![innovaTel telepsychiatry logo]

A Fresh Approach to Workforce Development

How telepsychiatry can reframe clinical teams

Telehealth: A Fresh Approach to Workforce Development

As the demand for behavioral health care continues to increase, organizations providing care can no longer afford the time and costs associated with vacancies on their clinical teams. The financial cost is too great, the investment of time is too great, and the impact on patient care is too great.

$30,000
Average cost of recruiting a psychiatrist.

40%
Average employee turnover rate for behavioral health industry.

150 Million+
Americans living in federally designated mental health provider shortage areas.

Telehealth partnerships with innovaTel allow organizations to sidestep the most common staffing obstacles and redirect the time and energy traditionally reserved for workforce development into patient care — which is of the utmost importance.

High Plains Mental Health Center, an organization serving 100,000 people across 20 counties in Kansas, is just one example. After initiating a telehealth partnership with innovaTel, High Plains saw its wait time for initial assessments drop from two weeks to three days. Access to a psychiatrist also drastically improved, from a six-week wait to just two.

The following whitepaper illustrates how telehealth partnerships improve access to care, providing compelling insights for organizations in need of additional clinical staff, additional patient capacity and expanded provider specialties.

The Cost of Recruitment

180 days
Average length of time to recruit a psychiatrist

Source: Medical Economics

$8,000/day
The average daily cost of a healthcare vacancy

Source: Healthcare Finance

The Cost of Vacancies

The pressure facing behavioral health, in this moment, unprecedented. Between a growing demand for care, an alarming increase in opioid-related fatalities and a severe nationwide shortage of providers, access to care has never been more important for patients in need.

And that means recruiting additional behavioral health and substance use disorder providers has never been a greater priority for industry leaders.

Workforce development, though, has long been an achilles heel for leaders looking to fill positions with certain specialists, which may be difficult to find, attract and retain in certain geographical areas. Yet, the cost of a vacant position — measured in dollars and by the quality of a patient's experience — may be too much for organizations to ignore.

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But, there is an alternative to the traditional route of building an in-house clinical team. By engaging in a telehealth partnership, behavioral health leaders can avoid the typical pains that come with workforce development — from recruitment to turnover — and instead focus on the benefits that come with having access to an expanded, experienced clinical staff.

lancasteronline.com - 2017
Report: Shortage of mental health care professionals, already severe, is likely to worsen

Redefining Provider Teams

For decades, teams across every industry have been built internally, from the ground up. Technology has not only changed that practice, but it has influenced the expectations of those served by any given organization.

Goods are now delivered to doorsteps, sometimes the same day. Meetings are held with participants scattered across several time zones. And, care is being provided to patients through telehealth technology.

That dynamic has allowed leaders in every industry to redefine their teams, to source talent from new geographic areas and engage with employees in new ways. And healthcare, specifically behavioral healthcare, is no exception.

When applied against the costs of recruitment and employee turnover, and coupled with the financial and tertiary costs of a clinical vacancy to a team and an organization's patients, **the case to stay the traditional course of building a team internally grows less attractive than forming strategic, external relationships that improve patient care capacity.**

40% Average employee turnover rate in behavioral health industry

$30,000 Average cost of recruiting a psychiatrist[1]

[1]e-psychiatry.com - 2013, Cost of Psychiatrist Recruitment

Patient-Focused, Cost-Saving Solutions

From quality control to cost considerations, the outsourced partnership model of telepsychiatry has proven itself time and again, especially when measured against the costs associated with building a team. Considered alongside the solutions that come with engaging in workforce development partnerships grounded in efficiency and quality, the benefits of this alternative come into focus.

At innovaTel, our roots as clinicians inform the workforce development solutions we create for the organizations with which we form telehealth partnerships.

Typical Challenges vs. Innovative Solutions

Challenge

Systems established for internal efficiencies could be disrupted by processes introduced by outside partners.

Administrative tasks necessary for effective workforce development often bog down internal teams and have the potential to create delays.

Finding committed, high quality behavioral health providers.

The behavioral healthcare industry average a 40% provider turnover rate.

Solution

We integrate into an organization's workflows and we handle the onboarding process for the providers an organization chooses.

We manage recruitment, HR, training, cultural sensitivity training, account management, payroll, licensing, DEA, benefits, malpractice and PTO.

Tap into a national network of pre-vetted, passionate behavioral health providers and actively participate in the interview process, saving time and money over staffing agencies or internal recruitment efforts.

Our 95% provider retention rate provides continuity of care for your patients, and saves money and time for your team.

Developing a Specialized Workforce

Provider shortage areas are not reserved for rural areas. As the needs of patient populations evolve and become more complex, access to specialized providers becomes ever more scarce and ever more important.

Telehealth partnerships allow organizations to expand the expertise and diversity of their clinical teams without concern for time zones or distance. And with 77 percent of the country's counties experiencing severe shortages in providers, according to the National Council for Mental Wellbeing, that benefit is an invaluable one.

10,000

The number of providers needed for each of seven mental health specialties to meet expected demand by 2025.

Source: Health Resources and Services Administration

Licensed clinical social workers and psychiatric nurse practitioners are two of the most in-demand mental health professionals, according to the Seattle Times. And, the Department of Health and Human Services expects the nation to see a shortfall of up to 30,000 psychiatrists by 2024.

As the proverb promises, necessity is the mother of invention. And at innovaTel, we embrace the challenge by working tirelessly to improve access to care through partnerships that expand upon and supplement clinical teams — with remote licensed clinical social workers, psychiatrists and psychiatric nurse practitioners.

It is those providers, and their expertise across various patient populations and specialties, that help clinical teams more easily diversify without the challenges and time it takes to build a team in its entirety internally.

innoTel is a national telepsychiatry provider that partners directly with community-based organizations to improve access to behavioral health services. For the past seven years, innovaTel has been providing telebehavioral health services with a remote clinical team including psychiatrists, psychiatric nurse practitioners and licensed clinical social workers with a mission of increasing access to care.

For more information, visit **www.innovatel.com**.