“Telehealth Opportunities Explored”

A Complimentary Webinar From healthsystemCIO.com

Your Line Will Be Silent Until Our Event Begins at 12:00 ET

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Housekeeping

- Moderator – Anthony Guerra, editor-in-chief, healthsystemCIO.com
- Ask A Question
  - We will be holding a Q&A session after the formal presentations.
  - You may submit your questions at any time by clicking on the QA panel located in the lower right corner of your screen, type in your questions in the text field and hit send. Please keep the send to default as "All Panelists."
- Download the Deck
  - Go to http://healthsystemcio.com/presentation/telehealth-nigrin-webinar.pdf
  - Shortened URL at bottom of all slides
- View the Archive
  - You will receive an email when our archive recording is ready.
  - Separate registration is required.

Agenda — Approximately 45 Minutes

- 20-30 minutes: Daniel Nigrin, MD, SVP of IS/CIO, Boston Children's Hospital
- 10-15 minutes: Q&A w/Daniel Nigrin

Daniel Nigrin, MD
SVP of IS/CIO
Boston Children's Hospital

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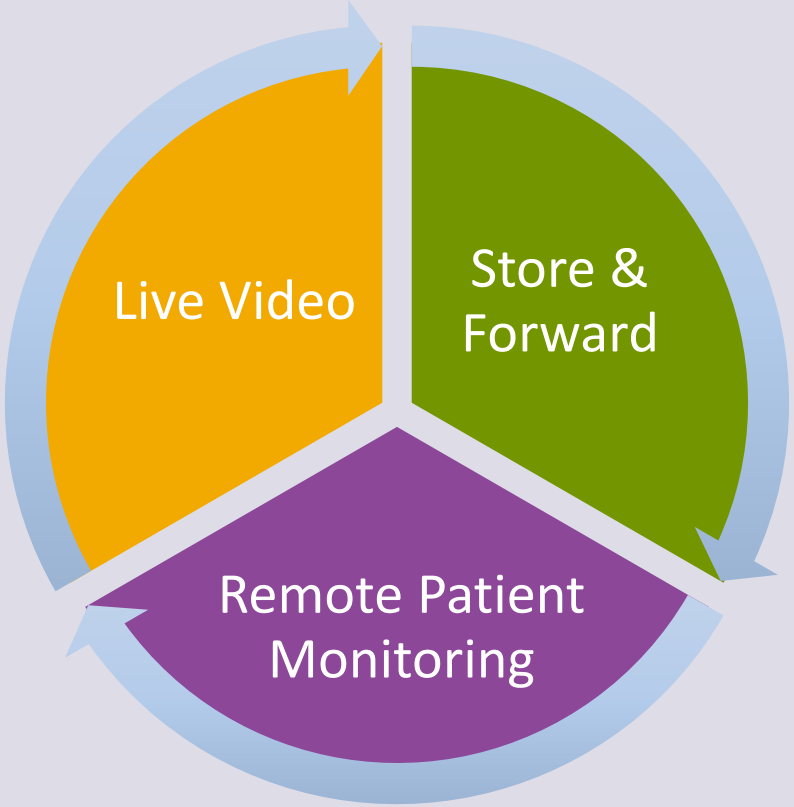
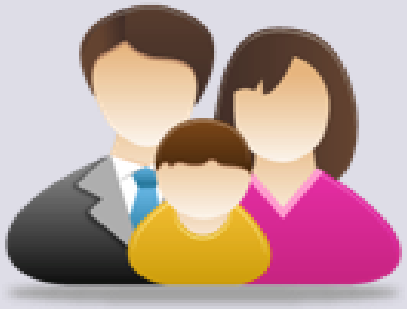
Telehealth @ Boston Children's

Removing the Barriers of Time and Distance

Using electronic technology to support virtual patient care and education, allowing clinical experts to extend their reach beyond the walls





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Telehealth @ Boston Children's

Telehealth as a Care Delivery Mechanism Holds Great Promise

- Increase access to more convenient, patient-centered care
  - Provide better access to clinicians
  - Increase # of meaningful clinical interactions
  - Ultimately provide higher quality care
- Deliver care in lower cost settings
  - Avoid higher cost settings like the ED
  - Avoid rehospitalizations
  - Possibly decrease Total Medical Expenditures (TME) or "bend the cost curve"

Telehealth @ Boston Children's

A Partnership

Telehealth Program Offers:

- Telemedicine expertise (program design, workflow, technology, evaluation, etc.)
- Expedited access to Legal, IT, and other functional depts
- Access to technology

Department Contributes:

- Executive leadership support
- Clinical champion
- Implementation support
- Specific hardware (if needed)
- Research support (if desired)
- Patients

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Telehealth @ Boston Children's

Supporting our 'System of Care' Vision

Providing Telehealth Support To Community Hospitals

- TeleConnect ER Critical Care Support
- Specialty TeleConsults
- Remote ROP Screenings
- TeleRadiology
- TeleNeurology (EEG)
- TeleCardiology (ECHO)

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Telehealth @ Boston Children's

Supporting our 'System of Care' Vision

Keeping Outpatient Care Local

& Supporting Medical Homes

- OWL (Childhood obesity)
- CAPE (Technology dependent kids)
- Diabetes Follow-Up
- Concussion Follow-Up
- Plastics Post Operative Care
- Parenteral Nutrition Post-Discharge Follow-Ups

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Barriers to Expansion of Telehealth

- State Medical Licensure
  - The practice of medicine is defined as the state where the patient is located
- Hospital Privileging and Credentialing
  - MA requires Primary Source Verification (time consuming & expensive) vs. other states that allow Credentialing By Proxy (streamlined)
- Reimbursement
  - Medicare: Yes, under certain conditions, but not big part of our payor mix
  - Medicaid: No telehealth reimbursement in MA
  - Commercial: 20+ states have passed "parity" laws requiring payers to reimburse for telehealth visits. Not MA!
  - Five reimbursement parity bills in MA failed to advance in 2014
  - We must take a payer by payer strategy

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Estimating ROI – Challenges

- Only ~5% of our patient population in a risk arrangement
- Remainder are in 'Fee For Service' agreements
- In our environment, most of the cost savings associated with telehealth will accrue to the payor
  - Using a virtual visit as a substitute for an in-person visit = ↓ physician revenue
  - Avoiding hospitalizations = ↓ hospital revenue

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Estimating ROI - TeleCAPE Pilot

In 27 video visit encounters with 14 medically complex home ventilated patients, the telehealth pilot had a profound impact on the utilization of health care resources (vs. traditional telephone management)

	Avoided Events *	Unit Cost	Total Costs Avoided
Clinic Visits (Pt. Travel, Productivity)^	23	$ 300	$6,900
ER Visits (est. avg. charges)	3	$ 600	$ 1,800
Critical Care Trans. (est. avg. charges)	1	$ 5,000	$ 5,000
ICU Admissions (est. avg. charges)	1	$ 83,000	$ 83,000
		TOTAL	$96,700

* Preliminary figures reported by PI based on chart reviews and completed patient and physician surveys.

^ **Patient costs only**. Assumes reimbursement for telemedicine visit comparable to in-person visit. Additional savings accrue to payer if telemedicine visits are not reimbursable.

Savings of $ 3,581 per video visit

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Estimating ROI – BCH Approach

- Explore opportunities in post-operative or post-discharge phase of care
  - Global physician payment period = no **Δ** in revenue stream
  - Deliver virtual care as a substitute for in-person visits
- Do telehealth because of the human ROI
  - Increase the overall efficiency of clinicians
  - Improve patient convenience and satisfaction - right thing to do for the patient/family

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Implementing A Successful Program: Lessons From The Field

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Image Source: mendolaart.blogspot.com

Lesson #1: Identify a Clinical Champion

- Should be a well respected clinical leader who is committed to the idea
- Is willing to put himself/herself on the line to make it happen
- Has the ability to enlist others to the cause
- Can secure the commitment of leadership
- Has the ability to mobilize resources to make it happen

Lesson #2: Focus on the Compelling Need

Image Source: http://www.leadingboldchange.co.uk

Lesson #3: Put The Patient & Family at the Center

Image Source: Boston Children's Hospital

- Develop telehealth programs with the patient and family perspective in mind
- Take into account their values, their personal and social needs, and their comfort level with the different forms of interaction
- Don't de-personalize the human relationship, strengthen it

Lesson #4: Commit Resources for Deployment & Sustainability

Lesson #5: Carefully Evaluate & Select Telehealth Technology

Telehealth System Features You Want
Virtual Visits (Video, Chat, Phone)
Branding / Customization
Peripheral Device Integration

EMR/PM System Features You Also Get
Visit Scheduling
Insurer Eligibility Checks
Patient Reminders
Health Assessments
EMR
Pharmacy Benefit Mgt
ePrescribing
Patient Education
Coding, Billing & Payment
Reporting

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Strategies for Developing a Successful Telehealth Program

- Information security and patient privacy are paramount
- Invest in secure technology platforms - Give users an accessible alternative to Skype, Facetime, email, text, etc.
- Integrate telehealth into the workflows of both clinicians (EMR) and families (digital experience)
- Expect failures and challenges: learn from them and iterate often
- Make the process gradual and inclusive, but don't be afraid to challenge the status quo
- Think ahead toward scale-up across the enterprise
- Carefully evaluate your initiatives and promote your successes!

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Thank You!

Telehealth Team @ BCH

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Q&A

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- CHIME CHCIO Credits – Attending our Webinars = 1 CEU
- Questions/Comments – Anthony Guerra aguerra@healthsystemCIO.com

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