Virtual Care – The Future of Healthcare?

“WE CANNOT SOLVE OUR PROBLEMS WITH THE SAME THINKING WE USED WHEN WE CREATED THEM.” ALBERT EINSTEIN

NEBRASKA HIMSS 2019 SPRING MEETING
Disclosure(s):

Rebecca Ohlinger— I have no actual or potential conflict of interest in relation to this program/presentation.
Learning Outcomes

1. Learners will self-report an increase in knowledge about the role of information technology in determining value in healthcare.

2. Learners will self-report an increase in confidence in utilizing best practice tools and strategies in their professional role.

3. Learners will provide at least one way they will incorporate knowledge gained into their practice.
Nebraska State Law

“Telehealth means the use of medical information electronically exchanged from one site to another, whether synchronously or asynchronously, to aid a health care practitioner in the diagnosis or treatment of a patient.

Telehealth includes services originating from a patient’s home or any other location where such patient is located, asynchronous services involving the acquisition and storage of medical information at one site that is then forwarded to or retrieved by a health care practitioner at another site for medical evaluation, and telemonitoring.

Telehealth consultation means any contact between a patient and a health care practitioner relating to the health care diagnosis or treatment of such patient through telehealth.”
Today, the Center for Connected Health Policy has identified that Telehealth encompasses four distinct applications:

1. Live video (synchronous)
2. Store-and-forward (asynchronous).
4. Mobile health (mHealth).

Note: Each state Medicaid program and private insurer varies in its use and reimbursement of these applications.
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1948</td>
<td>X-rays transmitted 24 miles</td>
</tr>
<tr>
<td>1955</td>
<td>Television image from Boston's Logan Airport to the hospital. Walter Reed General Hospital /teleradiology</td>
</tr>
<tr>
<td>1960s</td>
<td>Remote Alaskan and Canadian villages &amp; NASA</td>
</tr>
<tr>
<td>1964</td>
<td>Telepsychiatry in Nebraska. Satellite telemedicine and NASA.</td>
</tr>
<tr>
<td>1970s</td>
<td>Canadian Space Program for distance education and care, using satellite.</td>
</tr>
<tr>
<td>1980s</td>
<td>Telemedicine on cruise ships, transoceanic air flights, offshore oil platforms, Mt. Everest, in helium balloons, Antarctica, and outer space.</td>
</tr>
<tr>
<td>1990s</td>
<td>The North-West Telemedicine project was set up in Australia.</td>
</tr>
</tbody>
</table>
Virtual Care – *The Future of Healthcare*?

"Tomorrow’s office visit will increasingly take place everywhere but the office."

- Dr. Eric Topol
What’s Driving Virtual Care?

1. Patient Access
2. Physicians - Shortage, Retirement & Work-Life Balance
3. Economy/Consumerism – Digital Distribution
Patient Access

60 million Americans who live in rural communities.¹

One-fifth of the nation's rural hospitals are struggling to stay open.²

Why is this important? Keeps communities healthy!

1. Allows patients to stay local whenever possible.
   - By connecting these smaller institutions to large medical centers, telemedicine improves the quality of care that patients receive.

2. Care when and where they need it.

3. Reduces travel time, expense and time away from work.

4. Reduces wait time to access specialists.

<table>
<thead>
<tr>
<th>STATE</th>
<th>TOTAL RURAL HOSPITALS</th>
<th>HOSPITALS AT HIGH FINANCIAL RISK</th>
<th>PERCENTAGE AT HIGH FINANCIAL RISK</th>
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<tr>
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<tr>
<td>AL</td>
<td>42</td>
<td>21</td>
<td>50.0%</td>
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<tr>
<td>MS</td>
<td>64</td>
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<tr>
<td>GA</td>
<td>63</td>
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<tr>
<td>WA</td>
<td>27</td>
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</tr>
<tr>
<td>IA</td>
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<td>17</td>
<td>17.9%</td>
</tr>
<tr>
<td>IL</td>
<td>75</td>
<td>13</td>
<td>17.3%</td>
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<tr>
<td>WA</td>
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<td>6</td>
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<tr>
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<td>9</td>
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<td>CO</td>
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<td>5</td>
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<tr>
<td>NE</td>
<td>70</td>
<td>8</td>
<td>11.4%</td>
</tr>
<tr>
<td>SD</td>
<td>44</td>
<td>5</td>
<td>11.4%</td>
</tr>
<tr>
<td>OH</td>
<td>65</td>
<td>7</td>
<td>10.8%</td>
</tr>
</tbody>
</table>
Detailed Findings: Reasons for an Online Visit

For those who have already had their child seen remotely, a variety of different convenience reasons explain why parents took that approach.

- More convenient than in-office
- More immediate than waiting for in-office
- Needed opinion after PED’s office closed
- Safer than in-office (less exposure to sick children)
- Needed to know right away whether to go to ER
- Pretty sure in-person not needed but wanted opinion

Percent responding
Twenty-eight percent of millennials are smartphone-only internet users, meaning they own a smartphone, but do not subscribe to traditional broadband service at home.\(^3\)

**The evolution of technology adoption and usage**

% of U.S. adults who ...

<table>
<thead>
<tr>
<th>Year</th>
<th>Use the internet</th>
<th>Have broadband at home</th>
<th>Use social media</th>
<th>Own a smartphone</th>
<th>Own a tablet</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>2005</td>
<td>5</td>
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<tr>
<td>2010</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
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<tr>
<td>2011</td>
<td>35</td>
<td>35</td>
<td>35</td>
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</tr>
<tr>
<td>2016</td>
<td>88</td>
<td>88</td>
<td>88</td>
<td>88</td>
<td>88</td>
</tr>
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</table>

Source: Surveys conducted 2000–2016. Internet use figures based on pooled analysis of all surveys conducted during each calendar year.

PEW RESEARCH CENTER


[http://www.pewresearch.org/fact-tank/2017/01/12/evolution-of-technology/ft_17-01-10_internetfactsheets/]
Patients prefer physicians who offer video visits.

Willingness of U.S. adults to switch PCPs for video visits.

-from 17 million to 50 million Americans

2015  2017
Physicians - Shortage, Retirement & Work-Life Balance

1. Physician workforce is shrinking relative to demand.
   • Physicians 65 and older account for 13.5 percent of the active workforce, and those between ages 55 and 64 make up nearly 27.2 percent, according to a 2018 report from the Association of American Medical Colleges (AAMC).[^5]

2. Some recent headlines...
   • March 2019 - Arizona Senate OKs Telemedicine Expansion to Meet PCP Shortage
   • February 2019 - Georgia Senate OKs Out-of-State Telemedicine, Telehealth Parity

[^5]: Association of American Medical Colleges (AAMC) report, 2018
Physicians - Shortage, Retirement & Work-Life Balance

Utilize current providers time more efficiently by using telehealth & telemedicine.

- Seeing more people in less time, providers could choose to work shorter hours, or increase revenue without working more.

Children’s Behavioral Health Telemedicine total miles saved in 2017 was 96,600!
Physicians - Shortage, Retirement & Work-Life Balance
Consumerism – Digital Distribution

1. Wikipedia defines health care consumerism as “movement toward patients being more involved in their own health care decisions.”

IT’S MORE THAN THAT....

2. There’s plenty of evidence of consumers’ desire for convenience and how it is driving health care options.

3. In the “Telehealth Index: 2015 Survey” conducted by Harris, 76 percent of patients said that they prioritize access to health care services over the need for human interactions with health care providers. The same poll found that 70 percent of patients are comfortable communicating with their health care providers via text, email or videos, in lieu of seeing them in person.
Consumerism – Digital Distribution

Ads Promoting Virtual Care

1. I’ve Had the Time of My Life

https://www.bing.com/videos/search?q=UnitedHealthcare%e2%80%99s+virtual+visits+commercial+dirty+dancing&view=detail&mid=2DB9C05F34AC363859222DB9C05F34AC36385922&FORM=VIRE

2. Night Shift

https://www.youtube.com/watch?v=Ez1DvKAIULU
Virtual Care Workflows

**Telehealth**
- Provider to patient’s home.
- Provider must be licensed in the state the patient is at during the visit.

**Telemedicine**
- Provider to facility.
- Provider must be licensed in the state that the facility the patient is at is located.
Telemedicine carts/tablets with peripheral medical device integration, allowing providers to make informed decisions during visits.
Coverage & Reimbursement

It’s complicated, but improving.

The following factors may all play a role when determining whether a service can be reimbursed if delivered using telehealth technologies:

- **Who is the third-party payer?**
  - Medicare
  - Medicaid
  - Private Payer

- **Who is the direct recipient of the telehealth encounter?**
  - The patient
  - Another clinician (E-Consult, Project ECHO)

- **What modality of telehealth is being used?**
  - Synchronous or "live" video
  - Asynchronous or "store and forward"
  - Remote monitoring
  - Mobile health or "mhealth"

- **Where is the patient located, otherwise known as the "originating site"?**
  - Geographic Location
  - Type of Facility:
    - Health care facility (hospital, FQHC, private practice)
    - Non-health care facility (school, worksite, kiosk, home)

- **What type of service is being provided and how is that service being coded for billing purposes?**

- **What type of health care provider is delivering the service? (e.g., Medical Doctor, Nurse Practitioners, Psychologist, Allied Health Professional, Health Educator, EMT)**

Source: www.telehealthresourcecenter.org
Coverage & Reimbursement

1. Nebraska passed a parity law (coverage).
   • Insurers cannot exclude a service for payment simply because it was by TM.
   • Special attention for children.

2. CMS
   • On Nov. 1, 2018, the Center for Medicare and Medicaid Services (CMS) released their CY 2019 finalized revisions related to the Physician Fee Schedule (PFS).
   • NE Medicaid is MUCH more open and inclusive.
Virtual Care at Children’s Hospital & Medical Center

**Currently Live**
Telepsychiatry, telepsychology, eating disorders program, post-op surgical visits, palliative care, Project Austin, telelactation, telemedicine visits at Lincoln SPC clinic (Pulm, Rheumatology -AMPs, Adults Congenital Cardiac), primary care f/u visits for ADHD, eConsults (BRYAN and St. Elizabeth’s).

**Piloting/Expanding**
Multidisciplinary virtual rounding at a long term care facility, Cardiothoracic Surgery post-op visits, virtual consults, established single vent patients f/u visits, specialty rounding at UNMC, eConsults, and the list goes on.

Mission: Improve the lives of children through dedication to exception clinical care, research, education and advocacy.
Why Telepsychiatry?

We looked at the Bureau of Health Workforce, Health Resources and Services Administration (HRSA), U.S. Department of Health & Human Services, Designated Health Professional Shortage Areas Statistics: Designated HPSA Quarterly Summary, as of December 31, 2017.
Where Are We?

Formed partnerships with:
• Primary care offices
• Hospital systems in rural communities
• Own physician clinics
Volumes are Increasing

BH Telehealth Visits

- New
- Follow up
More Data - Telepsychiatry

• Primary care offices, hospital systems in rural communities, our own physician clinics.

• 50% reduction in no-show rates.

• Saved windshield time equated to around 26 hours per week.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DISTANCE FROM OMAHA (ONE WAY)</th>
<th>TRAVEL TIME FROM OMAHA LOCATION (ONE WAY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Platte, NE</td>
<td>280 miles</td>
<td>3 hours 58 minutes</td>
</tr>
<tr>
<td>McCook, NE</td>
<td>284 miles</td>
<td>4 hours 19 minutes</td>
</tr>
<tr>
<td>Albion, NE</td>
<td>128 miles</td>
<td>2 hours 8 minutes</td>
</tr>
<tr>
<td>Clarinda, IA</td>
<td>80 miles</td>
<td>1 hour 33 minutes</td>
</tr>
<tr>
<td>Plattsmouth, NE</td>
<td>25 miles</td>
<td>35 minutes</td>
</tr>
<tr>
<td>Bellevue, NE</td>
<td>16 miles</td>
<td>24 minutes</td>
</tr>
</tbody>
</table>

*Beatrice added 11/18.
Overall Patient/Family Satisfaction

Q4: Overall, how satisfied were you with your Children's Virtual Visit?

- Highly Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Highly Dissatisfied

Q9: I felt comfortable communicating with the provider/clinician using Virtual Care.

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Strongly Disagree
1. Access To Broadband/Network Speed
2. Cost
3. Licensure
4. Limited Reimbursement
5. Privacy And Security
6. Resistance To Change
1. Vision
2. Strategic Alignment Across Enterprise
3. Buy-In
4. Communication
5. Focus
6. QA/Metrics
References


Resources