Telehealth: Why It's Still Important Even Without COVID

Disclaimer:

All information reflects our opinions and is based on our best judgment. Nothing in this presentation constitutes legal advice. We make no warranty, expressed or implied.

Telehealth at FLCH:

- Direct To Consumer:
  - Real-time video conferencing visits are done at the patient's location.

- Internal Telehealth:
  - Real-time video conferencing visits are done within the system.

- External Telehealth:
  - Real-time video conferencing visits done with collaborating partner

Direct To Consumer:

- The Provider can be in the health center or at home, while the Patient is at their location.
  - There may or may not be peripherals at the originating site (Patients location)
  - There may or may not be support for the Provider
- Benefits:
  - Meeting Patients' needs and/or barriers to care
  - Keeping Patients engaged in between in-person visits

Examples of Direct To Consumer:

- Patients' home
- Residential housing
- Daycare centers

Internal Telehealth:

- The Provider can be in the health center or at home, while the Patient is at their location OR in a health center location.
  - A telepresenter can assist with the clinical assessment with the use of peripherals.

- Benefits:
  - A controlled environment
  - Labs can be drawn
  - Workforce flexibility

Examples of Internal Telehealth:

- Quality of Care:
  - Provider is located at home or another health center location and needs to provide care to Patients that have been identified as being more successful in a health center environment rather than through direct-to-consumer visits.
  - Sending the telepresenter with the appropriate equipment for telehealth visits to the Patient location.

- Capacity:
  - The business can employ a full-time provider, providing services in-person and via Telehealth throughout the system.

External Telehealth:

- The Patient is at the health center location, seeing a collaborating partner through telehealth.
  - A telepresenter can assist with the clinical assessment with the peripherals.
- Benefits:
  - A controlled environment
  - Labs can be drawn
  - Address barriers to care
  - Team approach
  - Workforce expanded knowledge

Examples of External Telehealth:

- Tertiary care services that are not provided or need higher level of care in the organization:
  - Infectious Disease
  - Transgender Care
  - Neurology
  - Pediatric Dentistry
  - Behavior Health services provided in the preferred language of the Patient.

Process:

- Telepresenting level visits:
  - **Level 1:** Patient is given access to video conferencing equipment. There is no need for a licensed clinical staff for the rooming process.
  - **Level 2**: A Licensed Practical Nurse (LPN) or higher is needed to support the distant Provider.
  - **Level 3**: A Registered Nurse (RN) or higher license is needed to support the distant Provider.
- Virtual Visits:
  - Direct to consumer video conferencing visits, there is no professional support at the originating site. The originating site may not be a controlled environment and may not have peripherals.
- Telehealth Visits:
  - Video conferencing visit in a controlled environment with a telepresenter and peripherals.

Why it works:

- Structured training for all staff:
  - Onboarding
  - Competencies
  - Quarterly trainings
- Streamline process:
  - The telehealth clinical process has the same basic process. Adjustments may be done based on specific clinical service
- Streamline equipment:
  - Every health center has the same video conferencing technology.

Video Conferencing and Workforce:

- Video conferencing is used for daily business activates:
  - Interviews
  - Staff meetings
  - Staff trainings
  - One on one supervision (1:1)
  - Staff collaboration
  - Increase communication

Teleworking:

- Workforce catchment area can expand
- Keep staff that move out of the area employed
- Reduce brick and mortar space
- Increase mobility within the health system

Teleworking Considerations:

- Supervisors:
    - Training/ awareness of teleworker needs
    - Resources that can be used to make stay connected
    - Awareness of friction between teleworkers and on-site staff
- Teleworkers:
    - Isolation
    - Self-awareness
    - Resources to stay connected

Benefits:

- Patient Engagement:
  - •Decreased no-show rates
  - •Increase quality metrics
  - •Value based care
- Staff Engagement:
  - •Ability to keep good staff
  - •Life-Work balance
  - •Collaboration between departments or other organizations

Examples:

Examples:

Examples:

Examples:

Examples:

Brick and mortar set up

Sirene Garcia

Chief Innovation Officer

Finger Lakes Community Health

Sirene@flchealth.org

315-521-0640

Thank you!