

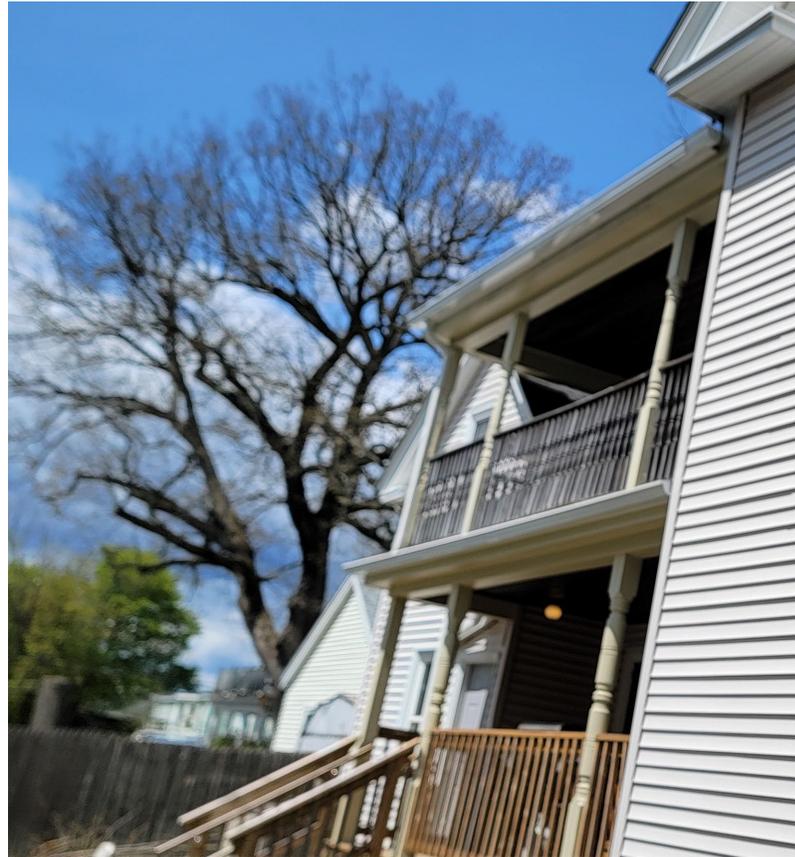
PNMI Telehealth Pilot Project Highlights and Lasting Materials

Reid Plimpton

5/29/25

ME TH/TM Advisory Board Mtg





Serving facilities of all shapes & sizes!

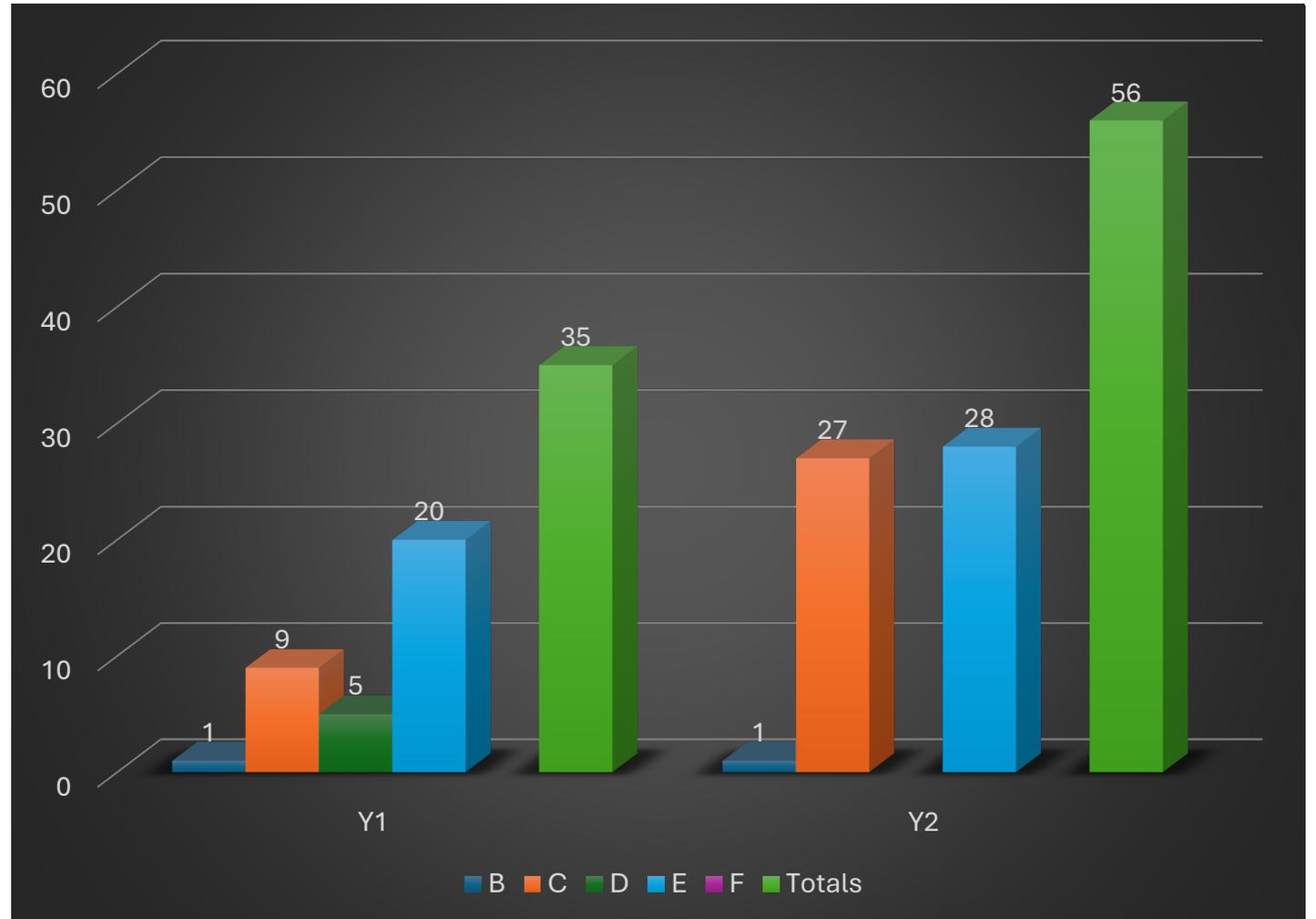


Facility Participation by "Appendix Class"

Among the 91 Participating Sites across the entire project:

- 2 Appendix B Licensed Facilities
- 36 Appendix C Licensed Facilities
- 5 Appendix D Licensed Facilities and
- 48 Appendix E Licensed Facilities

*Multiple participating sites explained that they had been designated as "Appendix F" previously, but were re-designated as "Appendix C", due to a change in the scope of services they provide.

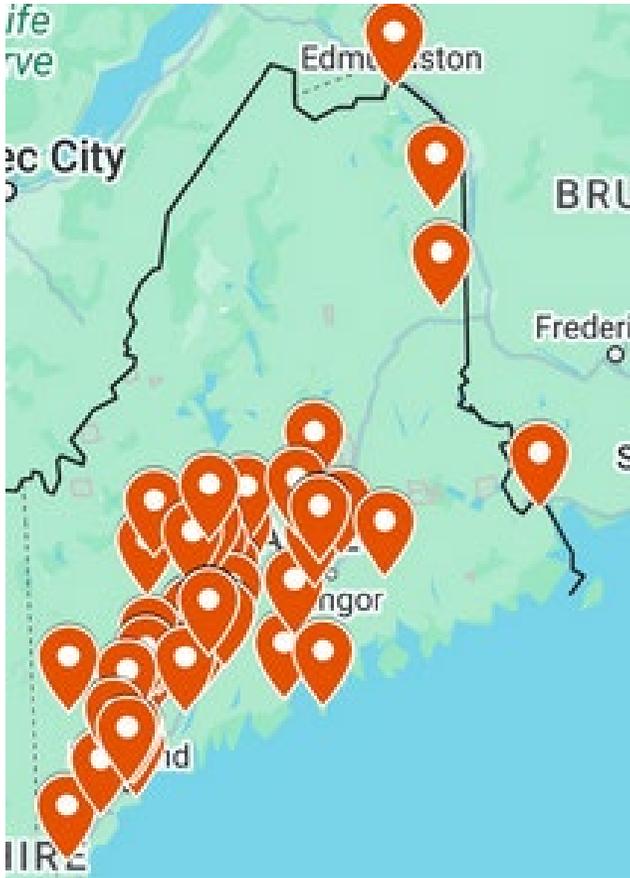


Participating Organization Breakdown

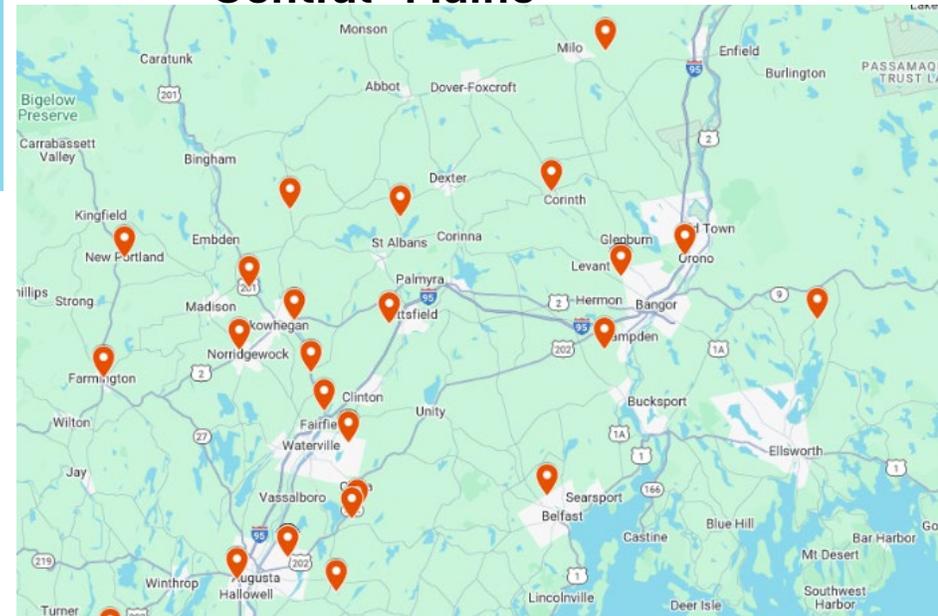
Organization	Number of Facilities	Organization	Number of Facilities
Aroostook Mental Health Center	3	Motivational Services, Inc.	13
Avesta Housing	1	New Communities	8
CHCS: Community Health and Counseling Services	5	Park Terrace/Clark Danforth	1
Country Village Estates	1	RAFTS	3
Crestview Manor	1	SKILLS Inc.	4
Day One	2	Spurwink	5
ESM Inc.	16	Vinalhaven Eldercare Services	1
Goodwill- Hinckley	2	VOA Northern New England	5
JEM Estates	2	Woodlands	11
Kennebec Behavioral Health	7		
			Total Facilities Served 91

Geographic Spread of Participating Sites

State Wide View



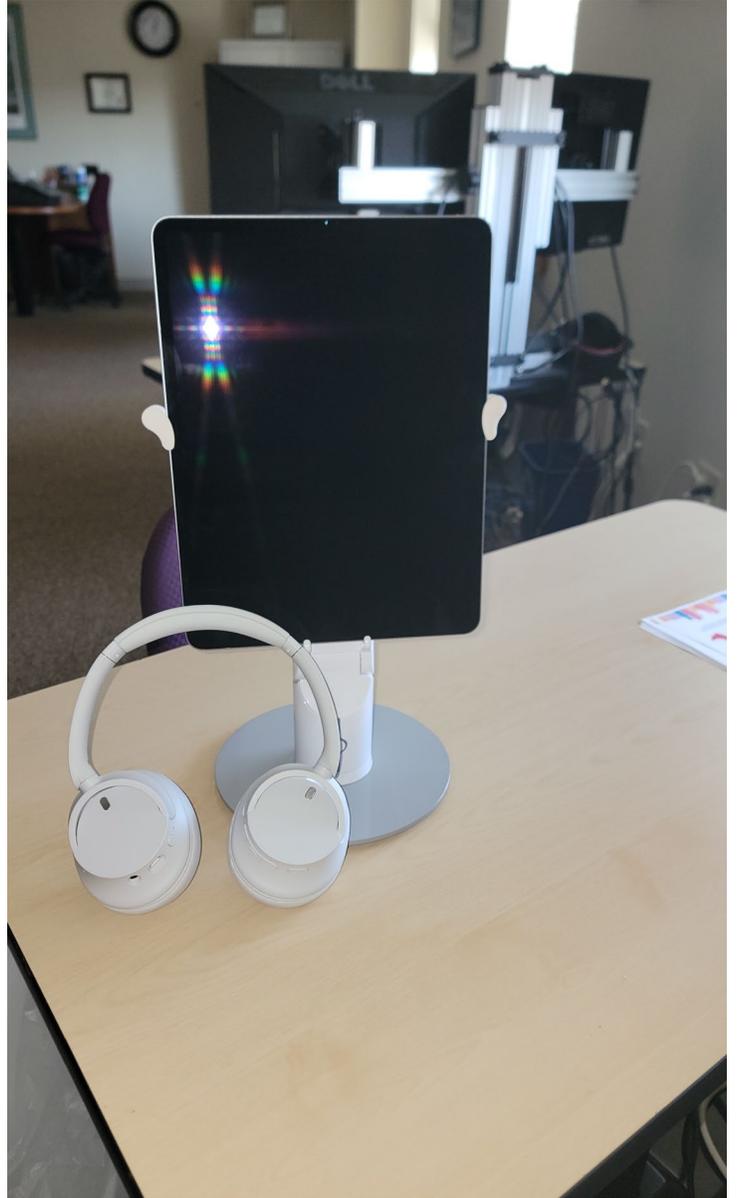
“Central” Maine



Total Counts of Telehealth Equipment received by Participating Facilities

Telehealth Set up Type/ Equipment Type	Number of Devices Deployed to Participating sites
General Examination Cameras	20
Laptop Backpack Design	75
PC Based Cart	11
Tablet Based Cart	45
Tablet w/Stand Backpack Design	136
Talkbox ADA Compliant "Studio"	2
Telehealth Otoscope Package	6
Telehealth Stethoscope Package	46
Vitals Kits (BP Monitor, Pulse Oximeter, Digital Thermometer)	91
Wall Mount Designs	18





Staff & Resident Training Materials

- **Individualized “User Guides”** for each device/set-up
- **Quick Start Stickers and printed resources** to support ongoing needs of PNMI staff and residents
- <https://mcd.org/PNMI> A central hub hosting tip sheets, user manuals and recorded tutorials that will be available for participating PNMI's and future interested/self-driven PNMI's in perpetuity
 - Also Includes/Houses the “PNMI Telehealth Implementation Toolkit”

PNMI Training Resource Hub

This webpage was created to provide resources for Maine Private Non-Medical Institutions (PNMIs) that deployed telehealth equipment with the support of MCD Global Health and the Northeast Telehealth Resource Center, with funding from the Office of MaineCare Services, Maine Department of Health and Human Services, and Section 9817 of the American Rescue Plan.

For additional telehealth resources, please see www.NETRC.org.

Welcome Videos

PNMI Telehealth Video: Cart
WATCH VIDEO

PNMI Telehealth Video: Tablet Stand
WATCH VIDEO

PNMI Telehealth Video: Cart and Tablet Stand
WATCH VIDEO

Technology Help

Overview of SI Telehealth Cart
WATCH VIDEO

Thinklabs Stethoscope
WATCH VIDEO

Bluetooth Headphones
WATCH VIDEO

Jabra Speech/Bluetooth
WATCH VIDEO

Cart Arm Adjustment and View Rotation
WATCH VIDEO

Multi-point Hub
WATCH VIDEO

Woodlands
Memory Care
Rockland
Cart
USER GUIDE

TECHNOLOGY HELP
HOW-TO VIDEOS AND GUIDES

www.MCD.org/PNMI

**PNMI Telehealth
Implementation Toolkit**

CLICK HERE TO BEGIN

Partnership Outreach

- Throughout Recruitment of Pilot Sites and the Educational/Awareness based outreach efforts, MCD was able to leverage various State Level Partners to help “spread the word”, Including but not limited to:
 - MPCA
 - MMA
 - Most Recent Example: <https://mainephysicians.org/wp-content/uploads/2025/04/Maine-Medicine-Q2-2025-Final-compressed.pdf>
 - MPA
 - SOM Agencies
 - Regional Broadband Partners

UPDATE ON THE STATE'S RESPONSE TO THE OPIOID DRUG EPIDEMIC
By Gordon Smith, Director of Opioid Response, State of Maine



Greetings MMA members and friends. I value the opportunity to communicate with you regularly through the pages of Maine Medicine. Congratulations to the MMA leadership and staff on the new format of the publication which looks great. I am very proud of the outstanding advocacy that MMA continues to provide for Maine's physicians and public health. It is very much needed in this period when it is so easy to be discouraged and angry. But given the dire consequences facing our state and nation, this is the time to step up. The 1000 Lives Campaign is an excellent example of MMA and the medical community doing just that – stepping up and offering compassionate treatment to the tens of thousands of Mainers struggling with problematic substance use. Now in its second year, the 5-year campaign chaired by MMA Past President Erik Siegle, DO, is beginning to make a meaningful difference across our state. Combined with the impact of several state initiatives, the Campaign has already had a positive impact with fatal overdoses continuing to decline. Following the approximate 20% decline in mortality in calendar year 2024, we have continued to see a similar decline in the first three months of 2025.

In the face of declining resources (both federal and state), it will not be easy to sustain the program, but we must try and will double-down on our current initiatives which include widespread naloxone distribution, full implementation of the OPTIONS program with 32 behavioral health liaisons and 9 recovery coaches, and expansion of treatment with MCD in all settings. Harm reduction activities must continue with anticipated expansion of syringe service programs, some of which are now funded with opioid settlement dollars through the Maine Recovery Council. The Council in November approved an impressive 43 projects spread across the pillars of treatment, harm-reduction, and recovery support with prevention projects most on the list for approval. Given the anticipated reduction in other resources, the availability of the settlement funds becomes even more critical in our attempt to sustain and continue the progress we have achieved since January 2023.

Speaking of sustaining progress, I hope many of you will attend the Governor's 7th Annual Opioid Response Summit on Thursday, July 10, 2025, at the Augusta Civic Center. The theme this year is Sustaining Progress Through Prevention, Persistence and Passion. Watch for registration materials in May. We also offer a free webinar the first Friday of each month from 11:30am to 12:30pm. The March webinar featured the 1000 Lives Campaign.

I look forward to seeing many of you at the Summit and at the MMA Annual Session. Governor Mills and I have approximately 20 months remaining in our positions, and we will work vigorously with your help, to reach out to anyone in Maine who is struggling with substance use and offer them compassion, treatment, recovery support, and harm-reduction when that is the present need. Thanks for being such great partners in this work.

Join us at the
Governor's 7th Annual Opioid Response Summit
July 10, 2025
Augusta Civic Center
Augusta, ME

GIVE TELEHEALTH A TRY

NOW AVAILABLE!
More than 1,500 MaineCare patients living in non-medical group homes now have access to high-quality telehealth equipment.

Meet Your Patients Where They're At.
Talk with them today about whether telehealth is a good option for them.

Why Telehealth?
↑ Continuity of Care
↑ Patient Outcomes
↓ No-shows/Cancellations

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TELEHEALTH TECH NOW AVAILABLE IN 91 MAINE GROUP HOMES: EQUIPPING STAFF AND ENHANCING PATIENT ACCESS

More than 1,500 MaineCare patients in 91 group homes now have access to high-quality telehealth equipment thanks to support from MCD Global Health and other partners.

These group homes, known as private non-medical institutions (PNMIs), acquired the technology and training to ensure that their residents, many with complex chronic physical and behavioral health conditions, can connect with health care providers without the logistical challenges of in-person visits. Group home staff are trained to help patients with the technology, which includes devices for collecting vitals during telehealth visits.

Telehealth has emerged as a powerful tool in health care, offering many benefits for both patients and providers. Telehealth can significantly improve access to care for patients, especially those in rural areas, with mobility issues, or with unreliable transportation. It eliminates the need for long travel times and reduces missed appointments, ensuring that patients receive timely and consistent care.

While telehealth usage surged among Medicaid recipients during the COVID-19 pandemic, with approximately 28% of Medicaid beneficiaries using telehealth in 2020 compared to fewer than 1% in 2019, the advantages of telehealth remain compelling to this day. Providers and patients still experience the efficacy and convenience of virtual consultations; this is left nationally as the U.S. Congress extended reimbursement flexibilities for telehealth in March 2025.

For health care providers, telehealth can streamline workflows and enhance efficiency. Virtual visits can be scheduled more flexibly, allowing providers to manage their time better and reduce the burden of no-show appointments. With payment parity, MaineCare reimburses telehealth visits at the same rate as in-person visits. Telehealth also supports continuity of care, as patients are more likely to follow through with their treatment plans when they can easily connect with their providers.

To see a list of which group homes now have telehealth equipment, visit mcd.org/pnms.

Do you have telehealth questions? The Northeast Telehealth Resource Center offers free technical support and guidance for health care providers looking to enhance telehealth for patient care. Learn more at netc.org.



Outreach and Education Materials

A Multi-Modal and Multi-Audience Package Including:

- Door Hangers (Privacy/FYI & General Awareness)
- Magnets
- Postcards (for providers/health system outreach)
- Posters (for Resident Awareness) (multiple sizes)
- Tri-Fold Brochure (for providers/health system outreach)
- Visit Note Pad
- Social Media/Newsletter Materials
- And more!



APPOINTMENT		TODAY'S DATE	___ / ___ / ___
PROVIDER	TIME		
REASON FOR VISIT			
QUESTIONS / CONCERNS			
NOTES			
NEXT STEPS		PRESCRIPTION INFO	

Final Report

Additional Details about this project can be found in the recently developed Final Report; which will be available electronically in the coming weeks.

Or, contact Reid Plimpton (rplimpton@mcd.org) for access to this report and/or additional materials from this project



Maine PNMI Telehealth Project

FINAL REPORT - April 2025

Prepared for: Office of MaineCare Services, Maine DHHS

MCD Global Health – 105 Second Street, Hallowell, ME

