

School-Based Telehealth Workgroup

INFORMATION GATHERING TABLES

Draft Version 2.0

The Maryland Health Care Commission (MHCC) appreciates the contribution made by members of the School-Based Telehealth Workgroup (workgroup). The MHCC is in the *information gathering stage* and seeks workgroup member input to complete the tables on the topic categories below. This information will be used to guide future deliberations by the workgroup. We anticipate completing the tables over multiple meetings with the diverse perspectives of workgroup members.

The items are organized by key categories based on discussions with the workgroup. Each item is also identified as either relevant to a school-based health center (SBHC)¹, school health services (SHS)², or special education services (SES)³. This document is for information gathering purposes only and should not be considered a comprehensive list of all topic categories of discussion. Certain bullet points identified in the grids are supported by literature while others are aspirational or anecdotal. Those that are literature-based should include an end note.

Instructions

The top row of each table identifies a topic/concept of discussion. Each table includes three quadrants: benefits, barriers/challenges, and solutions. Each quadrant is subdivided to include persons or entities (e.g., students, MSDE, schools or school districts, grant funds, private payors) that have a role in or may be impacted by the topic/concept of discussion. Other persons and entities may be added

¹ SBHCs are health centers, located in a school or on a school campus, which provide onsite comprehensive preventive and primary health services. Services may also include mental health, oral health, ancillary, and supportive services.

² All Maryland local school systems are required to have a designated school health professional available on site to provide health care services to students, which is defined as a physician, certified nurse practitioner, or registered nurse with experience and/or training in working with students or school health programs. Schools are required to ensure that all students receive a physical before entering school, review health records to identify any special needs and ensure accommodations are made for these students, provide hearing and vision screenings, provide health counseling to students in need, ensure that all students have received immunizations and notify the local health department of non-compliance, provide physical education, and emergency services. More information is available at: <http://marylandpublicschools.org/about/Pages/DSFSS/SSSP/SHS/SHSMD.aspx>.

³ These are services that are provided to a student in accordance with their Individualized Education Program (IEP). The IEP is a written plan that describes the special education and related service support needed for a child with a disability. The IEP defines the type and amount of services needed and where the services will be delivered. School staff is responsible for the implementation of the IEP. More information is available at: http://mdk12.msde.maryland.gov/instruction/specialed/how_does_the_iep_process_work.html.

by the workgroup during discussions. We ask that workgroup participants list possible benefits, barriers/challenges, and solutions related to the topic/concept. Workgroup participants are not required to complete each quadrant for each table; we ask that participants identify benefits, barriers/challenges and solutions that are most relevant for them and are supported by literature, if possible. If the item is literature-based, please include an end note.

Definitions

Benefit: The value derived from producing or consuming a service

Barrier/Challenge: A circumstance or obstacle (e.g. economic, political, institutional, environment, social, etc.) that hinders or prevents progress, including a difficult task or complex situation that must be overcome in order to implement a solution

Solution: An idea aimed at solving a problem or managing a difficult or complex situation

Key Categories

- A. Engagement: Building awareness about the value of telehealth⁴/teletherapy⁵ services

Table 1

Building awareness about the value of SES teletherapy services	
BENEFITS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Schools or school districts</i> 	BARRIERS & CHALLENGES <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Schools or school districts</i>
SOLUTIONS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Schools or school districts</i> 	

⁴ Telehealth involves the use of telecommunications, including interactive video conferencing and store-and-forward transmissions, to deliver a variety of health care and other services to students within a Maryland school

⁵ Teletherapy is the application of telecommunications technology to delivery of professional services at a distance and is intended to include both non-medical therapeutic services (e.g., mental health counseling, psychoeducational assessments) and non-clinical services (e.g. occupational therapy, speech therapy, etc.).



Table 2

Building awareness about the value of SBHC telehealth services	
BENEFITS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Schools or school districts</i> • 	BARRIERS & CHALLENGES <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Schools or school districts</i> •
SOLUTIONS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Schools or school districts</i> • 	

B. Financial and Sustainability: Funding to support telehealth/teletherapy service implementation and ongoing program maintenance

Table 3

Establishing adequate funding sources to implement telehealth services - SBHC	
BENEFITS <i>State grants</i> <ul style="list-style-type: none"> • <i>School district funds</i> • 	BARRIERS & CHALLENGES <i>State grants</i> <ul style="list-style-type: none"> • <i>School district funds</i> •
SOLUTIONS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school districts funds</i> • 	

Table 4

<i>Establishing adequate funding sources to implement teletherapy services - SES</i>	
BENEFITS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school district funds</i> • 	BARRIERS & CHALLENGES <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school district funds</i> •
SOLUTIONS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school districts funds</i> • 	

Table 5

<i>Establishing adequate funding sources to implement telehealth services – SHS</i>	
BENEFITS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school district funds</i> • 	BARRIERS & CHALLENGES <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school district funds</i> •
SOLUTIONS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school districts funds</i> • 	

Table 6

Establishing a sustainable telehealth program - SBHC	
BENEFITS State grants <ul style="list-style-type: none"> • Schools or school districts funds <ul style="list-style-type: none"> • <div style="text-align: center; font-size: 48px; opacity: 0.3;">1</div>	BARRIERS & CHALLENGES State grants <ul style="list-style-type: none"> • Schools or school districts funds <ul style="list-style-type: none"> • <div style="text-align: center; font-size: 48px; opacity: 0.3;">2</div>
SOLUTIONS State grants <ul style="list-style-type: none"> • Schools or school districts funds <ul style="list-style-type: none"> • <div style="text-align: center; font-size: 48px; opacity: 0.3;">3</div>	

Table 7

Establishing a sustainable teletherapy program - SES	
BENEFITS State grants <ul style="list-style-type: none"> • Schools or school districts funds <ul style="list-style-type: none"> • <div style="text-align: center; font-size: 48px; opacity: 0.3;">1</div>	BARRIERS & CHALLENGES State grants <ul style="list-style-type: none"> • Schools or school districts funds <ul style="list-style-type: none"> • <div style="text-align: center; font-size: 48px; opacity: 0.3;">2</div>
SOLUTIONS State grants <ul style="list-style-type: none"> • Schools or school districts funds <ul style="list-style-type: none"> • <div style="text-align: center; font-size: 48px; opacity: 0.3;">3</div>	

Table 8

<i>Establishing a sustainable telehealth program – SHS</i>	
BENEFITS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school districts funds</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">1</p>	BARRIERS & CHALLENGES <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school districts funds</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">2</p>
SOLUTIONS <i>State grants</i> <ul style="list-style-type: none"> • <i>Schools or school districts funds</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">3</p>	

Table 9

<i>Existing Medicaid and private payor telehealth reimbursement models - SBHC</i>	
BENEFITS <i>Medicaid</i> <ul style="list-style-type: none"> • <i>Private payors</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">1</p>	BARRIERS & CHALLENGES <i>Medicaid</i> <ul style="list-style-type: none"> • <i>Private payors</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">2</p>
SOLUTIONS <i>Medicaid</i> <ul style="list-style-type: none"> • <i>Private payors</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">3</p>	

Table 10

<i>Existing Medicaid and private payor teletherapy reimbursement models - SES</i>	
BENEFITS <i>Medicaid</i> <ul style="list-style-type: none"> • <i>Private payors</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">1</p>	BARRIERS & CHALLENGES <i>Medicaid</i> <ul style="list-style-type: none"> • <i>Private payors</i> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #9e9e9e;">2</p>

SOLUTIONS TO <i>Medicaid</i> <ul style="list-style-type: none"> • <i>Private payors</i> • 	3
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C. Care Delivery/Coordination: Current activities aimed at the coordination of providers on the delivery of care

Table 11

Ensuring the continuum of care/care coordination via telehealth - SBHC	
BENEFITS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Primary care</i> • <i>Specialty care</i> • <i>Schools or school districts</i> • 	BARRIERS & CHALLENGES <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Primary care</i> • <i>Specialty care</i> • <i>Schools or school districts</i> •
SOLUTIONS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Primary care</i> • <i>Specialty care</i> • 	

Schools or school districts

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Table 12

Ensuring the continuum of care/care coordination via teletherapy - SES

<p>BENEFITS</p> <p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> • <p>Primary care</p> <ul style="list-style-type: none"> • <p>Specialty care</p> <ul style="list-style-type: none"> • <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">1</p>	<p>BARRIERS & CHALLENGES</p> <p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> • <p>Primary care</p> <ul style="list-style-type: none"> • <p>Specialty care</p> <ul style="list-style-type: none"> • <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">2</p>
<p>SOLUTIONS</p> <p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> • <p>Primary care</p> <ul style="list-style-type: none"> • <p>Specialty care</p> <ul style="list-style-type: none"> • <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">3</p>	

Table 13

Ensuring the continuum of care/care coordination via telehealth - SHS	
BENEFITS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Primary care</i> • <i>Specialty care</i> • <i>Schools or school districts</i> • 	BARRIERS & CHALLENGES <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Primary care</i> • <i>Specialty care</i> • <i>Schools or school districts</i> •
SOLUTIONS <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> • <i>Primary care</i> • <i>Specialty care</i> • <i>Schools or school districts</i> • 	

3. Operations: The management and administration of people, processes, and procedures to deliver telehealth/teletherapy services

Table 14

Technology (i.e., hardware and software) used in a telehealth encounter – SBHC	
BENEFITS <i>Schools</i> <ul style="list-style-type: none"> • <i>Providers</i> • <i>Students</i> • 	BARRIERS & CHALLENGES <i>Schools</i> <ul style="list-style-type: none"> • <i>Providers</i> • <i>Students</i> •

Parents/guardians <ul style="list-style-type: none"> • 	Parents/guardians <ul style="list-style-type: none"> •
SOLUTIONS Schools <ul style="list-style-type: none"> • Providers <ul style="list-style-type: none"> • Students <ul style="list-style-type: none"> • Parents/guardians <ul style="list-style-type: none"> • 	

Table 15

Technology (i.e., hardware and software) used in a teletherapy encounter – SES	
BENEFITS Schools <ul style="list-style-type: none"> • Providers <ul style="list-style-type: none"> • Students <ul style="list-style-type: none"> • Parents/guardians <ul style="list-style-type: none"> • 	BARRIERS & CHALLENGES Schools <ul style="list-style-type: none"> • Providers <ul style="list-style-type: none"> • Students <ul style="list-style-type: none"> • Parents/guardians <ul style="list-style-type: none"> •
SOLUTIONS Schools <ul style="list-style-type: none"> • Providers <ul style="list-style-type: none"> • Students <ul style="list-style-type: none"> • Parents/guardians <ul style="list-style-type: none"> • 	

Table 16

Technology (i.e., hardware and software) used in a telehealth encounter – SHS	
BENEFITS Schools or school districts <ul style="list-style-type: none"> • Providers • Students • Parents/guardians • <div style="text-align: center; font-size: 48px; opacity: 0.5;">1</div>	BARRIERS & CHALLENGES Schools or school districts <ul style="list-style-type: none"> • Providers • Students • Parents/guardians • <div style="text-align: center; font-size: 48px; opacity: 0.5;">2</div>
SOLUTIONS Schools or school districts <ul style="list-style-type: none"> • Providers • Students • Parents/guardians • <div style="text-align: center; font-size: 48px; opacity: 0.5;">3</div>	

Table 17

Management and administration of telehealth services (e.g., training, procedures, processes, workflow, etc.) – SBHC	
BENEFITS Schools or school districts <ul style="list-style-type: none"> • Providers • Students • Parents/guardians • <div style="text-align: center; font-size: 48px; opacity: 0.5;">1</div>	BARRIERS & CHALLENGES Schools or school districts <ul style="list-style-type: none"> • Providers • Students • Parents/guardians • <div style="text-align: center; font-size: 48px; opacity: 0.5;">2</div>
SOLUTIONS Schools or school districts <ul style="list-style-type: none"> • Providers • <div style="text-align: center; font-size: 48px; opacity: 0.5;">3</div>	

<p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> •
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Table 18

Management and administration of teletherapy services (e.g., training, procedures, processes, workflow, etc.) – SES	
<p>BENEFITS</p> <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p>Providers</p> <ul style="list-style-type: none"> • <p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">1</p>	<p>BARRIERS & CHALLENGES</p> <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p>Providers</p> <ul style="list-style-type: none"> • <p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">2</p>
<p>SOLUTIONS</p> <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p>Providers</p> <ul style="list-style-type: none"> • <p>Students</p> <ul style="list-style-type: none"> • <p>Parents/guardians</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">3</p>	

Table 19

Management and administration of telehealth services (e.g., training, procedures, processes, workflow, etc.) – SHS	
<p>BENEFITS</p> <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p>Providers</p> <ul style="list-style-type: none"> • <p>Students</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">1</p>	<p>BARRIERS & CHALLENGES</p> <p>Schools or school districts</p> <ul style="list-style-type: none"> • <p>Providers</p> <ul style="list-style-type: none"> • <p>Students</p> <ul style="list-style-type: none"> • <p style="text-align: center; font-size: 48px; color: #ccc;">2</p>

Parents/guardians <ul style="list-style-type: none"> • 	Parents/guardians <ul style="list-style-type: none"> •
SOLUTIONS <i>Schools or school districts</i> <ul style="list-style-type: none"> • <i>Providers</i> <ul style="list-style-type: none"> • <i>Students</i> <ul style="list-style-type: none"> • <i>Parents/guardians</i> <ul style="list-style-type: none"> • 	

Table 20

State SBHC application process for telehealth	
BENEFITS <i>MSDE</i> <ul style="list-style-type: none"> • <i>MDH</i> <ul style="list-style-type: none"> • <i>Schools or school districts</i> <ul style="list-style-type: none"> • 	BARRIERS & CHALLENGES <i>MSDE</i> <ul style="list-style-type: none"> • <i>MDH</i> <ul style="list-style-type: none"> • <i>Schools or school districts</i> <ul style="list-style-type: none"> •
SOLUTIONS <i>MSDE</i> <ul style="list-style-type: none"> • <i>MDH</i> <ul style="list-style-type: none"> • <i>Schools or school districts</i> <ul style="list-style-type: none"> • 	

Table 21

State SBHC standards as it relates to telehealth	
BENEFITS MSDE <ul style="list-style-type: none"> • MDH • Schools or school districts • 	BARRIERS & CHALLENGES MSDE <ul style="list-style-type: none"> • MDH • Schools or school districts •
SOLUTIONS MSDE <ul style="list-style-type: none"> • MDH • Schools or school districts • 	

Table 22

State SBHC reporting requirements as it relates to telehealth	
BENEFITS MSDE <ul style="list-style-type: none"> • MDH • Schools or school districts • 	BARRIERS & CHALLENGES MSDE <ul style="list-style-type: none"> • MDH • Schools or school districts •
SOLUTIONS MSDE <ul style="list-style-type: none"> • MDH • Schools or school districts • 	

