

# *Expanding Capacity through Telemedicine*

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# *Telemedicine & the Triple Aim*

## **Improved Patient Experience:**

- Increased access to specialists, primary care doctors, and behavioral health providers and remote home monitoring improves experience of care

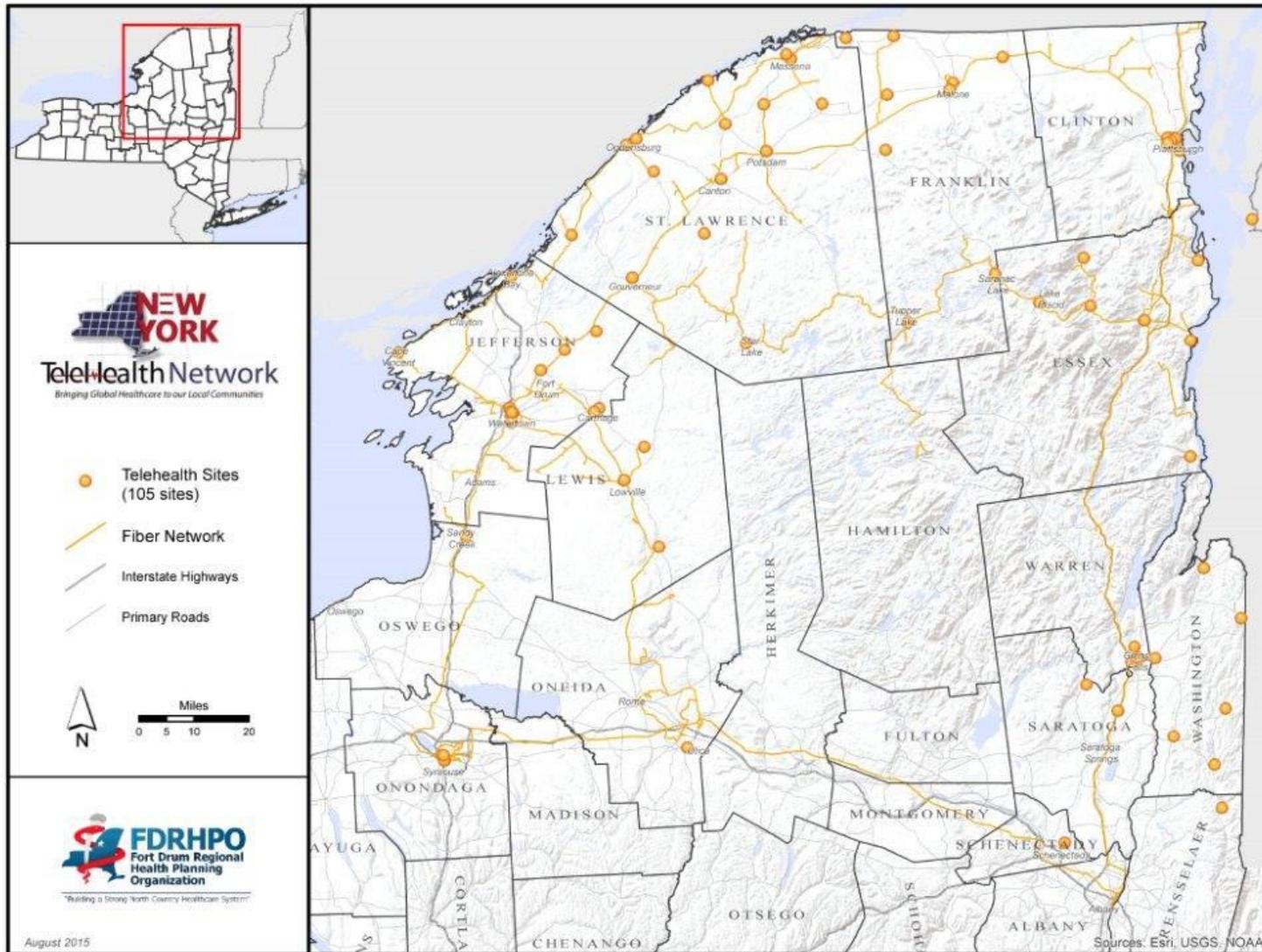
## **Better Care:**

- Reduced readmissions into the hospital
- Better access to clinical data (remote monitoring)
- More clinical educational opportunities, expertise/ knowledge sharing
- Care coordination

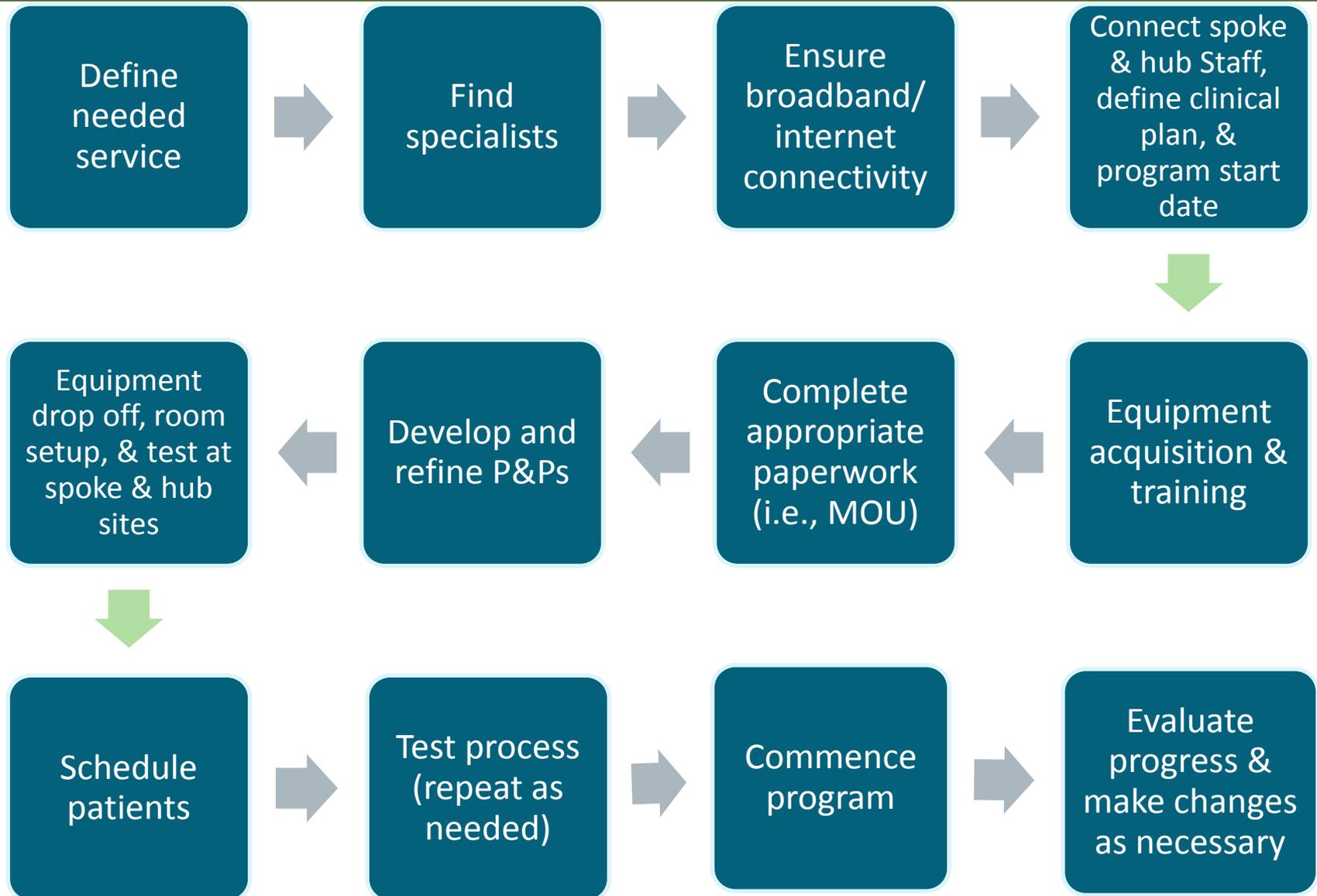
## **Lower or Stabilized Costs:**

- Remote monitoring enables patients to be monitored at home
- Lower utilization rates of ambulatory care
- Better access = lower costs per patient

# The North Country Infrastructure



# Implementing telemedicine is a process, not a destination



# Lessons Learned

1. Develop your joint clinical plan early: What clinical needs can be met using telemedicine solutions?
  - a. Begin where there is momentum
2. Must have clinical, administrative, and IT champions at both the hub and spoke sites
3. Ensure quality internet connection and appropriate bandwidth
4. Develop written policies and procedures that are shared by both Hub and Spoke sites
5. Understand the costs in money, time, talent, and energy and the potential benefits
6. Know your payer mix and understand reimbursement
7. Develop metrics for success aligned with organizational goals (i.e. DSRIP)
8. Collaborate with partners like NETRC, ATA, and PPSs
9. Always remember, telemedicine is not about fancy equipment and technology; it is a **tool** used to improve access and enhance quality of care

# *NCTP Network: Telemedicine Services*

## Currently Operational:

- Telepsychiatry
- Telepsychology
- Teleneurology
- Telemedication Reconciliation
- TeleStroke
- Remote Patient Monitoring
- Primary Care Telemedicine

In 2014, we tracked 40 patient encounters.

Year-to-date, we've tracked over 150 patient encounters!

# *NCTP Network: Telemedicine Services In Development*

- Teledentistry – pediatric surgery consultations
- Teletrauma
- Teleendocrinology
- Telepulmonology
- Telecardiology (hypertension)
- Telemedicine-based Diabetic Retinopathy Screening (TDRS)
- Telehospitalists

# *The Finished Product...*

## A Clinical Perspective.....



# Patient Satisfaction

- Gustke, Susan S., et al. "Patient satisfaction with telemedicine." *Telemedicine Journal* 6.1 (2000): 5-13. Overall patient satisfaction was found to be 98.3%.
- Callahan, Edward J., Donald M. Hilty, and Thomas S. Nesbitt. "Patient satisfaction with telemedicine consultation in primary care: comparison of ratings of medical and mental health applications." *Telemedicine Journal* 4.4 (1998): 363-369. Ratings from patients receiving mental health consultation using telemedicine yielded levels of satisfaction similar to those found in telemedicine consultations in non-mental health medical areas. The results support telemedicine as a means to extend mental health consultation to rural primary-care patients.
- Bratton, Robert L., and Tina M. Short. "Patient satisfaction with telemedicine: a comparison study of geriatric patients." *Journal of telemedicine and telecare* 7.suppl 2 (2001): 85-86. Results were positive and appeared to show an even better response than those obtained in a previous study. Thus, this trend may reflect an increased acceptance of telemedicine applications among geriatric patients.

# Outcomes

- Hilty, Donald M., Peter M. Yellowlees, and Thomas S. Nesbitt. "Evolution of telepsychiatry to rural sites: changes over time in types of referral and in primary care providers' knowledge, skills and satisfaction." *General hospital psychiatry* 28.5 (2006): 367-373. **Over time, PCPs significantly improved medication dosing and asked for more treatment planning help. PCPs' satisfaction also improved over time.**
- Fortney, John C., et al. "A randomized trial of telemedicine-based collaborative care for depression." *Journal of General Internal Medicine* 22.8 (2007): 1086-1093. **Collaborative care can be successfully adapted for primary care clinics without on-site psychiatrists using telemedicine technologies.**
- Monnier, Jeannine, Rebecca G. Knapp, and B. Christopher Frueh. "Recent advances in telepsychiatry: an updated review." *Psychiatric Services* (2003). **Overall, studies continued to support the notion that telepsychiatry assessments can produce reliable results; telepsychiatric services can lead to improved clinical status; and patients and clinicians are satisfied with treatment delivered via telepsychiatry.**

# *Resources*

## **American Telemedicine Association**

<http://www.americantelemed.org/>

## **Northeast Telehealth Resource Center**

<http://netrc.org>

## **Medicaid Update – March 2015, 31(3) – Telemedicine Coverage to be Expanded**

[http://www.health.ny.gov/health\\_care/medicaid/  
program/update/2015/2015-03.htm#tel](http://www.health.ny.gov/health_care/medicaid/program/update/2015/2015-03.htm#tel)