

Build or Buy?

How an On-Demand Telepsychiatry Partner Can Help Your Organization



Implementing an on-demand telepsychiatry program can enable hospitals and other healthcare organizations to meet acute patient needs efficiently and cost-effectively. For these facilities, a logical next question is, “Should we build a program in-house or rely on a partner?”

Many healthcare systems already have telemedicine experience, yet don’t understand the full scope – and potential challenges – of undertaking this task alone. When it comes to on-demand telepsychiatry, here’s how InSight + Regroup can help deploy these programs in a sustainable and scalable way.

The Benefits of Buying

- 1 Reduce costs and improve efficiencies** by outsourcing clinical and operational responsibilities to a partner like us
- 2 Deliver quality care** by working with a partner like InSight + Regroup, which has a deep pool of clinicians across roles and specialties
- 3 Improve retention** by bringing in additional clinical resources for difficult-to-fill shifts
- 4 Minimize compliance and regulatory risks** by leveraging the expertise of an experienced partner
- 5 Support sustainable growth** by working with InSight + Regroup, which can scale alongside the healthcare system’s needs

BUILD vs BUY

Build

Buy



Clinician Recruiting/Retention

Healthcare system must maintain a pool of qualified psychiatrists who are willing to work difficult-to-fill shifts (nights and weekends)

Supporting a 24/7 or even a nights and weekends program requires 8-12 clinicians at a minimum

Staff who are stretched thin and overburdened can cause lower engagement and satisfaction, leading to burnout and turnover

Clinical leadership must train and manage team to meet the unique demands of on-demand telepsychiatry

Permanently removes the burden of retention and recruitment from the healthcare system's plate

Telepsychiatry partner offers access to much broader pool of pre-screened and carefully vetted clinicians than a healthcare system can typically reach on its own

Partner provides options for full benefits, training, and significant choice in work settings to support clinician retention

Partner provides clinical leadership to the on-demand telepsychiatry team to ensure they meet your organization's care standards

The psychiatrist shortage is expected to grow by

15,600

in the United States by 2025.¹

Have in-house clinicians who want to participate in your program?

InSight + Regroup can blend your in-house clinicians with our team of telepsychiatry clinicians.

The average cost for the turnover of one nurse can be as high as

\$58,000.²



Clinician Licensing/Credentialing

Healthcare system must manage all licensing, credentialing and privileging itself

Organization must continue to monitor licensure and handle licensing updates when needed

Partner eases administrative burdens for healthcare organization by assisting with licensing, credentialing and privileging

Partner monitors ongoing licensure requirements and helps to ensure clinicians' licenses remain current

The average cost to recruit a clinician is more than

\$27,000.³

¹ Source: *Addressing the Escalating Psychiatrist Shortage*, AAMC News, February 2018

² Source: *The High Cost of Nurse Turnover*, The University of New Mexico, November 2016

³ Source: <https://www.todayshospitalist.com/staggering-costs-physician-turnover/>

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Program Operations

Healthcare system must maintain support staff to manage and adapt program as needed based on current and anticipated patient volumes

Healthcare system needs a process to triage psychiatry requests and ensure each patient is seen as quickly as possible

Healthcare system must navigate technology requirements, including videoconferencing and EMR charting

Partner oversees all aspects of program operations and provides clinical coverage based on patient volume and facility hours (24/7, nights and weekends)

Partner manages intake for all telepsychiatry requests and ensures timeliness, appropriate disposition and quality of care for each patient

Partner manages technology setup, and clinicians chart directly into the healthcare system's EMR

80%
of individuals seeking mental health treatment visit an ED or PCP rather than a psychiatrist.⁴



Care Across the Continuum

Patient needs don't end once they leave the hospital, and healthcare systems often don't have the resources to address these needs outside the ED

When mental health issues go untreated, patients end up in the ED for care, which is expensive and leads to poorer patient outcomes

A partner that offers care across the continuum (hospital-based, community and outpatient settings, and in-home services) can help meet patient needs and reduce reliance on the ED for mental health care

This option allows healthcare systems to provide cost-effective services in more settings, without the expense of internal hiring and operations

Aftercare is associated with a **32%** reduction in readmission for those hospitalized with a psychiatric condition.⁵

Over 12 million ED visits per year are made by people with substance use or mental health issues, often because they're unable to make a primary care appointment.⁶

⁴ Source: Emmett, W. et al. (2017, August 31). *Chapter 8 - Mental Health and Substance Abuse* - Alliance for Health Policy.

⁵ Source: Chan, et al. *Effects of Outpatient Aftercare on Psychiatric Rehospitalization Among Children and Emerging Adults in Alberta, Canada*. 1 March 2017

⁶ Source: 2010. Owens, P.L., Mutter, R., Stocks, C., *Mental Health and Substance Abuse- Related Emergency Department*

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Regulatory/ Compliance

The regulatory environment for telehealth, and telepsychiatry in particular, is changing rapidly

Without the right internal expertise, healthcare systems can face compliance risks and miss out on reimbursements

An experienced partner — especially one who focuses solely on telepsychiatry — can provide guidance to protect patient safety and privacy, mitigate risks, ensure compliance with changing regulations and maximize reimbursements

Health care risk leaders cite cybersecurity, privacy, and patient safety as their top focus areas.⁷



Sustainability and Growth

Healthcare systems can only scale their programs as quickly as their internal resources allow

It takes time and resources to add new clinicians and support staff to meet evolving needs

Working with a partner lets healthcare systems right-size services from the start, and then adjust nimbly as needs change

An experienced partner can offer access to hundreds of clinicians

Considering supply and demand across multiple geographies allows healthcare systems to create phased approaches that align with growth goals

A partner can also offer data and best practices to inform and continuously improve programs

On average, there is **\$2,264** in revenue loss for healthcare systems for each patient that requires psychiatric care.⁸

Nearly **1/5** of the population has an anxiety disorder, requiring more mental health services every year.⁹

An effective on-demand telepsychiatry program is key to serving your patients right when they need it most.

Investing in a partnership can offer clinical, operational and economic advantages over building in-house — and we can help.

Learn more at insighttelepsychiatry.com and regrouptelehealth.com.

⁷ Source: *Health care risk leaders are keeping their heads above water for now* (2019, April 22).

⁸ Source: Nicks, B., & Manthey, D. (2012). *The Impact of Psychiatric Patient Boarding in Emergency Departments*. Emergency Medicine International, 2012, 1-5. doi: 10.1155/2012/360308

⁹ Source: *Anxiety and Depression Association of America, 2020*.