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UVMHealth.org/CVPH

Telemedicine at UVMHN-CVPH

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THE
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Objectives

- Review the History of Telemedicine at UVMHN-CVPH
- Discuss the Development of Emergency Department Telemedicine Back-up
 - Especially the Lessons Learned in its development
- Identify Next Steps for Telemedicine at CVPH

History of Telemedicine at UVMHN-CVPH

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Pediatric Telemedicine

- UVMHN – CVPH as “Spoke”
- Telemedicine between (then) FAHC and CVPH
- Emergency Department to Pediatric Department
- Fixed Unit in CVPH Emergency Department
- Used Sparingly – currently ‘nonfunctional’

Oncology Telemedicine

- UVMHN – CVPH as “Hub”
- Started in 2006
- Between Elizabethtown Community Hospital and UVMHN-CVPH
- Jan Duus, MD provides coverage
- Follow-up Oncology Services
- Provided so patients don't have to travel to Plattsburgh

Neurology Telemedicine

- UVMHN – CVPH as “Spoke”
- Started in 2012
- Between UVMHN – CVPH and Specialists on Call
- Acute Neurology Services
- Covers Emergency Department and Inpatient
- Allows patients to stay closer to home

Emergency Department Telemedicine

- UVMHN – CVPH as “Hub”
- Started in 2015
- Between UVMHN – CVPH and Moses Ludington Hospital in Ticonderoga, NY
- Provides Back-up for Associate Providers in MLH Emergency Department
- Allows HHHN Primary Care Physicians in Ticonderoga to stay in their office

Development of Emergency Department Telemedicine

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ED Telemedicine Development

- Identify the Need
- Develop the Vision
- Bring in the Stakeholders
- Include Everyone
- Practice, Practice, Practice

ED Telemedicine Development

- Identify the Need
 - Back-up for MLH Emergency Providers
 - More Availability of Primary Care in Community
 - Address Regulatory Issues

ED Telemedicine Development

- Develop the Vision

Improve the quality of emergency care provided to the population of Ticonderoga.

- Get practicing emergency physicians involved
- Use Telemedicine as a tool

ED telemedicine Development

- Bring in the Stakeholders
 - Identify a “Lead” for the Project
 - Identify Facility Leads for Subcategories
 - Clinical
 - Administrative
 - Technology
 - Answer the Question – Do you need a Project Manager?

ED Telemedicine Development

- Include Everyone
 - Providers – All Facilities
 - Administration – All Facilities
 - Technology – MLH and CVPH
 - Legal – All Facilities
 - HIM
 - Documentation
 - MLH, CVPH

ED Telemedicine Development

- Start with a “White Paper”
- Clinical Care
 - Patient Selection
 - Timing of Telemedicine
 - Guideline Review
- Administrative Responsibilities
 - Maintenance of Equipment
 - Documentation
- Quality Review

ED Telemedicine Development

- Practice, Practice, Practice
 - MLH Providers and Staff
 - UVMHN-CVPH Providers

Lessons Learned

- Define the Goal
- Keep focused on the Goal
- It's not about the technology
 - Technology is a tool, not the answer
- Practice, Practice, Practice

Future Directions for Telemedicine at UVMHN - CVPH

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Future Directions

- TelePsychiatry
- Coordinate Telemedicine throughout UVMHN