Behavioral Health Telemedicine/Telepsychiatry and Mobile Outreach Programs: A New Approach to Facilitate Virtual Collaborative Integrated Medical-Behavioral Care

“The Detroit Medical Center's ED Psychiatry Programs and Crisis Centers Should Be Seen and Used As the Model For How These Programs Should Be Organized Across the Tenet System.”

- David Hickman, Quality Manager, Tenet Healthcare Corporation Headquarters Office, 11/13/14
Inpatient Diversion Program results in 94% reduction in inpatient hospitalization, improved outcome, and $7.6 million in savings to MI State Medicaid in single year.
Hybrid Mobile Crisis Assessment and Intervention Team Program for Children and Adolescents


A mobile pediatric crisis team with access to an on-call psychiatrist equipped with telemedicine capacity was able to reduce the hospitalization rate from 82% to 20%.
Adult and Pediatric Telepsychiatry and Mobile Crisis/Outreach Programs

Department of Psychiatry
(Polycom HDX 4500)
TELEPSYCHIATRY TECHNOLOGY

- Mobile to Mobile = Tablets & Smart phones
- Mobile to Desktop = Tablet & Polycom HDX
- Desktop to Desktop = Polycom HDX
- Use of Kiosk in primary care waiting room and or designated pharmacies.
- Smart phones = calls to doctors, access to cloud base information etc.
- Patient follow up via texts, email, phone calls etc.
- Ongoing training via apps, vignettes, forums with supervision & checks & balances.
Polycom Desktop