BATTLEFIELD TELEMEDICINE: LIFEBOT CLINICAL WORKSTATION IN MILITARY FIELD USE

https://www.youtube.com/watch?v=PVFdp_4Ooks

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What's Next for Telehealth

- Mercy Virtual Care Center Overview

  - Deliver virtual care services to over 600k patients in 7 states

  - Improve patient outcomes and access while reducing total cost of care

  - Operating 24 hours /day – staffed with 300+ clinicians – a "hospital without beds"

  - https://www.youtube.com/watch?v=jAQuEZUdB-A&t=9s

- School Based Wellness and Medical University of South Carolina (MUSC)
  - https://musc.bcst.md/videos/school-based-telehealth

- The future is **unlimited**

  - Schools, prisons, businesses, care delivery model/design

  - Once organizations have their telehealth strategy in place, they can use it anywhere

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Think Outside the Box

Where can you use telehealth in an innovative way?

- Schools?

- Industries?

- Prisons?

- Direct to consumer?

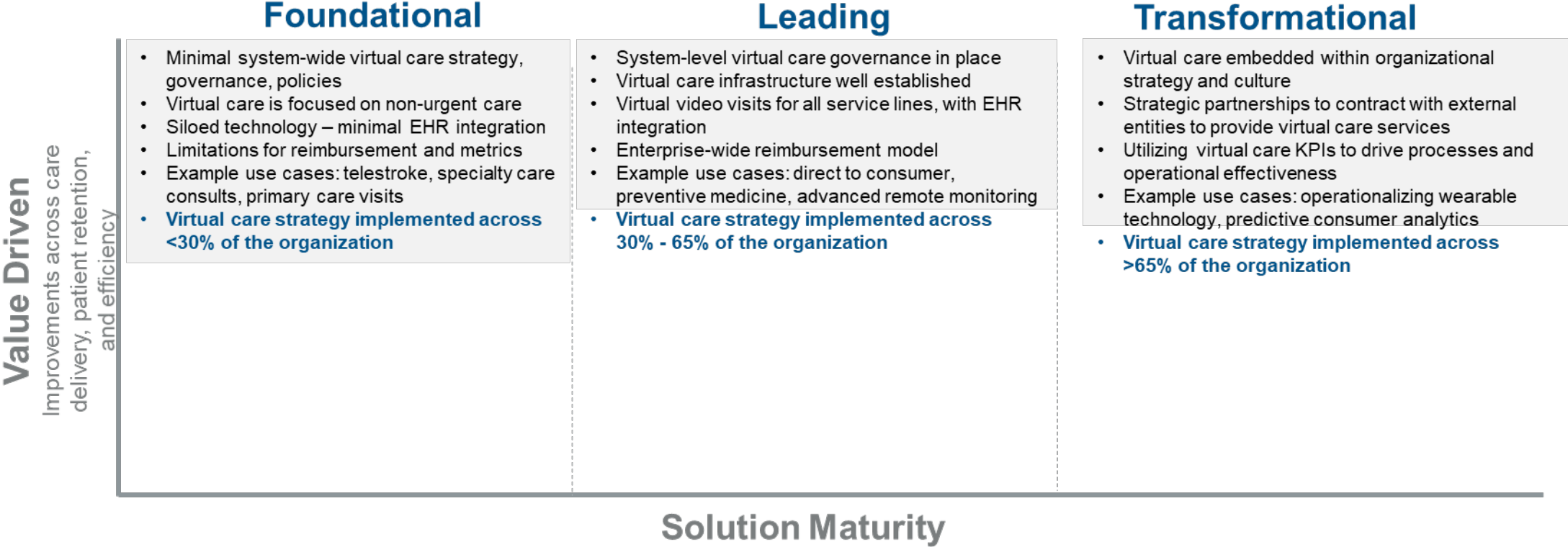NATIONAL RURAL HEALTH RESOURCE CENTER

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AMAZON ECHO

https://www.youtube.com/embed/YvT_gqs5ETk

Telehealth Benchmarks
Solution Maturity Curve |

Where are you on the maturity curve?

Value Driven
Improvements across care delivery, patient retention, and efficiency

Foundational
- Minimal system-wide virtual care strategy, governance, policies
- Virtual care is focused on non-urgent care
- Siloed technology – minimal EHR integration
- Limitations for reimbursement and metrics
- Example use cases: telestroke, specialty care consults, primary care visits
- **Virtual care strategy implemented across <30% of the organization**

Leading
- System-level virtual care governance in place
- Virtual care infrastructure well established
- Virtual video visits for all service lines, with EHR integration
- Enterprise-wide reimbursement model
- Example use cases: direct to consumer, preventive medicine, advanced remote monitoring
- **Virtual care strategy implemented across 30% - 65% of the organization**

Transformational
- Virtual care embedded within organizational strategy and culture
- Strategic partnerships to contract with external entities to provide virtual care services
- Utilizing virtual care KPIs to drive processes and operational effectiveness
- Example use cases: operationalizing wearable technology, predictive consumer analytics
- **Virtual care strategy implemented across >65% of the organization**

Solution Maturity

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Telehealth Transformation Framework
Outcomes/Aspirational

What is your aspirational goal for telehealth?

Aspirational Outcomes

Strategy
- Virtual care embedded within organizational strategy and culture
- Telehealth strategy compliments ambulatory strategy
- Organizational and telehealth demands are consistently evaluated and adjusted to optimize fiscal and resources alignment
- Telehealth is driving net new volume
- IT and telehealth solutions are aligned and enable the acceleration of operational efficiencies, patient engagement, and overall patient quality

Providers
- Quality virtual care delivery
- Efficiency
- Training & development; role of physician champion to assist with adoption

Analytics and Measurement
- Telehealth analytics and data available reports; data is trusted and provides business case evidence
- Utilizing virtual care KPIs to drive processes and operational effectiveness

Consumer Engagement
- Patient experience is enhanced, high level of adoption
- Increase access by X%
- Formalized consumer surveys used to gather data and support positive outcomes

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Panel Discussion
Key Components for Successful Telehealth Adoption

- **Operational Processes**
  - How are you measuring the success of your telehealth program?
  - What process do you have in place to sustain your successful outcomes?

- **Consumer Trust and Experience**
  - How are you using telehealth to attract and retain your patients/consumers?

- **Care Delivery**
  - Are there methods you use to manage rural population health?
  - How did you find the right partners to expand your telehealth program?

- **Care Team Alignment**
  - How well has telehealth been adopted at your facilities?
  - Is your telehealth strategy in place and functional?

- **Risk and Revenue Plan**
  - Do you have reimbursement tips you can share?

- **Technology and Security**
  - What telehealth technology are you using?
  - Are there any lessons learned you want to share with your colleagues?

- **New Telehealth Program**
  - What advise would you give an organization just starting their telehealth journey?

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