

## RHIP and COVID-19 MINI-GRANT PROJECT SUMMARIES

### COVID-19 Final Report for BestCare Treatment Services (Non-RHIP)

#### “Expanding Telehealth Capacity for COVID-19 Needs”

Reviewed by the Behavioral Health and Substance & Alcohol Misuse Workgroups

#### Summary of Results:

- We expedited the expansion of our technology capacity since the COVID 19 pandemic made virtual BH care more critical than ever.
- We were able to provide equipment and secure Zoom licenses so other staff quarantined because of exposure to COVID-19 or medical vulnerabilities were able to maintain continuity of care by providing virtual services, engaging clients at home or other locations of their choice in both individual and group therapy services even though our locations were closed per OHA guidelines.
- The two Community Mental Health Providers (CMHPs) that BestCare Treatment Services operate in the rural areas of Jefferson and Crook Counties have been able to offer provision of telehealth services during the COVID 19 pandemic.
- Although Emergency Department (ED) claims data is not yet available, being able to continue engagement of some clients with SPMI and SUD, through virtual services, helped decrease visits to the local ED in Jefferson County that also serves Warm Springs tribal members, as well as Spanish speaking individuals, per the report of our staff members that are embedded within the ED there.
- Our Deschutes County Outpatient programs, including Medication Assisted Treatment for individuals with opioid use disorder, actually increased census levels by rapidly pivoting to virtual services using our secure mobile platform.
- Our Bend location provides services to individuals from La Pine, especially those seeking Medication Assisted Treatment due to the lack of these specialty services in their area.

#### Quotes:

Our LMP, the lead provider of MAT services, gave examples of successes such as a 63 year old diabetic that cannot attend in person sessions due to risk but has continued to do well, and 3 pregnant females who have continued in MAT services throughout their pregnancies. Per our Medical Director, who assists in covering our MAT clinics in Bend and Redmond, stated:

"I think Telehealth has really been a godsend for a lot of MAT patients. It allows for a quick conversion of regular in-person appointments to telehealth when things come up – people get sick or have other issues, and I'd rather 'see' them remotely than not at all. If telehealth weren't an option, a lot of clients would have been lost to follow up."