

THE TELEHEALTH JOURNEY

Challenges and Opportunity Across the Continuum

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- What is Telehealth?
- Telehealth Programs at Virtua
- Bob's Story
- Challenges and Opportunities
- NJ Telehealth Collaborative
- Demonstration

- 67% of consumers have delayed care due to:
 - High Cost – 23%
 - Takes too long to access care – 23%
 - Too busy – 13%
- 66% of Americans willing to see doctor over video
 - 72% aged 45-54
 - 53% over age 65
- 65% of patients with PCP very or somewhat interested in seeing PCP over video
- 20% would switch to a PCP who offered video visits (Increasingly for younger demographics)
- 60% would use telehealth for chronic disease management

American Well. "Telehealth Index: 2017 Consumer Survey". Survey. Aug. 2016, Sep. 2016.

What is Telehealth...Really?



Synchronous
Care



Asynchronous
Care
(a.k.a. Store
and Forward)



Remote Patient
Monitoring



mHealth

➤ Virtua eVisits

- Veterans Telehealth Initiative
- Lactation Consultations
- Post-procedure Urgent Care Consultations
- Nutrition/Medical Weight Loss
- Specialty Consults In Sub-acute Facilities



Synchronous
Care

➤ Teladoc

- Employee Benefit

➤ Facility Based Specialty Consults

- Tele-neurology In Emergency Rooms
- Tele-psychiatry In Emergency Rooms And Inpatient Floors

➤ Imaging

- CHOP Pediatric Imaging
- Nighthawk Remote Radiology

➤ Consults

- MyChart Bedside – Communication With Providers
- Epic e-visits – Diagnosis Based Questionnaires



Asynchronous
Care
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➤ Facility Based Monitoring

- Avasys Telesitting
- GE Telemetry
- Oxygen Monitoring

➤ Home Based Monitoring

- eCare Coordinator – Population Health Management
- eCare Coordinator – Home Care



Remote Patient
Monitoring

➤ Meet Bob

- 59 years old
- History of Hypertension, CAD, and CHF
- Regularly sees a Virtua Physicians
- Bob is about to celebrate 30 years of marriage to Betty
- Bob enjoys playing piano and taking care of his garden



Bob Has A Primary Care Visit

- Uses Virtua eVisits for his medication check up
- During the visit, Bob tells his Doctor how great he feels
- They decide to keep his medications and doses the same for now



Synchronous
Video Consults

Bob Has a Stroke

- Bob wakes up the next night with facial droop
- Bob is taken to Virtua Memorial where a Specialist on Call cart is set up
- Clear for thrombolytic therapy following results of a CT Scan



Image source: specialistsoncall.com



Synchronous
Video Consults

Bob Gets a CT Scan

- Middle of the night and the Radiologist is at home
- Study is electronically sent to a remote Radiologist
- The time to read mimics in-person reads.
- Bob gets his thrombolytic in time



Asynchronous
Consults
(a.k.a. Store
and Forward)

Bob is Admitted to the Hospital

- Transferred to a medical floor once stable
- Provided a tablet with EPIC MyChart Bedside*
- View personal health information
- Communicate with both inpatient and outpatient providers

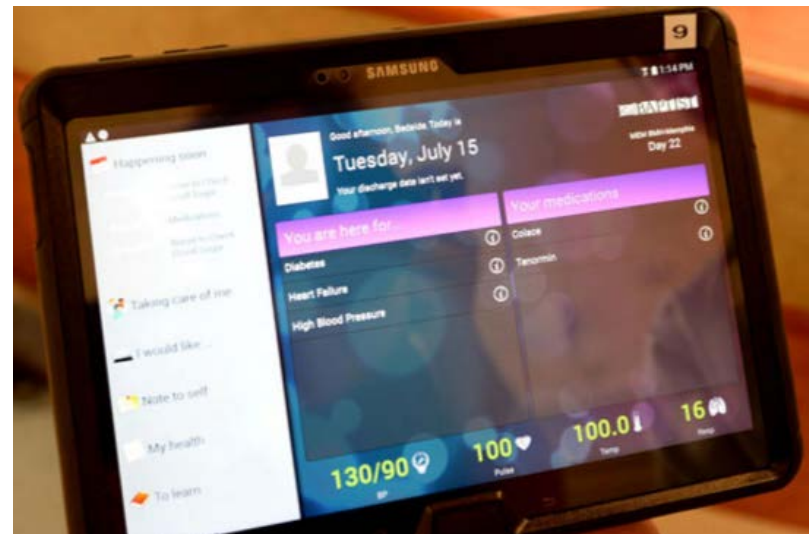


Image source: highgroundnews.com



Asynchronous
Consults
(a.k.a. Store
and Forward)

*Go-live March 2018

Bob Might Fall Down

- Bob is a potential fall-risk patient
- Bob's nursing team determine he is a good candidate for Telesitting
- A remote Video Monitoring Technician watches Bob 24/7 to make sure he stays safe.



Image source: avasure.com



Remote Patient Monitoring

Bob Has a Cardiology Consult

- Virtua hospitalist orders a cardiology consult.
- Cardiologist and Bob connect with Bob's regular cardiologist via Virtua eVisits



Synchronous
Video Consults

Bob Has a Psychiatric Consult

- Bob tells the Virtua Hospitalist that he's been depressed about his health for a while
- The Hospitalist would like to get a psychiatric consult, but the psychiatrist has already left for the day
- The Hospitalist orders a remote psychiatric consult from InSight Telepsychiatry



Image source: insighttelepsychiatry.com



Synchronous
Video Consults

Bob is Discharged to Sub-Acute Rehab Virtua

- Bob is discharged to post-acute service at the Virtua Mt. Holly Long Term Care facility
- Bob develops some shortness of breath.
- The Long Term Care staff contact his cardiologist through Virtua eVisits and develop a care plan



Synchronous
Video Consults

Bob Returns Home

- Bob is discharged to home on Virtua's Remote Patient Monitoring Program
- A clinical team monitors his weight, blood pressure, and pulse ox
- The monitoring team coordinates his care with his assigned community based health manager



Remote Patient
Monitoring

- Technology adoption – by providers and patients
- Limitations of technology
- Integrating technology into workflows
- Access to Broadband Internet
- Reimbursement
- New Regulations pending, vis-à-vis NJ Telehealth Law

- Purpose: Advance the availability and adoption of telehealth to positively affect the triple aim.
- Launched in November 2016 following Virtua's Fall Forum on Telemedicine
- State-wide Round-Table Discussion
 - Spring 2018
 - Focus on Regulatory Recommendations
 - Led and Supported by MATRC



Steering Committee

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Any questions?

and

Thank you!