

Correctional Telehealth: The Pandemic's Impact and a Look Into the Future

Deana Johnson, J.D.
Norm Knippen
Ethan Pinkert
CENTURION, LLC



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Disclosure and Disclaimer

Option 1: “We do not have any relevant financial relationships with any commercial interests.”

- ▶ This informational presentation was developed by independent experts. The information provided in this presentation is not the official position or recommendation of NCCHC but rather expert opinion. This information is not intended to be appropriate for every clinical situation nor does it replace clinical judgment.
- ▶ NCCHC does not endorse or recommend any products or services mentioned



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

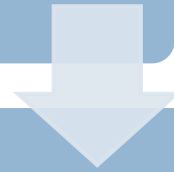
Educational Objectives

- ▶ Discuss the expansion of telehealth service types and volume before, during, and after the pandemic
- ▶ Describe the technological advancements that have shifted where and how telehealth can be provided
- ▶ Explore the possibilities in telehealth of the future and how corrections can become the leader instead of the follower



Webinar Topics

Service Types and Volume



Technological Advancements



Telehealth of the Future



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Service Types and Volume

Pre-Pandemic

During the Pandemic

The Future



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

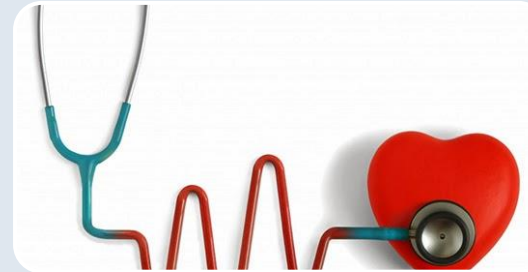
Service Types and Volume: Pre-Pandemic



Supplemental
to
In-Person
Care



Heavy
Behavioral
Health
Focus



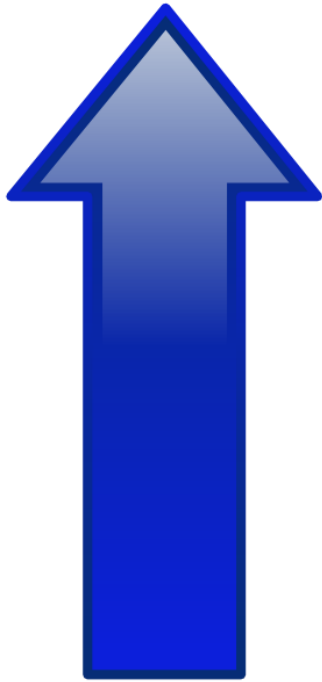
Emerging
Physical
Health
Applications



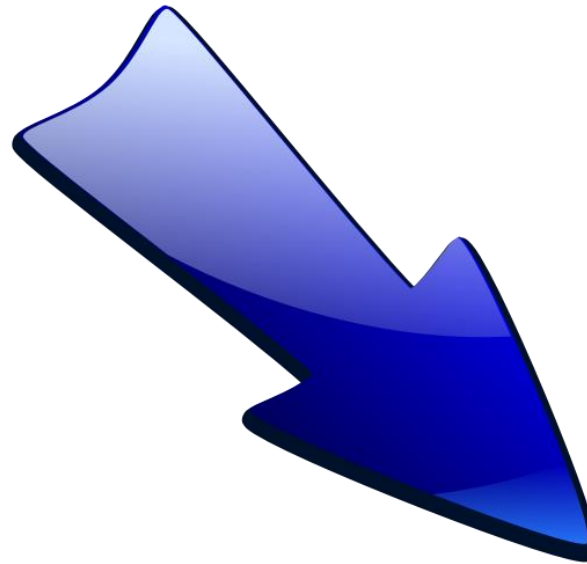
**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Service Types and Volume: During the Pandemic

Expectations



Reality



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Service Types and Volume: The Future

Increase Value to Society

Expand
Reimbursement
Options

Lessen Legal
Obstacles



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Technological Advancements and Availability

Pre-Pandemic

During the Pandemic

The Future



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Technology: Pre-Pandemic



Security
Concerns and
Infrastructure
Limitations



Mindset: In-
Person Care is
the Only Real
Care

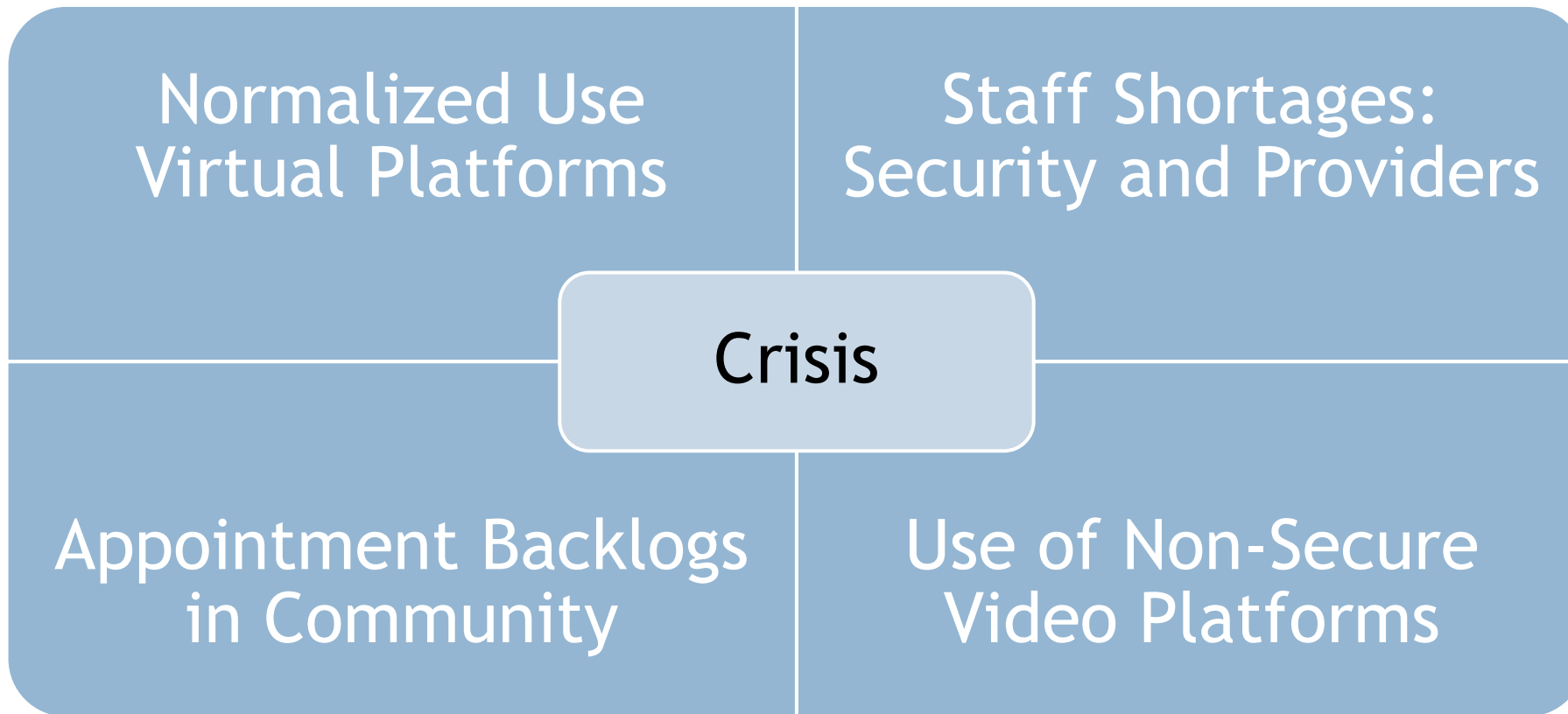


Bulky Units
and
Proprietary
Platforms



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Technology: During Pandemic



Technology: The Future

- ▶ Telehealth Converts to Virtual Health
- ▶ New Facilities and Retrofit of Older Facilities
- ▶ Increased Network Connectivity
- ▶ Transformation of Telehealth Platforms
- ▶ Transition to Wireless Technology



Telehealth of the Future

Less Staff Intensive

More Agile Inside the Walls

Improvements to Connections
in the Community



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Telehealth of the Future: Less Staff and More Efficient



Traditional
Model Required
Security and
Healthcare Staff
for Each Visit



New Model
Brings Virtual
Healthcare to
Patients

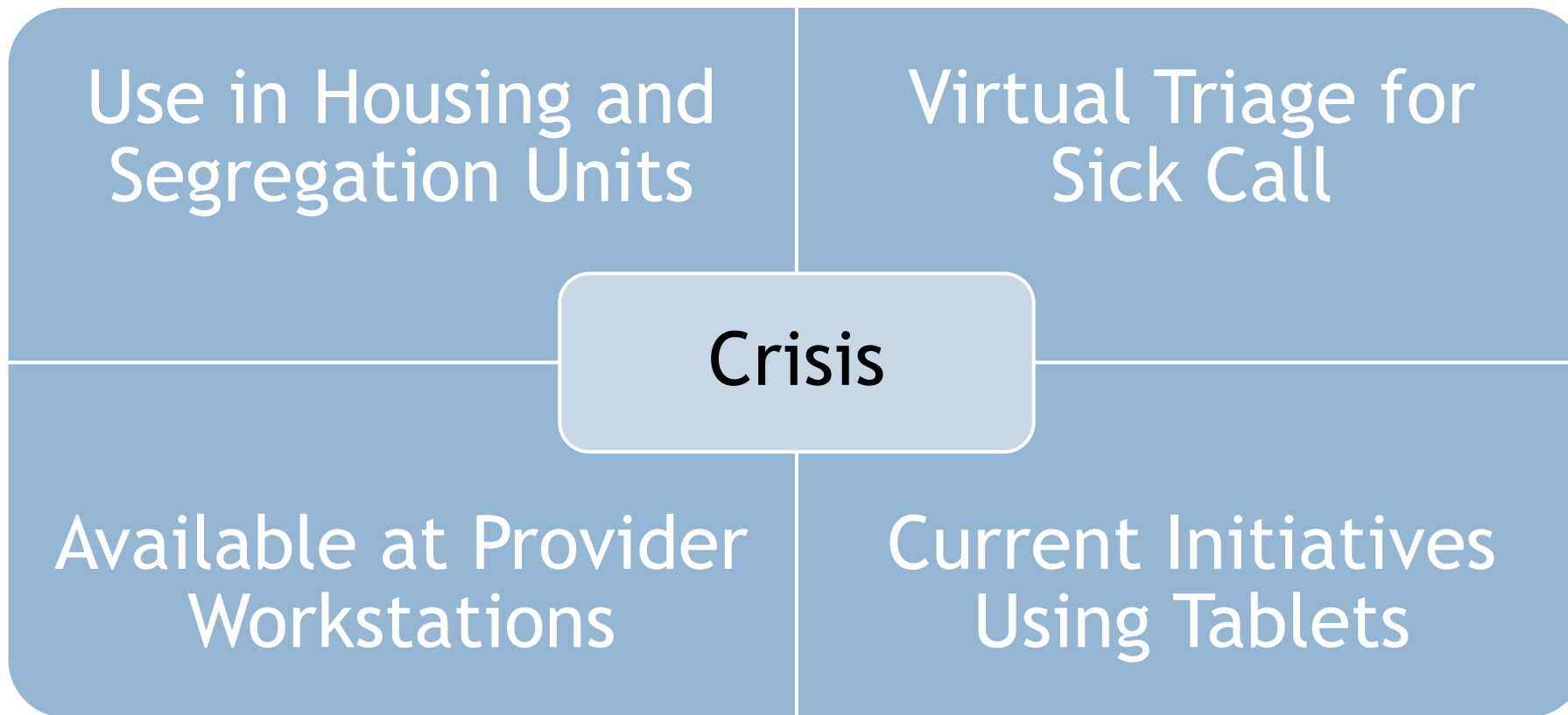


Updates to
State Laws and
Board
Regulations
Needed



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

Telehealth of the Future: More Agile and Available Inside-the-Walls



Telehealth of the Future: Connections to Care Outside-the-Walls

- ▶ Community Use of Telehealth Supplemented with Other Applications
- ▶ E-visits to Screen if Office Visit or Alternative Service is Needed
- ▶ Virtual Check-In
- ▶ Re-Entry Initiatives
 - ▶ VA Care
 - ▶ Substance Abuse/Mental Health Care
 - ▶ Chronic Care Appointments



References

- ▶ Center for Connected Health Policy, <https://www.cchpca.org/>
- ▶ Alliance for Connected Care, <https://www.connectwithcare.org/resources/>
- ▶ Federation of State Medical Boards, <https://www.fsmb.org/advocacy/covid-19/>
- ▶ Senanayake, B., Wickramasinghe, S. I., Eriksson, L., Smith, A. C., & Edirippulige, S. (2018). Telemedicine in the correctional setting: A scoping review. *Journal of telemedicine and telecare*, 24(10), 669-675. <https://doi.org/10.1177/1357633X18800858>.
- ▶ Edge, C., Black, G., King, E., George, J., Patel, S., & Hayward, A. (2021). Improving care quality with prison telemedicine: The effects of context and multiplicity on successful implementation and use. *Journal of telemedicine and telecare*, 27(6), 325-342. <https://doi.org/10.1177/1357633X19869131>.
- ▶ Lok Wong Samson, Wafa Tarazi, Gina Turrini, Steven Sheingold (2021). Medicare Beneficiaries' Use of Telehealth in 2020: Trends by Beneficiary Characteristics and Location, <https://aspe.hhs.gov/sites/default/files/documents/a1d5d810fe3433e18b192be42dbf2351/medicare-telehealth-report.pdf>



Correctional Telehealth: The Pandemic's Impact and a Look Into the Future

Deana Johnson, J.D.
Norm Knippen
Ethan Pinkert
CENTURION, LLC



**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**