Sustaining and Increasing Services Through Virtual Means in Oklahoma

Commissioner Carrie Slatton-Hodges

Stretching Services and Dollars Through TeleHealth

Primarily because of the groundwork already laid, Oklahoma has long been considered a national leader in "telepsychiatry."

Through the Oklahoma Telehealth Network, Oklahomans once unable to receive services due to geographic, economic or workforce barriers now can receive the care they desire. This network facilitated new partnerships, strengthened existing ones and helped merge physical and mental healthcare by allowing physicians and behavioral health professionals to consult with each other more rapidly.

As a result of this existing network, Oklahoma was well-prepared to implement additional telehealth measures during the pandemic and expand for long-term use.

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Personal Client Technology

Tablets in the hands of persons served in crisis settings

Expand tablets to all persons served experiencing crisis

Integrated technology into earlier client flow interface settings

Immediate impacts to include decreases in
- Clients experiencing crisis
- Hospital and Emergency Room visits
- No Show rates

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Integrated Technology

Established use with criminal justice stakeholders to include law enforcement and court settings

Leveraged technology to enhanced the uptake of specialty services such as MAT and encourage physician consults

Increased reach by expanding tablets into city/county health departments, hospitals, other first responders, and school settings

Equipped staff with devices and developed virtual continuing education, on-demand eLearning and virtual conference conference opportunities

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Technology Structure

MyCare Technology uses cellular enabled iPad tablets with the MyCare platform.

Integrated Apps to include:
1. First Responder
2. MyCare Pro
3. Client

Currently over 22,000 enabled devices across the state:
- 2,600 staff devices
- 6,300 with law enforcement and hospitals
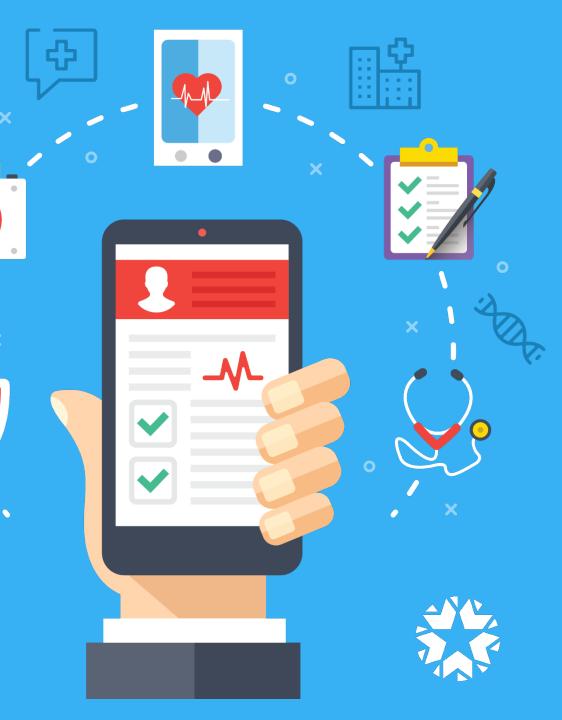- 13,200 client devices

Technology use Increase

More than 2,500 crisis calls answered each month

Approximately 600,000 minutes of services provided each month

Increased number of individuals served by 95%

Decreased number of adults hospitalized by 80%

Questions?

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ODMHSAS Commissioner