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
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