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Kathy Cooper

From: Cynthia Reddy <cindyvanoverbeke@icloud.com>
Sent: Friday, August 18, 2017 5:29 AM
To: IRRC
Subject: Regulation #14-538: Outpatient Psychiatric Services and Psychiatric Outpatient Clinics

Thank you for the most recent posting of this regulation. I think it is a welcomed change needed to expand services to assist in getting people the services they need. I do caution though as a parent of a child that uses these services we need to be mindful to enhance and preserve quality. In particular, my daughter utilizes BHRS services. The state is still grappling with trying to get the new regulations out on IBHS standards. It's hard to find qualified staff that stay. TSS many times are working to get enough clinical hours on a degree they are working towards and then they are gone. Many psychologists are independent contractors that come and go. Parents in some cases are blocked access to the psychologists. Some are not familiar with current standards. Telepsych is an option but as a nurse practitioner myself. I do provide telehealth services professionally but there is still a lack of personal connection and observations that you cannot observe through a monitor and are heavy reliant on onsite staff. And much of that depends on the quality of who your working with. I think it's good the regulations are expanding services but caution too because some of the quality of outpatient psychiatric services are quite poor and an expansion can extend and make the problems worse. I would like stricter monitoring and a 800 number established by the state for parents and families to be able to report on providers and services that are poor in quality which I think is a good first step especially in a system that is already struggling and an expansion could just make matters worse especially in remote and rural areas.

Regards,
Cynthia Reddy

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