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WHERE THE  
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IN HEALTH AND IT INSPIRE ACTION



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## **Create and Scale an Enterprise Telehealth Support Model**

Session # 219, February 23, 2017

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# Speaker Introduction

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# Conflict of Interest

Susan M. Kapraun, BS ChE

Has no real or apparent conflicts of interest to report.

Jenna A. Beck, MHA

Has no real or apparent conflicts of interest to report.

# Agenda

- Learning Objectives
- Value of Health IT
- Telehealth at Mayo Clinic
- Approach
- Challenges/Barriers
- Conclusions
- Questions

# Learning Objectives

1. Utilize a structured approach for identifying level of support needed
2. Employ methods for facilitating multidisciplinary collaboration needed for enterprise level Telehealth deployment
3. Design and develop tools and structures to operationalize the support model
4. Implement an initial support model with core structures and functions
5. Measure model effectiveness and use results to inform improvement and expansion

# Value of Health IT



## Realized benefits:

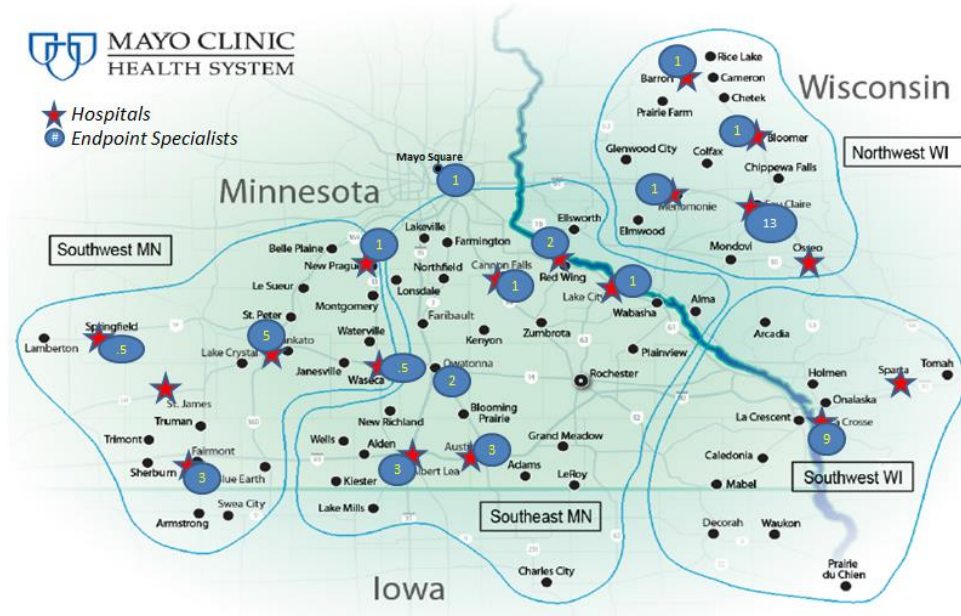
- Used by all teams involved in support
- Provides reporting, tracking and escalation capabilities

# Telehealth at Mayo Clinic

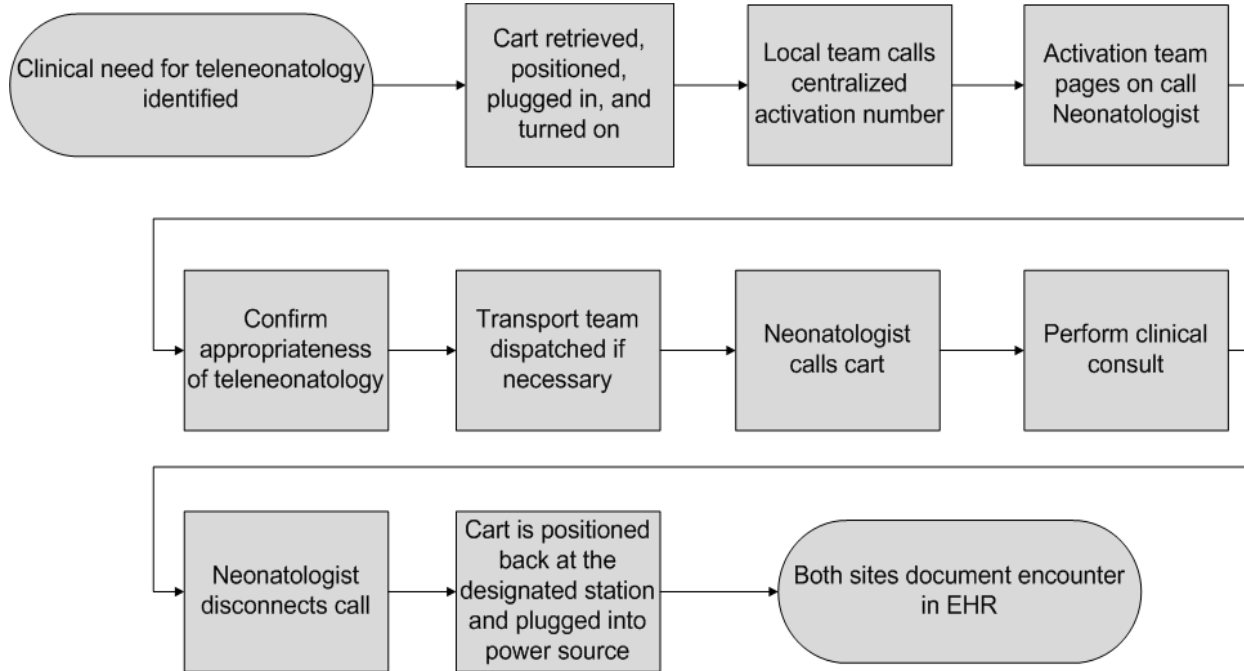
Communication between hub and spoke

Evolving care delivery platform

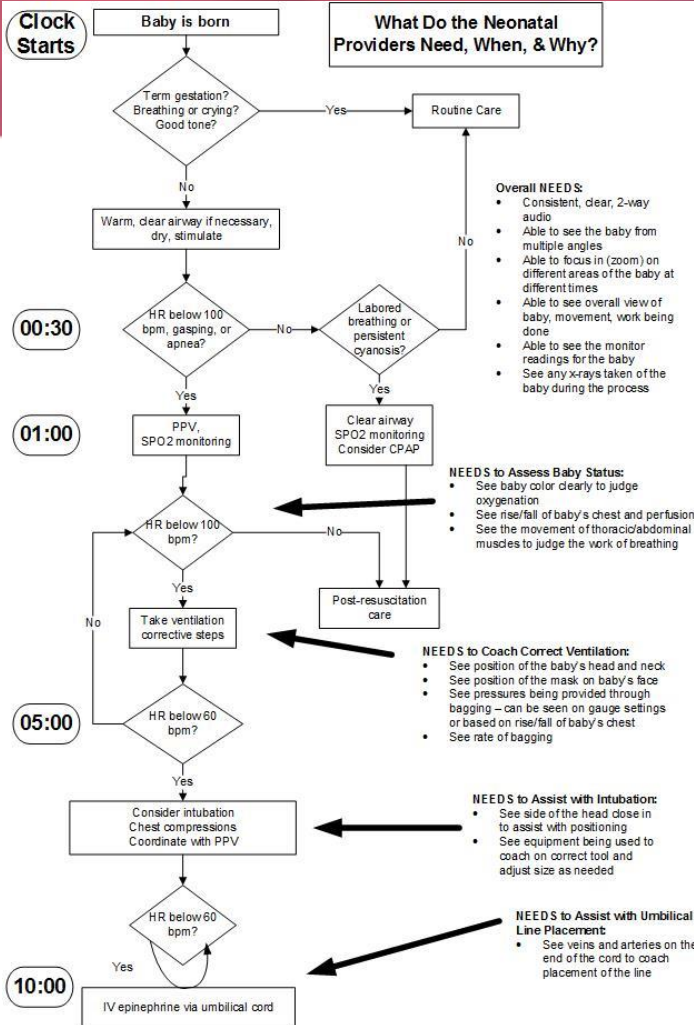
Create and scale services across the enterprise



# Clinical Service



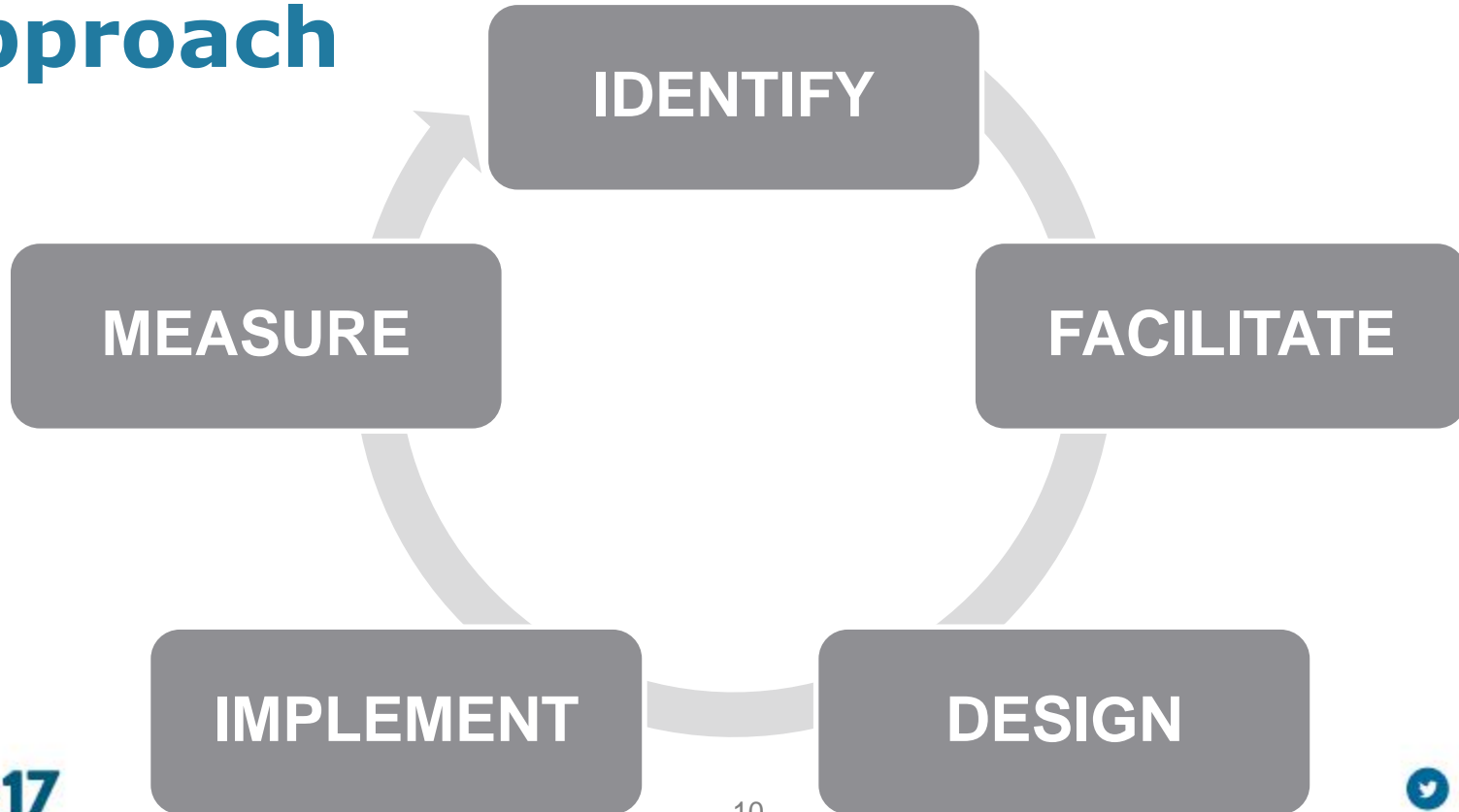




# Identify Support Requirements

- Document clinical needs

# Approach



# IDENTIFY

- Understand root problems
- Build a multidisciplinary core team
- Identify and agree upon key requirements
- Build relationships with stakeholders
- Attain leadership buy-in

# IDENTIFY



# IDENTIFY

## Defined Requirements for Success

Created a shared  
Understanding

Defined measures

Collaborated  
across disciplines

Proactive

Reactive

# IDENTIFY

Single first point of contact for user

24X7 Service (Response and Resolution)

Clear tracking of incident reporting, escalation, and resolution

# FACILITATE

Build relationships  
across the groups

Gain a shared  
understanding of the  
problems and  
various stakeholder  
perceptions

Use a facilitator  
outside the support  
process to bring an  
unbiased framework

Lead sessions with  
operational staff and  
decision makers



# DESIGN

Create a small multidisciplinary core team

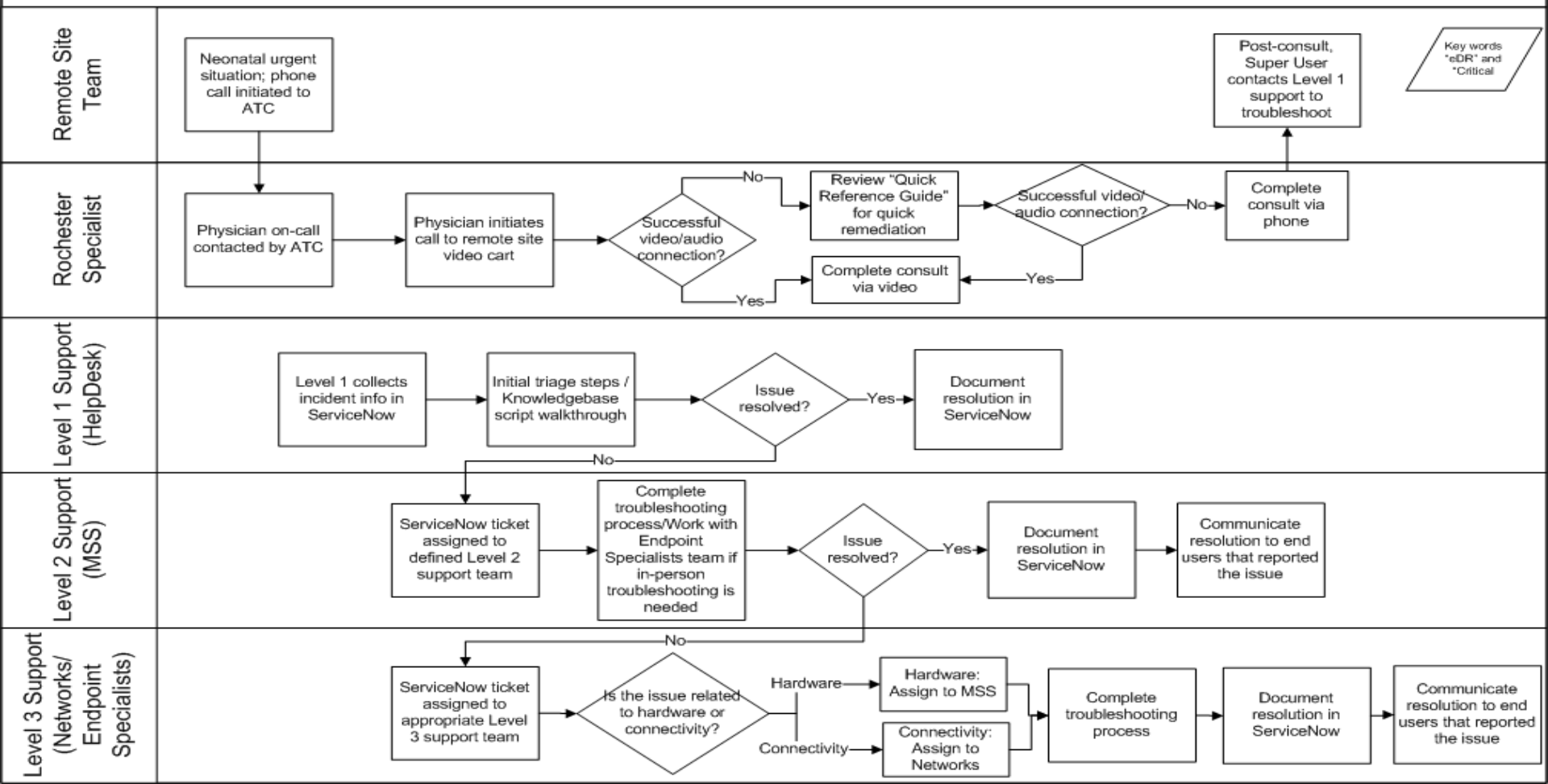
Include boots-on-the-ground members from various locations on the core team

Use core team members as liaisons back to departments

Validate the finalized plans with the full stakeholder groups



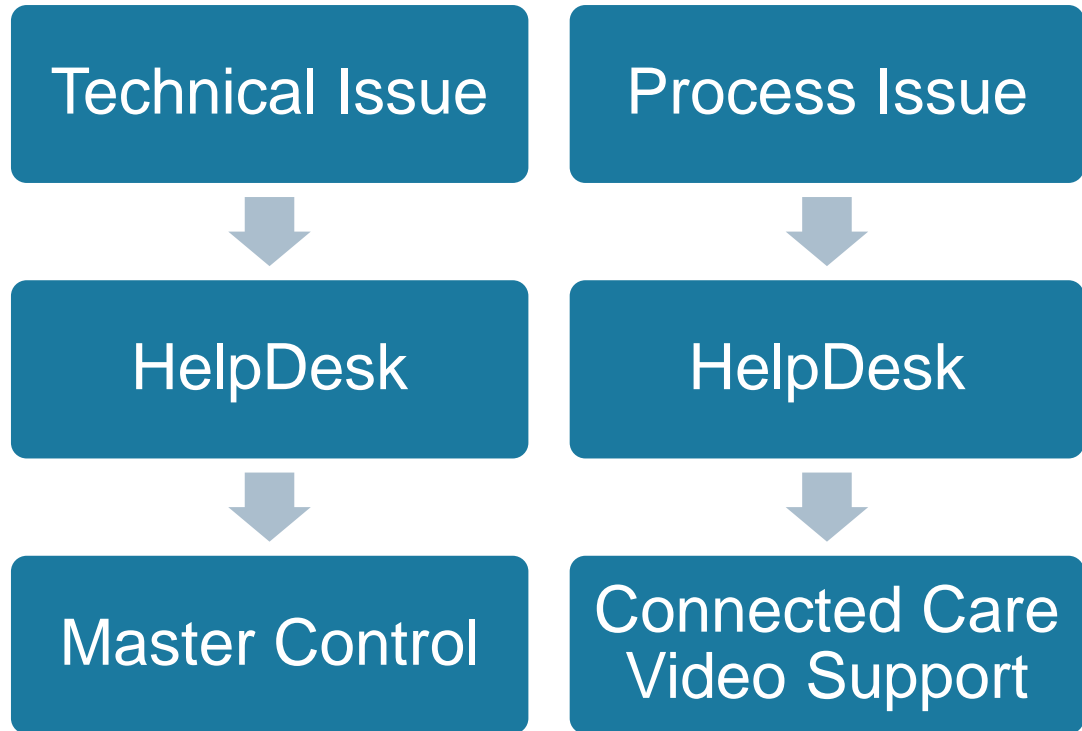
# eDR Synchronous Support Model



# IMPLEMENT

Complete mock scenarios before go live

Refine details based on operational realities



# MEASURE



Appoint  
someone/a team  
to be responsible  
for ongoing review  
of reported issues

Continue  
refinement of the  
model

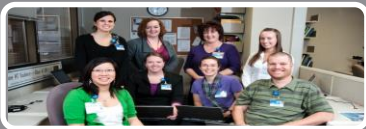
# Challenges/Barriers



Several incident management tools



Inconsistent reporting methods



Multiple technologies, tools, and processes owned or supported by different groups



Unable to provide 24/7 support from all supporting groups

# Challenges/Barriers



Lack of on-site support staff at all locations



Inconsistent responsibilities across enterprise sites (Rochester, the Mayo Clinic Health System, Arizona, and Florida)



Organizational change; Shifting job responsibilities

# Conclusions

- Defined the support requirements
- Facilitated a multidisciplinary retreat to create a shared understanding of the problems, requirements, roles, and responsibilities
- Completed a process map for the overall support process and sub maps for different supporting groups
- Built relationships across the support teams
- Developed remediation materials and reference guides for the support groups

# Conclusions

- Created 3 mock scenarios to test the issue escalation process
- Held training sessions for all support groups
- Monitored all reported issues and refined support process as necessary
- Created an asset management database
- Developed site assessment templates

# Value of Health IT



Increased User  
Satisfaction

Both hub and spoke sites

Realized benefits:

- Single point of contact for reporting of all technology issues
- Direct route for all communication



# Acknowledgments

- We would like to thank Julie Jensen for providing/contributing to the proposal content

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# Questions

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