Introduction to Telehealth and Opportunities in Delaware

December 19, 2018, 12-1pm

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Telehealth Learning Lab Webinar Series

Telehealth program design and implementation aligns with behavioral health integration activities, addresses specialty care clinician shortages and concerns identified through the primary care collaborative and transformation work, and provides options for cost savings throughout the delivery system.

All practices and partners are encouraged to join!

Recorded webinars will be posted on https://www.choosehealthde.com/

HEALTH MANAGEMENT ASSOCIATES

DELAWARE TELEHEALTH LEARNING LAB: Webinar Series

WEDNESDAY, DECEMBER 19
NOON EST

Introduction to Telehealth and Opportunities in the Delaware Market
https://healthmanagement.zoom.us/j/421874303

THURSDAY, JANUARY 10
NOON EST

Digitally Integrated Primary Care and Behavioral Health
https://healthmanagement.zoom.us/j/715946640

WEDNESDAY, JANUARY 16
NOON EST

Additional Technology Enhanced Solutions in Health Care Delivery
https://healthmanagement.zoom.us/j/343202752

FRIDAY, JANUARY 18
NOON EST

Telehealth Reimbursement and Payment Models
https://healthmanagement.zoom.us/j/368434599

TUESDAY, JANUARY 22
NOON EST

Telehealth Business Plan Development and Readiness Assessment
https://healthmanagement.zoom.us/j/368526663

THURSDAY, JANUARY 24
NOON EST

Vendor and Equipment Selection
https://healthmanagement.zoom.us/j/562927139

TUESDAY, JANUARY 29
NOON EST

Use Cases from the Field
https://healthmanagement.zoom.us/j/733628596

DELAWARE TELEHEALTH LEARNING LAB: Webinar Series

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- **Introduction to Telehealth**

  - **Telehealth 101**

  - **Definitions, Terms, Modalities**

- **Telehealth Opportunities**

  - **Evolution of telehealth, including at the US Department of Veterans Affairs**

  - **Research, barriers and solutions from a national and state perspective**

- **Delaware Resources**

  - **Telehealth Coalition and the Mid-Atlantic Telehealth Resource Center**
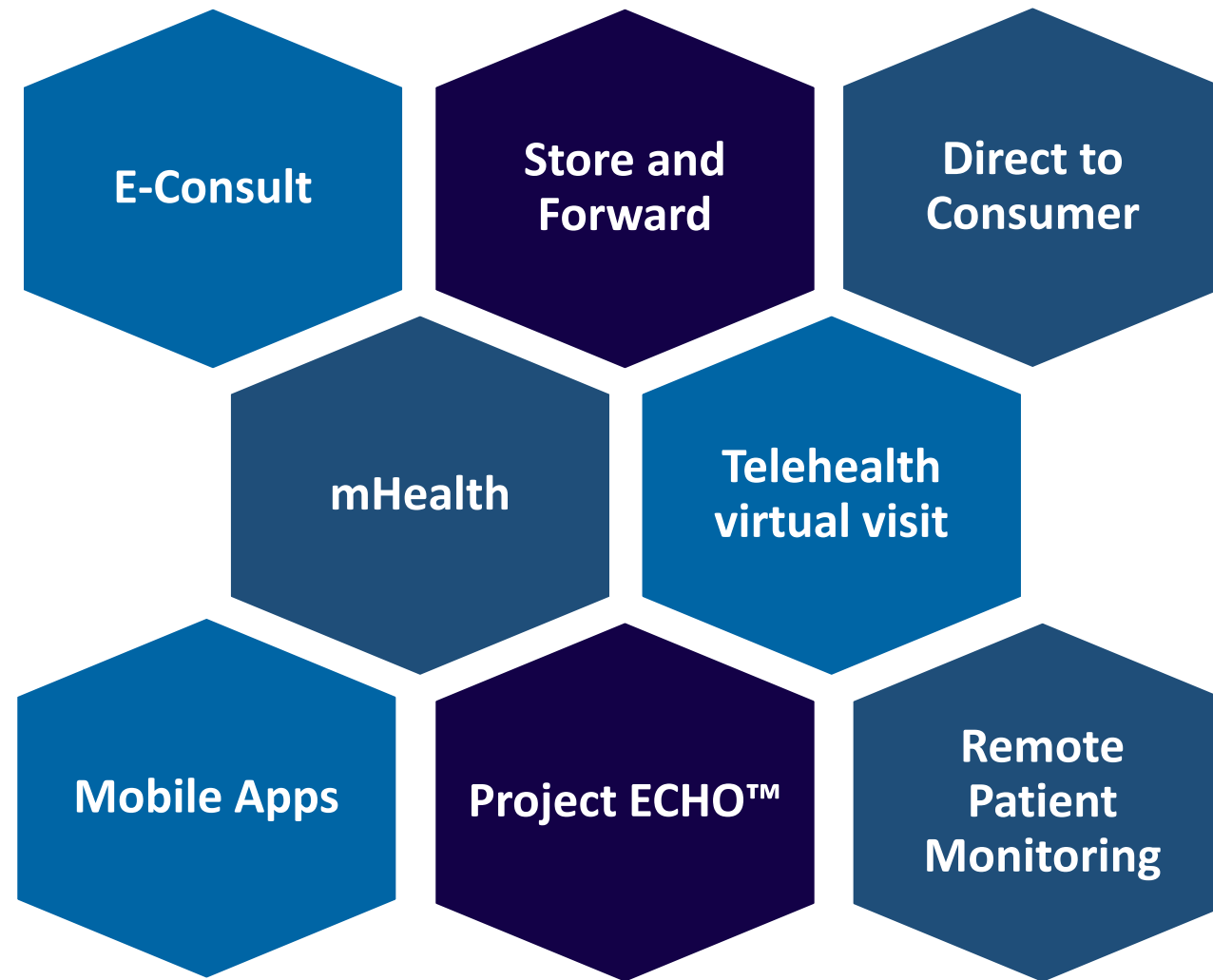
- **Q & A**

- **Next Steps**

DEFINITIONS

Telemedicine/Telehealth mHealth; digital health

Virtual visits

Telehealth conveys a more broad scope of technology based exchange of information for medical care and health and wellness; TM is more specific to a provision of provider based medical care; used interchangeably with some specific exceptions; mhealth/digital health more consumer focused.

Originating Site

OS: location of the patient at the time of the service

Remote/Distant Site

RS: location of the provider at the time of the service

Providers must be licensed in OS state; credentialed at OS facility; follows all regulations of OS medical boards; malpractice

Store and Forward

Asynchronous exchange of health information

Remote Patient Monitoring

Usually asynchronous transmission of health metrics such as vital signs, glucose readings, motion sensors

Direct to Consumer

Patient initiated from non-clinical location

Telepresenter

Individual assisting patient during medical encounter

Peripherals

Equipment used during TM visit to collect and transmit clinical images or recording

- American Telemedicine Association (**ATA**) Accreditation
- ClearHealth Quality Institute (**CHQI**)
- Utilization Review Accreditation Commission (**URAC**)
- Joint Commission on the Accreditation of Healthcare Organizations (**JCAHO**)
- National Committee for Quality Assurance (**NCQA**) certification for credentialing
- Telemedicine training programs

TELEHEALTH RESOURCES

Position/policy statements/clinical guidelines:
- **Federation of State Medical Boards, and each state medical board**
- **American Medical Association; state medical associations**
- **Medical Specialty Boards and associations**
- **American Hospital Association**

Late 1990's - Early 2000's:

+ Rural Practice & Hospital with contracted support from Large Urban & Academic Center

+ Real-time Phone & Fax provider to provider consult

By Late 2000's:

+ Expansion of Telehealth use for mental health care beyond support of PC clinics –> psychiatry, psychology, social work

+ Care Coordination programs using telehealth technologies

From 2010:

+ More Telehealth options for implementation of Patient Centered Medical Home customized as Patient Aligned Care Teams (PACT) in the Veterans Health Administration
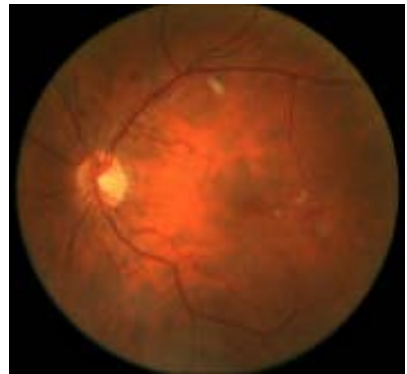
Telehealth evolving with Technology: My journey on a memory lane

Early – Mid 2000's:

+ Community Based Outpatient Primary Care Clinic with Integrated mental healthcare via phone to patient and psychiatrist via video to patient with clinic as originating site

+ Tele retinal images store and forward

About 2008:

+Experimentation with Interactive Primary Care peripherals (auscultation etc.)

+Home monitoring equipment for complex chronic patients with recurrent admissions and complications

Post VA PACT Implementation:

+ Explosion in many more ways ... synchronous & asynchronous

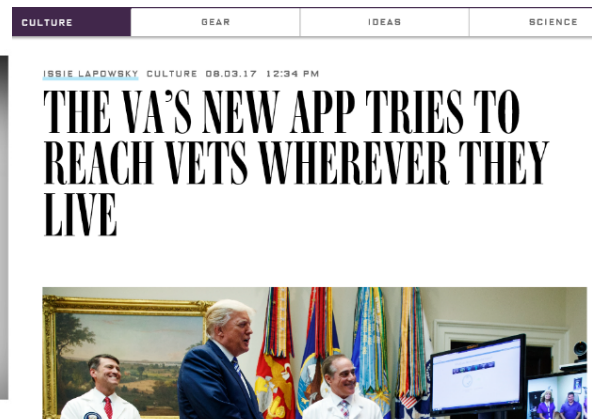*Tele Retinal Image - Diabetic Retinopathy with Cotton White Wool spots on left eye

TELEHEALTH & DIGITAL HEALTH AT THE US DEPARTMENT OF VETERANS AFFAIRS

Clinic-Based Video Telehealth

- TeleMentalHealth
- TeleCardiology
- TeleGenomics
- TeleNeurology
- TelePrimary Care
- TeleRehabilitation
- TeleKinesiology
- TeleMOVE!

- TeleRehabilitation
- TeleSurgery
- TeleICU
- TeleNutrition
- TelePulmonology (Sleep Services)
- TeleAmputation Clinics
- TeleOccupational Therapy
- TeleSpinal Cord Injury/Disorder

Store-and-Forward technologies (Asynchronous)

for TeleDermatology and TeleRetinal Imaging with the support of VistA Imaging Component of the VA's computerized patient record. VistA Imaging enables the communication of clinical images throughout VA.

Home Telehealth with Care Coordination for Veterans who have diabetes, chronic heart failure, chronic obstructive pulmonary disease (COPD), depression or post-traumatic stress disorder.
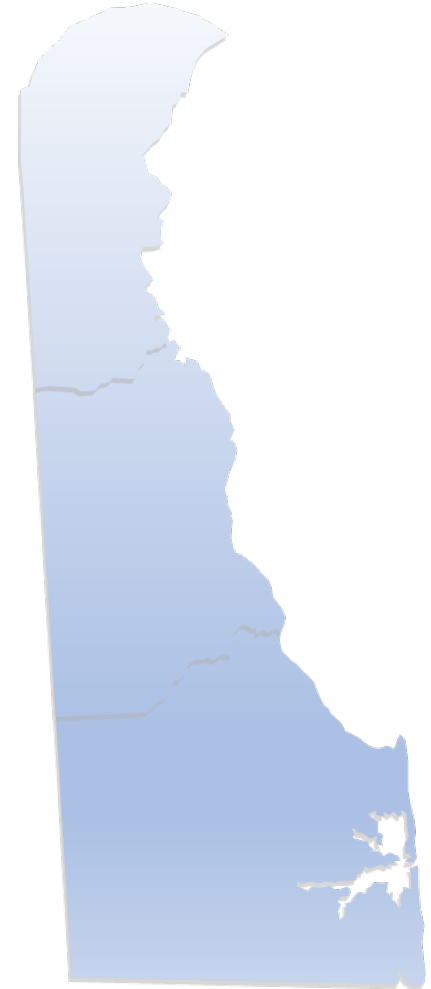
VA Mobile Health Apps: Over 32 Health Apps to monitor health and to connect patients and their care teams

VA Health — Reach Your VA Care Team Over Live Vid...

ISSIE LAPOWSKY CULTURE 08.03.17 12:34 PM

THE VA'S NEW APP TRIES TO REACH VETS WHEREVER THEY LIVE

TELEHEALTH IN DELAWARE

Current State

- Low uptake overall

- Many opportunities and interest to engage further

- Limited adoption in some areas:
    - Behavioral Health follow-up
    - Primary Care episodic visits with non-assigned providers
    - After hours Urgent Care

Desired State – Increased penetration and expanded use in:

- Primary Care beyond urgent care visits including integration of Telehealth Modalities in Medical Homes

- Chronic Disease Management including Care Coordination

- Behavioral Health Integration including Opioid and other Substance Use Disorders

- Population Health Management

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Challenges & Opportunities in Large Health Systems Implementing Telehealth*

- Engaging Leaders
- Prioritizing Telehealth Initiatives
- Engaging Clinicians And Staff Members
- Enrolling And Educating Patients
- Evaluating Outcomes For Improvement

Telehealth in Health Centers: Key Adoption Factors, Barriers and Opportunities
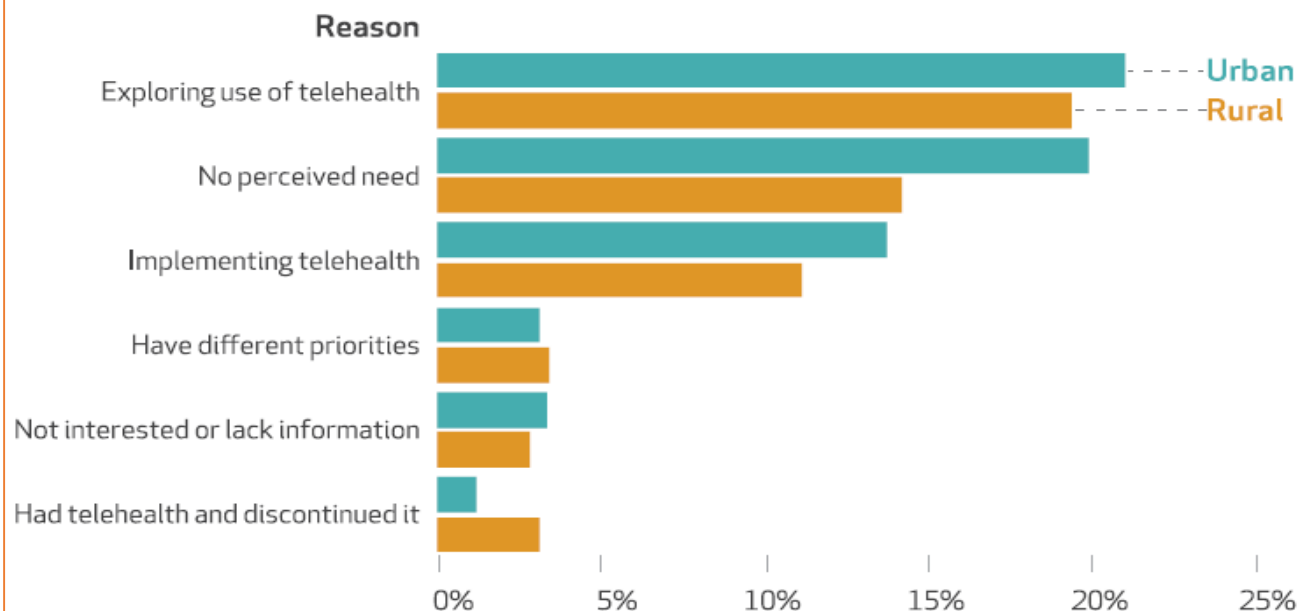
Health Center Characteristics:
- Most served higher proportions of Medicaid & uninsured
- 64% ages 18-64 years
- 52% racial/ethnic minority
- 44% male
- ~ 66% recognized as PCMH

Telehealth Use by 38% of the Health Centers:
- 50% mental health care
- 25% primary care
- 24% specialty care
- 22% managing patients with chronic conditions
- 4% oral health care
- 22% for *other types* of services

EXHIBIT 3

Percent of community-based health centers not using telehealth, by urban/rural status and reason for nonuse, 2016

Reason (Urban / Rural):
- Exploring use of telehealth
- No perceived need
- Implementing telehealth
- Have different priorities
- Not interested or lack information
- Had telehealth and discontinued it

SOURCE Authors' analysis of data for 2016 from the Uniform Data System. **NOTES** N = 844. Health centers are those funded by the Health Resources and Services Administration (see the text).
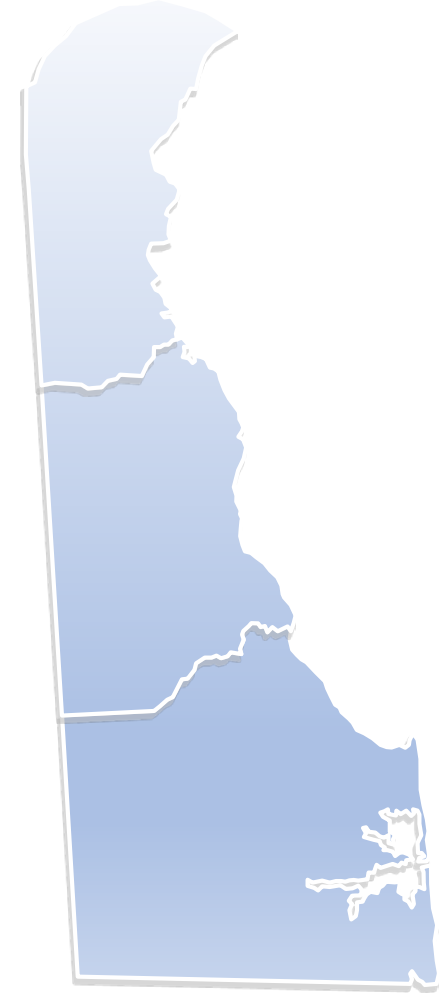
Chin- Ching Claire et al _Health Affairs 2018

According to American Community Survey Report, December 2018

In 2013-2017, 88.4% of households in Delaware had a computer, and 79.6% had a broadband internet subscription.

- 78.5% of households had a desktop or laptop
- 71.2% had a smartphone
- 54.7% had a tablet or other portable wireless computer
- 4.4% had some other computer

Among all households:

- 47.6% had a cellular data plan
- 72.1% had a broadband subscription such as cable, fiber optic, or DSL
- 3.3% had a satellite internet subscription
- 0.5% had dial-up alone
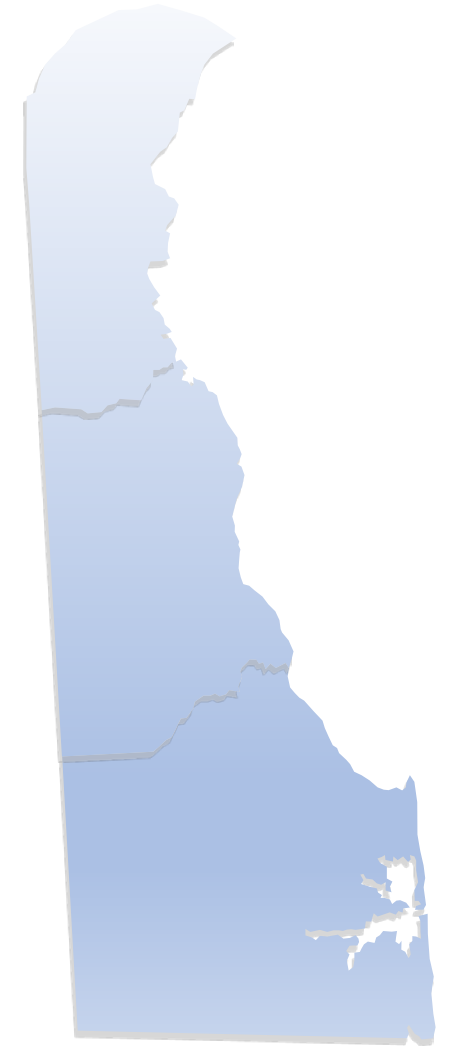- 0.2% had some other service alone

Perceived Barriers

- Cost of Equipment
- Lack of Education about Telehealth – providers & patients
- Challenges moving from pilot to full-scale implementation

Some Solutions

- Education about telehealth options & opportunities including Cost & Value
- Align telehealth proposals & plans with strategic goals of the institution*
- Use patient stories*
- Develop a framework for prioritizing services*
- Nurture Telehealth Champions*
- Telehealth-specific Outcome Measures to motivate improvement*
- Use lessons learned as opportunities to improve, NOT Stop

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*Chad Ellimoottil et al _Health Affairs 2018

- **Telehealth Learning Lab Webinar Series** – Join live sessions or access recording

- **Office Hours**

- **Connection to Resources**
  - National
  - Regional
  - State – Delaware Telehealth Coalition

    Stay tuned for more…

DELAWARE'S AVAILABLE TELEHEALTH RESOURCES

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TOP 3 TELEHEALTH RESOURCES FOR DELAWARE

- DHSS Office of Telehealth

  Carolyn.morris@state.de.us

- Delaware Telehealth Coalition

  http://detelehealth.wixsite.com/detelehealth

- Mid-Atlantic Telehealth Resource Center (MATRC)

  www.matrc.org

DELAWARE TELEHEALTH COALITION

http://detelehealth.wixsite.com/detelehealth

- Networking
- Policy updates
- Technical Assistance
- Education
- Outreach
- Referral

DELAWARE TELEHEALTH COALITION

http://detelehealth.wix.com/detelehealth

DELAWARE
tele**health**
COALITION

Questions? Comments?

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- Contact us to get on our list for future webinar invites.

- Reach out to the speakers to request additional assistance.

- Look for a follow-up email:
  - Provide input for this and future sessions using the evaluation form.
  - Check the website for the webinar recording – coming soon.

- Save the dates for the next webinars.
  - **Digitally Integrated Primary Care and Behavioral Health**
    - *Thursday, January 10, Noon*
  - **Additional Technology Enhanced Solutions in Health Care Delivery**
    - *Wednesday, January 16, Noon*

Thank you!