Telehealth: An Innovative Healthcare Delivery Model

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"A Passion for Complexity and a Tolerance for Ambiguity"
- Peter Fine, CEO
Banner Health

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
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

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

Where can these services be provided?

- Healthcare Facilities
- Military Institutions and Field Support
- In the home
- Mobile Applications
- Schools/Workplace
- Telehealth
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

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 tele-consult services directly to independent medical specialty 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

The Primary Benefits of Telehealth

- Cost Efficiency
- Improved Access to Care
- Improved Quality of Care
- Consumer Demand for Convenient Care

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

Foreman Fred calls in the injury to report...

Care Delivery & Follow up care
Telehealth provides convenient care and consultation to patient regardless of geographic location of the patient and/or the provider.

The Big Three...

1. Legislation
2. Licensure
3. Reimbursement

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 teledmedicine-related bills pending in Congress
- FCC Launched Mapping Broadband in America
  - Enables detailed interactive study of broadband connectivity by US county
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

Licensure

- Federation of State Medical Boards
  - Interstate Compact Licensure

- HB150 Physician Licensure
  - Signed 3/25/15 Effective 7/1/2015

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

Idaho’s Report Card

Additional Obstacles and Opportunities

- Interoperability
- Technical Infrastructure
- Professional Knowledge and Know How
- Organization
- Community Readiness
- Legal Constraints
Unless someone like you cares a whole awful lot, it's not going to get better…

it's not!

- Dr. Seuss
### Telehealth Resources

**Department of Health and Human Services**

**CMS**

**American Telemedicine Association**
www.americantelemed.org

**Northwest Regional Telehealth Resource Center**
https://www.nrtrc.org/education-topic-13

**Idaho Telehealth Alliance**
http://www.idahoahec.org/telehealth/telehealth-executive-committee/

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