Using Telehealth to Engage Patients and Improve Quality

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Objectives

• What is telehealth?
• Telehealth history in the US
• Telehealth in KY – Kentucky TeleHealth Network
• Telehealth and healthcare reform
• Telehealth examples
• Practical issues
  • How do you start?
  • Technology considerations
  • Legal/Regulatory issues
• Resources
• What do you want to do now? Q&A
What is Telehealth?
Get the right care to the right people at the right time in the right place
Get the right care to the right people at the right time in the right place For the right cost
Telehealth Examples

- Store-and-forward technology
- Traditional, interactive videoconference technology
- E-ICU inpatient monitoring
- Remote Patient Monitoring services for chronically ill patients
- Direct-to-Consumer
  - “Nurse call”
  - MD/provider phone lines
  - MD/provider computer/mobile device video technology
  - M-Health apps

- What’s next?
What does a traditional telehealth encounter look like?
• 1995 – Telehealth is launched at UK
• 1995 – 1st clinical encounter
• 1998/2001 – Medicare legislation
• 1999 – Eastern KY focused network
• 2000 – Kentucky TeleHealth Legislation
  • Funded statewide expansion to the west
  • Mandated Medicaid/Commercial reimbursement
  • Created Board of Directors
  • Created 4 Telehealth Training Centers
• 2013 – Medicaid reg expanded services and locations
• Today – Statewide 250+ network sites, 80,000+ encounters, 20+ medical specialties, hospitals, clinics, school clinics, mental health, CCSHCN, KYDPH, state/federal prison system, large industry…
Telemedicine today

- Smaller footprint
- Mobile technology
- Lower bandwidth
- Lower cost
- Provider/patient acceptance
- Legal/regulatory acceptance
- Communication line subsidy from Universal Service for Health Care
Telehealth and healthcare reform
Institute for Healthcare Improvement’s Triple Aim

- Improving the patient experience, including quality and satisfaction – *Right care/right people/right time/right place*

- Improving the health of populations – *reach more patients, resulting in healthier populations – public health initiatives*

- Reducing the per capita cost of care – *Managing chronic disease, reducing acute events and helping patients remain OUT of the emergency room and hospital*
Telehealth Examples
Memory disorder clinic
The model telehealth initiative
Memory Disorder program
Smoking Cessation
Developmental/Behavioral Pediatrics and Child Psychiatry
School Health Clinics
Diabetic Retinopathy Screening

- 18.8M diagnosed/7M undiagnosed diabetics in US
- DR is leading cause of new cases of blindness among adults
- 28.5% of adult diabetics have DR and 4.4% of these have advanced DR
- 90% of patients with diagnosed diabetes see MD
- <50% have annual eye exams
- Why?
Diabetic Retinopathy Screening
Chronic Disease Management

Remote Patient Monitoring

- Weight
- BP
- HR
- SpO2
- Blood Glucose
- Other metrics or health queries

Home monitor station

Nurse Monitors call healthcare provider if needed

Central Nurse monitoring system

Nurse monitors call patient for compliance, teaching and coaching
Direct-to-Consumer phone or video telehealth services
Workplace Health Program
Back of the Mobile Clinic
View from outside the back of the mobile clinic

Videoconference system, stethoscope and external camera
Primary care provider’s view into the mobile clinic
“Import” other medical specialty services
Access healthcare profession education from your healthcare facility
Administrative meetings reduce unproductive travel time
Getting Started

- What do you want to accomplish? What healthcare resources are needed in your home community? What healthcare resources do you have that could be extended?

- Define the partners that will work with you. Clinically, educationally, technically...

- Determine if you can get paid for telehealth services, will they be a cost avoidance measure or will this contribute to quality measures.

- Network/Bandwidth/Universal Services subsidy

- Funding opportunities – HRSA, RUS…
Technology and cost estimates

- Infrastructure from UK, UL and others allow multipoint connectivity for large programs
- Statewide 7 digit dialing plan simplifies connectivity
- Basic videoconference system starts at $2,500
- Infrastructure for 7 digit dialing can cost $3,000 including programming
- Electronic stethoscope $1,200
- High speed internet costs can be partially subsidized by Universal Services funds
- Options for PC/tablet videoconferencing
- Remote patient monitoring – in house vs subcontract
Legal/Regulatory Considerations

- **Reimbursement**
  - Medicare – Rural/HPSA, limited codes, limited providers, facility fee
  - Private Insurance – Videoconference, parity with FTF
  - Medicaid – KTHN member, standards technology, interactive video – May be new reg in 2015

- **Place-of-Service** – KY Medicaid vs everyone else

- **Privileging/Credentialing**

- **Licensure**

- **Prescribing/Clinical Relationship**
What can telehealth offer?

- Economic Development
  - Keep patients and their $ in the local economy
  - Robust healthcare system and healthy workforce can attract industry
    - Attract/retain providers to a rural practice
- Improve community health and well-being and change the dismal KY health statistics
- Increase patient engagement
- Reduce the overall cost of healthcare, so that money can be spent on other things
- Prepare us for pay-for-performance payment
Successful telehealth programs…

• **Understand this is not an IT project!** - Engage your leadership and staff and get their buy-in

• Know why do you want/need telehealth? Don’t develop a solution until you know the problem

• Designate some FTE for telehealth

• Ask the KTHN resource centers staff for support and visit sites that do telehealth

• Align with others in the community – PH, MHMR, public schools, regional medical centers, employers…

• Think about how telehealth will be a key component of a reformed health care system…
Resources

CMS telehealth fact sheet

American Telemedicine Association
http://www.americantelemed.org/

Center for Telehealth and e-Health Law
www.ctel.org

Kentucky’s Medicaid regulations on telehealth
http://www.lrc.ky.gov/kar/907/003/170.htm

CTeL video
http://vimeo.com/41772681

KTHN schedule
www.kytelehealth.net
Now What???

Discussion on what you want to do/what you want to know