Telehealth: Virtual Care IS a virtual reality

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Robert Abel, MSN, RN, CHPN, CMC, CCM
Chief Nursing Officer and Director of Palliative Care
I have no relevant financial or nonfinancial relationships in the products or services described, reviewed, evaluated or compared in this presentation
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- History
- Types of Virtual Care
- Benefits/Drawback
- Licensing
- The Future of Nursing in Maine
  - beginning to formulate solutions
Overview
IHI Triple Aim

The IHI Triple Aim framework describes an approach to optimizing health system performance. It is IHI’s belief that new designs must be developed to simultaneously pursue three dimensions, which we call the “Triple Aim”:

- Improving the patient experience of care (including quality and satisfaction);
- Improving the health of populations; and
- Reducing the per capita cost of health care.
MHCAH Telehealth ...

... a tool to bridge the chasm between what patients say they want and what they actually experience.
Tele-what?
Tele-

1. a combining form meaning “distant,” especially “transmission over a distance,” used in the formation of compound words: telegraph.

(dictionary.com)
Telemedicine

- noun 1. the diagnosis and treatment of patients in remote areas using medical information, as x-rays or television pictures, transmitted over long distances, especially by satellite.

(dictionary.com)
Telehealth

• noun 1. (US & Canadian) health care based on consultation by telephone and telemedicine.

(dictionary.com)
What’s the difference really?

- It’s all in who’s talking, but our local health care providers are distinguishing them in part based on whether or not a physician is involved.
Telehealth A to Z

- Administrative
- Clinical
- Ethical
- Financial
- Readiness
- Team Development
- Technology
What is being offered today?

Case Management
Correctional telehealth
Deaf/hearing services
Diabetic retinopathy screening
Dietician services
Disease management
Doctor-to-doctor consultation
Enterostomal therapy
Forensic/court services
Genetic counseling
Long-term Care
Medication therapy management (MTM)
Neonatal/Pediatric intensive care unit (NICU/PICU)
Pain management
Palliative care Pre/post-natal care
Speech therapy
Spine therapy

Telestroke
Wound care
Adult, Individual and Group, Marital, Family and Sex Therapy
Behavioral psychology and health (including mood, eating disorders)
Chemical dependency aftercare (Addiction therapy follow-up)
Chemical dependency therapy (Addiction therapy)
Consultation to Schools
Couples’ counseling
Developmental (lifespan) counseling
Psychiatric medication therapy management
Psychological Assessment
Psychological testing and interpretation
Psychopharmacology
Stress and health management
What is being offered today?

- Allergy/Immunology
- Anesthesia
- Cardiology
- Critical Care
- Dentistry
- Dermatology
- Otolaryngology (ENT)
- Emergency Medicine
- Endocrinology
- Family/General Practice
- Gastroenterology
- Infectious Diseases
- Internal Medicine
- Maternal/Fetal Medicine
- Mental/Behavioral Health
- Neurology
- Oncology/Hematology
- Ophthalmology/Optometry
- Orthopedics
- Pathology
- Pediatrics
- Psychiatry
- Pulmonology
- Rehabilitative Medicine
- Rheumatology
- Surgery
- Urology
The History
Within minutes of the shots, the news was conveyed around the world by telegraph wire, in time for the late newspaper editions in the US. In the era before radio, thousands stood in cities across the country outside newspaper offices, awaiting the latest bulletin from Buffalo.

Fears that McKinley would not survive the day of his shooting were allayed by reassuring bulletins issued by Cortelyou based on information from the doctors.

In the early morning of September 13, McKinley suffered a collapse. Urgent word to return to Buffalo was sent to Vice President Roosevelt, 12 miles (19 km) from the nearest telegraph or telephone in the Adirondack wilderness; a park ranger was sent to find him.
Late 1800’s through 1960’s
1992

HELP!
I'VE FALLEN
AND I CAN'T GET UP!
Early 2000’s
PatientConnect™
2017 Telestroke
Types of Virtual Care
Domains

- Live Video (Synchronous)
- Store-and-forward (Asynchronous)
- Remote Patient Monitoring
- Mobile Health
Live Video (Synchronous)

- Live video
- Real-time two-way interaction
- Typically digital (i.e. Broadband) connection
- Often is used to substitute a face to face meeting such as consults
- Saves time and cost in travel
Store-and-forward (Asynchronous)

- Data is
  - Collected
  - Recorded
  - Sent a provider

- For example digital health history file including x-rays and notes
Remote Patient Monitoring

• Medical and health data is
  - Collected, then
  - Transferred to a provider elsewhere

• Provider then continues to monitor the data and any changes that may occur

• Often rehabilitation, chronic care, or elderly clients trying to stay in the community in their own homes as opposed to a care facility
Mobile Health

- Health
  - Information
  - Education
  - Monitoring
  - Care

- That is present on and supported by mobile communication devices such as cell phones or tablet computers. This might include an application, or text messaging services like appointment reminders.
Hardware & Software

• Telehealth Tablets
• Virtual Care Software
• Secure Text
The Peripherals

- Wireless Watch Pedometer
- Wireless Scale
- Wireless Blood Pressure Monitor
- Wireless Glucose Monitor
- Wireless Pulseoximeter
- Wireless Thermometer

Proprietary and Confidential
Benefits & Drawbacks
The Pluses

• Continue and enhanced partnerships with health care providers

• Expand service offerings

• Innovative ways to engage patients

• Enhanced patient engagement
  - Dignity and Respect
    » Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
The Pluses

- **Enhanced patient engagement**
  - **Information Sharing**
    » Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
  - **Participation**
    » Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
  - **Collaboration**
    » Patients and families collaborate in policy and program development, implementation and evaluation; in professional education, as well as in the delivery.
Challenges

• Population needs to catch up to technology
• Insurance coverage issues
• Need to focus more broadly on healthcare outcomes (population health)
• Understanding that technology is a piece of the bigger puzzle
Challenges

• Unfamiliar technology
• Lack of scalability
• Preference for “own physician”
• Lack of payer coverage
Strategies for Enhanced Sustainability

- Lead advocacy efforts within local health system for contract negotiation with private payers
- Incorporate monitoring reimbursement in payment system for private and state payers
- Develop business plan for private pay options
- Integrate health system protocols and practice guides in telehealth practice
- Develop and diligently monitor resource utilization
- Advocate for uniform platform across providers
- Identify system opportunities for grant awards
Licensing & Regulation
Professional Licensure  RN
Professional Licensure  MD
What about....

- ....HIPPA
- ....FDA
- ....OSHA
- ....CDC

- .... etc, etc
The Future of Nursing in Maine
THANK YOU

Questions?