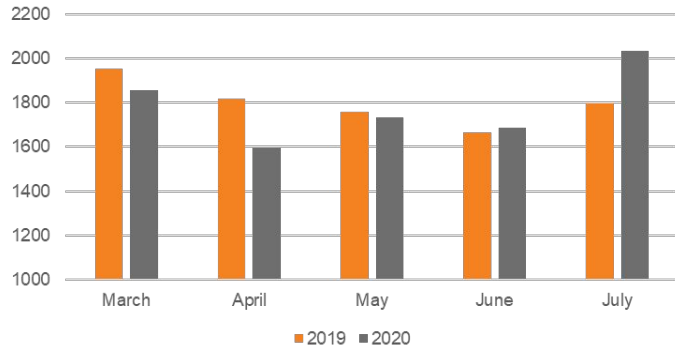


Southern Arizona Crisis Line Update

Johnnie Gasper
Manager - Crisis System
Arizona Complete Health

Crisis System-CMT

CMT Comparison



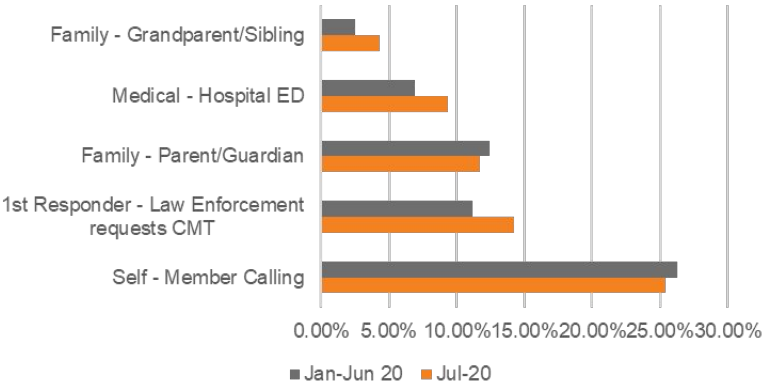
- Crisis Mobile Team Trends
 - 14% decrease in April (year over year)
 - 12% increase in CMT requests for July 2020 when compared to July 2019
 - Mirrors previously mentioned increase in Crisis Line Episodes

- Location of CMT response
 - 4 counties showed peak utilization in July when compared to last 7 months
 - 6th month average versus July
 - 16% increase Pima
 - 31% increase Graham
 - 33% increase La Paz
 - 31% increase in Santa Cruz

CMT Utilization by County							
	1/31/2020	2/29/2020	3/31/2020	4/30/2020	5/31/2020	6/30/2020	7/31/2020
Pima	1169	1095	1131	995	998	1034	1275
Yuma	208	282	242	181	218	158	216
PINAL	189	215	236	178	181	191	177
Cochise	148	149	112	126	165	152	137
GRAHAM	50	54	29	39	59	49	68
La Paz	43	35	22	33	36	31	50
SANTA CRUZ	28	36	40	17	43	34	48
Gila	53	31	30	20	20	22	47
Greenlee	5	3	10	3	3	5	11

Crisis System-CMT/LE

3rd party Caller-CMT Activations



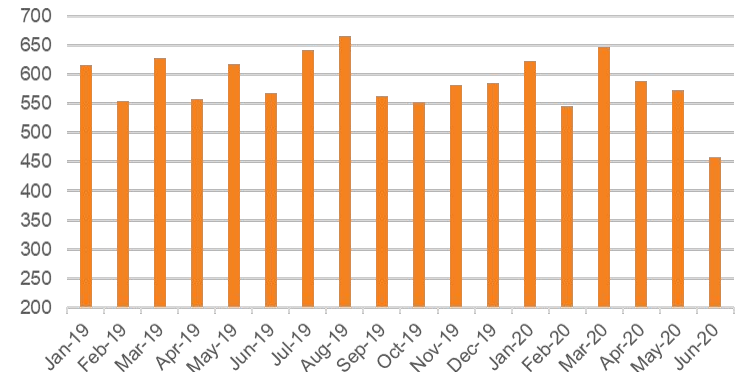
23hr Obs Trends

- Despite increase in LE calls for service for CMT’s and into the Crisis Line fewer systemic LE drops
- This LE trend does follow the systemic 23hr obs decrease noted in previous reviews
- Stabilization of LE CMT calls nearly the same as community calls to service

• Change in CMT contacts

- Shift in caller- most notably an increase in LE and ED requests for service/assessment
- Increase in family member-Sibling/Grandparent by comparison
- Slight stabilization shift

LE drops 23hr Obs

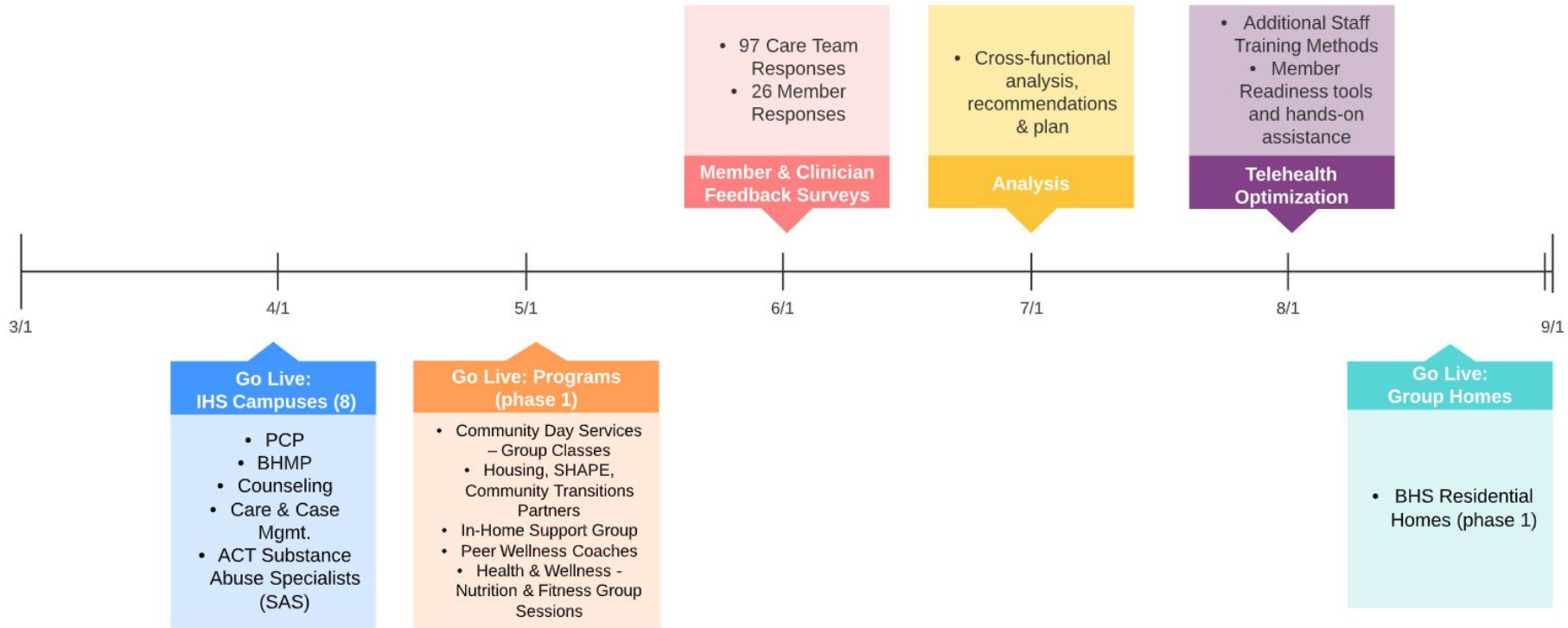




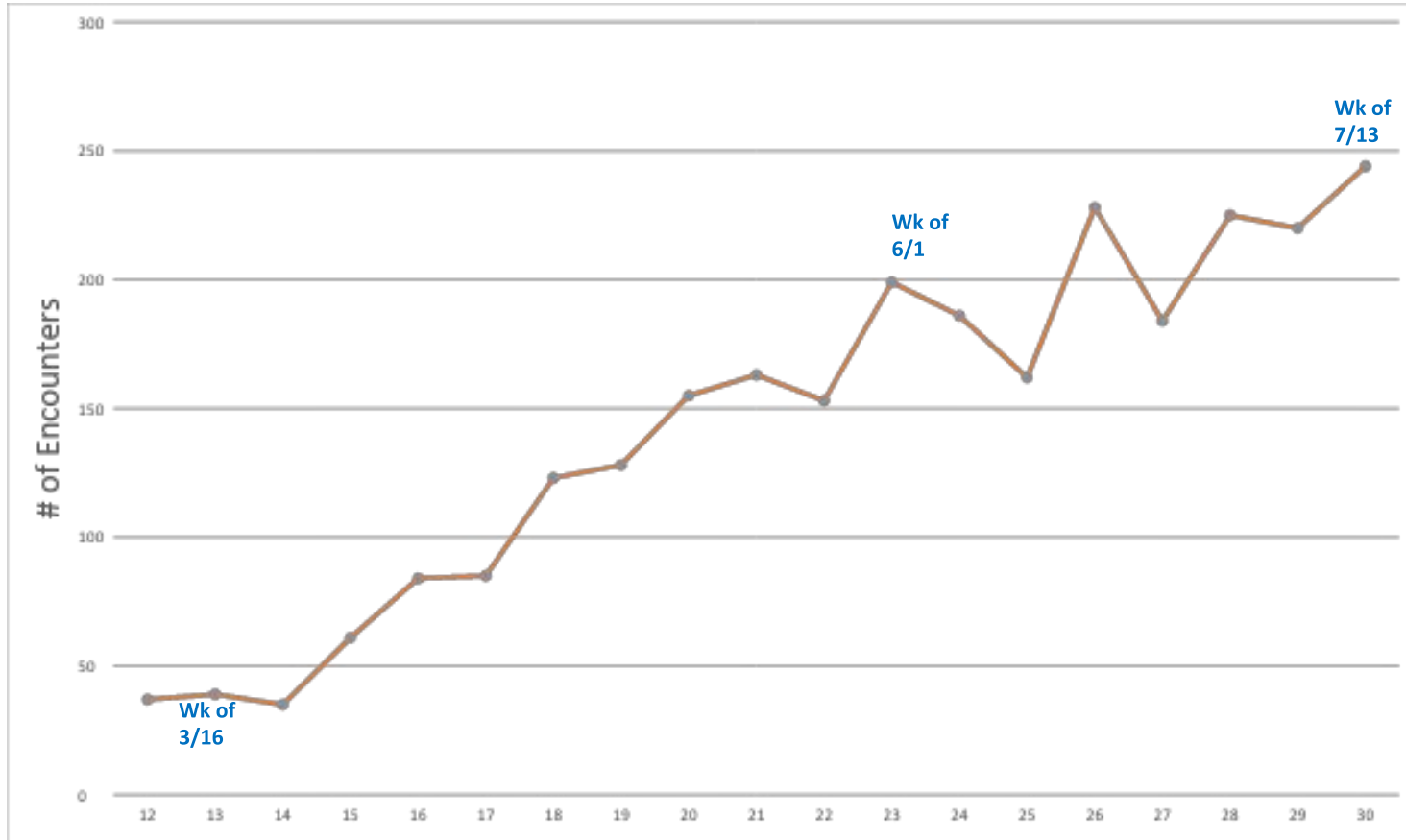
Copa Health Telehealth Update

JoyAnn Book, Chief Information & Digital Officer
Copa Health, powered by Marc Community Resources
& Partners in Recovery

Copa Telehealth Timeline 2020



BHMPs, PCPs & Counselors: Telehealth encounters week-over-week

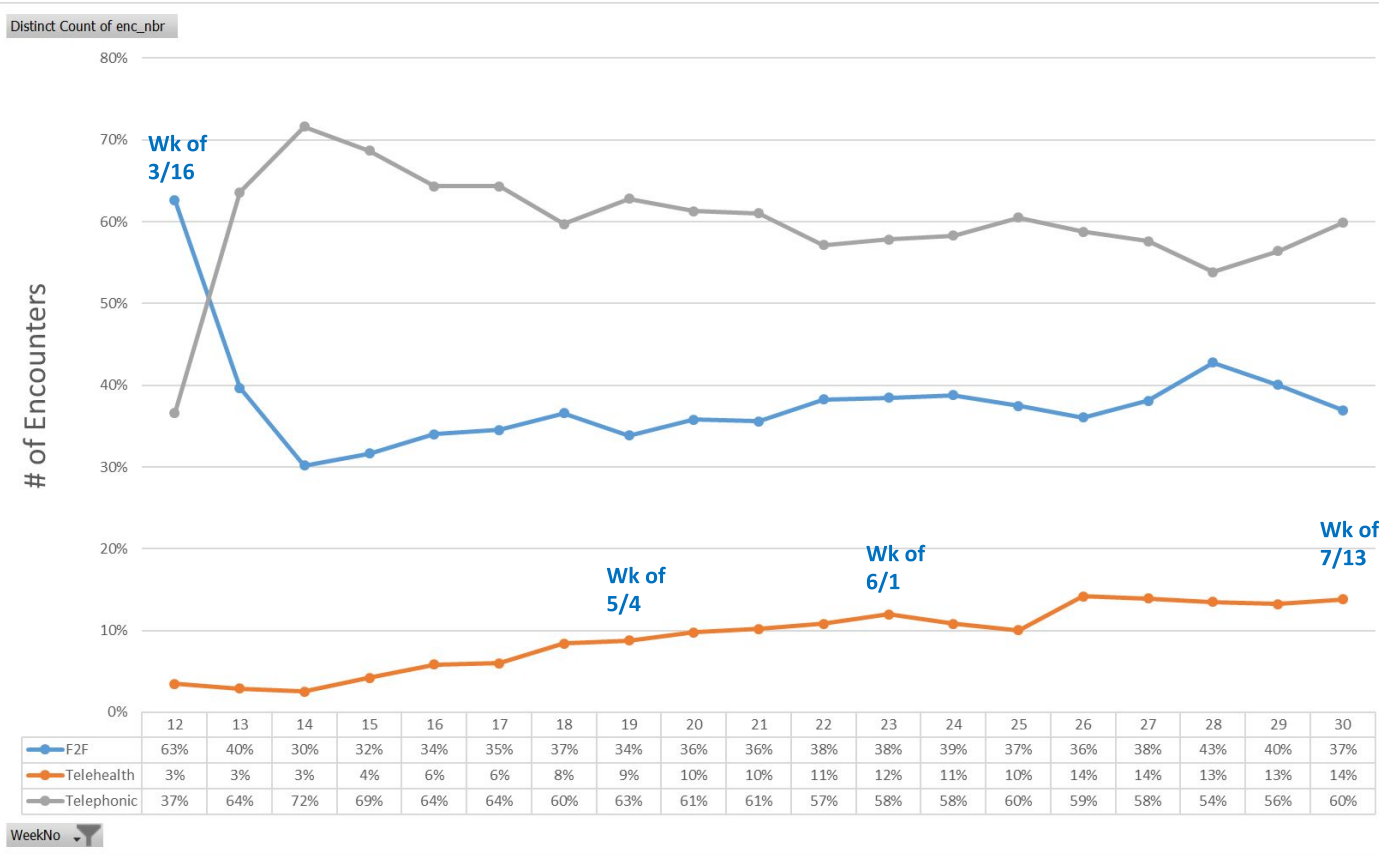


Insights:

- Total Telehealth encounters: 2711
- Weekly average (last 4 weeks): 218
- BHMPs & Counselors have the highest utilization

Note: Data from 3/16 through 7/17

BHMPs, PCPs & Counselors: F2F, Telephonic, Telehealth as a % of Total Encounters



Insights:

- Late-March – Significant drop in F2F visits
- Many Providers initial transition was to Telephonic visits
- Telehealth Weekly Averages (last 4 wks):
 - Counselors –24% of total
 - Psychiatrists –15% of total
 - PCPs –7% of total

Note: Data from 3/16 through 7/17)

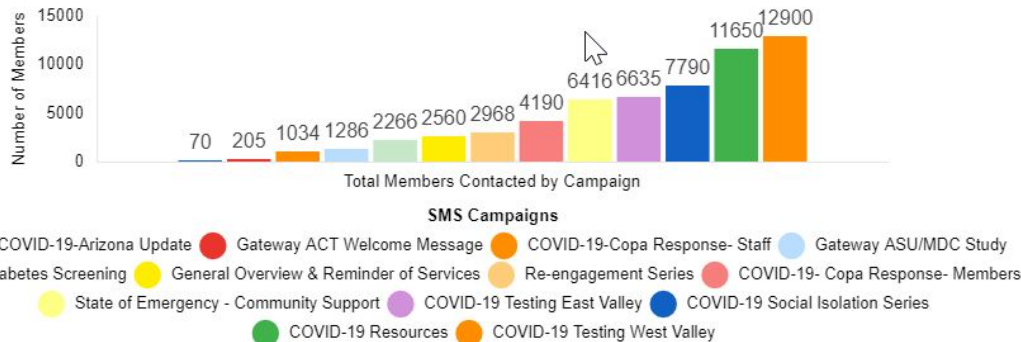
Telehealth Learning Lessons / Focus Areas

- Detailed staff training guides, recorded webinars and standardized workflows from the beginning helped us rollout and scale quickly
- Detailed Telehealth reporting has proven to be invaluable
- PCP resistance to change – engaging “Provider Champions” has helped, along with workflow modifications that better mimic in-person
- Larger focus on member readiness is needed (help w/ Zoom app download, Telehealth “How to” brochure, animated quick training video)
- Sensitivity around provider privacy – modification to Telehealth consent language

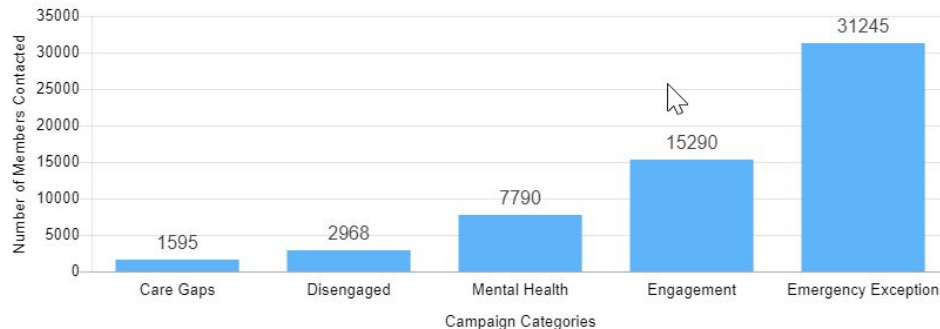
SMS Outreach: Largest Focus has been on COVID-19

SMS PopHealth Outreach between 4/1/20 to 8/14/20

Outreach By Campaign



Outreach by Category



PopHealth Outreach Metrics

Total Messages Sent to Members

62,530

COVID-related messages - detail:

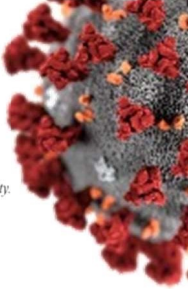
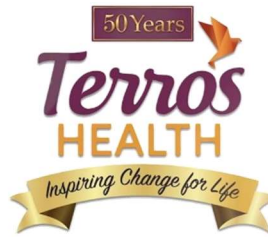
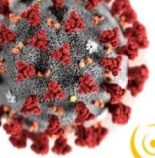
- **COVID-19 Resources (sent 4/28 & 5/4)**
 - “Check out a free app to screen for COVID-19 symptoms. For more information: <https://bit.ly/COVID19Screen>”
 - “We want you to have correct information about COVID-19. Our most reliable & current sources are: www.cdc.gov www.who.int”
- **COVID-19 Social Isolation Series (sent 4/30 & 5/6)**
 - “Life can feel overwhelming during the COVID-19 crisis. Need to talk? Our care team is here for you. Call: [clinic #]”
 - “Did you know that you can connect with us from the comfort of your home via your smartphone? To schedule: [clinic #]”
- **COVID-19 5/30 testing at Copa Health East and West Valley campuses (sent week of 5/25)**
 - Address and detail
- **State of Emergency – Community Support (6/2)**
 - “We care about your safety and well-being. These are hard times, but we’re here for you and we’ll get through it together. Call your Case Manager if you need to talk. We also want to remind you that Arizona has an 8:00 PM curfew until 6/8/20: bit.ly/AZcurfew”
 - *Note: Message exceeded 160 character count but OK based on TCPA Emergency exception*



Questions, Open Discussion & Wrap Up

Thank you!

Future Topics - Have topics you want to discuss send to
lauren.prole@azahcccs.gov



DELIBERATE RESILIENCY FOR FRONT LINERS

Restorative Time & Resiliency Skill Building Information

August 24, 2020

09:00 – 12:00

13:00 – 16:00

FREE!

Tempe Fire Training Facility
1340 E. UNIVERSITY
TEMPE, AZ 85281



Our community counts on you, just like your loved ones do. Thank You.

It is easier to chop wood with a sharp ax. Take these minutes to reload you.

