

himss17
WHERE THE
BRIGHTEST
MINDS
IN HEALTH AND IT MEET

HIMSS ANNUAL CONFERENCE & EXHIBITION | FEB 19-23, 2017
ORLANDO | ORANGE COUNTY CONVENTION CENTER

Telehealth Workforce Offers Unique Competencies & Opportunities

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Jay Weems, Vice-President, Operations, Avera eCARE

Speaker Introduction

Jay Weems

Vice-President, Operations

Avera eCARE

Sioux Falls, SD



Conflict of Interest

Jay Weems

Has no real or apparent conflicts of interest to report.

Agenda

Objectives

Identification of needs

Developing telehealth IT structure

Challenges/barriers faced

Outcomes achieved

Assess key processes

STEPS

Learning Objectives

1. Describe the unique challenges and opportunities of developing a telehealth IT team within a health system
2. Explain the approach to mentoring rural originating sites in building their own telehealth proficiencies
3. Share our experience and evolution of supporting a 13-state, multi-system, multi-specialty telehealth network

Introduction to HIMSS IT Value STEPS™

S

Satisfaction

- Customer satisfaction by having immediate access to IT assistance and expertise

T

Treatment/Clinical

- IT services provides physicians & other clinicians immediate access to specialists
- Increases access to care to rural hospitals

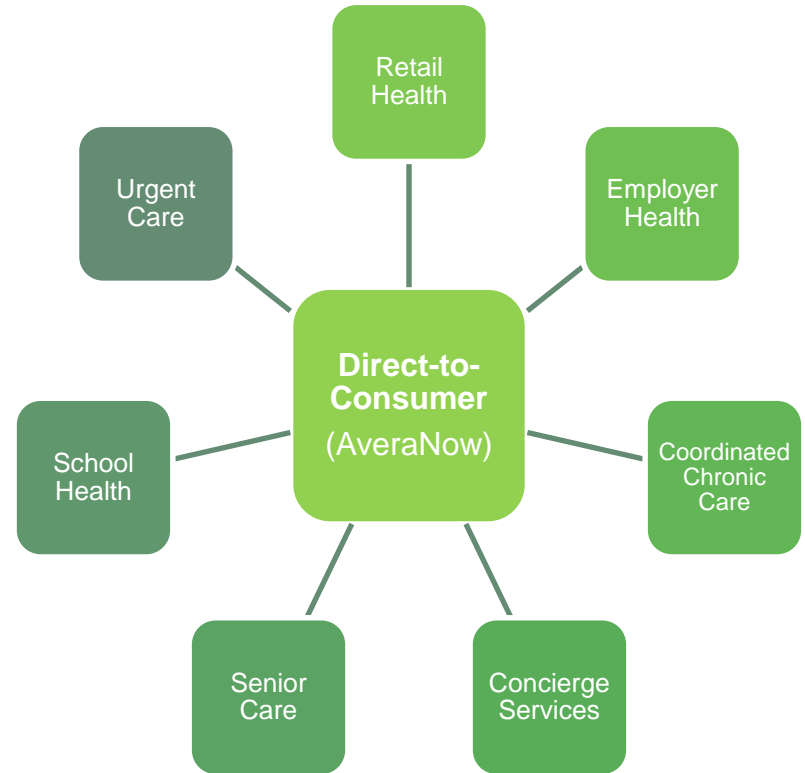
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Savings

- Saves costs to rural hospitals by having access to IT telemedicine experts
- Explores innovative ways to provide telemedicine and reduce costs

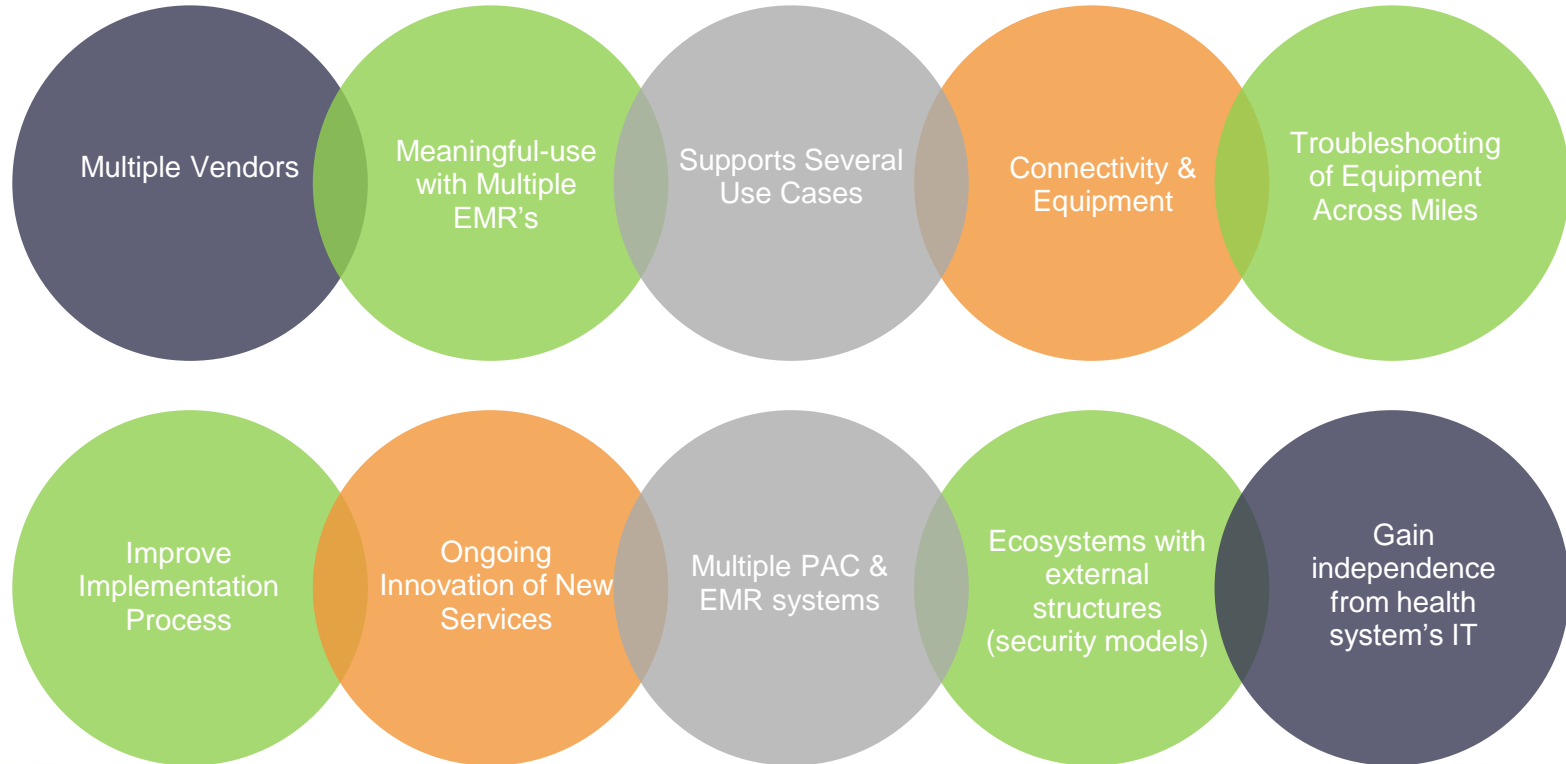
Telemedicine: B2B vs. D2C Models

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Identified Needs for Dedicated Health IT

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Information Technology

- Support driven
- Strict discipline on all platforms

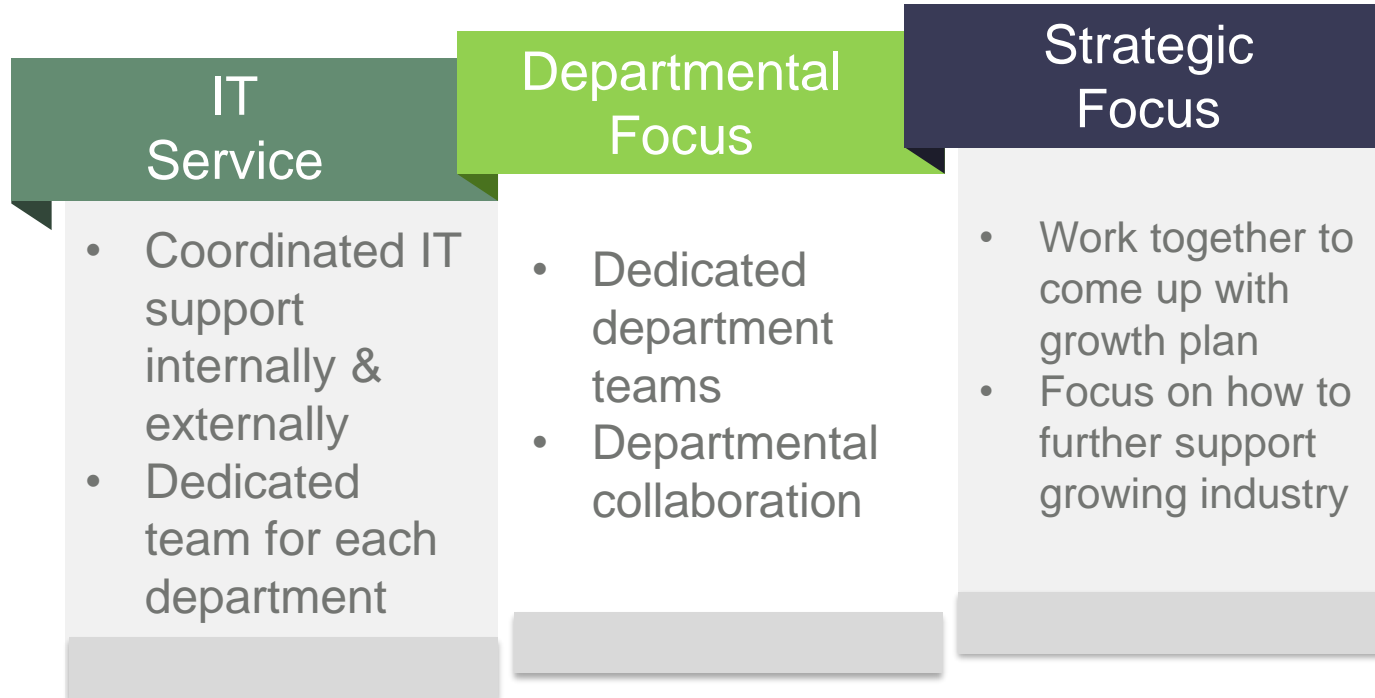
Quality Driven

- Demand for robust platforms
- Quality measures and data tracking

Workforce Expansion

- Dedicated workforce for all departments
- Growing workforce

How Telemedicine is Supported



1. Establish dedicated hub of IT professionals

2. Focus on training and mentoring as key elements for success

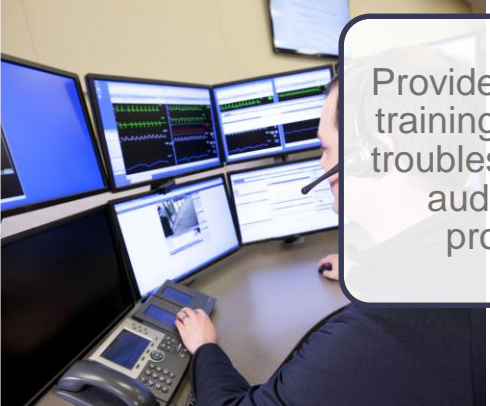
3. Leadership structure and team approach is effective

4. End-user support for clinical team

Dedicated Hub of IT Professionals


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Troubleshoot



Provides technical training on how to troubleshoot basic audio/video problems

Workflow



Helps determine exact workflow required to make video visit a success

IT Infrastructure



Coordination of all equipment to support telemedicine services

- Work with local IT staff to mentor and educate on technical support
- Use a standard implementation strategy
 - Ensure consistency and reliability of equipment
 - Improve physician satisfaction by streamlining the process for quicker implementations
- Train the telehealth providers to be the first line of IT defense
 - Builds trust & ensures high-quality video interaction

Training & Mentoring

Go-Live Preparation

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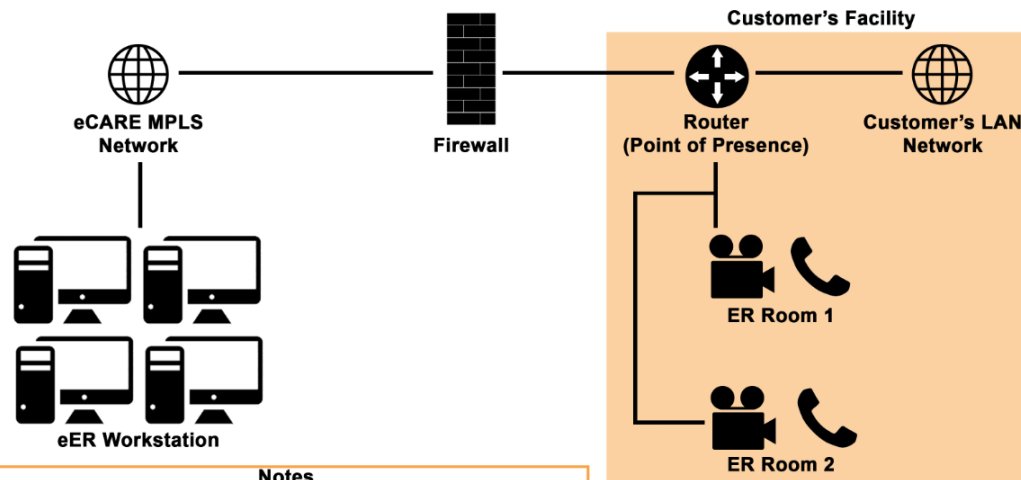
- ✓ Pre-implementation meetings
- ✓ Conduct on-site assessments
- ✓ Checklists to ensure timeframes are being met
- ✓ Diagrams to simplify processes
- ✓ Post-implementation meetings

“ eEmergency brought a high degree of organization to the pre-implementation process. Weekly meetings were scheduled to ensure tasks were completed prior to go-live and checklists were followed to keep everyone on track. ”

— David Espeland, CEO
Fallon Medical Complex
Baker, MT

eEmergency

Network Diagram Overview



Notes

The video units will be directly connected to the router and video traffic will be routed back to the eER workstation via the dedicated circuit

The phone will be mounted on the wall at the ER room and it will connect to the phone controller (usually located in the data closet) and the phone controller will connect directly to the router

The cameras and the phones will NOT connect to the customer's network

1

Key for future growth: Hiring a CIO with industry experience and an innovative vision to provide liaison services between Avera Health Information Technology and eCare operations

2

Collaboration with the health system IT team is important when working through documentation needs and medical record capabilities

3

Cross-functional team approach between the eCARE IT hub, and the Avera security team, network engineers and interface team contribute to the success of a health system telehealth program



Maintains connectivity – allowing originating site providers to see & hear hub providers



Provide assistance with remote connections
– ex. Access to originating site EMR's



Ensure secure networks and maintain secure information

Role of Chief Information Officer

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Customer Service

Provides exceptional customer service to current and external facing customers

Purchase 'turn key' Services

Allows customers to purchase 'turn key' services and receives personal support throughout implementation and beyond

Vendor Relations

Works with multiple documentation software systems, telecommunication companies & EMR vendors to enhance and improve systems throughout service lines

Provides Guidance & Direction

Guidance and direction provided to customers on specific connectivity questions, suggestions on USAC support, firewall barriers, etc.

1. **Explosive growth.** Experts are predicting that by 2020, the use of telehealth will double among consumers and the number of video consultants will reach close to 27 million
 - a. Equipment & Vendor challenges
 - b. Staffing challenges

2. **Each service line has specific IT needs.** Managing 8 service lines and working with the innovation team on new service lines stretches the IT team to its capacity

3. **Documentation Challenges**
 - a. Custom developed documentation and workflow systems
 - b. Use of multiple EMRs and password security systems
 - c. Privacy and security
 - d. Maintain access to EMR through updates or network problems

Keys to growing telehealth services

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Hire dedicated team of professionals with focus on end-user workflow and clinical assessment needs

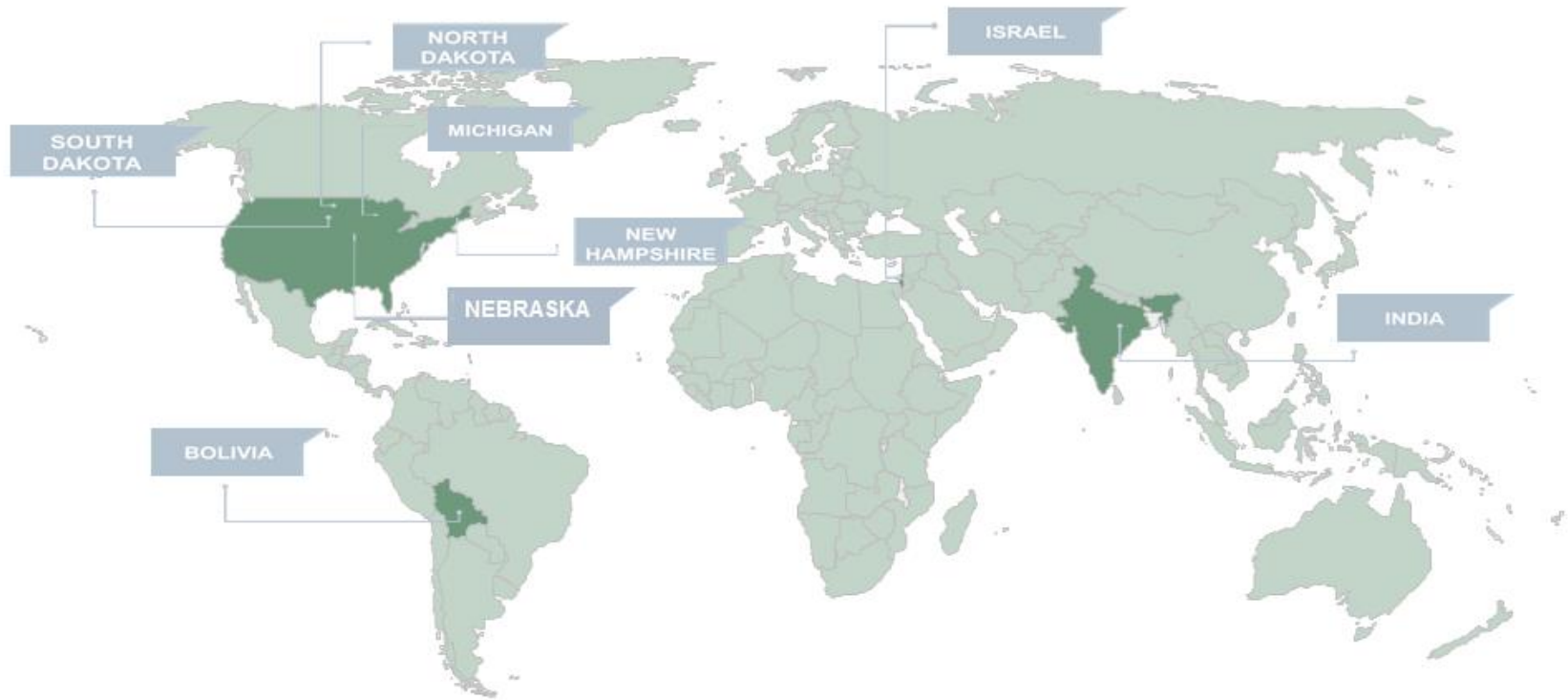
Train/mentor each site and service line hub to be first line of defense for technical issues

Continue to assess innovative ways to deliver high-quality healthcare at lower cost

Obtain TJC Accreditation & SOC 2 Certification

Virtual Physician Staff

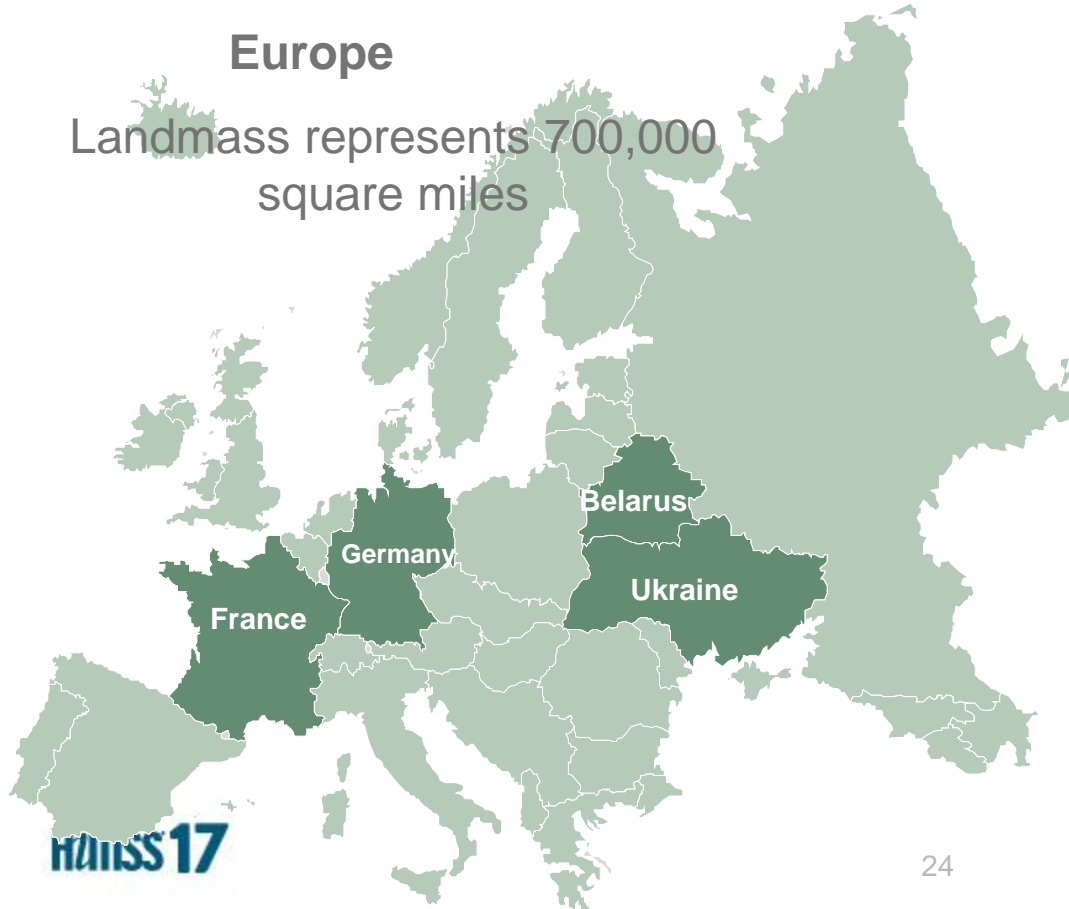
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Land Mass Comparison

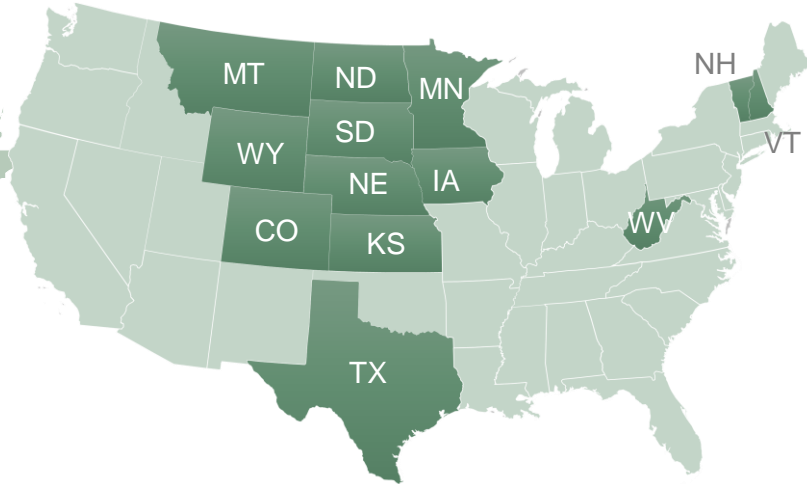
Europe

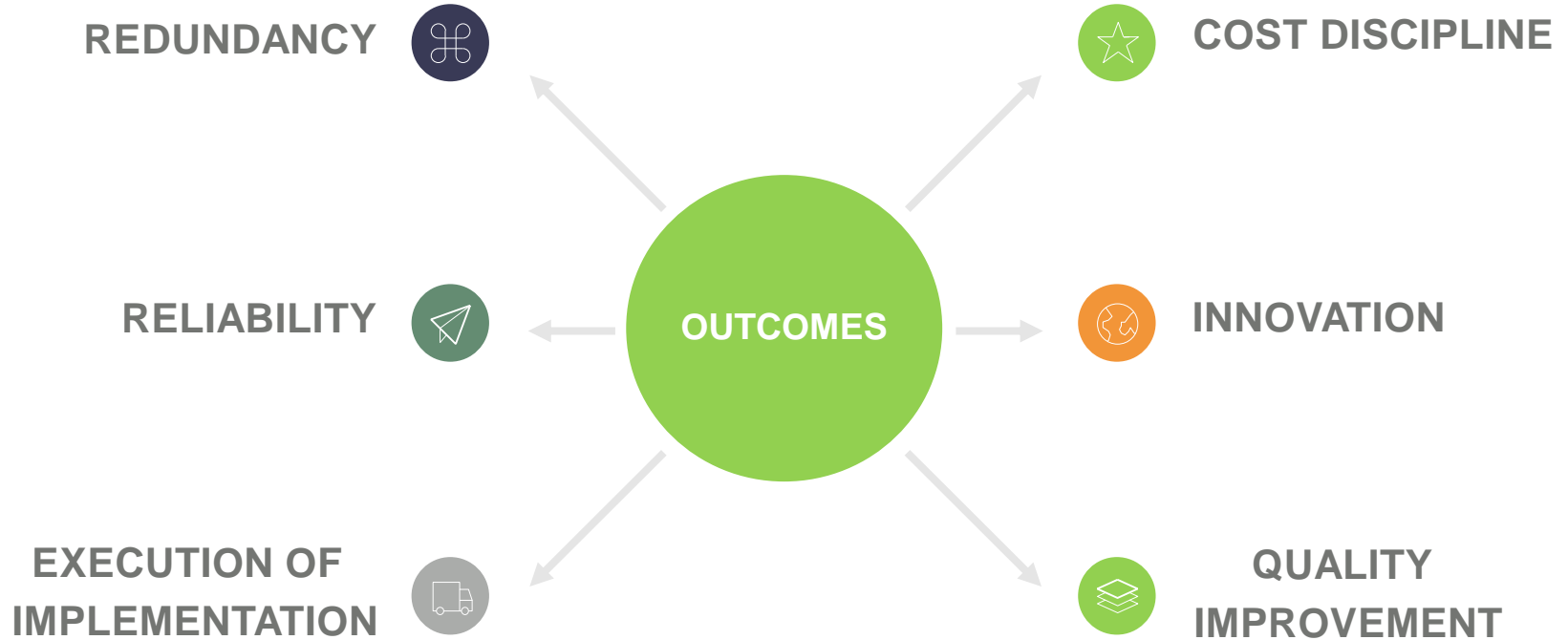
Landmass represents 700,000 square miles



United States

eCARE covers approximately 714,000 square miles





STEPS: Satisfaction

INCREASES **Customer** **satisfaction**

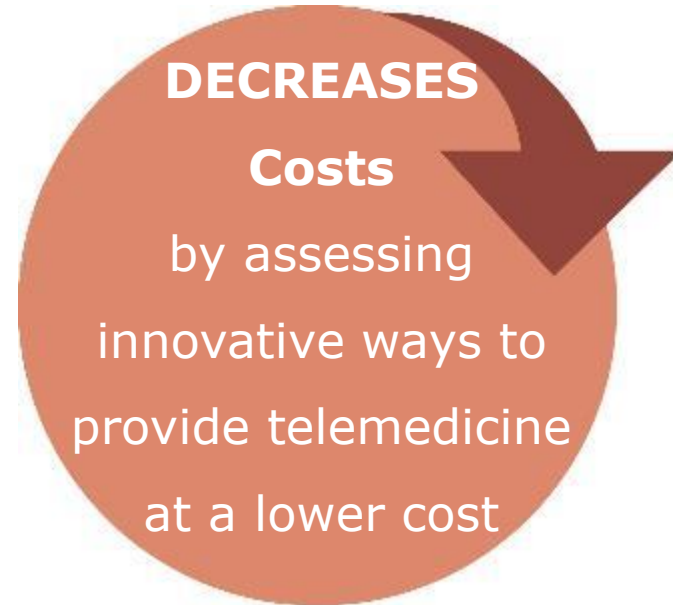
By successful connections
& making access to
telemedicine services
easy

DECREASES **Demand for IT** **resources**

By creating a reliable
network for connectivity

INCREASES
Access to healthcare
by providing care to
1,324,696+ patients

DECREASES
Physician Turnover
by creating a collaborative
environment and
providing access to
specialists in rural
hospitals



Questions

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Thank-you for completing online session evaluation!