



Case Studies

Behavioral Telehealth Solutions for Challenging Clinical Situations

Case Study #1

A member lives quite a distance from any provider with the specialization that she needs.

Issue:

Rural members frequently are unable to get mental health services because they lack providers in close proximity. Even members that live in suburbs may spend an hour or more in traffic to see a provider with the required specialty.

The Breakthrough Solution:

Behavioral telehealth brings a wide array of providers with diverse areas of specializations to a population anywhere in the state in which the member resides and the provider is licensed and practices.

Case Study #2

A technician travels internationally and has recently suffered a close family loss.

Issue:

Many professionals spend a good portion of their work week on the road.

The Breakthrough Solution:

Breakthrough providers are able to set appointments regardless of the location of the member as long as the member has internet access, a computer with a webcam, mic, and private location.

Case Study #3

A busy professional has suffered a significant loss and is not coping with the demands of work and home. She has no time to travel to a therapist.

Issue:

The pace of life makes it difficult for working parents to address important issues. Untreated stressors take a toll on relationships and work.

The Breakthrough Solution:

Behavioral telehealth allows individuals the ability to better balance the demands of work and family life. Members are able to receive quality psychotherapy in their home or office.

Case Study #4

A member who is wheelchair bound and has bipolar disorder, but cannot find a provider in close proximity who has wheelchair accessibility.

Issue:

Many providers have offices that are not wheelchair accessible.

The Breakthrough Solution:

The member can now select a Breakthrough provider with the specialty he needs located anywhere in her state.

Case Study #5

A recently hospitalized college student wants to continue her therapy when she leaves to the start a new semester.

Issue:

College students may not be able to find the clinical resources they need within the school environment or in the local community. Managing the stressors of college life while recovering from a major mental illness requires on-going clinical support. A desire to maintain anonymity may inhibit a college student from seeking care at the Student Health Center.

The Breakthrough Solution:

Telepsychiatry follow-up and/or psychotherapy provides the student with clinical continuity of care with a provider who is familiar with her history and treatment.

Case Study #6

A member has recently been released from the hospital and has a high probability of readmission after an episode of major depression.

Issue:

High risk members often miss appointments because they lack real, as well as, the emotional resources to assist them to schedule and show for face-to-face appointments.

The Breakthrough Solution:

Telepsychiatry follow-up, as well as psychotherapy, can be effectively delivered as part of a member's readmission prevention strategy

Case Study #7

A member with severe agoraphobia has not left her house in several months.

Issue:

Agoraphobic members are frequently difficult to engage because of the challenges associated with getting them to leave their homes for a face-to-face session.

The Breakthrough Solution:

Although the long range treatment plan for an agoraphobic member requires that they leave their home for face-to-face sessions, member engagement is significantly enhanced with a behavioral telehealth option.

Case Study #8

A mother, who has recently delivered, has been diagnosed with postpartum depression.

Issue:

Postpartum patients are often overwhelmed with the new or increased responsibilities of parenting and may be reluctant to being screened for mental health issues.

The Breakthrough Solution:

Behavioral telehealth with providers specializing in maternal mental health issues delivers a clinically effective modality while reducing access issues. 20% of expecting and new moms suffer from clinical depression or anxiety but most are never diagnosed and never receive treatment.

Case Study #9

Parents of an autistic or special needs child are in need of behaviorally-based parenting skills training, as well as, psychiatric services.

Issue:

Parents may have difficulty getting their child into an office.

The Breakthrough Solution:

A home setting is often the most natural environment for a clinician to observe a member, as well as, the parental interaction.

Case Study #10

A member who has a history of relapse after residential treatment and does not live near an intensive outpatient program (IOP).

Issue:

IOP is considered the most effective treatment modality after residential treatment for members with substance abuse issues. These members may need additional support when IOP treatment ends or when IOP is not a treatment option.

The Breakthrough Solution:

A video counseling session with a substance abuse counselor could be used post IOP for additional support. Video sessions with a Breakthrough provider is also an alternative approach for members who do not live near an IOP.

Case Study #11

A deaf member needs behavioral health services and can only locate a provider who uses an interpreter.

Issue:

Deaf members require a provider who is proficient with American Sign Language and understands the issues of the deaf population. Providers with this specialization are very rare. Deaf members often live in areas where there are no providers who meet their needs.

The Breakthrough Solution:

Behavioral telehealth allows deaf members broader access to providers who specialize in treating members with hearing issues.

Case Study #12

A member with a severe medical issue has difficulty leaving their house for therapy.

Issue:

Members with severe, disabling conditions often do not have the physical stamina to attend medical appointments. Members with such medical conditions may also suffer from major depression. Seeing a behavioral health provider who recognizes the importance of working with a medical provider is key for improved treatment outcomes.

The Breakthrough Solution:

Behavioral telehealth allows members with access issues attend sessions with a provider who is skilled in treating members with medical conditions that may otherwise prevent them from obtaining treatment.