

Telehealth care Closing the Gap in Traditional Healthcare



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What is Telehealth?

- The use of electronic information and telecommunications technologies to support long-distance clinical health care
- Can refer to remote non-clinical services, such as provider training, image transmission, administrative meetings, and continuing medical education, in addition to clinical services.
- Primarily used as a means of preventative and proactive care

Telehealth Mission

To provide the right care in the right place at the right time through efficient, cost effective, and appropriate use of health information and telecommunication technologies.



Telehealth Vision

To make the home and local community into the preferred place of care whenever possible and practical.



Telehealth Values



To use health information and telecommunication technologies to improve therapeutic relationships.

Telehealth Background

- Telehealth care is interdisciplinary care
- Telehealth care providing quality care



Learning Objectives

- Differentiate between traditional and remote disease management.
- Differentiate between telehealth care modalities
- Explain VA telehealth referral process
- Explain benefits of telehealth use
- Identify multidisciplinary telehealth programs

Roles and Responsibilities

- Facility Telehealth Coordinator
- Care Coordinator
- Telehealth Clinical Technician
- Consulting Provider
- Referring Provider



Planning

- Existing programs
- Expanding programs
- Strategic planning
- Maintenance



Telehealth modalities

- Clinical Video Telehealth (CVT)
- Home Telehealth (HT)
- Store and Forward (SFT)



Defining Technology

- Synchronous
- Video conferencing
- Asynchronous



Clinical Video Telehealth



- Facility to Facility
- Facility to Home

Uses advanced Telehealth technologies to make diagnoses, manage/provide care, and perform check-ups.

Real-time videoconferencing technologies with supportive devices

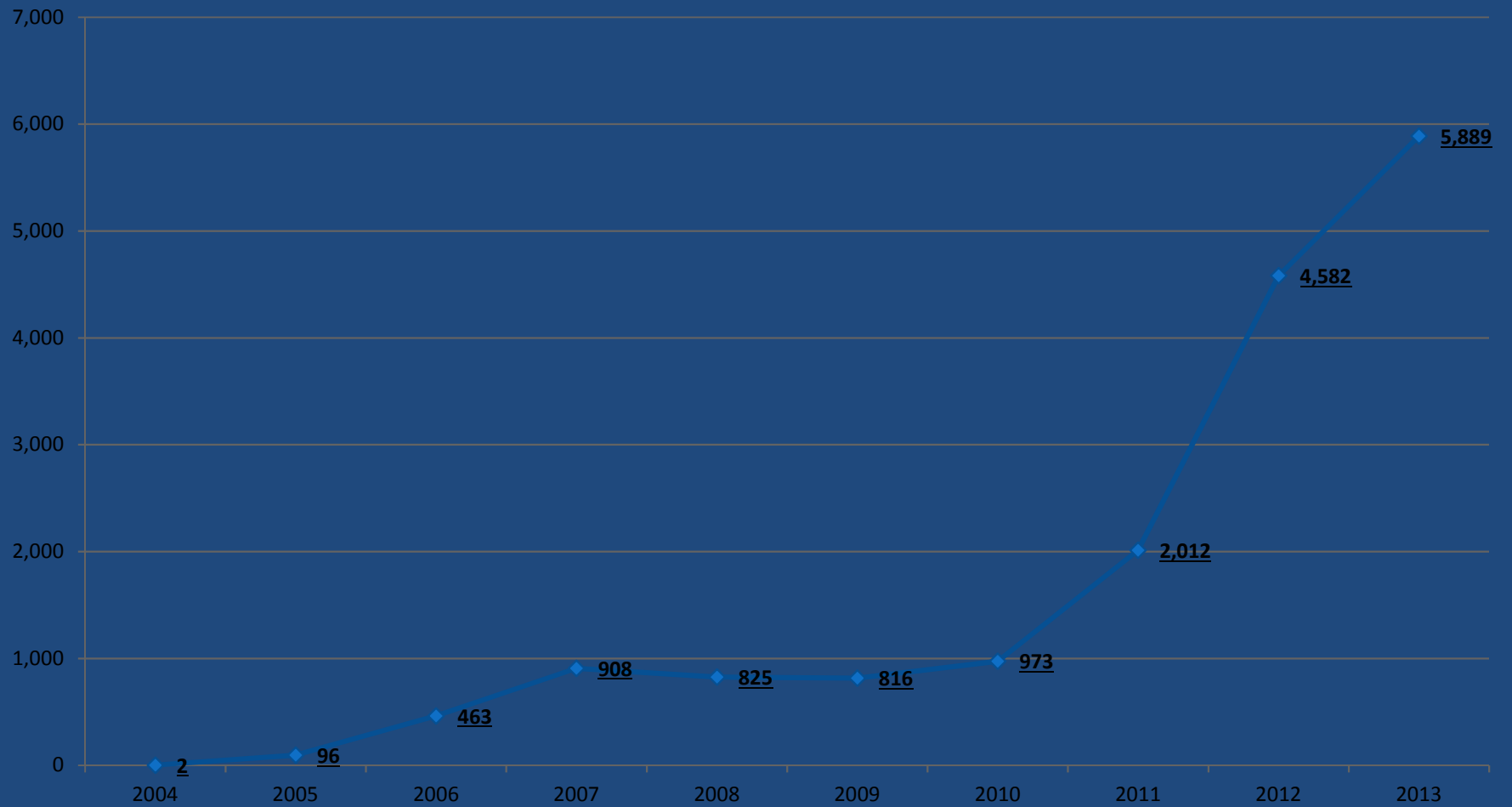
An in-depth look into CVT

- Facility to Facility
 - Patient at CBOC
 - Provider at CBOC or Medical Center
- The VA's Clinical Enterprise Video Conferencing Network (CEVN) supports the use of medical care technologies to perform clinical video conferencing on the VA's intranet
- Video Expressway allows for connection to non-VA facilities
- Secure/Encrypted behind the VA's firewall

CVT CBOC Program Offers

- Tele-Psychiatry
- Tele-Psychology
- Tele-Pain Medicine
- Tele-Endocrinology
- Tele-Spinal Cord Injury
- Tele-Surgery
- Tele-Blind Rehab
- Tele-Women's Health
- Tele-Physical Therapy
- Tele-Nephrology
- Tele-Clinical Pharmacy
- Tele-Amputation
- Tele-Prosthetics
- Tele-MOVE! Exercise
- Tele-Traumatic Brain Injury
- Tele-Audiology
- Tele-Speech Pathology
- Tele-Home Care
- Tele-Gastroenterology
- Tele-Chaplain Services
- Tele-Neurology
- Tele-Nutrition

CVT Encounter Growth



What is SFT

- Stores clinical data
- Medical images electronically forwarded
- Common areas SFT are used

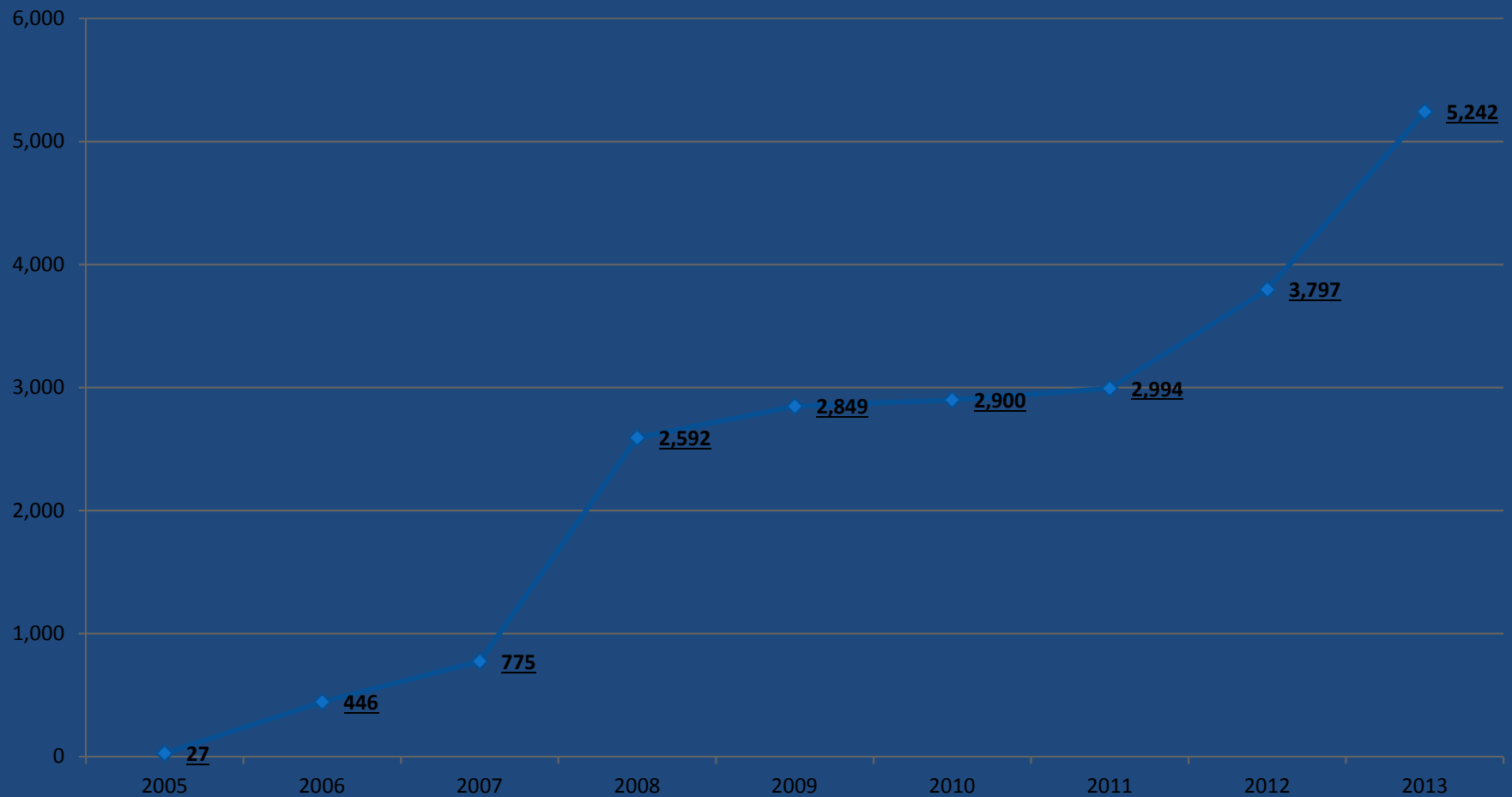


Store & Forward Telehealth

- Facility to Facility
- Uses advanced Telehealth technologies to make diagnoses, manage/provide care, and determine the necessity of follow-ups
- Imagers acquire and store clinical information (e.g. data, image, sound, video) that is then forwarded to (or retrieved by) another site for clinical evaluation.
- SFT Programs:
 - Tele-Retinal Imaging
 - Tele-Dermatology
 - Tele-Wound Care
 - Tele-ECG
 - Tele-Spirometry



SFT Image Growth



Telehealth Benefits

- Travel Reduction
 - Cost Savings
 - Time Savings
 - Compliance
- Increased Patient Satisfaction
- Improved No-Show Rate
- Increased Access & Awareness
- Integrates primary care into Specialty Care Process

How to Refer for Telehealth?

- **ASK!!!**
- Clinics schedules are generally set up to capture both CVT and face-to-face workload
- Eligibility criteria is determined by the service and providers
- Co-Payments determined by diagnose procedure codes, no different than traditional visits

Performance Improvement

- Collaborative workgroup
 - Establishes performance improvement plan
 - Performance measures
 - Workload data
 - Systematic approach
 - Telehealth quality

What is HT?

- Disease Management
- Tracks patient outcomes
- Supports primary care providers preventative care goals

Home Telehealth

- Facility to Patient's Home
 - Telemessaging / Telemonitoring
 - Patients are monitored at home using home Telehealth technologies
 - Goal: Reduce ER visits, hospital admissions, bed days of care
- Patients learn self-management skills that allow them to take control of their diagnosis and monitor their condition from home.



Comparing Technologies

Wired Devices

- Landline or high speed internet (wired, wireless, cellular) required
- Cabled peripherals provide accurate data
- Real time data transmission not available with all vendors
- Dialogs often more inclusive

Interactive Voice Response

- No Landline or Internet Required
- Cell phone
- Same Day Data Transmission
- Inbound/outbound calls
- Lack of cabled peripherals
- Phone plan required
- No reading required

Telemonitoring

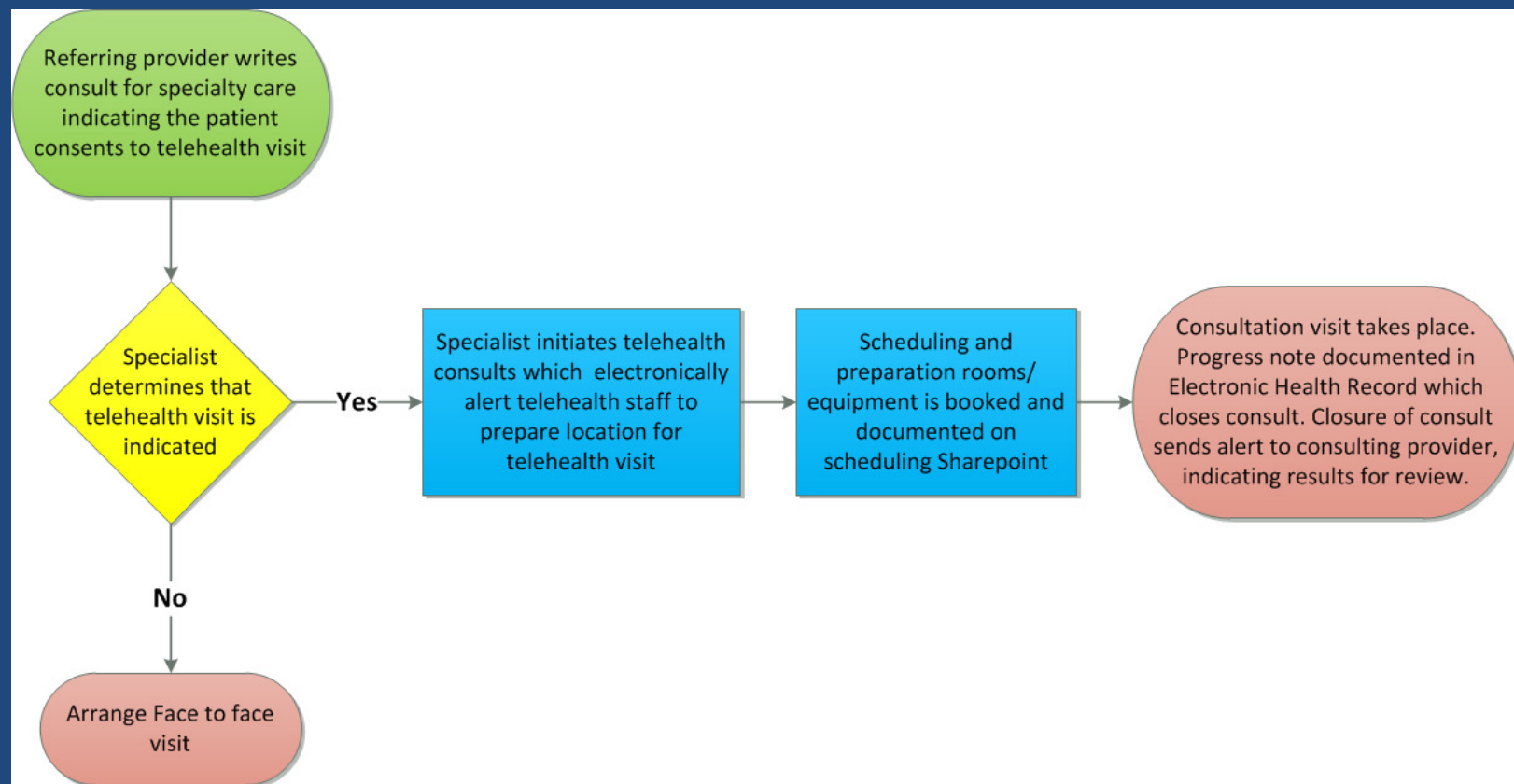
Use of two way audio/video technology

Provides remote care delivery

- Assessment
- Education
- Data Collection
- Multiple Peripherals
- Digital Photography
- Mimics in-person visit
- Earlier identification of exacerbation by using stethoscope, multiple peripherals, and live assessment
- Regularly used for patients with HF and/or COPD diagnosis



Flow of a Telehealth Visit



Solution Approach

If we.....

- Promote the use of telehealth services facility wide
- Improve access to specialty care through use of technology
- Integrate telehealth services to manage chronic illness

Then we expect.....

- To be more efficient
- To see a decrease in no show rates, wait times and continuity
- Reduce re-admission rates, reduce emergency care visits, improve overall patient outcomes

Questions & Comments



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