

Telehealth: Sustainable Access for Rural Healthcare

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telehealth Powered by
 Providence
St. Joseph Health

Agenda

1. Providence St. Joseph Telehealth (5 min)
2. Learning Objectives Exploration (14 min)
3. Closing (1 min)
4. Discussion (10 min)

Duration: 30 min

Providence St. Joseph Telehealth

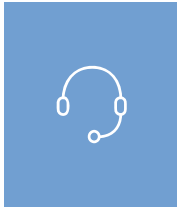
Providence St. Joseph Health



50
Hospitals



829
Clinics



90
Non-acute
services



14
Supportive
housing
programs



111k
Caregivers



38k
Nurses



20k
Physicians



High school,
nursing schools,
and university



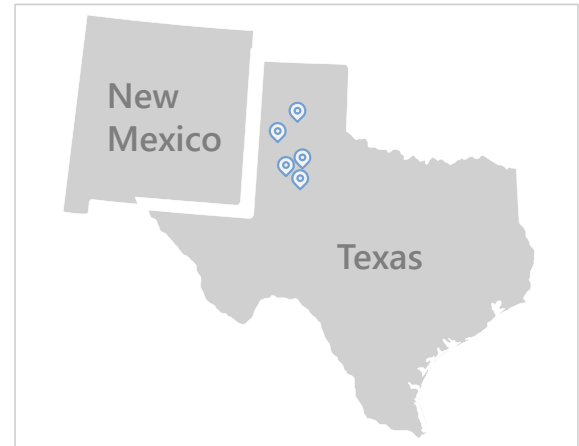
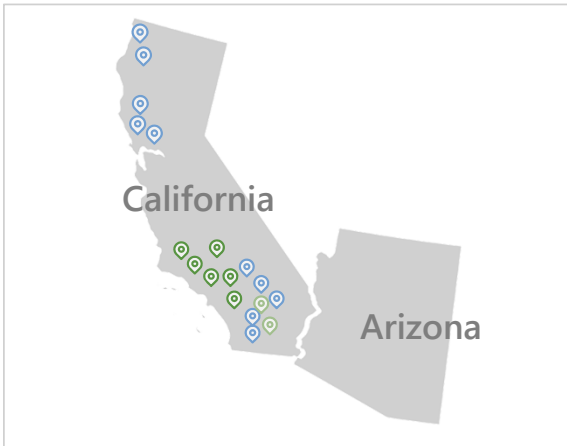
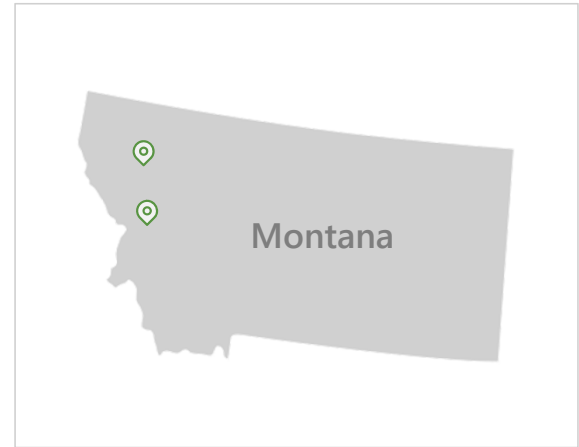
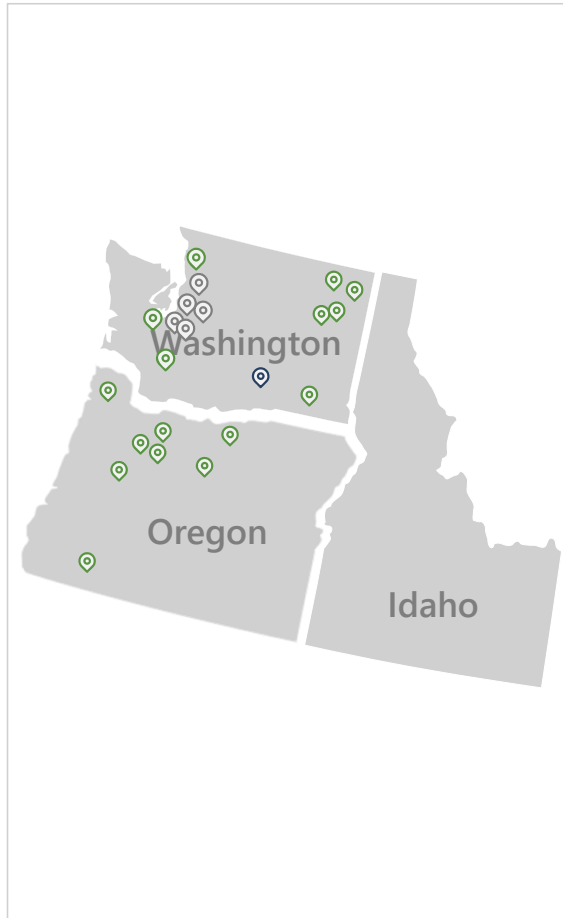
2
Health
plans



1.9M
Covered
lives



\$1.6B
Community
benefit



Why Telehealth



7 of 10

Patients would prefer virtual care if given the option



70%

Of all healthcare visits could have been done virtually according to AMA



140k

Physician shortage by 2025

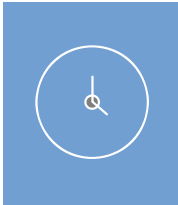
Providence St. Joseph Telehealth



100+
Sites



6
State lines
crossed



12
Years



150
Caregivers



1500+
Trained tele-
presenters



20k+
Encounters
in 2018



50
Telehealth
services



3
Centralized
telehealth
service lines

PSJH Telehealth Vision



Simple



Accessible



Affordable

Providence St Joseph Telehealth will make phenomenal care **simple**, **accessible**, and **affordable** for every American by 2025

Telestroke Overview



102

Live sites



7

Thrombectomy centers



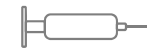
8000+

Estimated patients in 2018



50%

Beam-in rate



15%

tPA rate vs. 10% nationally

All providers board certified in vascular neurology, are neurocritical certified, or are board certified in neurology with extensive stroke experience

Providers split time between Telestroke shifts and on-unit shifts at high volume comprehensive stroke centers

Telepsychiatry Overview



18

Live sites



53%

Visits in the ED
vs. inpatient
med surge
floors



371

Patients
treated monthly



30

Avg response
time in minutes
from request to
phone



85

Avg response
time in minutes
from request to
beam-in


Building panel to include **child and adolescent psychiatrists**

Recruiting social workers and NPs to create **integrated care teams**

Expanding into **ambulatory**

Telehospitalist Overview


6
Live sites


~90%
Admits vs. cross
coverage calls


116
Monthly
consults

Expanding to new models with gap and surge coverage
Providing **coverage to SNFs**

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Learning Objectives

Exploration

Learning Objectives

1. Gain the ability to evaluate telehealth services for fit with your organization.
2. Understand the telehealth model and the role and expectations of the rural healthcare setting in the model.
3. Learn the pros and cons of utilizing a telehealth service.
4. Gain an understanding of the telehealth model challenges from the perspective of the telehealth provider organization.

Why Telehealth for Rural Healthcare?

Rural Challenge

- Specialist hiring & retention
- Low patient volumes
- Start-up complexity & expense
- If you've seen one CAH...
- \$\$\$

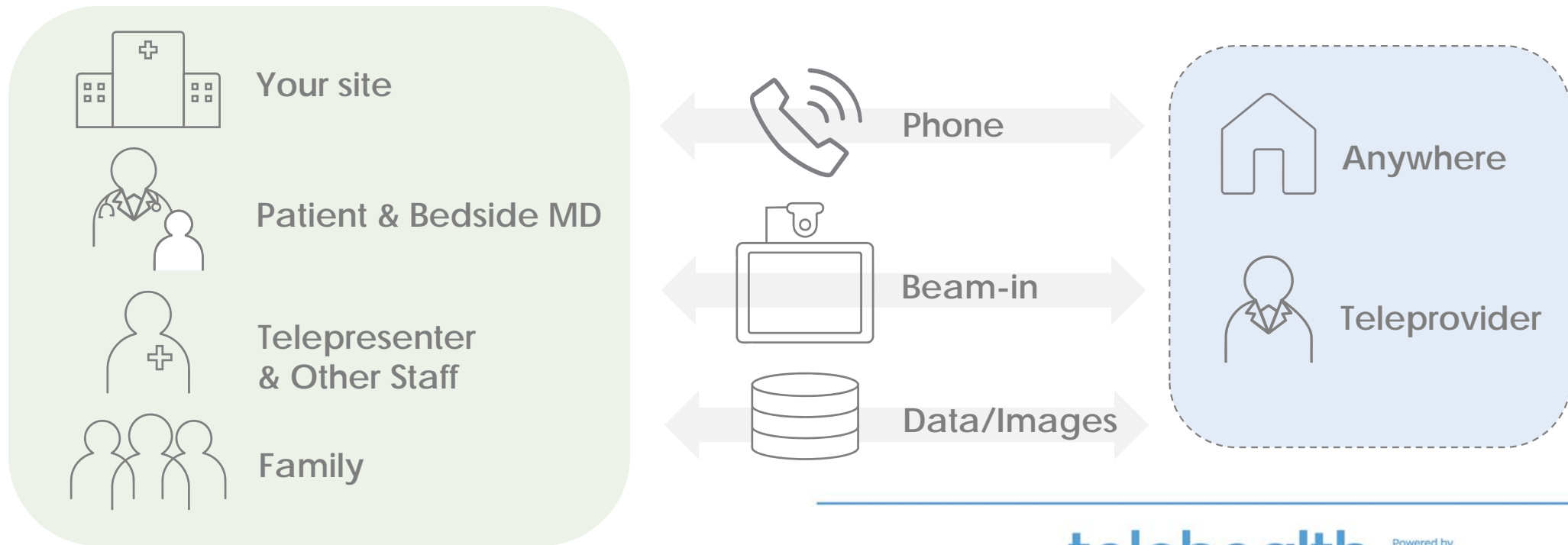
Telehealth Solution

- Leverage specialists from afar
- The sharing economy
- Scalable, optimized programs
- Flexibility
- Keep care local (when you can)

1. Gain the Ability to Evaluate Telehealth Services for Fit With Your Organization

- ✓ What is most needed by the community and your patients?
- ✓ Can the clinical service integrate with your existing delivery model?
- ✓ Can you measure the service against goals and drive performance improvement?
- ✓ Track record of experience and success?
- ✓ Good partner mentality – collaborative, save you from yourself

2. Understand the Telehealth Model and the Role and Expectations of the Rural Healthcare Setting in the Model



3. Learn the Pros and Cons of Utilizing a Telehealth Service

PROS

- Patient service
- Engagement of local staff
- Being current on clinical best practices
- Keep care local
- Reduce travel time
- High quality providers at a low cost

CONS

- Not face-to-face
- Hardware and software logistics
- Dusty robot syndrome
- Local provider acceptance
- Concerns around patient perception
- Change is hard

4. Gain an Understanding of the Telehealth Model Challenges from the Perspective of the Telehealth Provider Organization

Credentialing

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