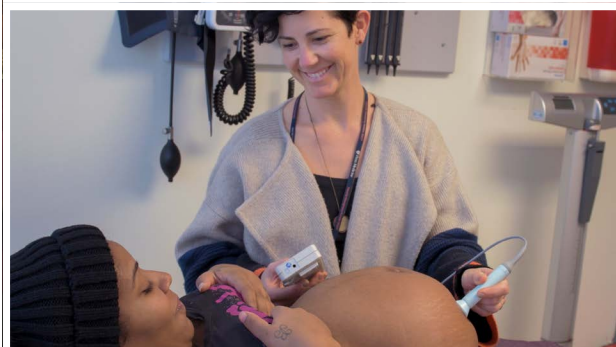





THE FAMILY PRACTICE
&
COUNSELING NETWORK
A Program of Resources for Human Development



TELEHEALTH





Telehealth dental visits are more convenient, they improved access, reduced travel time, and eliminated broken appointment rates.

DENTAL TELEHEALTH STORIES

A 70-something patient, with a history of upper respiratory illness, had a painful tooth abscess but was scared to leave the house. A dental professional virtually saw the swelling caused by infection, called in a prescription, and scheduled follow-up treatment.

A patient let a referral for wisdom tooth extraction expire and was experiencing pain. A virtual visit resulted in a new referral to an oral surgeon, and the patient is now pain-free.

TELEHEALTH DATA

During the COVID-19 pandemic, FPCN's commitment to healthier communities advanced to a new level with the creation of Telehealth Services. Thanks to this added benefit, FPCN providers can continue to offer compassionate care by helping patients receive care in a secure and flexible way from the comfort of their home.

Primary Care

	Apr. 2019 Jun. 2019	Apr. 2020 - Jun. 2020	
No show rate	30%	18%	~12%
Average blood glucose (A1C)	22%	10%	~12%
Depression screening (12 - 17)	8%	21%	^13%



Behavioral Health

	Apr. 2019 Jun. 2019	Apr. 2020 - Jun. 2020	
Visits	5,326	6,531	^23%
No show rate	29%	19%	~10%
Engagement rate	74%	90%	^16%

Integrated Behavioral Health

	Apr. 2019 Jun. 2019	Apr. 2020 - Jun. 2020	
Visits	2,996	3,574	^19%
No show rate	30%	23%	~7%
Adverse childhood events	41%	67%	^26%
Patient Health Questionnaire	44%	82%	^38%

FPCN TELEHEALTH STORIES

from Primary Care and Behavioral Health



A 29-year-old transgender female struggled to come to BHC visits due to her location, overnight work hours, and difficulty trusting providers and feeling safe. Weekly virtual visits now fit into her schedule from the familiarity and comfort of her home.

A 4-year-old with autism fell down 15 stairs and went to the ER. Mom was afraid to come to the clinic for a follow-up after witnessing a shooting nearby. A Telehealth professional virtually assessed for concussion symptoms and provided a specialist referral for a thorough exam and treatment.



A 38-year-old nurse experienced severe anxiety triggered by working in healthcare during the COVID crisis. Despite being employed full-time outside the area, she received immediate virtual behavioral health support and was connected to Psych NP for medication management.

A 43-year-old woman, with a history of severe trauma and loss, struggled to make appointments consistently due to transportation issues, health challenges, and agoraphobia. Through regular Telehealth visits, she's made significant progress with her self-esteem, daily functioning, and self-care, despite the recent death of her sister.



NEW BEHAVIORAL HEALTH GROUPS

Six new Behavioral Health groups were developed and implemented, using Telehealth, to help navigate this challenging time. The following were designed to meet the emerging needs of individuals struggling with increased isolation:

Mindfulness from a Dialectical Perspective

Created and facilitated by two BH therapists, this group helps patients practice flexibility, develop a spacious mind, and connect with others.

Moving Through Isolation

A dance/movement therapist helps clients connect verbally and non-verbally, expressing feelings and thoughts through dance and story about their experiences. Clients also tap into their creativity to come up with collective and individual solutions to improve coping skills.

The Mirror Group

BH therapists support patients in learning about self-image, self-compassion, brain versus stomach hunger, societal constructs, family influence on food habits, cognitive schemas about food and function, and health myths.

Building Inner & Outer Strength

A BH therapist and fitness coordinator collaborate with patients to promote connections and build inner and outer strength.

Power over Pain

Run by an interdisciplinary team that includes a music therapist, physical therapist, mind/body specialist, and primary care practitioner, this group provides education and resources for those living with chronic pain. Participants learn to self-manage pain using skills such as deep breathing, meditation, guided imagery, listening to music, group singing, and exercise.

Yoga for Healing

Developed and implemented by a BH therapist who is also a registered yoga teacher, this group focuses on meditation, yoga education, and flows and flexibility.



"A client with three young adult children and a teenager needed a family session to improve communication within the home. Thanks to the convenience of virtual meetings, three sessions in three months have led to significant improvement. Although things aren't perfect, the family now has the tools to express themselves and resolve their issues."

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