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
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Thank you!