

# T.A.C.T.

## Telemedicine Assessment and Consultation Team

A project of the Redwood Coast Regional Center  
Lessons learned from the past 11 years

*Gerri Collins-Bride, RN, MS, ANP  
Clinical Professor  
Vice Chair of Faculty Practice  
Dept of Community Health Systems  
School of Nursing  
University of California, San Francisco*

*Lisa Itaya, DDS  
Assistant Professor  
Director, Emergency Services  
Dept of Dental Practice  
A.A. Dugoni School of Dentistry  
University of the Pacific*

## History of T.A.C.T.

- 1999 Grant funded with UOP & RCRC
- Goals three fold:
  1. Improve QOL
  2. Decrease cost
  3. Try a different model of care

*Based on Ruth Ryan's Whole Person Assessment Model*

## Whole Person Assessment

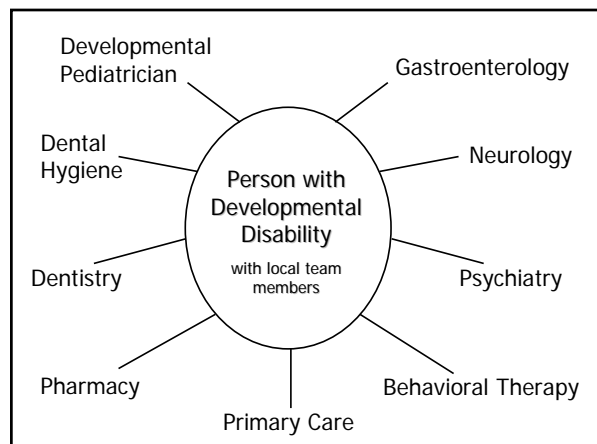
Purpose: Use video conferencing to enhance the health care of individuals with developmental disabilities living and working in rural California

## T.A.C.T. Mission Statement

The Telemedicine Assessment and Consultation Team (TACT) works to understand and support people with developmental disabilities and complex needs to live productively and happily in the community. The goal is to support the highest level of personal wellness and quality of life to each person's satisfaction.

## Consultation Process

- 1999 Grant funded with UOP & RCRC
- Trans-disciplinary record review
- View 20-30" video of the client
- Telemedicine consultation
- Compile recommendations at the end of the video conference
- Complete/distribute a comprehensive report
- Follow-up is key



## The City Team



## The Country Team (Partial)



## Benefits

- *Very respectful* process for the patient
- Patient tells their story once
- Multiple disciplines in the room together
- Instant cross-checking of information/ideas between disciplines
- Open brainstorming among disciplines for more complete and creative recommendations
- Participants share ideas outside of usual area of expertise
- Multidisciplinary comprehensive report - 1 document!

## Additional Benefits

- Significant improvement in QOL when recommendations are implemented
- Consultation by team members available to local health care providers
- TACT coordinator and local team members ensure follow-up of recommendations
- Significant decrease in use of higher cost services (crisis services, developmental center placement, ER visits)

## Cost Benefit (Priceless)

Service	Avg. Cost*
TACT services & follow-up meetings	\$10,000
Initial TACT session	\$2,500
Crisis home placement (per year)	\$198,000
Developmental center placement (per year)	\$257,000
College Hospital/DDMI visit (RCRC)	\$225,000

\* Costs - June 2007

## Limitations

- Limited physical examination
- Potential for equipment failure
- Medical records sometimes incomplete
- Local health care providers rarely attend
- Resistance of local health care providers to implement recommendations

## 11 Years Later

- 69 TACT sessions
- City team retained 6 of the original members
- Continue to have many original members of the country regional center team
- RCRC considers TACT an essential service; budgeted as purchase of service

## Accomplishments

### Team

- Holistic approach to identification of health care issues (physical, dental, behavioral, psychiatric)
- Reduction in polypharmacy
- Multidisciplinary diagnostic evaluations

### Patient

- Reduction in seizures, tics
- Weight loss!!
- Less aggression
- Improvements in speech & communication
- Increased mobility/activity

Case Illustrations:  
Successful Community  
Living