

IV: Narrative Plan

M. Use of Technology

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Narrative Question:

Interactive Communication Technologies (ICTs) are being more frequently used to deliver various health care services. ICTs are also being used by individuals to report health information and outcomes. ICT include but are not limited to: text messaging, etherapy, remote monitoring of location, outreach, recovery tools, emotional support, prompts, case manager support and guidance, telemedicine. In the space below, please describe:

- a. What strategies has the State deployed to support recovery in ways that leverage Interactive Communication Technology?
- b. What specific applications of ICTs does the State plan to promote over the next two years?
- c. What incentives is the State planning to put in place to encourage their use?
- d. What support systems does the State plan to provide to encourage their use?
- e. Are there barriers to implementing these strategies? Are there barriers to wide-scale adoption of these technologies and how does the State plan to address them?
- f. How does the State plan to work with organizations such as FQHCs, hospitals, community-based organizations and other local service providers to identify ways ICTs can support the integration of mental health services and addiction treatment with primary care and emergency medicine?
- g. Will the State use ICTs for collecting data for program evaluation at both the client and provider levels?
- h. What measures and data collection will the State promote for promoting and judging use and effectiveness of such ICTs?

Footnotes:

m. Use of Technology

Interactive Communication Technologies (ICTs) are being more frequently used to deliver various health care and recovery support services. ICTs are also being used by individuals to report health information and outcomes. ICTs include but are not limited to: text messaging, e-therapy, remote monitoring of location, outreach, recovery tools, emotional support, prompts, videos, case manager support and guidance, telemedicine. In the space below, please describe:

- a. What strategies has the State deployed to support recovery in ways that leverage Interactive Communication Technology?
- b. What specific application of ICTs does the State plan to promote over the next two years?
- c. What incentives is the State planning to put in place to encourage their use?
- d. What support system does the State plan to provide to encourage their use?
- e. Are there barriers to implementing these strategies? Are there barriers to wide-scale adoption of these technologies and how does the State plan to address them?
- f. How does the State plan to work with organizations such as FQHCs, hospitals, community based organizations and other local service providers to identify ways ICTs can support the integration of mental health services and addiction treatment with primary care and emergency medicine?
- g. Will the State use ICTs for collecting data for program evaluation at both the client and provider levels?
- h. What measures and data collection will the State promote for promoting and judging use and effectiveness of such ICTs?

The department supports the use of ICTs to improve access and support retention in services. Telemedicine is approved for the delivery of publicly funded services in the state. This approach was developed to support services in the rural portions of Northern MI and the Upper Peninsula for physical health and behavioral health services. Through a department funded project, the CA in Northern MI established a process for telepsychiatry services to meet the needs of the co-occurring disorder clients being served. Once the project ended, the service was successful enough to continue to offer it and the associated costs are covered with existing funds. Another department funded project in the Detroit area is utilizing Smartphones to assist in providing immediate information to clients as part of recovery support services being offered in the community. The department will continue to support the use of ICT in the delivery of SUD services. Telemedicine will be focused on for expansion due to the current success in the areas where it is being utilized.

There is increasing interest in e-therapy and this is another area that will be promoted. The primary ICT used within primary care in Michigan is telemedicine, therefore this will be a primary service that can and will be used to support integration. The use of e-therapy will also be a benefit to integration. Both of these services will allow the client to remain in one location to receive all needed services.

There are no planned incentives to encourage use. The state will encourage local development of these services that will be guided by policies and guidelines put together by the department.

The primary barrier that has been identified is start-up costs related to equipment and contracting needs for the actual services of the professional. Partnerships will be encouraged as part of the development process and state assistance will be determined on a case-by-case basis.

There is no plan for data to be collected using ICTs. Michigan plans on using the same performance and data collection measures that are currently used. The use of modifiers attached to billing codes will allow for ICT services to be separated and reviewed and this will allow for effectiveness to be monitored.