Telehealth: Delivering Quality Care From Anywhere

Telehealth & Telemedicine: Why Should I Care?

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About Shawn

Shawn is a seasoned healthcare professional with over twenty-five years of diverse leadership experience in health care and public health.

At Avizia, Shawn is leads the team that implements the SaaS workflow solution. He also directs the Telehealth Consulting Group, which advises healthcare organizations to overcome the operational, clinical, financial and technology challenges associated with developing, launching and growing successful telehealth programs.

Prior to joining Avizia, Shawn was the Director of Telehealth at Boston Children’s, and he also spearheaded the development of an enterprise-wide telestroke and telemedicine strategy at Massachusetts General Hospital.

Other than working for an awesome high tech company in Avizia, and being a lifelong NE Patriots fan, Shawn has no other conflicts of interest to report.
Telehealth & Telemedicine. Meh. Why should I care?

Today’s Presentation Objectives - enable you to answer the following questions:

• What is telemedicine and telehealth?
• What’s driving the excitement?
• What are some best practices?
• What should my organization’s first step be?
• How can Avizia help?
• What are some examples of success?
Will Telemedicine Ever Become Just Medicine?

- Predicted in 1925 by Hugo Gernsback
- Called it the TeleDactyl ("far finger")
- We have still yet to fully realize this vision
Can Telemedicine Draw Anything From the TeleRadiology Experience?

- Radiologist + Film
- DICOM + PACS
- TeleRadiology + Nighthawk
- Radiology PACS + VNAs

Images: Various Sources
Can Telemedicine Draw Anything From the TeleRadiology Experience?

House + Office Visits

Mobility, Data + Video

Telemedicine

Images: Various Sources
Telehealth & Telemedicine: Why Should You Care?

Market competition for patients is increasing

- Traditional health system players are consolidating
- New “brick and mortar” entrants (CVS, Walgreens)
- New virtual entrants (AmWell, Teladoc, MDLive)

Barriers to delivering care via technology are dropping fast

- Reimbursement & payment shifts (volume to value, higher patient responsibility)
- Increased access to low cost, easy to use technologies
- Increase in consumerism
- Licensure and credentialing
MAN, THIS TELMEDICINE THING IS GREAT-- I DON'T EVEN HAVE TO PUT MY PANTS ON!
The Enterprise Strikes Back

- Health systems see telehealth as a lever to execute their strategy and achieve their goals
- Beginning to consolidate telemedicine technologies and eliminate silos
- Systems beginning to deliver telemedicine care across the entire continuum: From Home to Home
- Providers beginning to deliver virtual care to THEIR OWN patients

Images: starwars.wikia.com, deathbattlefanon.wikia.com
OK, so I should care about telehealth & telemedicine .... How do I get started?
Telehealth Tips and Best Practices
Identify A Compelling Need

• A sufficiently high level challenge or pain point
  • Increase patient referrals
  • Address shortage of healthcare professionals
  • Improve patient access to care
  • Reduce excessive use of resources
  • Improve patient satisfaction
• May be a single compelling need or a combination of needs

Image: AUSmotive.com
Identify a Clinical Champion

- 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 the leadership
- Has the ability to mobilize resources to make it happen
Maintain Focus On Patients & Families

• Develop telehealth programs with the patients’ perspective in mind

• Take into account their values, their personal and social needs, their comfort level with the different forms of interaction

• Don’t de-personalize the human relationship, strengthen it thru telehealth
Create A Change Management Plan

It’s about PEOPLE, PROCESS & TECHNOLOGY

- Workflow
- Staffing
- Training
- Financial
- Human: have right number, tight mix and clarify roles
- Information: communicate early and often
- Time: secure the time of critical people involved, establish priorities, and set deadlines
Select The Right Technology

- Technology should be scalable
- Should be capable of handling different use cases
- Leverage existing infrastructure and resources
- Integrates into existing clinical and operational workflow
- Bidirectional data integration with EHR

Image: grassrootsne.com
How Does Avizia Help?

Successful telemedicine adoption is really about change management.

Avizia has a robust bench of experts to help you design and implement clinical collaboration strategies that align with your organization’s clinical and business priorities.

- **Organizational Readiness** – stakeholder commitment, vision, governance and planning.
- **Use Case Development** – organize the people, processes and technology to deliver valid use cases with strong, supporting business plans.
- **Implementation & Support** – ensure your carefully designed telehealth program is effectively implemented and maintained to maximize ROI.
- **Program Optimization** – existing programs need optimization. Audit, validate and scale your telehealth program to ensure a successful future.

Avizia is your Partner
Your Success = Our Success
Virtual eVisits

Opportunities:
- General Medicine, OB-GYN, Behavioral Health, Prescription Renewal, Follow-up Consultations

Solution:
- Software: Avizia One
- Equipment: Laptop, mobile phone/tablet

Results:
- 96% attachment rate
- 4x increase in traffic to patient portal
- 41% reduction in urgent care visits
- 1.5 million patients under care
- 29% reduction in ER visits
- 8.9 patient experience rating out of 10
Behavioral Health

Opportunities:
• Emergency room evaluations when patient release is a concern, ongoing mental health consultations when travel is a burden

Solution:
• Software: Avizia One
• Equipment: CA300 or CA700 cart at clinical point-of-care. Avizia CA300 cart or connected laptop/tablet at doctor’s location.

Results:
- 84% patient satisfaction
- 33% diversion of unnecessary admissions
- 52% patients diagnosed and discharged as to outpatient care
- $36 MM savings to patients, insurers, and employers
SNF / Nursing Home Care

Opportunities:

• On demand consults to support nursing home residents to establish accountable care communities

• Used for: palliative care, hospice care, wound care, diabetic counseling, infection management, staff balancing, increasing coverage

Solution:

• Software: AviziaOne, OnePass Mobile

• Equipment: CA300 or CA700 cart with exam peripherals at clinical point-of-care. Connected laptop/tablet at doctor’s location.

Results:

- Reduction in readmissions: 52%
- Reduction in ER visits: 57%
- Improved efficiency: 88%
Who is Avizia?

Mission:

- To save lives and improve the delivery of healthcare through technology that connects patients and providers.

Solution:

- A complete platform with the devices, software and support needed to deliver immediate access, improved outcomes, and transform operations.
- Designed to meet clinical use cases – and quickly launch successful telemedicine pilots and enterprise-wide programs.

Customers:

- More than 400 customers in 35 countries
- Representing the largest health systems, ACOs and specialty provider networks in the world.
Avizia – Who We Are

• **2013** Spin off from Cisco

• **≈450** customers

• **36** Countries

• **70+** Partners & Distributors

• **60 people** delivering solutions every day

• **40** engineering resources (internal + external)
The only complete telemedicine platform combining video collaboration devices with clinical workflow management software and HIPAA compliant communication applications – designed, implemented, and maintained by a team of clinical and technical experts.

**Avizia Hardware**
- Engage by video, voice or text with easy-to-use medical carts and peripheral devices.

**Avizia Software**
- Securely collaborate with care teams and patients.
- Coordinate call calendars across multiple service lines.
- Capture, store and forward critical patient data.
- Integrate with existing systems such as EHR and billing.
Upcoming Events

- **MATRC 2016**
  April 10 – 12, 2016
  Hyatt Regency Chesapeake Bay Golf Resort Spa and Marina
  Cambridge, MD

- **ATA 2016**
  May 14-17, 2016
  Minneapolis, MN

- **mHEALTH + TELEHEALTH WORLD 2016**
  Increase Engagement, Effectiveness, and Widespread Use of Technology in Health Care
  July 25-26, 2016
  Seaport Boston, Boston, MA

- **2016 ANNUAL CONVENTION**
  The Sagamore Resort
  Bolton Landing, NY
  Event Registration Materials
  June 26-29th, 2016

- **NORTHEAST TELEHEALTH RESOURCE CENTER**
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