

Telehealth Activities: Exploring Lessons and Experiences from State SHIP Programs.

April 8, 2021

The Center's Purpose

The National Rural Health Resource Center (The Center) is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation's leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:

- Transition to Value and Population Health
- Collaboration and Partnership
- Performance Improvement
- Health Information Technology
- Workforce



Meet the SHIP TA Team



Sally Buck Chief Executive Officer



Matt Bancroft Program Specialist



Andy Naslund Program Coordinator II



Today's Agenda

Welcome & SHIP Team Updates

Andy Naslund & Matt Bancroft, National Rural Health Resource Center

Individual Investments by Hospitals

Lisa Garza, Kentucky Office of Rural Health

Telehealth Starter Kits

- Cassie Kennedy, Iowa Office of Rural Health
- Jennie Price, Hometown Health

Tele-Antimicrobial Stewardship Program

- Rebecca Dobert, Oregon Office of Rural Health
- Lindy Vincent, Washington State Department of Health

Open Discussion







TELEHEALTH IN THE BLUEGRASS

KENTUCKY SHIP TELEHEALTH EXPERIENCES

IT SHOULDN'T BE THAT HARD TO SEEK MEDICAL HELP

84 Kentucky Counties (70%) are designated rural Health Professional Shortage and/or Medically Underserved Areas

Of those, approximately half have a SHIP hospital located in the county.

WHAT ARE WE DOING ABOUT IT?

• To address these concerns 33% of our SHIP hospitals have utilized their funding to implement or expand Telehealth Services in recent years.

"Telehealth services helped to build community perception of both technological capability and availability from our provider practices."

HOW DO WE START?

- Developing a business plan for telehealth services
- Work out billing/coding/reimbursement
- Ensure you have all the technology requirements
- Observe and Maintain Health Analytics
- Identify and train staff
- Remain up to date on practice standards an guidelines



HOW IS IT USED?

- Telehealth
- Mobile Mental/Behavioral Health
- Translation Services
- Outpatient Wound Clinic
- Occupational health
- Inpatient visits with specialists (neurology, orthopedics, vascular surgery consults)
- Specialty clinics



IS IT MAKING A DIFFERENCE?

- Reduced stress and fatigue or going off campus for follow up
- Prevents travel or delay in diagnosis and treatment
- Enhances communication, safety and quality of care
- Enhances treatment for patients and allows more access when the physicians is not onsite
- Expanding telehealth in partnership with local schools

"We have been able to reduce transporting our inpatients outside the facility, saving them the inconvenience of traveling nearly an hour in an ambulance in most cases to and from these appointments."

HOW CAN SHIP IMPROVE TELEHEALTH IN OUR HOSPITALS?

"Suggest platforms or best practices to enhance telehealth care."

"It would be good to continue to provide information on billing for these services and assisting with the grants for updating and adding telemedicine equipment for our rural facilities."

"As one in every four patient visits is anticipated to be virtual going forward, continuation of funding support to expand these programs will be crucial to rural health systems."

CONTACT INFORMATION

Lisa Garza

Kentucky SHIP Coordinator

Kentucky Office of Rural Health

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(606) 439-3557









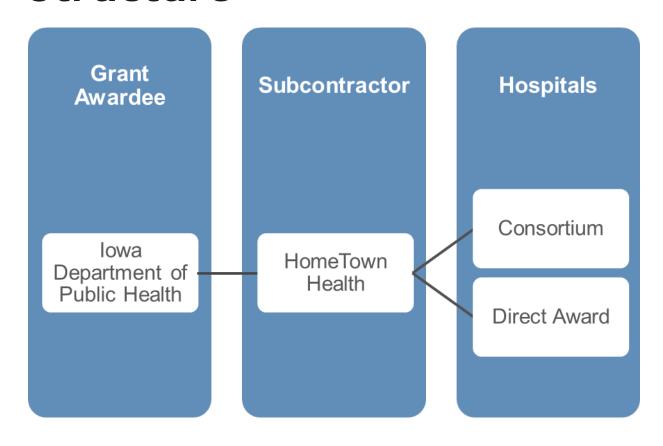


This program is provided in part through a partnership with the Iowa Department of Public Health through the Small Hospital Improvement Program (SHIP) Grant FY19 "Hospital Innovation Consortium" Contract #5881SH01.

ACO Group Purchase "Lessons Learned"



Iowa SHIP Structure





Iowa Department of Public Health (IDPH)



- Located in Des Moines, Iowa
- IDPH Rural Health Team composed of three program coordinators + three support staff that oversee:
 - State Office of Rural Health
 - Primary Care Office
 - Flex
 - o SHIP
 - HPSA designations
 - J-1 Visa waivers
 - Some state-funded contracts

Welcome & Introductions

HomeTown Health (HTH)



Jennie Price, GPC, RPLU, ARM, AAI is HomeTown Health's Director of Business Development. She joined the HomeTown Health team in May 2014 with experience in healthcare risk management and marketing and having worked with a number of member hospitals. Jennie leads the education team to manage and evaluate the development of live and online accredited training. She also applies for and directs various grant programs for HomeTown Health. She provides training to hospital leadership and board members in areas such as liability, risk, and grant management. Jennie's specialties, outside of marketing, include professional liability such as medical malpractice, and property/casualty insurance. She holds a Bachelor's degree from Berry College in Rome, GA in Communication, as well as Bachelor of Arts degree in Religious Studies. She has earned a variety of designations in the area of insurance and risk management, including the Accredited Advisor of Insurance (AAI), Registered Professional Liability Underwriter (RPLU), and Associate in Risk Management (ARM). Jennie has also earned the Grant Professional Certified (GPC) credential from the Grants Professional Certification Institute (GPCI) and completed the requirements to work as a GPC practitioner. Jennie resides in Cumming, Georgia with her husband and family.

Welcome & Introductions (continued) Who is HomeTown?



HomeTown Health's vision is to support rural healthcare organizations in providing high quality, accessible, and competitive care through a heavily regulated and increasingly technology-dependent environment.

www.hometownhealthonline.com



HomeTown Health University (HTH's education department) has a more specific vision to provide continuing education in various formats that is high quality, current, effective, and applicable for its intended audience.

www.hthu.net



HTH has been selected to provide management and oversight of the SHIP Grant program by the Iowa Department of Public Health for 2019-2025.

https://idph.iowa.gov/policy-and-workforce-services/rural-health-primary-care/Hospital-Programs-and-Patient-Opportunities

Welcome & Introductions (further)





2019-2020 SHIP Grant Hospitals



- 79 SHIP Hospitals in 2019-2020
- 70 hospitals opted to be in the Consortium
- 9 opted out of Consortium for year for Direct Award of funds

Welcome & Introductions (once more) The Hospital Innovation Consortium



HomeTown Health's Role: a Subcontractor for the Iowa Department of Public Health

- Provide comprehensive management and oversight of the State of Iowa's Small Hospital Improvement Program (SHIP).
- Coordination of group purchases of goods and services that align with the participating hospitals' designated activities that fall within the SHIP Menu activities

Primary Responsibilities:

- Engage and coordinate hospitals
- Coordinate activities with network/stakeholders
- Develop hospital or consortium contract processes
- Evaluate & Report

Welcome & Introductions (final) The Hospital Innovation Consortium



HomeTown Health Team

Trainers / Subject Matter Experts

Iowa SHIP Hospitals

State/Regionals networks & Stakeholders

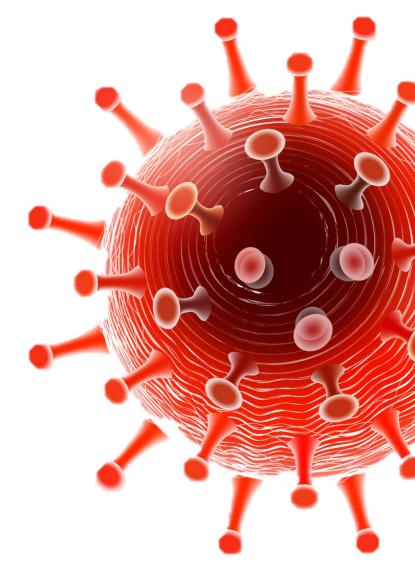
Business Partner Organizations

"A Good Problem to Have"

HOMETOWN HEALTH



- Consortium hospitals pool their funding to receive shared training, education both online and live at workshops & conferences
- Each hospital selects a Consortium Project Option (pre-negotiated discounted services, or pre-approved use of funds)
- Due to the pandemic, HTH /IDPH made the decision to offer our scheduled Spring Conference Virtually (March 2020)
- This change revised our budgeted funding for the "Tech and Telemedicine" Conference in the Consortium ACO Category budget to determine how to spend/distribute.... quickly.



"A Good Problem to Have" (continued)





- What are the (remaining or new) needs of hospitals?
- What is allowable under the ACO Menu?
- How can we distribute the roughly \$23k funds evenly (or at least offer equally) to 70 hospitals?
- What could we offer quickly and efficiently in one month's time?



"A Good Problem to Have" (final)





- With the approval of IDPH, HTH decided to invite Consortium hospitals to make an additional "second project" selection
- During month of April, we sought and negotiated group discounted pricing for various services, training or equipment items that qualify as allowable investments for this program.
- Four options were selected that could be offered to hospitals as options available that support the remaining budget from specific SHIP menu areas.
- HomeTown relied strongly on our Consortium Partners, previously vetted and with Consortium MOUs in place, to come up with useful, available, options
- At that time, many telehealth equipment items were on backorder or out of stock

What did the Consortium already offer?





- Tech & Telemedicine Conference Virtually, focused on "Innovation in Technology"
- Access to the HTHU.net's School of HIT and Transformation (dozens of support courses related to telehealth)
- National School of Applied Telehealth Certifications
- Option to select Telemedicine Equipment as their primary Project
 Option for the year
- Have offered to help cover group discounted registration at the regional Telehealth Conference with gpTRAC

Iowa Consortium ACO Support Items





- By April 30, sent out online survey/ selection tool
- Sent information sheet on options
- Asked to have back by May 8 (quick *turnaround time!*)

Iowa SHIP Grant FY19 Consortium ACO Support Item Selection

HOMETOWN HEALTH HOSPITAL INNOVATION CONSORTIUM The Small Hospital Improvement Program for the year ending in May, 2020

has experienced some revisions to the workplan/budget in response to the COVID-10 response. This has allowed the team to make some additional purchases for

participating Consortium hospitals. In order to expedite their distribution. HomeTown Health has sought and negotiated group discounted pricing for various services, training or equipment items that qualify as allowable investments for this program.

The four options described below are available that support the remaining budget from specific SHIP menu areas. We would like to invite you as a Consortium Hospital to select an item below from the list that you would like for your hospital. While this is not mandatory, we do hope that you will take advantage of one of the offerings that best supports your hospitals needs now and in the future related to telehealth implementation or training. If you choose not to, please let us know that by selecting "we decline these options" so that we know you have made the consideration.

We ask that you make your selection no later than Friday May 8, 2020; we will close the selection survey at 5pm Central time on this date. The selection for your hospital can be made online, here.

Option A. Telehealth Provider "Getting Started" Bundle: Jabra Speaker and Logitech HD Pro Webcam

Jabra SPEAK 410 is a speakerphone designed for office professionals with everyday need for audio conferencing. Its compact design and travel case make it easy to carry around, and the integrated cable management ensures quick set-up. It's the perfect solution for spontaneous conferencing and collaboration.

Logitech HD Pro Webcam C925: The webcam offers Full HD 1080p video with 720p video calling on most major instant messaging services, including Windows Live™ Messenger, and Logitech™ Vid HD. You can send 15-megapixel snapshots (software enhanced), and includes dual stereo mics. Includes a 20-step autofocus and sharp images (from 100 mm and beyond).

Note: Items will be drop shipped directly to your hospital as soon as available from the





Option B: Telehealth Patient Presenter Equipment: Telehealth Stethoscope

Littmann 3200 Blue Stethoscope features:

- * Record and save up to twelve 30-second patient sound tracks
- *Transmit sounds via Bluetooth® technology (Bluetooth® adaptor included not compatible with Apple devices)
- *Listen remotely via 3M™ Littmann® TeleSteth™ System (sold separately)
- *Eliminate 85% (on average) of ambient noise
- *Amplify sounds up to 24x

The 3M™ Littmann® Electronic Stethoscope Model 3200 combines Ambient Noise Reduction technology and frictional noise dampening features with amplification, Bluetooth® technology, and an all-new user interface, for the next level of performance and ease of use.

- *Bell and Diaphragm mode *Patented 3M™ Littmann® Snap-Tight Soft Seal Eartips
- *Non-chill diaphragm cover
- *Next-generation tubing is not made with natural rubber latex and does not contain phthalate plasticizers
- "Variety of tube colors
- *2-year warranty

Note: Items will be drop shipped directly to your hospital as soon as available from the



Iowa SHIP Grant FY19 Consortium **ACO Support Item Selection**



Option C. Telehealth Provider Service Implementation Fee*

Utilizing vetted business partner AllHealth Choice, option C will cover the onetime implementation fee to set up your hospital and any providers that need Telehealth service, AllHealth Choice's "MyCharlie" platform is a fully functional platform for Physicians and healthcare professionals to accommodate the need to see patients virtually. This platform can be enabled in 24 hours for a Provider



and allows for the ability to see a patient wherever they may be. It is fully HIPPA Compliant, allows for a multi-party conference (in the event a specialist is needed), provides access to the patient chart during the call, contains integrated SOAP notes and also generates the claim after the documentation is complete. Also added a COVID-19 assessment that can be pushed out to all patients (via text or email link) that can help determine the risk factor of the patient based on CDC guidelines. This platform also contains a fully integrated eScribe component for the patient that needs an RX called in or may need to utilize telehealth and eScribe during a period of quarantine or if they simply cannot place themselves in further risk based on their current health conditions. View more information on the Service here.

*Please note: this option will cover the one time set up fee (\$500) to quickly set up the platform for your chosen sites. However, there is a per encounter fee to be paid to AllHealth Choice by the hospital of \$12/per encounter for its use. (This is a reduced rate down from \$15 an encounter for participating hospitals.) If desired, Remote Patient Monitoring Services can be utilized and added to the platform service for an additional charge. View the sample Services Agree-

The platform does integrate with EHR systems, or can be utilized for manual billing. Please note that AllHealth Choice does not charge any additional fees for EHR system integration, however, some system/vendors may charge a fee.

For hospitals selecting this option, HTH will host an informational session in May to share additional information from AllHealth Choice. However, set up on the system can be completed quickly to get providers up and running on a platform for telehealth services.

Option D. Access to the "BC-TMH: Board Certified-Telemental Health Training" for one staff

The certification programs will provide the foundations of telehealth for learners interested in utilizing telehealth for the delivery of health care. New College Institute's STAR Telehealth and The Center for Credentialing & Education (CCE) have developed a training opportunity designed to help professionals practically implement telebehavorial health services using video in HIPAA-compliant manner. You will be directed to CCE's Learning Management System to register



and enroll in the modules. Qualifying individuals who complete the training series are eligible to apply for the Board Certified-TeleMental Health Provider (BC-TMH) credential.

Training Content includes:

- · Introduction to Telemental Health: An overview of the industry, market forces, practice requirements, funding and
- Best Practices in Video Telemental Health: Ethical and legal considerations from state licensure laws and mental
- Crisis Management: Protocols for managing psychosis and duties to warn and protect
- Settings and Care Coordination: Understanding of clinic and direct-to-consumer differences, factors and terms Direct-to-Consumer Care (DTC): Requirements for legal and ethical DTC services
- Presentation Skills: Instruction in skills for presenting via video
- · Orienting Clients/Patients: Demonstration of client informed consent and education
- Choosing and Using Technology: Identifying appropriate technology and use considerations
- · Information Privacy Security and HIPAA-HITECH: HIPAA training related to telemental health

For more information, visit: http://www.startelehealth.org/credentials

For more information, please contact: Jennie Price at jennie.price@hometownhealthonline.com or Kristy Thomson at kristy.thomson@hometownhealthonline.com

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We ask that you make your selection no later than Friday May 8, 2020; we will close the selection survey at 5pm Central time on this date.

DETAILS ON THE FOUR OPTIONS CAN BE VIEWED HERE

Thank you for allowing us to serve you!

If you have any questions, please contact:

Jennie Price at jennie.price@hometownhealthonline.com

. You	ır Name	2: *	

Included in selection link: certification of intent

I certify that it is our intent to utilize this selection to help to implement telehealth or telemedicine use within our facility, used by staff to improve operational efficiencies or telehealth services. General equipment purchases are <u>not</u> allowable under the SHIP Grant.

Yes, it is our intent to utilize this selection for our telehealth/telemedicine program now or for development of a program.

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Through a partnership with Global Partnership for Telehealth; Made recommendations for what other rural hospitals were utilizing and had relationship to vendors providing discounted equipment.

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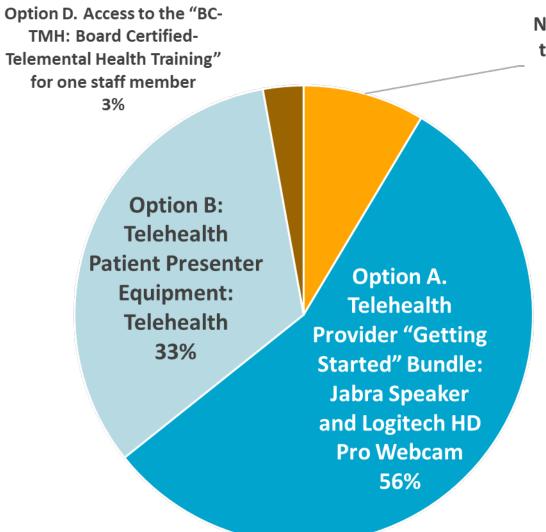
http://www.startelehealth.org/credentials



The Results







No thanks! We decline these options/do not wish to participate 8%

Lessons Learned

 Don't wait to establish collaborative partners who are dedicated to serving the hospitals alongside you.



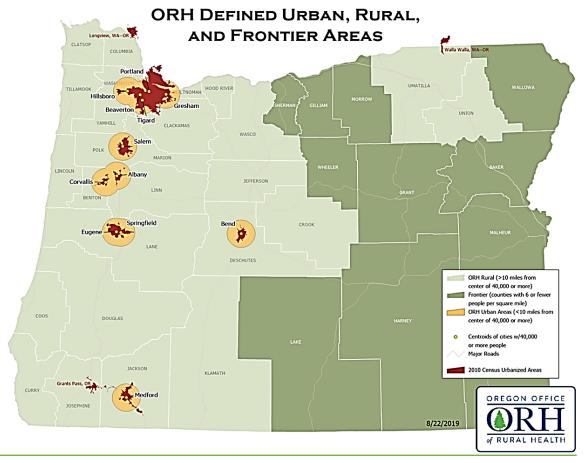
- Always have a "plan B" in mind for your budget's major items.
- Sometimes, a shorter window to ask hospitals make a decision is more effective! (All but one hospital submitted by deadline)

Contact Information

If you have any questions, please contact:

Grant Director: Jennie Price at jennie.price@hometownhealthonline.com





OREGON

- 98,000 sq. miles •
- Borders CA, ID,
 NV, WA &
 Pacific Ocean
- Total population 4.2 million
- 33% in rural
- 2% in frontier
- 10 of 36 counties are frontier

Oregon Office of Rural Health (ORH)

Coordinating body for rural and frontier health in OR since 1979. Offers assistance to hospitals, clinics, emergency medical services (EMS) and communities to strengthen the health care delivery system.

- Work is aligned under three service areas:
 - ➤ Workforce Services: Provider recruitment, retention and incentives administration.
 - Field Services: Data & analysis, technical assistance.
 - ➤ Policy Development & Advocacy: Coordinating the provision of healthcare to rural Oregonians and developing legislative proposals to benefit the health of rural Oregonians.

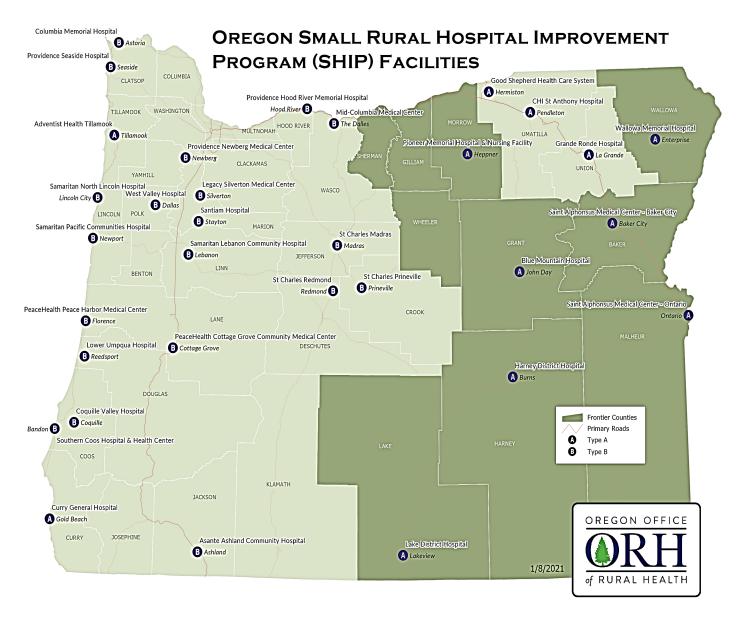
<u>Click here for more information on</u> <u>ORH's programs & services</u>

Oregon SHIP

- 32 eligible hospitals (25 CAHs)
- Administered as individual sub awards
- Wide range of facilities: urbanadjacent rural through frontier
- 80% average hospital participation

Highlights

- In FY20, 90% of hospitals chose VBP (increased from 81% in FY19)
- HCAHPS projects are high value
 - 65% hospitals implementing HCAHPS activities reported improved scores.



<u>Click here for more information</u> <u>on OR SHIP programs</u>

FY21 SHIP University of Washington Tele-Antimicrobial Stewardship Program (UW TASP)

ORH initially sponsored UW TASP CAH participants under the Flex grant:

FY18: 2 CAHs

FY19: 4 CAHs

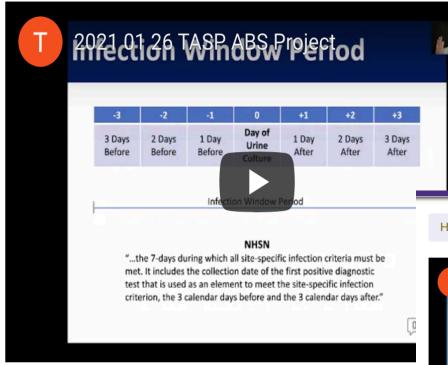
FY20: 5 CAHs (partial year subscriptions)

In 2021, based on continued positive feedback of participants, ORH has added support under the SHIP grant, with 4 hospitals choosing to use their awards to support work:

- Lower Umpqua Hospital
- Pioneer Memorial Hospital (Morrow County Health District)
- Southern Coos Hospital and Health Center
- St. Anthony Hospital (CHI)

UW TASP Participation Requirements

- Active Participation
 - Attend no fewer than 2x a month
 - Participate in discussions
- Meet with TASP leadership via Zoom
- Present at least 3 cases
- Video and microphone set up
- Report attendance for each session
- Use the TASP website for tracking AMS projects
- Report any AU data



ASB Project Data Collection Tool

Tuesday, January 26, 2021 - 11:45am

Funnce Liu and Barbara MacDonald present the UW TASP ASB

Home / Lincoln Hospital AMS Highlights



Lincoln Hospital AMS Highlights

Thursday, February 25, 2021 - 12:30pm

Merilla Hopkins from Linoln Hospital reviews their AMS tracking tool and how they structured and created an antibiogram for their hospital.

🖺 Download slides (1.6 MB)

Websites



Lincoln hospital AMS Tracker (11.8 KB)

Lincoln hospital Antibiogram (34.9 KB)

Lincoln hospital AMS Highlights (1.6 MB)

Lincoln hospital Antibiogram finalized (67.67 KB)

Questions? Rebecca Dobert

dobert@ohsu.edu (971) 271-0481





Closing Announcements

Sallay is going on a Detail Assignment for 90 days!

- Sallay is going on a 90-day assignment within HHS's Office of Budget's beginning on April 12, 2021, and ending on July 9, 2021. This assignment means that Sallay will be working at the HHS headquarters, assisting with the President's Budget's specifically looking at discretionary public health programs.
- During Sallay's absence, Jeanene Meyers will be the main point of contact for all SHIP and COVID SHIP-related items, and of course, the SHIP TA team is available for any questions.

SHIP TA Assessment:

If you haven't already, please remember to complete the SHIP TA Team
 Assessment Survey by April 14th. Your opinion is very important to us, and we
 use these responses to develop resources and make programmatic improvements
 for the following year.



Closing Announcements (continued)

SHIP Grantee Highlight

• In case you missed it, please read RHIhub's Rural Monitor article highlighting the OR SHIP program and one of their hospital's projects to improve quality and patient satisfaction through Cultural Competency training. Critical Access Hospital in Oregon Uses Advisory Council and Training to Improve Cultural Competency.

Upcoming COVID SHIP and SHIP Reporting Requirements:

- See Sallay's email yesterday with a snapshot of upcoming reporting requirements under COVID SHIP and SHIP. Before Sallay leaves, she will update the calendar to reflect reporting requirements and templates (when applicable) for FY 21-22. The calendar will be emailed and posted on the SHIP website a few weeks before the new NoA are released.
- Don't forget to email Jeanene to submit the Minor Alteration/Renovation (A/R)
 Activities Reporting Requirements for SHIP COVID. Please see the <u>COVID SHIP</u>
 <u>Minor Renovation Instructions Guide</u> and Forms are available on the <u>CARES Act</u>
 <u>SHIP Funding page</u>.



NATIONAL RURAL HEALTH RESOURCE CENTER

SHIP Team Contact Information







SHIP TA Team (218) 216 - 7025

ship-ta@ruralcenter.org

Get to know us better: http://www.ruralcenter.org





