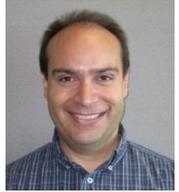


# IHS TeleBehavioral Health Center of Excellence



Chris Fore, PhD, Director



Daniel Cook, MA, TeleBehavioral Health Coordinator



Eric Tsosie, IT Support



Alaina George, MA, Tele-Education Coordinator



# TBHCE Summary

Area	TA	Clinical Services	Education	Intra-Area Agreement
Alaska	X		X	
Aberdeen	X	X	X	X
ABQ	X	X	X	
Billings	X	X	X	X
Bemidji	X		X	?
Oklahoma			X	
Nashville	X	X	X	X
Phoenix	X	X	X	X
Tucson	X		X	?
California	X		X	
Portland	X		X	
Navajo	X	X	X	X

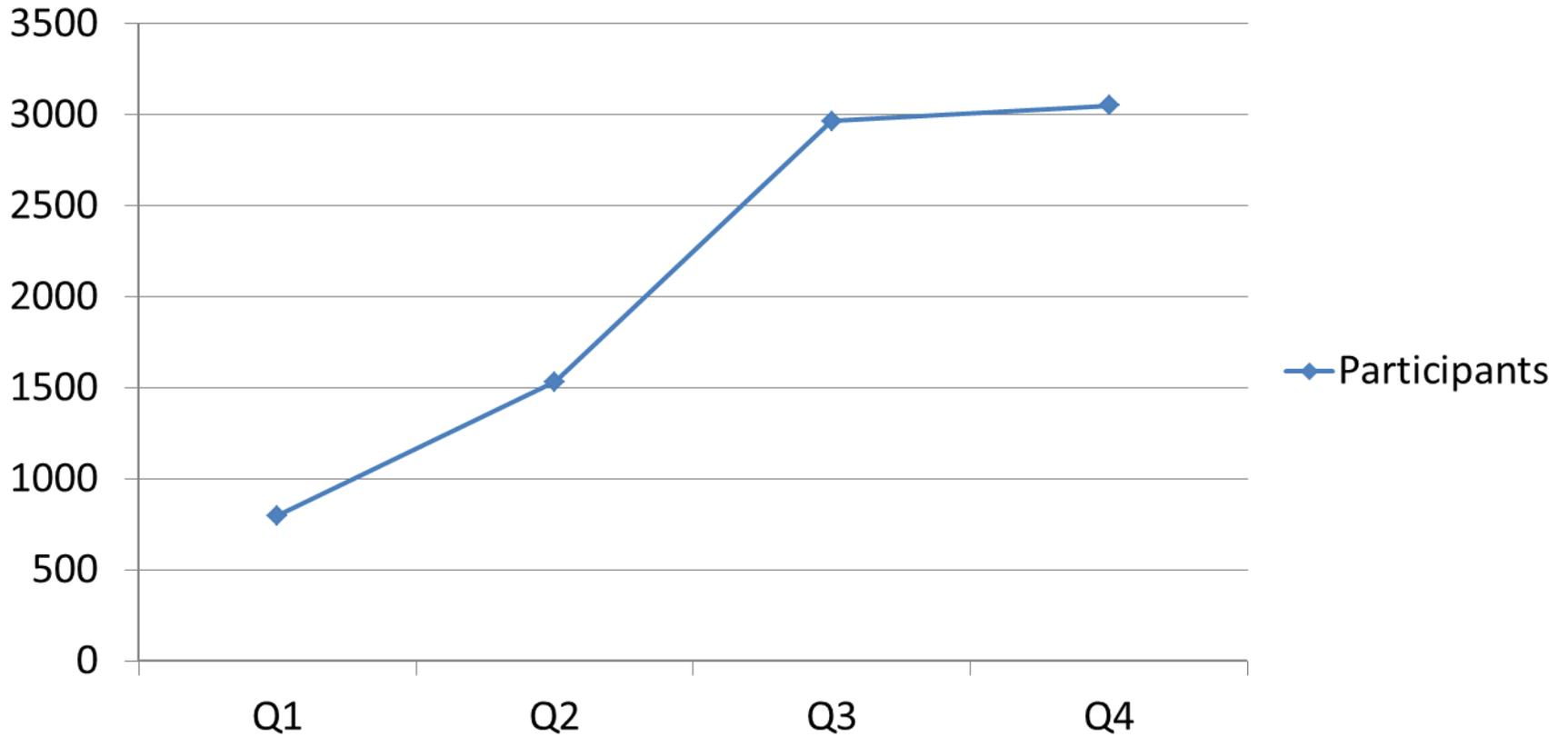


# FY 2013 Tele-Education Highlights

- 156 online seminars hosted
- 8,700+ I/T/U providers trained  
(725+ a month)
- 5,000 free continuing  
education credits claimed

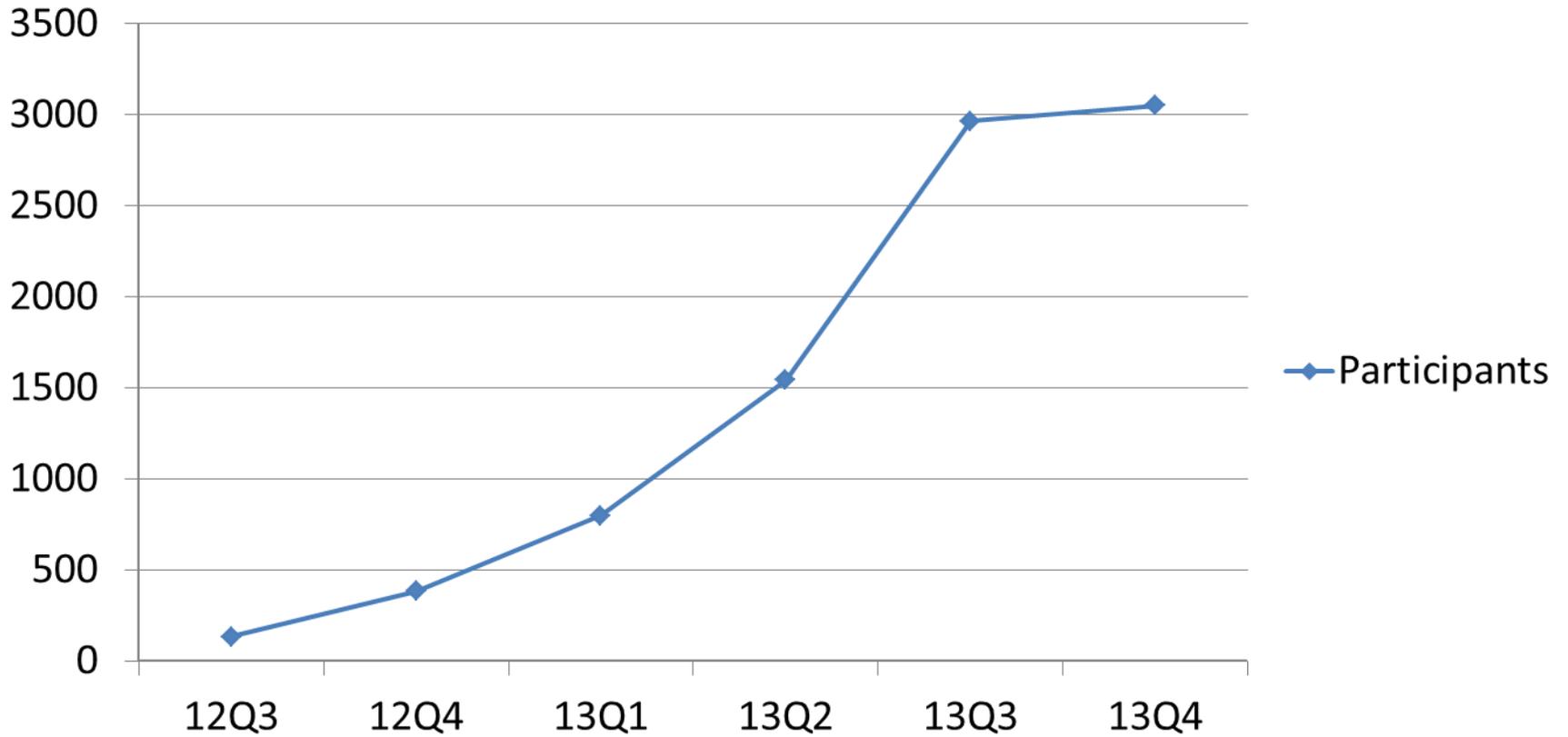
# Tele-Education FY13 Totals

## Participants

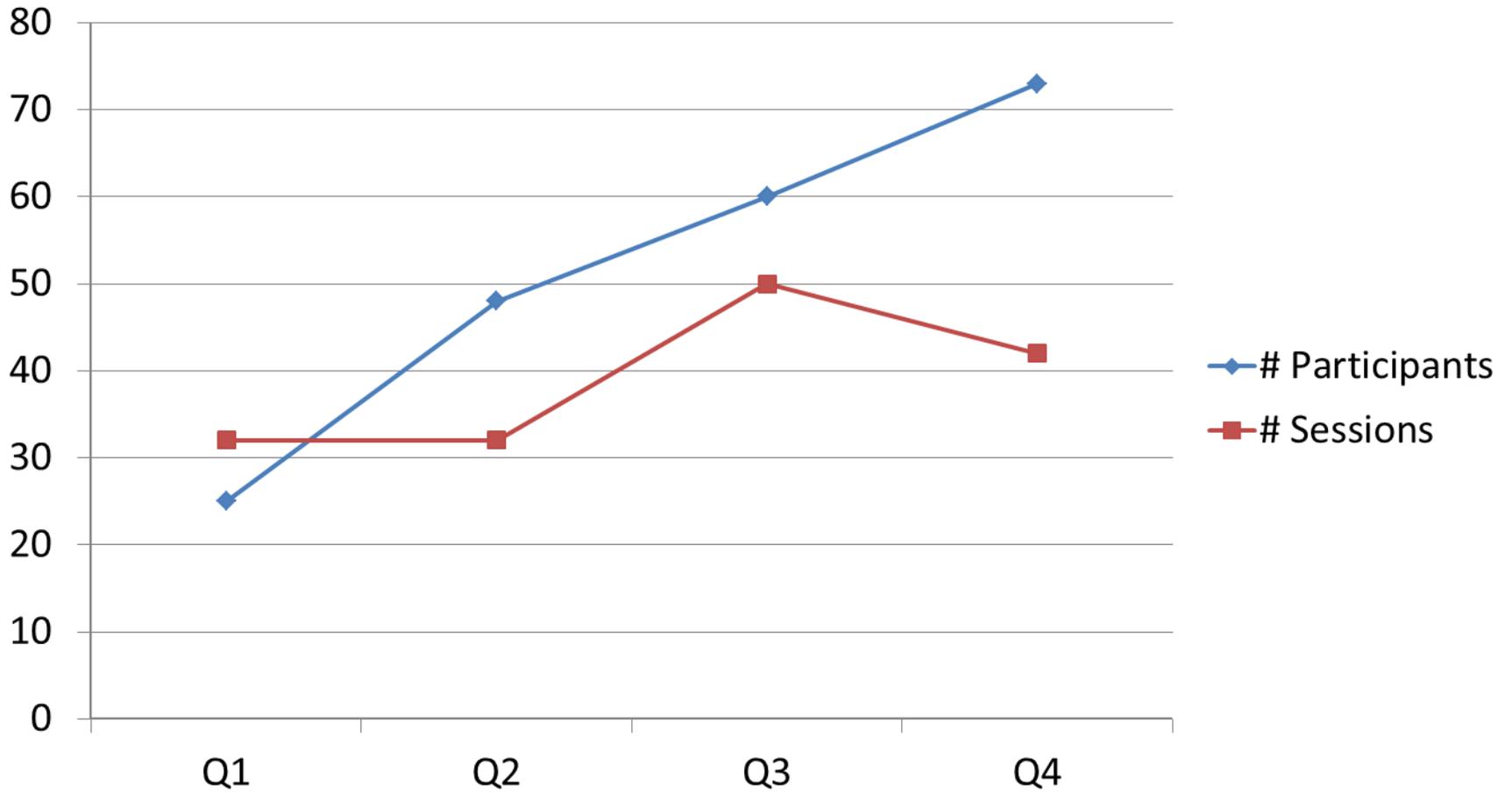


# Tele-Education Totals Over Time

## Participants

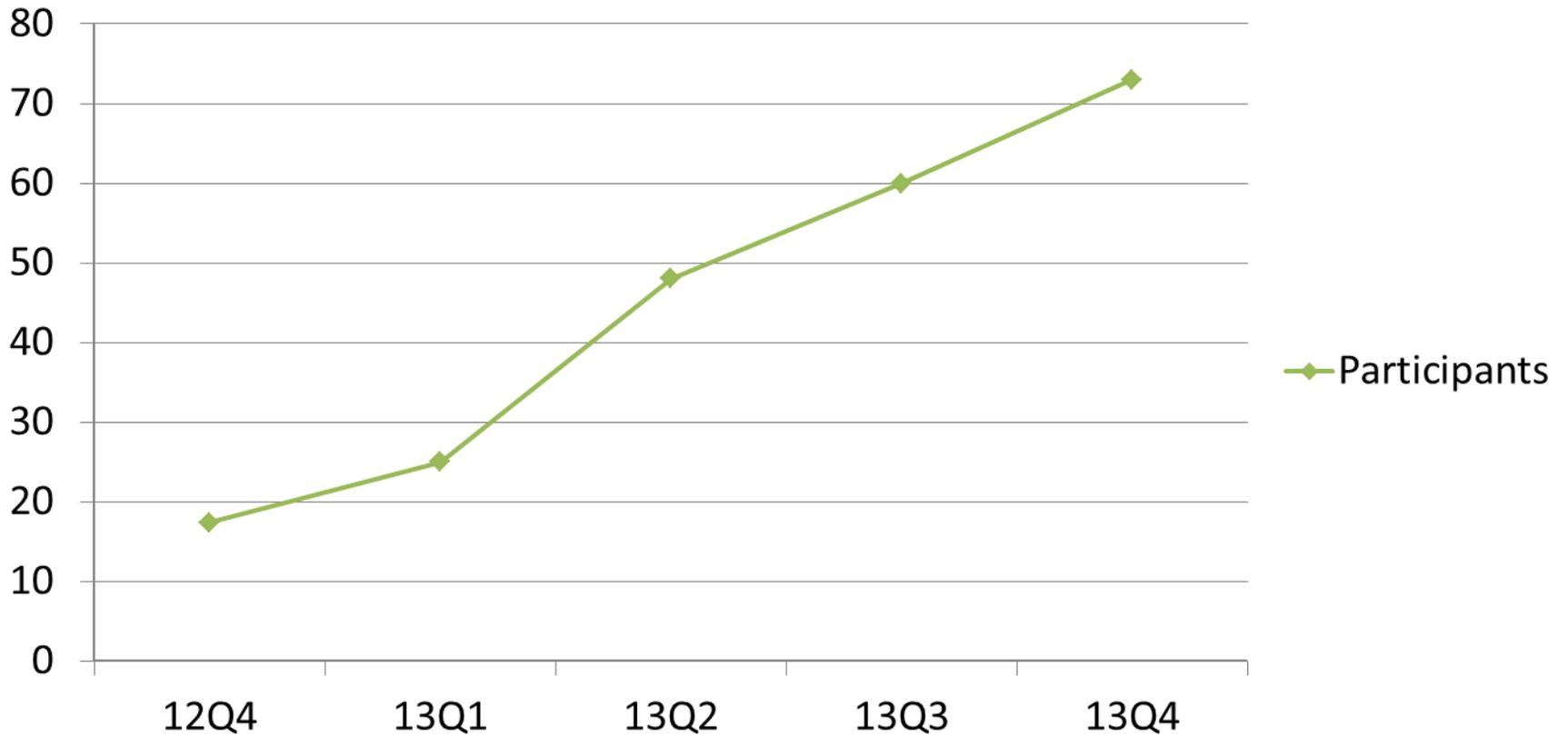


# FY13 Averages



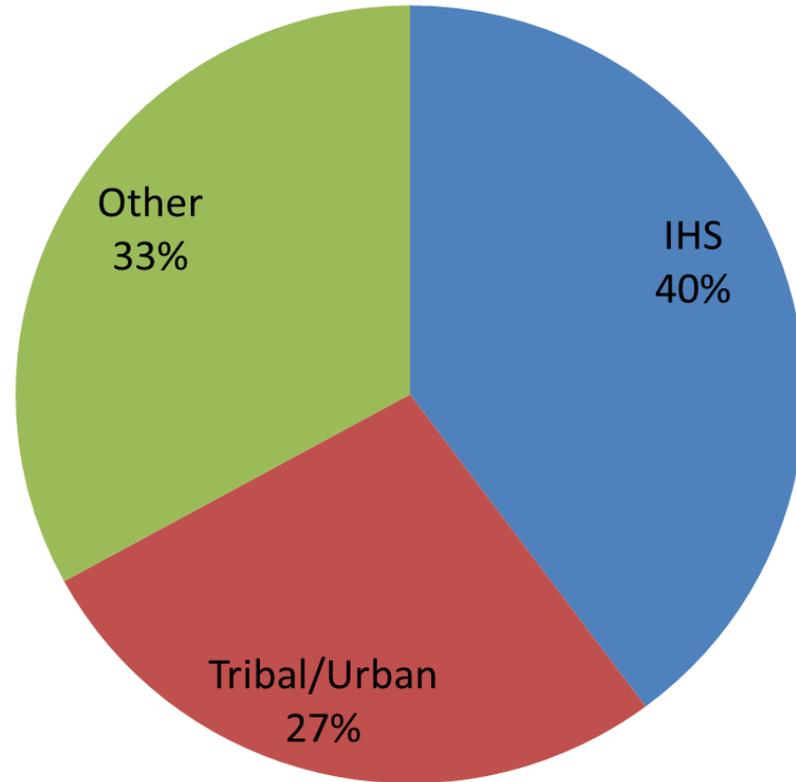
# Average Participants per Session

Participants

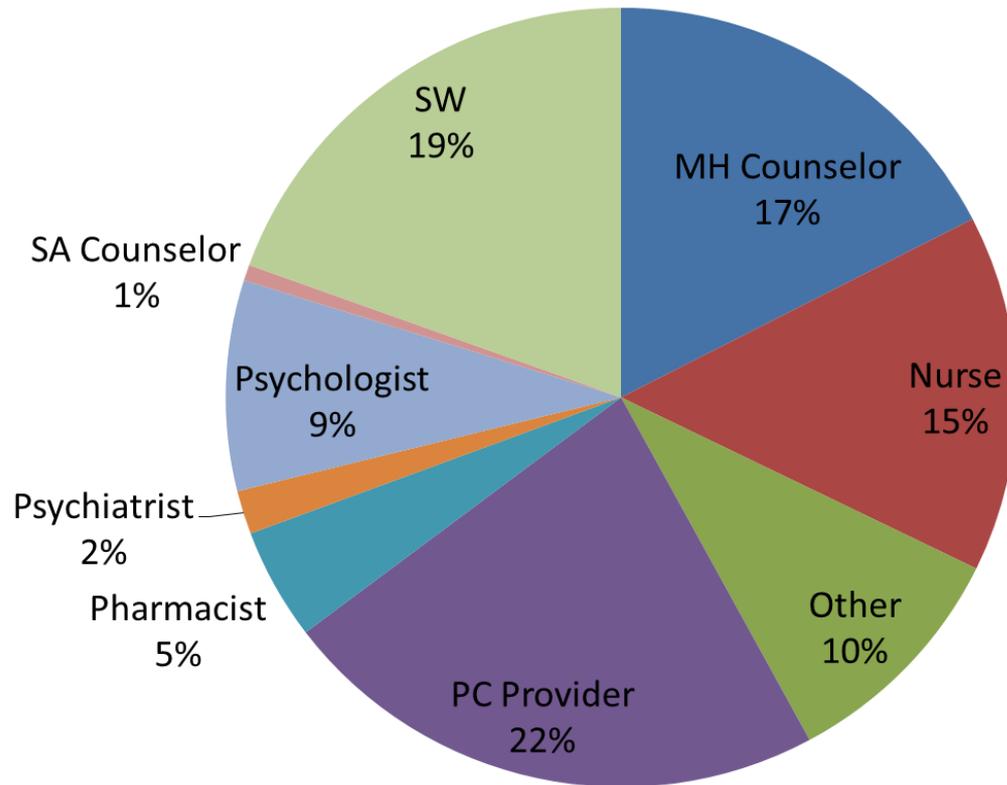




# Attendance by Agency



# Attendance by Profession



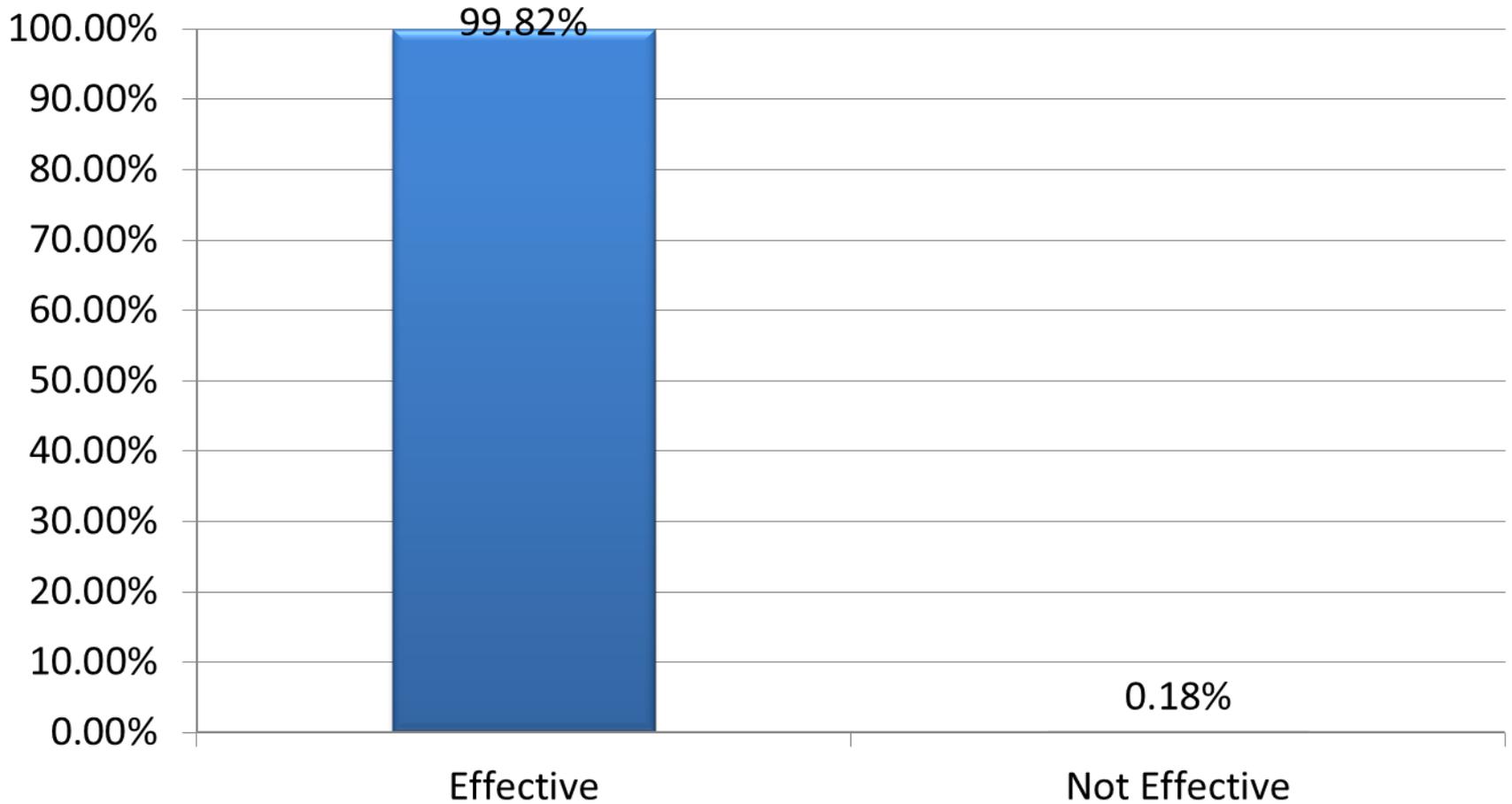
# Changes from FY12 to FY13

- 1,446% increase in total participants
- 296% increase in average participants per session

# Tele-Education Topics

- Historical Trauma
- Child & Adolescent Behavioral Health
- Pain & Co-Occurring Addictions
- Traumatic Brain Injury, Developmental Delay, Intellectual Deficit patients
- Ethics and Professionalism
- IHS Clinical Rounds
- LGBTQ Issues
- Operation SAVE/Suicide Series
- Childhood Trauma in Indian Country
- Psychopharmacology
- DSM 5 trainings
- Division of Behavioral Health seminars

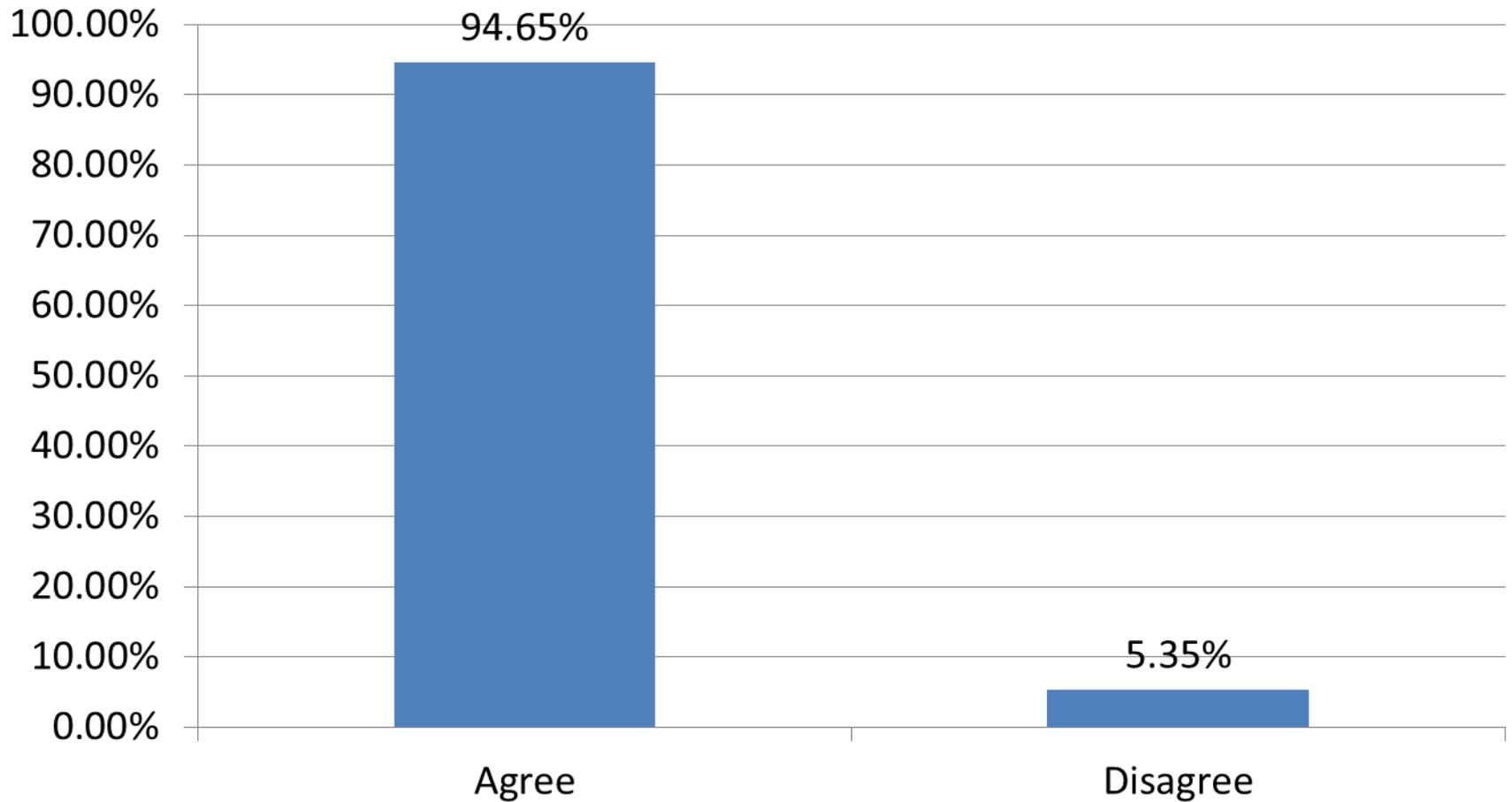
# Effectiveness of Presentations



# Effectiveness

- “The presenter utilized concise and clear slides which I appreciated. I liked that she included references from her work with clients. She had an effective presentation outline and structure and she was engaging. I would like to attend another presentation given by this presenter.”
- “As always, very informative. Always much new knowledge!”
- “Appeared genuinely understanding and culturally knowledgeable.”
- "Presented in clear, concise, and organized manner. Role-playing helpful.”
- “Great information, fantastic slides and resources.”
- “I am impressed of the knowledge of the Presenters - they were straight forward - getting information across and sharing knowledge.”

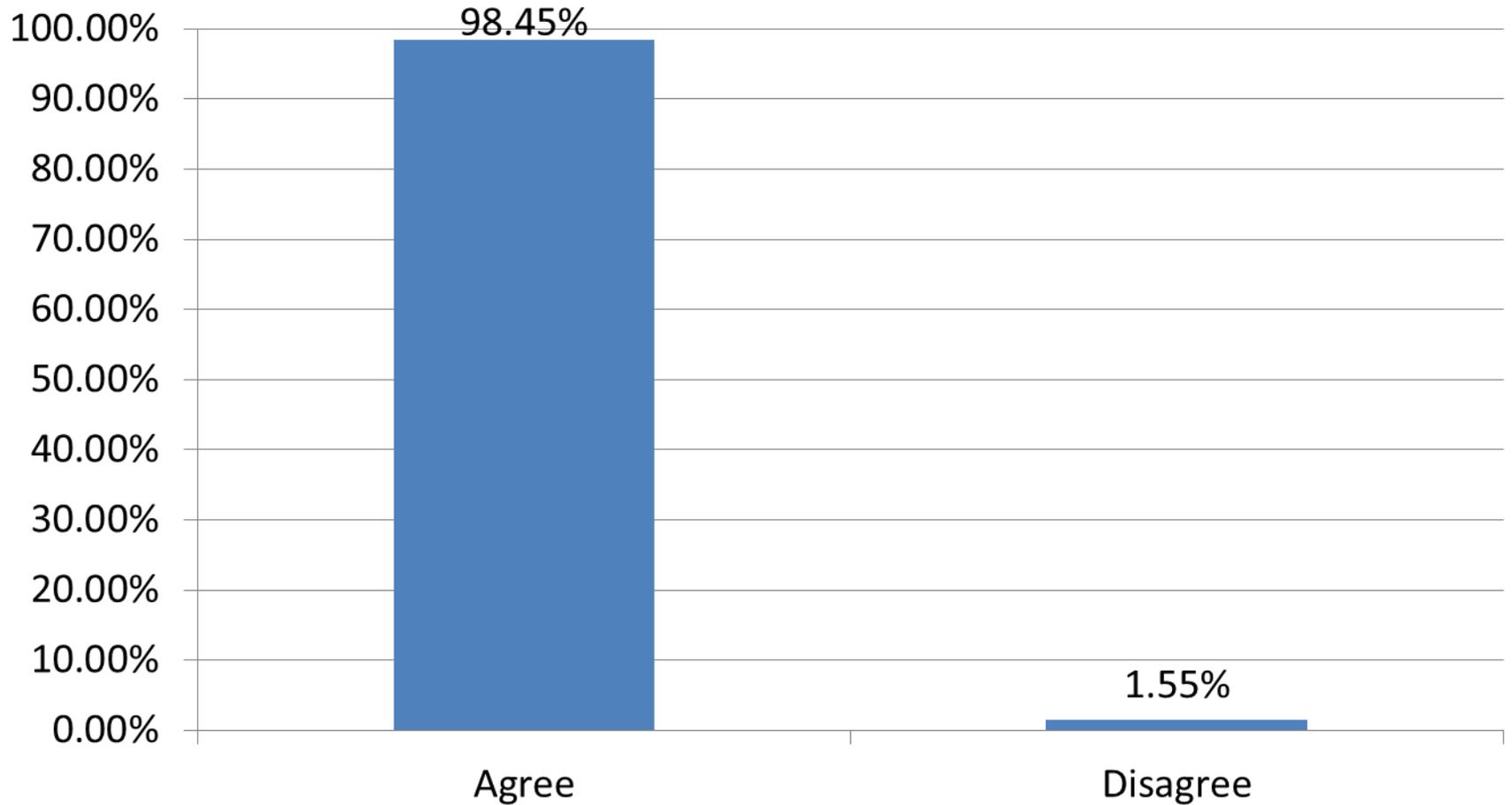
# Satisfaction with Technology



# Technology

- “IT infrastructure--video, audio, chat, questions, PowerPoint--the best of any such presentation I have attended!”
- “The videos were very helpful in demonstrating symptoms.”
- “This was my first visit to the teleconference. Right from the start I knew I was going to enjoy this conference based upon the caliber of the speakers, the handout materials and how easy it was to access from my computer.”
- “Excellent presentation! This was the most user friendly webinar I've ever attended, and I look forward to more IHS rounds, if they are all this easy to use/access.”

# Sessions Conveniently Located



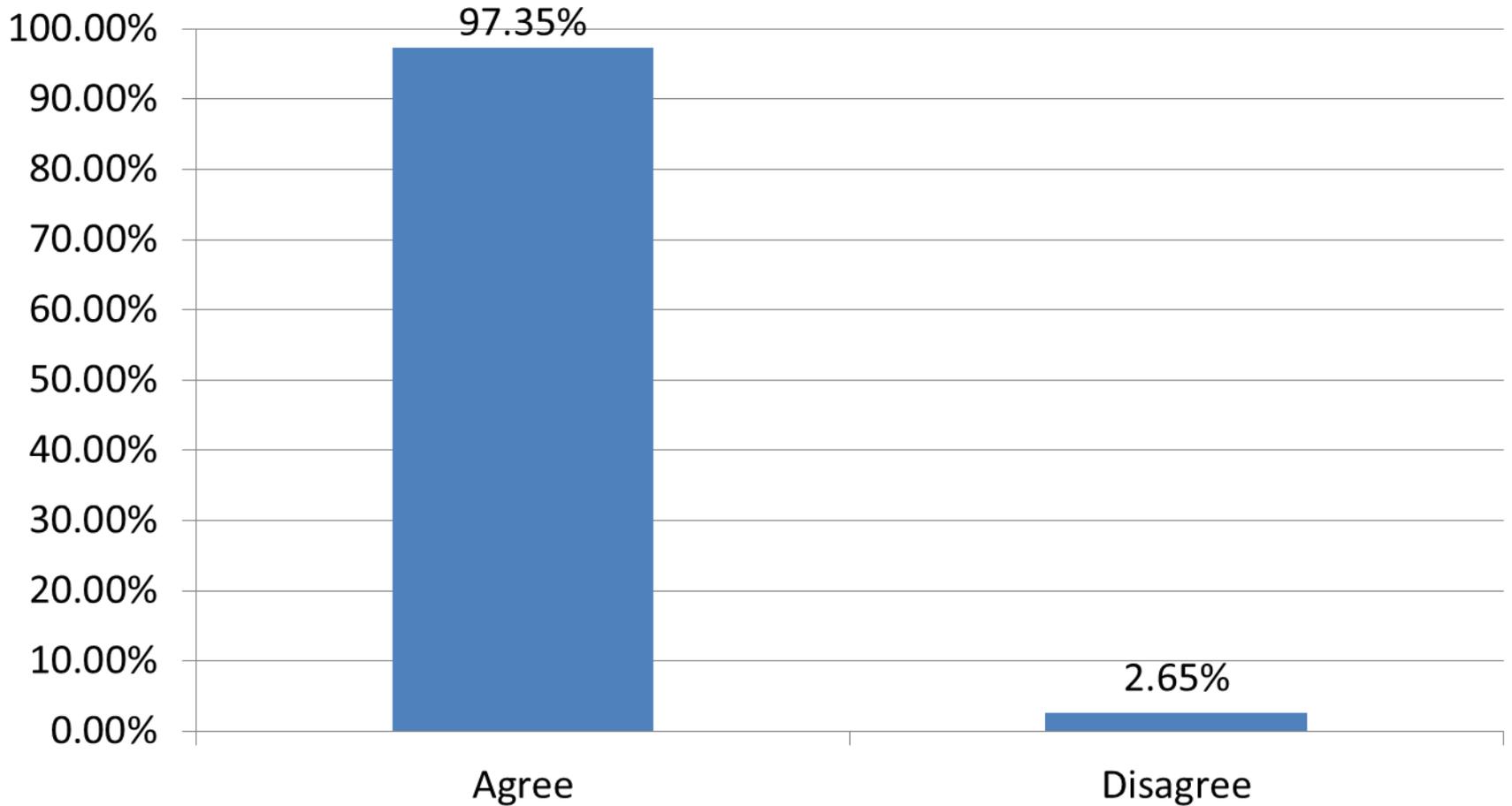
# Convenience

- “I am good with whatever time is scheduled for these events. They are useful and productive and worth the time provided.”
- “I was lucky to access this session from home because everything was closed due to snow ...Thank you.”
- “This one hour video session was perfect. It allowed me to work around my schedule to enable me to find time to attend.”
- “Webinar is great. I can connect from my own office.”
- “This was very convenient and accessible.”

# Convenience

- "I appreciate the one hour webinars. They are short and sweet and provide a rounded view of the topic. Thank you."
- "Generally speaking, one hour is adequate and appropriate to my schedule."
- "A lot of great info in an hour. Thank you for offering the PowerPoint so I didn't have to cram in notes."
- "Easy way to get pertinent information out to everyone at the same time."

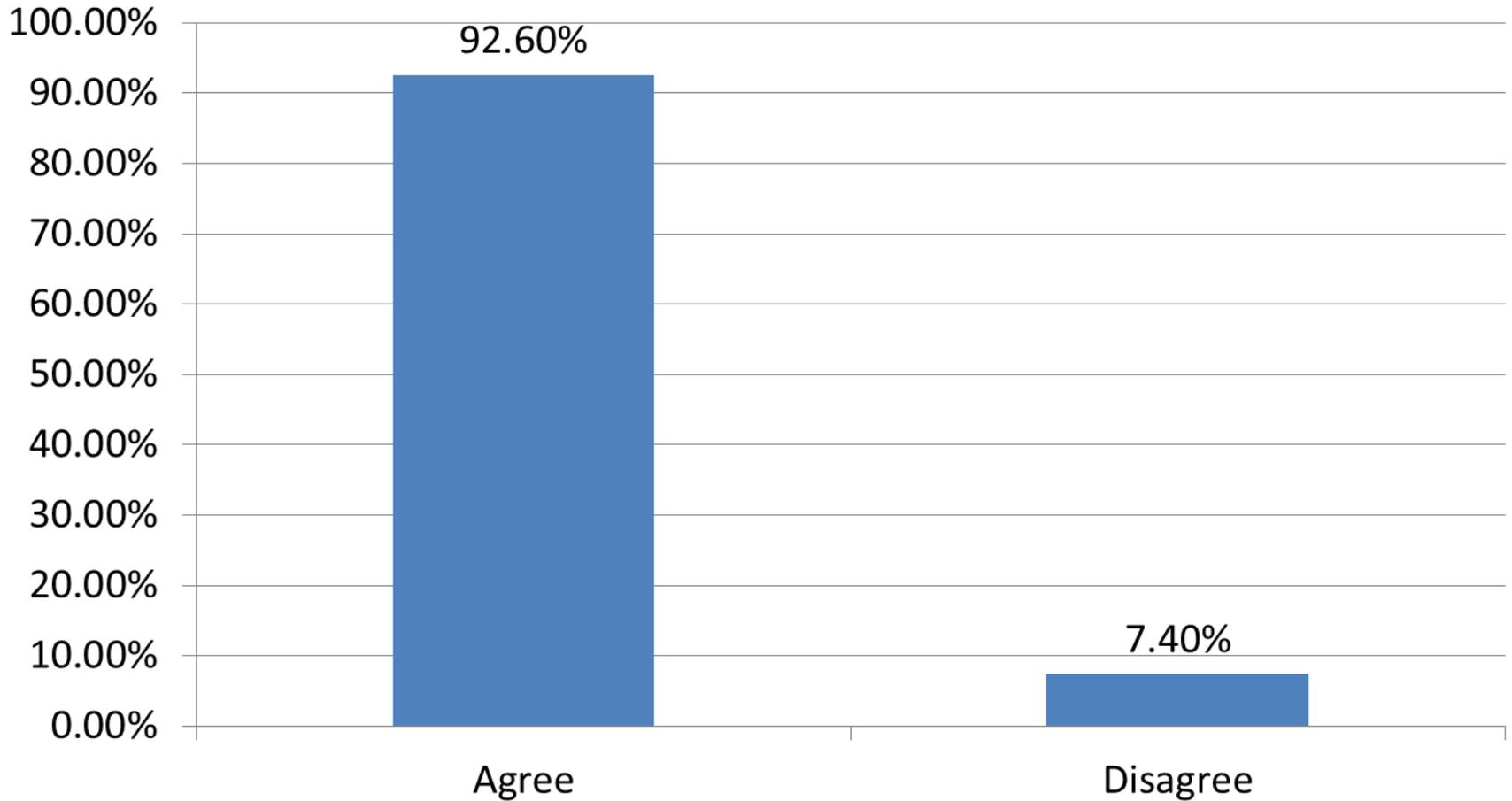
# Comfortable Asking Questions



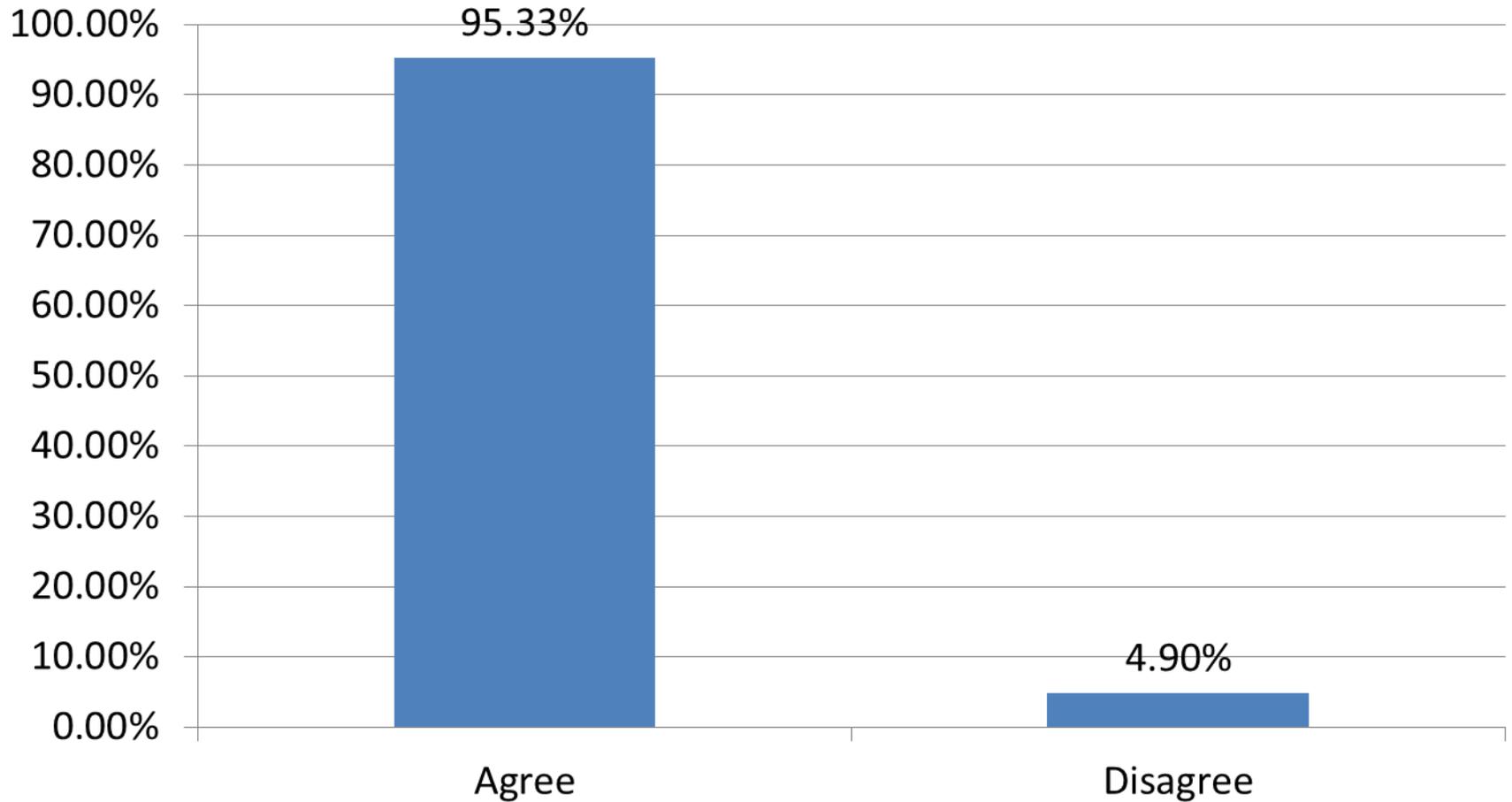
# Interactive Format

- “I liked the hour-long format--can do over a lunch hour. I prefer the webinar, having video, slides, and questions/comments as we go.”
- “Liked the live chat, nice set up very interactive.”
- “Enjoyed responses to my questions.”
- “It is great to be able to be connected with other professionals, especially when one practices in a very remote rural area.”
- “I liked when a question popped up that he was attentive and would answer the questions. I felt like I was in a classroom. That is great.”

# Increased Confidence in Clinical Abilities



# Will Incorporate Material into Clinical Practice



# Incorporation

- “Though I am of a different program, I have ran into situations that relate to the topic at hand and am more interested in including suicide awareness along with my own programs outreach.”
- “I train others in my program on documentation and the information provided today will help me to better develop the training and provide additional important information for documentation purposes.”
- “Being new to Public Health Nursing, this training assisted in my training & boosted my morale to deliver efficient patient care.”

# Tele-Education Cost Savings

- \$500,000+ in direct CME costs saved
- 70,000 additional patients seen because providers did not have to travel for CME/CEU
- \$18,760,000 potential additional revenue because more patients were seen

# Tele-Education Summary

- Easy & convenient
- Interactive
- Cost effective
- More patients can be seen
- Increased revenue
- Increases provider confidence
- Direct impact on patient care



## Dental Assisting Concepts and Practice (DACP) Part 1

When:	Tuition:	Location:	CE Credit:	Point(s) of Contact:	Registration:
May 26 - 30	Free	<a href="#">Online</a>	8 Hours	Dr. Tim Lozon Dr. Chris Fore	<a href="#">Required</a>

**ADA CERP**<sup>®</sup> | Continuing Education Recognition Program [Add to Calendar](#)

### Summary:

This course is offered via through Adobe Connect Recordings. Each module will cover a particular aspect of radiology. After you register for the course you'll be able to access the Course Modules through this course page, accessed through your MyCDE area.

### Additional Resources:

[Savings Bonds](#) [Benefits](#) [BENEFEDS](#) [Quick Guide \(Quick Guide to FEHB, FEDVIP, FLTPIP, FSAFEDS, and FEGLI\)](#) [PDF - 246 KB][Employee Assistance Program](#) [Life Insurance](#) [Thrift Savings Plan](#) [Retirement](#) [Social Security Administration](#) 



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Event Name

Example: Nu

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### Events on May 21, 2014



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[Diabetes Educators](#)

[Affordable Care Act \(ACA\) Overview](#)

[SharePoint 2013 and You](#)

[Infant Safety in SUVs](#)

[Affordable Care Act \(ACA\) for Providers](#)

[SharePoint 2013 for Power Users](#)

[How to Train Your Dragon](#)

[Sanitation Facilities Construction](#)



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Event Name (or Keyword)  Between Start Date  End Date

Advanced Search Options

Training Type  CE's Provided  Location

« May 2014 »

S	M	T	W	T	F	S
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11	12 <a href="#">Event Name</a>	13	14 <a href="#">Event Name</a>	15	16	17
18	19	20	21 <a href="#">Multiple Trainings</a>	22	23	24