



Excellence &
Innovation

Telehealth
Program
Overview



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INCREASING ACCESS TO CARE THROUGH TECHNOLOGY

PROGRAMS

- Telepsychiatry
- On-Demand Video Interpreting
- Remote Patient Monitoring
- Teleoptometry
- Teledermatology



OUTCOMES

- Decrease barriers to specialty care
- Improve patient & family engagement
- Enhance ability to manage chronic disease
- Increase operational efficiencies



KEY STRATEGIES

TECHNOLOGY

- Synchronous and Asynchronous Solutions
- Interoperability
- Point of Care/Patient Centered
- Mobility



RESOURCES

- Audit existing resources for both technology & services
- Involvement in telehealth groups, advocacy, & education
- Collaboration with end-users



OUTCOMES



TELEPSYCHIATRY

- **Goals:**



Access to BH services



Transportation barriers & Cost of providing high quality care

- **Outcomes:**

- Reduced lost wages
- Efficiencies in CS Rx & Scheduling

- **Sustainability:**

- Continue to negotiate with payers
- Expansion of existing services
- Integrated scheduling
- Value based structure

VIDEO INTERPRETING

- **Goals:**



Equality of care; Access to new & hard-to-reach populations



No-Show rate

- **Outcomes:**

- Reduced no-show in ESL visits
- Reduced waste in \$ for in-person
- Staff satisfaction
- Patient privacy

- **Sustainability:**

- Recognize cost savings
- Ensure service is utilized properly

OUTCOMES



RPM

- **Goals:**

- ↑ Patient Engagement; Access to biometric data between visits
- ↓ A1c levels & HTN; Hospitalizations

- **Outcomes:**

- AVG ↓ in A1c was 1.35%
- Rx adjustments between visits

- **Sustainability:**

- Take advantage of Care Mgt Services reimbursement
- Focus on core competency...Diabetes Management
- FOC mobile apps integration

TELEOPTOMETRY

- **Goals:**

- ↑ Adherence to ADA screening recommendations for DR
- ↓ Preventable Blindness

- **Outcomes:**

- 2-fold increase % of screenings
- Identified peripheral eye concerns
- Triage high acuity cases

- **Sustainability:**

- Staff providers for image reads
- Non-high level clinicians for imaging
- Scheduling efficiencies of Optometry clinic

OUTCOMES



TELEDERMATOLOGY

- **Goals:**

↑ Empower PCP teams to manage more Dermatological cases; Treatment & Compliance adherence; Early Intervention

↓ Decrease travel & access complexity for patients; Visit wait time for specialist visits

- **Outcomes:**

- TBD

- **Sustainability:**

- More comprehensive internal delivery of services
- Positive long-term health outcomes
- Value-based care



Challenges & Recommendations



CHALLENGES

- Financial Investment for technology
- Program planning time consumption
- Interoperability of software
- Culture change/staff adoption
- Billing & use case constraints and regulations

RECOMMENDATIONS

- Project champions
- Clinical & executive management buy-in is critical to success
- Well established communication strategies at every level
- Network within health care industry and community health partners in planning
- Sustainability Plans