

 St Luke's

**Telehealth:**  
*An Innovative  
Healthcare Delivery Model*

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**“ A Passion for Complexity  
and a  
Tolerance for Ambiguity”**

- Peter Fine, CEO  
Banner Health

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**What is Telemedicine/Telehealth?**

The use of medical information exchanged from one site to another via electronic communications to improve a patient's clinical health status



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### Types of Telehealth Encounters

**Asynchronous / Store and Forward –**

- No real time interaction, email consultation

**Synchronous/ Interactive Telehealth –**

- Healthcare provided utilizing a live two way audio video stream, creating an interactive experience for the patient and provider

**mHealth (AKA Mobile Health) –**

- Utilizes wireless devices and cell phone technologies

**eHealth/eConsult –**

- Web based health care typically utilized as a means of "retail healthcare" via an interactive web experience, typically no connection to local providers




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### Telehealth Terminology

**Hub/Core/Distant Site –**

- The location in which the provider is located

**Spoke/End-User/Originating Site-**

- The location where the patient participates in the Telehealth encounter




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### What services can be provided via Telehealth?

- Community**
  - Scheduled primary, specialty and urgent care services
  - Remote patient monitoring
  - Workplace and school based care
  - Store and forward review /consultation
- Acute Care**
  - On-Demand, continuous and scheduled medical, nursing and/or ancillary patient care services
  - Remote patient monitoring
  - Store and forward review
- Education**
  - Healthcare provider professional education
  - Medical and health education for the consumer

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### Most Common Delivery Models

- Networked Programs**
  - Links tertiary care hospitals and clinics with outlying clinics and community health centers in rural or suburban areas
  - Example – Statewide Networks
- Point-to-Point Connections**
  - Private high speed networks are used by hospitals and clinics to deliver services and subspecialty services directly to independent medical service providers
  - Example – Radiology, Behavioral Health, Stroke, Intensive Care Services
- Monitoring Centers**
  - Used for cardiac, pulmonary or fetal monitoring, home care and related services that provide care to patients in the home or in a residential facility
  - Example – Hospice, Home Health, Rehab ( Cardiac/Pulmonary)
- Web-Based e-Health**
  - Patient service sites provide direct consumer outreach and services over the Internet
  - Example – Dial a Doc

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### The Primary Benefits of Telehealth

The Triple Aim consists of three interconnected goals: Cost Efficiency, Improved Access to Care, and Improved Quality of Care. A yellow star highlights the external factor of Consumer Demand for Convenient Care.

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### Telehealth in the Workplace

1. First Report of Injury
2. Care Delivery
3. Follow Up



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### Foreman Fred calls in the injury to report...



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### Care Delivery & Follow up care



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Telehealth provides convenient care and consultation to patient regardless of geographic location of the patient and/or the provider.



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The Big Three...

- 1 Legislation
- 2 Licensure
- 3 Reimbursement



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National Legislation

- CONNECT for Health Act (S.2484/H.R. 4442)
  - Expands telehealth coverage under the Medicare program through use of telehealth and remote patient monitoring
- Currently 8 or more telemedicine-related bills pending in Congress
- FCC Launched Mapping Broadband in America
  - Enables detailed interactive study of broadband connectivity by US county



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### Local Legislation

- **HCR 46 Passed**
  - Called for the appointment of a Telehealth Planning Council, established in March 2014
- **HB189 Telehealth Access Act defines Telehealth in Idaho**
  - Signed 3/25/15 Effective 7/1/2015
- **HB150 Physician Licensure**
  - Signed 3/25/15 Effective 7/1/2015
- **HB 583**
  - Reimbursement for Telehealth Services
  - Read in 2016 and sent to Health and Welfare Committee




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### Licensure

- **Federation of State Medical Boards**
  - Interstate Compact Licensure
- **HB150 Physician Licensure**
  - Signed 3/25/15 Effective 7/1/2015




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### Reimbursement

- **Medicare**
  - Limited to certain CPT codes in health professional shortage areas (HPSA's)
- **Medicaid**
  - Limited to Behavioral Health in HPSA's with additional restrictions based on referral
- **Private Insurance**
  - Almost non existent in Idaho




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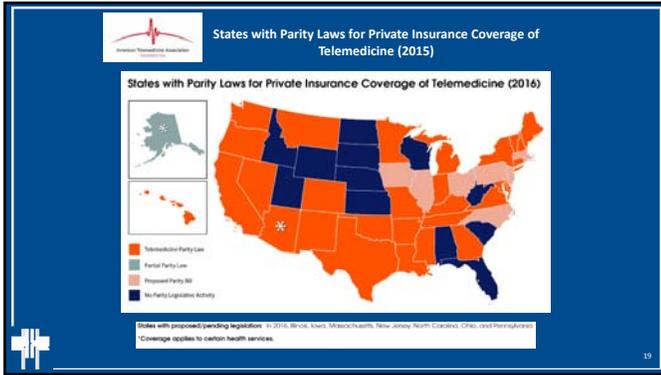
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### Idaho's Report Card

Telemedicine in Idaho	
PARITY:	GAPS:
Private Insurance: <input type="checkbox"/>	Progress: <input type="checkbox"/> Revised law proposed at all-regulation that would enhance coverage for physician-provided services as well as ST, PT, and speech. <sup>11</sup>
Medicaid: <input type="checkbox"/>	Private Insurance: <input type="checkbox"/> Revised law ST and PT which have private insurance parity laws. No telemedicine parity law and no history of proposed legislation within the past 3 years.
<b>MEDICARE SERVICE COVERAGE &amp; CONDITIONS OF PAYMENT:</b>	
Medicare Part A: <input type="checkbox"/>	Medicaid: <input type="checkbox"/> Covers limited physician-provided medical and behavioral health services, as well as some services for children with developmental disabilities.
Medicare Part B: <input type="checkbox"/>	Private Insurance: <input type="checkbox"/> Although no open-flip parity pending in specific coverage in Idaho, a patient seeking to open-flip or outside of a metropolitan statistical area.
Medicare Advantage: <input type="checkbox"/>	Medicaid: <input type="checkbox"/> Coverage for interactive audio-video only. Progress within relevant context.
Medicare Part D: <input type="checkbox"/>	
<b>INNOVATIVE PAYMENT OR SERVICE DELIVERY MODELS:</b>	
Value-based contracts: <input type="checkbox"/>	
Virtual Care: <input type="checkbox"/>	
Remote Patient Monitoring: <input type="checkbox"/>	
Mobile Health: <input type="checkbox"/>	
Telemedicine: <input type="checkbox"/>	
Other: <input type="checkbox"/>	

*State Telemedicine Gaps Analysis: Coverage and Reimbursement, January 2016*

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- ### Additional Obstacles and Opportunities
- Interoperability
  - Technical Infrastructure
  - Professional Knowledge and Know How
  - Organization
  - Community Readiness
  - Legal Constraints

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Emerging Trends and Technology



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Unless someone like you cares a whole awful lot, it's not going to get better... it's not!

- Dr. Seuss

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Questions

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Telehealth Resources	
Department of Health and Human Services	<a href="http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsht.pdf">http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsht.pdf</a>
CMS	<a href="http://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/index.html?redirect=/Telehealth">http://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/index.html?redirect=/Telehealth</a>
American Telemedicine Association	<a href="http://www.americantelemed.org">www.americantelemed.org</a>
Northwest Regional Telehealth Resource Center	<a href="https://www.nrtrc.org/#education-topic-13">https://www.nrtrc.org/#education-topic-13</a>
Idaho Telehealth Alliance	<a href="http://www.idahoahhec.org/telehealth/telehealth-executive-committee/">http://www.idahoahhec.org/telehealth/telehealth-executive-committee/</a>
Krista Stadler – stadlerk@sihs.org	

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