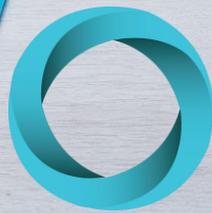




Fairview Range Medical Center

*Using Telehealth Technology to
Improve Behavioral Patient Care*



**BEHAVIORAL
HEALTHCARE
PROVIDERS**

Expanding Behavioral Care in Rural Minnesota

Fairview Range Medical Center

www.range.fairview.org

750 East 34th Street
Hibbing, MN 55746

"I absolutely recommend DEC® to other EDs, particularly in a rural facility with a single provider and no psychiatrist on staff. DEC® assessors really help support patient care decisions. Both the DEC® assessor and the ED physician see the patient, agree on a plan and then work together to implement it. DEC® also takes a lot of work off the ED staff by assisting with effectuating solutions for patients."

Dr. Julie Houle
ED Medical Director, Fairview Range

Executive Summary

There exists an inpatient bed crisis for behavioral healthcare patients across the nation. Nowhere is this crisis starker than in rural areas, where there is not only a shortage of beds but also a shortage in mental health professionals.

The staff and physicians at Fairview Range Medical Center in Hibbing, Minnesota, recognized the crisis at hand and endeavored to do something about it. Enter DEC®, the Diagnostic Evaluation Center, a telehealth solution created and supported by Behavioral Healthcare Providers (BHP).

Through DEC®, Fairview Range has been able to provide a behavioral assessment by a mental health professional to every patient presenting with psychiatric conditions in its Emergency Department (ED). The results show improvements across the board for patients, doctors, staff, the hospital and the community at large.

Behavioral Care Before DEC®

Before DEC®, Fairview Range faced a number of challenges:

- Insufficient clinical documentation sent to inpatient units, which delayed treatment
- Only captured approximately 40% of data on inpatient admissions from the ED
- Long wait times for behavioral care patients, with many being admitted for days without ever getting psychiatric services
- ED physicians felt trapped, as they were the sole decision-makers on whether or not a patient was safe to return to the community

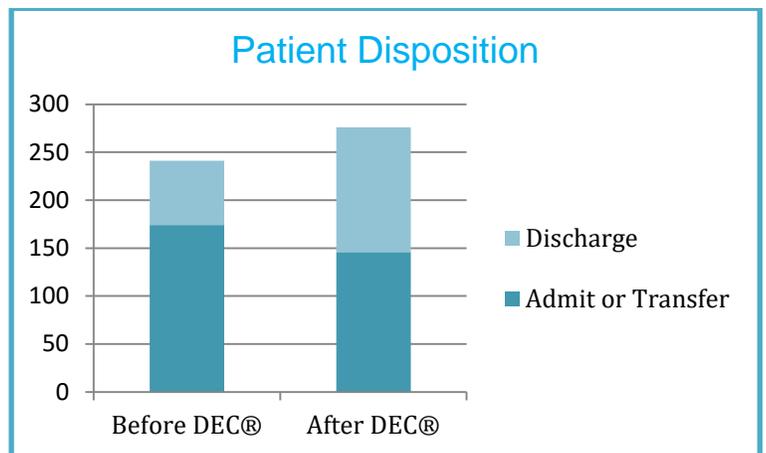
Behavioral Crisis Care Now

With DEC® in place, individuals at all levels of the process have seen improvements:

- **19.30% decrease in admissions** — more patients get to go home!
- Improved understanding of services due to monthly reports from BHP
- Professional, timely evaluations by behavioral healthcare providers
- ED physician peace of mind, knowing BHP follows up with patients after discharge

“Where this has really made a difference is knowing that I can refer people to our local emergency room knowing they will get prompt professional evaluation by a mental health professional, instead of myself or an ER physician who isn’t a mental health professional and who doesn’t know which resources are available.”

Dr. Jan Baldwin
Rural Minnesota Family Practice Physician



This data compares emergency room dispositions for the same three-month timeframe (November-January) for the years before and after implementing the DEC® Telehealth Service.

“I’m so proud of the fact that we are providing this great service. I know it increases the level of care we provide to our patients. And I know this is something we could never have done on our own. Having BHP as a partner has been a wonderful experience for us.”

Deb Boardman
President and CEO, Fairview Range

Taking DEC® Further

According to Connie Harle, SVP and Chief Nursing Officer at Fairview Range, **“BHP gave us the push we needed to improve our own services.”** Fairview Range has already expanded its social worker staff from two to eight members. Also, it now has access to resources outside of the hospital, all due to BHP’s connections.

Additionally, thanks to the data and support provided by BHP, Fairview Range is actively working on:

- Starting its own outpatient care program
- Opening a behavioral partial-hospitalization program
- Expanding its current inpatient unit by nearly doubling capacity

Ms. Harle says it best: “This is the year of behavioral health!”

About Behavioral Healthcare Providers

In 1995, Behavioral Healthcare Providers was created to provide seamless, quality care in the delivery of behavioral health services throughout Minnesota. Today, advancements in technology, including telemedicine initiatives, allow BHP to offer services and innovations for the treatment of mental illness and substance abuse to systems around the country. To date, BHP has completed over 100,000 behavioral crisis assessments through the DEC® application, which it created in partnership with technology innovation firm Avtex Solutions. BHP is a subsidiary of Fairview Health Services.