Extending Our Team-based Care
Reach: Bringing Care to Our Patients & Families

MODERATOR:
Gene Smith, e-Business Director, Intermountain Healthcare

PRESENTERS:
Jesse Spencer, MD, Intermountain Healthcare
Joni Anderson, Regional Clinical Manager, Intermountain Healthcare
Brett Bringhurst, Operations Officer, Intermountain Healthcare
Blake Anderson, Nurse Care Manager, Intermountain Healthcare
Objectives

• To share a clinical and operational perspective on the use of technology and telehealth to extend our reach to patients and families.

• To showcase projects and pilots that are accomplishing this purpose
Presentation Agenda

Dr. Jesse Spencer
• Clinical perspectives on technology & telehealth use

Joni Anderson
• Operational perspectives on technology & telehealth use

Brett Bringhurst
• Telehealth projects status: Behavioral health focus & future vision

Blake Anderson
• Current telehealth initiatives from the Clinical Communication Center
### The Consumer Experience Goal

<table>
<thead>
<tr>
<th>Goals</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personalized</td>
<td>“We know what’s best for our patients”</td>
<td>“We seek to consistently understand and anticipate what our patients want”</td>
</tr>
<tr>
<td>Always-on</td>
<td>“The patient can come during operating hours”</td>
<td>“We strive to meet the patient where they are – anytime, anywhere”</td>
</tr>
<tr>
<td>Empowering</td>
<td>“The patient doesn’t know what the implications of their choices are”</td>
<td>“We will help consumers take control of their own care”</td>
</tr>
<tr>
<td>Frictionless</td>
<td>“Technology should be used to fix all problems”</td>
<td>“We will leverage technology to extend the human touch and remove friction from the care journey”</td>
</tr>
<tr>
<td>Coordinated</td>
<td>“A patient’s care starts when they walk in the door and ends when they’re cured”</td>
<td>“We will be able to engage earlier and stay connected throughout their care journey”</td>
</tr>
<tr>
<td>Transparent</td>
<td>“The patient won’t understand the details”</td>
<td>“We will offer transparency and decision support to help consumers make sound care and financial decisions”</td>
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</tbody>
</table>
The Consumer Experience Goal

When I engage with Intermountain Healthcare, I feel connected to a trusted team that knows me, supports me, guides me, empowers me, stays with me, makes my life easier, and helps me live the healthiest life possible.
A Connected Consumer Experience

Patient video
Clinical Perspectives on Technology & Telehealth Use

Jesse Spencer, MD – Family Practice, Sevier Valley Clinic
Intermountain Healthcare
Rural Mental Health

• Accessibility
  o Travel distance
  o Insurance coverage

• Availability
  o Chronic shortages or mental health workers
  o Leak

• Acceptability
  o Stigma of mental health
  o Privacy
Suicide Rates

Utah Suicide Rates by Health District

- 2006-2010, per 100,000
  - TriCounty - Daggett, Duchesne, Uintah
  - Southeastern - Carbon, Emery, Grand
  - Central - Juab, Millard, Piute, Sevier, Wayne, Sanpete
Benefits

Helping people live the healthiest lives possible.

• Access, Availability, Decreased Stigma
• Decreased rural provider burn-out and sense of isolation.
• Huge growth potential- Diagnosis, treatment, therapy, group chats, virtual education, 24/7 help
Challenges

• Provider Buy In
  o More difficult getting telehealth for mental health
• Technology
  o Minimal technology needed for mental health visits
  o Issues in past with telehealth services feeling sloppy
• Workflow Disruption
  o Needs to be seamless and integrated with EMR
Operational Perspectives on Technology & Telehealth Use

Joni Anderson
Regional Clinical Manager, Utah Valley Administration
Intermountain Healthcare
TeleHealth Opportunities

- Tele Pre-diabetes
- Tele Diabetes
- Tele Psychiatry (in progress)
- Tele MHI (in progress)
Challenges

Geography: 10 clinics spread out over 100 plus miles
Transportation Issues
Financial Barriers
Engagement Issues
Hiring challenges
Major Healthcare Hubs between 61 to 164 miles away
Opportunities

- Bring the services to the patient rather than the patient to the services
- Education for the providers and care management staff
- Increase access
- Aid in population health management
Moving Forward

- Technology issues
  - Proper equipment and training
- Staff and Provider Input prior to implementation
  - “Road Show” to identify needs and barriers
- Telehealth follow up
  - Scheduled follow up calls and visits by Implementation Team
TeleHealth Projects Status
Behavioral Health Focus, Future Vision

Brett Bringhurst, MHA/MBA
Regional Operations Officer
Intermountain Healthcare
Medical Group TeleHealth Update

- Considerations
- Current & Future Projects & Initiatives
- Future vision & possibilities
TeleHealth Considerations

Items to think about:

• Type of telehealth visits:
  o Site to Site (Clinic to Hospital, Clinic to Clinic)
  o Scheduled Video Visits (iCentra Direct to Patient)
    • Not On-demand Video Visits (Connect Care)

• Equipment needs, space requirements

• Coding & Billing, Financials

• Payer Coverage
  o Geographic restrictions
  o Place of Service Restrictions

• Established Patient Focus
Medical Group Current TeleHealth Projects & Initiatives

Clinic to Clinic:
• Diabetes Education
• Genetic Counseling
• Psychiatry (outpatient)
• Medical Oncology
• Numerous Inpatient Focused Programs
  o Telestroke
  o Neonatal Critical Care Support, etc.

Scheduled Video Visits (Direct to Patient):
• Primary Care Scheduled Video Visits
  o Pilot stage with 5 FP physicians
Medical Group Planned TeleHealth Projects & Initiatives

Clinic to Clinic:
- *Psychiatry (outpatient)
- *MHI
- *Rheumatology
- *Endocrinology
- Medical Oncology
- *Pain Management
- Neurology
- Hospitalists
- Diabetes Education

Scheduled Video Visits (Direct to Patient):
- Primary Care (expansion)
- Medical Nutrition Therapy
- Sleep Studies Follow-up
- Secondary Care (Post surgery follow-up visits)
- Care management
- OB Prenatal

* Potential hybrid Clinic to Clinic & Scheduled Video Visits programs.
Behavioral Health ~ TeleHealth Focus Now

TeleHealth Outpatient Psychiatry support for Rural Clinics, MHI soon

- Rural (originating) clinic schedules EVI appointment on distant clinic psychiatrist schedule.
  - Cedar City to Psychiatry & Counseling – St. George
  - Central Rural Clinics to Utah Valley Psychiatry & Counseling
- Patient comes to originating clinic, PSRs arrive, check-in patient for distant clinic.
- MA at originating clinic rooms patient, takes vitals, facilitates telehealth connection with distant clinic MA & provider.
- Room designated for telehealth visits equipped w/ PC, TV/monitor, camera, speaker microphone
  - MA uses generic ID, e.g., CEDTeleservice to login to Telehealth for security purposes.
Behavioral Health ~ TeleHealth Focus Now (continued)

TeleHealth Outpatient Psychiatry support for Rural Clinics, MHI soon

• End of Visit
  o Psychiatry & Counseling physician or MA notifies originating clinic MA via Skype/IM to reenter room.
  o Care plan discussed between all parties
  o Rx E-prescribed or if written Rx required, patient’s PCP is contacted to write Rx per psychiatrist recommendation.
  o Follow-up visits scheduled as needed.

• Specific Documentation, Coding, and Billing Process followed for TeleHealth. Standard 99201-99215 E/M codes used.

• Service offered to patients with payer coverage.
Payer Coverage – Clinic to Clinic Interactions

- DMBA
- EMI
- Medicare (Traditional) – if patient in qualified facility and rural location
- PEHP
- Regence Commercial, MedAdvantage
- Select Health Commercial, MedAdvantage
- United Healthcare Commercial, MedAdvantage
TeleHealth Psychiatry
Clinic to Clinic Visit

Cedar City Clinic to
Intermountain Psychiatry &
Counseling – St. George

*Patient Room/Viewpoint*
TeleHealth Psychiatry
Clinic to Clinic Visit
Clinician view, equipment
Scheduled Video Visits, iCentra Enhanced Functionality

- Ability to conduct visits directly to patients at home, place of work, etc.
- Equipment needed (Clinician teams, i.e., physician and caregiver support (MA, etc.))
  - Clinician teams – (Laptop for video/camera, USB headset or existing office/exam room PC, camera, mic)
  - Patients – Desktop PC/Laptop with camera/speaker/mic/internet or mobile phone/tablet device.
- Video visits launch from iCentra ambulatory schedule
- Patients connect to visits through My Health or Patient Portal, need active My Health account
- Multi-party participation (caregivers); eventually (patients & other family)
- Online submission of patient history and PHQ-2/PHQ-9 forms via Clipboard
- Electronic prescribing – Controlled Medication
- Possible, Centralized MHI TeleHealth Team Support
- Payer Coverage Evolving [EMI, SelectHealth (all plans), Medicaid (Utah)]
Scheduled Video Visits

Patient accesses appointment through My Health Portal
## Scheduled Video Visits

Appointments appear as VV ROV in iCentra, status updates

<table>
<thead>
<tr>
<th>Time</th>
<th>Duration</th>
<th>Patient</th>
<th>Details</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>5 mins</td>
<td>XZTEST, PORTAL VIOLET</td>
<td>VV ROV Routine Office Visit</td>
<td>Confirmed</td>
</tr>
<tr>
<td>8:15 AM</td>
<td>35 mins</td>
<td>No appointments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00 AM</td>
<td>5 mins</td>
<td>XZTEST, BLO.... 87 Years, Male</td>
<td>VV ROV Routine Office Visit</td>
<td>Seen by MA</td>
</tr>
<tr>
<td>9:05 AM</td>
<td>5 mins</td>
<td>XZTEST, PATIENT</td>
<td>VV ROV Routine Office Visit</td>
<td>Confirmed</td>
</tr>
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</table>
Scheduled Video Visits

To join visit, clinician clicks on patient, joins session, launches video
TeleHealth Benefits

Care delivery Where, When, How patients need or want it:

- Extended, improved access
- Patient convenience
- Improved engagement
- Improved outcomes
- Efficient use of clinical resources
Health Answers

Post Discharge Follow Up Calls

- Behavioral Health Unit/ Access Center post discharge follow up calls (North Region)
  - Help with prescriptions/medications
  - Discharge Instructions
  - Changes in Health
- Mom/Baby screening for post partum depression
- Follow up from other post discharge phone calls
Nurse Triage Line

Available for Select Health and Uninsured

- 24/7 Availability
- Direct Patient to appropriate care setting
  - Home
  - PCP
  - Instacare
  - ED/Access Center
Discussion Questions

Group Discussion

- How do you envision concepts of team-based care fitting into new telehealth workflows?

- Where are the best opportunities for connecting the continuum of care to create “systems of care”?

- How does telehealth allow for Intermountain to achieve its mission of ‘One Intermountain’?
One Last Video

Mental Health is about Listening