

Telepsychiatry: Your Innovative Workforce Development Solution

Partnership Success Story: Northwestern Mental Health Center & innovaTel Telepsychiatry:

“We chose innovaTel because the founders come from a community mental health background. They understand our service delivery model and the needs of our clients.”
— Shauna Reitmeier, CEO, Northwestern Mental Health Center

innovaTel's founders ran a community mental health center prior to starting innovaTel, they've walked in your shoes. The recruitment and retention of psychiatric providers was a constant challenge. Telepsychiatry proved to be an extremely effective solution while they were running their clinic and as a result of their successful telepsychiatry programs, they started innovaTel in 2014 and now provide telepsychiatry services in partnership with community-based organizations across the country.

Our telepsychiatry services act as a gateway to care, allowing you to tap into our remote team of psychiatrists, psychiatric nurse practitioners and licensed clinical social workers to meet the growing and specific needs of your clinic. innovaTel gives your clinic access to highly skilled and vetted professionals, allowing you to improve your ability to treat patients when and where they need care.

We know because we've seen the results. Northwestern Mental Health Center, a community mental health clinic Minnesota is just one success story.

Their challenge: They covered six rural and frontier counties in northwestern Minnesota, so recruiting for the most challenging disciplines such as psychiatry was difficult due to their location. And, they had recently lost a staff provider who moved away from the area.

Their solution: They established a remote practice with the provider who moved away from the area, and then partnered with innovaTel to add a child psychiatrist to their prescribing team, and most recently added a remote medical director through innovaTel when they became a CCBHC.

Their outcomes:

- Telepsychiatry allows patients to access this needed service where they live without having to drive to a primary clinic, which can be an hour away.
- An RN care coordinator handling a home visit can collaborate on care with a remote psychiatrist when the patient has difficulty getting to an office.
- More clients are able to get the service they need at a time that works for them, preventing increased symptoms.
- Increased coordinated care.
- Improved ability to meet the clinic's overall mission for care.

Northwestern Mental Health Center is a textbook example of how telepsychiatry can ease clinic and provider burdens and improve outcomes — goals innovaTel shares with the clinics we partner with.

