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
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.

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

In Partnership With:
Virtual Doctors’ Lounge

YouTube Videos:

• Virutal Town Hall:
  https://www.youtube.com/watch?v=Im7wYA4PfNs&t=69s

• Peer Support Program Presentation:
  https://www.youtube.com/watch?v=ShMMCRqRpv8&t=81s
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.
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

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
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

Adverse Effects of Stress/Burnout

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

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

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

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
Arizona Resources

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

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
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

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
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

Program Launch

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

Age 0-20  Age 21-64  Age 65+
Pre-Pandemic (10/19 - 2/20)  Pandemic (3/20 - 5/20)  Enrollment
37.9%  46.4%  3.5%
40.3%  58.6%  3.4%
46.4%  56.2%  6.6%

AHCCCS
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)

- **H0004**: Behavioral Health Counseling And Therapy, Per 15 Minutes (Group) - 18%
- **99214**: Established Patient Office Or Other Outpatient, Visit Typically 25 Minutes - 18%
- **99213**: Established Patient Office Or Other Outpatient Visit, Typically 15 Minutes - 16%
- **T1015**: Clinic Visit/Encounter, All-Inclusive - 11%
- **H0031**: Mental Health Assessment, By Non-Physician - 6%
- **All Other CPTs**: 31%

- All percentages are calculated as a percentage of the total encounters.
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)

<table>
<thead>
<tr>
<th>Month</th>
<th># of ACC Members Served</th>
<th># of ACC Members Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019-11</td>
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</tr>
<tr>
<td>2019-12</td>
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<td></td>
</tr>
<tr>
<td>2020-01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020-02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020-03</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020-04</td>
<td>416,700</td>
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<tr>
<td>2020-05</td>
<td>428,700</td>
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# of Telehealth Claims

<table>
<thead>
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<th>Month</th>
<th># of Telehealth Claims</th>
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</thead>
<tbody>
<tr>
<td>2019-10</td>
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<tr>
<td>2019-11</td>
<td></td>
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<tr>
<td>2019-12</td>
<td></td>
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<tr>
<td>2020-01</td>
<td></td>
</tr>
<tr>
<td>2020-02</td>
<td></td>
</tr>
<tr>
<td>2020-03</td>
<td></td>
</tr>
<tr>
<td>2020-04</td>
<td>174,100</td>
</tr>
<tr>
<td>2020-05</td>
<td>176,600</td>
</tr>
</tbody>
</table>

# of Members Served by Telehealth

<table>
<thead>
<tr>
<th>Month</th>
<th># of Members Served by Telehealth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-10</td>
<td></td>
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<tr>
<td>2019-11</td>
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<tr>
<td>2019-12</td>
<td></td>
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<tr>
<td>2020-01</td>
<td></td>
</tr>
<tr>
<td>2020-02</td>
<td></td>
</tr>
<tr>
<td>2020-03</td>
<td></td>
</tr>
<tr>
<td>2020-04</td>
<td></td>
</tr>
<tr>
<td>2020-05</td>
<td>176,600</td>
</tr>
</tbody>
</table>
# of ACC Claim Lines by Type of Telehealth
(Estimate Using Reported Claims Data as of 7/24)

<table>
<thead>
<tr>
<th>Modifier GQ</th>
<th>Store &amp; Forward</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC 10/2019</td>
<td>3</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Modifier GT</th>
<th>Interactive A/V</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC 10/2019</td>
<td>7,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephonic Permanent Codeset</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC 5/2020</td>
</tr>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephonic Temporary Codeset</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC 5/2020</td>
</tr>
<tr>
<td>600</td>
</tr>
</tbody>
</table>

| ACC 5/2020 | 144,700 |
| ACC 5/2020 | 179,500 |
|            | 186,100 |
# of ALTCS-DDD Members Served and Paid Claims by Month
(Estimates Using Reported Claims Data as of 7/24)
# of ALTCS-DDD Claim Lines by Type of Telehealth
(Estimate Using Reported Claims Data as of 7/24)
# 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
  - ALTCS-EPD 10/2019: 110
  - ALTCS-EPD 5/2020: 150

- **Modifier GT**
  - Interactive A/V
  - ALTCS-EPD 10/2019: 130
  - ALTCS-EPD 5/2020: 2,490

- **Telephonic**
  - Permanent Codeset
  - ALTCS-EPD 5/2020: 2,000

- **Telephonic**
  - Temporary Codeset
  - ALTCS-EPD 5/2020: 2,630
# of CMDP 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 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 Telehealth Claims
# of Members Served by Telehealth

(Approx. 110%)
# 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
COVID-19 Hotline - Program Data Report

Report Dates: 3/20/2020 through 8/16/2020

<table>
<thead>
<tr>
<th>Program Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 Hotline Inbound Calls</td>
</tr>
<tr>
<td>COVID-19 Hotline Calls Handled by Agent</td>
</tr>
<tr>
<td>Transferred to Poison Control</td>
</tr>
</tbody>
</table>
Statewide COVID-19 Hotline

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

Crisis Line Data
# Crisis Line Updates
## (2019 vs 2020)

<table>
<thead>
<tr>
<th>Measure</th>
<th>March 1-August 16 2019</th>
<th>March 1-August 16 2020</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Call Volume</td>
<td>128,497</td>
<td>117,627</td>
<td>8.5% Decrease</td>
</tr>
<tr>
<td>Mobile Team Dispatches</td>
<td>11,929</td>
<td>10,964</td>
<td>8.1% Decrease</td>
</tr>
<tr>
<td><strong>Reasons for Call</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td>3,085</td>
<td>3,257</td>
<td>5.6% Increase</td>
</tr>
<tr>
<td>Anxiety</td>
<td>3,612</td>
<td>4,768</td>
<td>32% Increase</td>
</tr>
<tr>
<td>Medical</td>
<td>2,040</td>
<td>2,075</td>
<td>1.7% Increase</td>
</tr>
<tr>
<td>Suicidal/Self-Harm</td>
<td>13,983</td>
<td>13,291</td>
<td>4.9% Decrease</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>678</td>
<td>587</td>
<td>13.4% Decrease</td>
</tr>
<tr>
<td><strong>Population</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>50,472</td>
<td>50,661</td>
<td>0.4% Increase</td>
</tr>
<tr>
<td>Children (&lt;18)</td>
<td>7,682</td>
<td>6,831</td>
<td>11.1% Decrease</td>
</tr>
<tr>
<td>Primary Service</td>
<td>Number Served</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>---------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unique Referrals</td>
<td>1302</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual Crisis Counseling</td>
<td>421</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Counseling/Public Education</td>
<td>335</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brief Educational/Supportive Contact</td>
<td>999</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Unique Interactions</td>
<td>1755</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# RESILIENT Arizona

## CRISIS COUNSELING PROGRAM

<table>
<thead>
<tr>
<th>Other Contacts/Materials Distributed</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotline/helpline/lifeline contact</td>
<td>142</td>
</tr>
<tr>
<td>Telephone contact</td>
<td>505</td>
</tr>
<tr>
<td>E-mail contact</td>
<td>643</td>
</tr>
<tr>
<td>Community networking and coalition building</td>
<td>793</td>
</tr>
<tr>
<td>Material handed to people</td>
<td>3586</td>
</tr>
<tr>
<td>Material mailed to people</td>
<td>747</td>
</tr>
<tr>
<td>Material left in public places</td>
<td>3230</td>
</tr>
<tr>
<td>Mass media</td>
<td>34</td>
</tr>
<tr>
<td>Social networking messages</td>
<td>273</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9953</strong></td>
</tr>
</tbody>
</table>
Southern Arizona Crisis Line Update

Johnnie Gasper
Manager - Crisis System
Arizona Complete Health
Crisis System-CMT

- 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
Crisis System-CMT/LE

3rd party Caller-CMT Activations

- 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

- 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
Copa Health Telehealth Update

JoyAnn Book, Chief Information & Digital Officer
Copa Health, powered by Marc Community Resources & Partners in Recovery
Copa Telehealth Timeline 2020

3/1
Go Live: IHS Campuses (8)
- PCP
- BHMP
- Counseling
- Care & Case Mgmt.
- ACT Substance Abuse Specialists (SAS)

4/1
Go Live: Programs (phase 1)
- Community Day Services
  - Group Classes
- Housing, SHAPE, Community Transitions Partners
- In-Home Support Group
- Peer Wellness Coaches
- Health & Wellness - Nutrition & Fitness Group Sessions

5/1
• 97 Care Team Responses
• 26 Member Responses
Member & Clinician Feedback Surveys

6/1
• Cross-functional analysis, recommendations & plan
Analysis

7/1
• Additional Staff Training Methods
  - Member Readiness tools and hands-on assistance
Telehealth Optimization

8/1
Go Live: Group Homes
- BHS Residential Homes (phase 1)

9/1
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

COVID-related messages - detail:

- **COVID-19 Resources (sent 4/28 & 5/4)**
  - “We want you to have correct information about COVID-19. Our most reliable & current sources are: [www.cdc.gov](http://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

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

FREE!

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.