

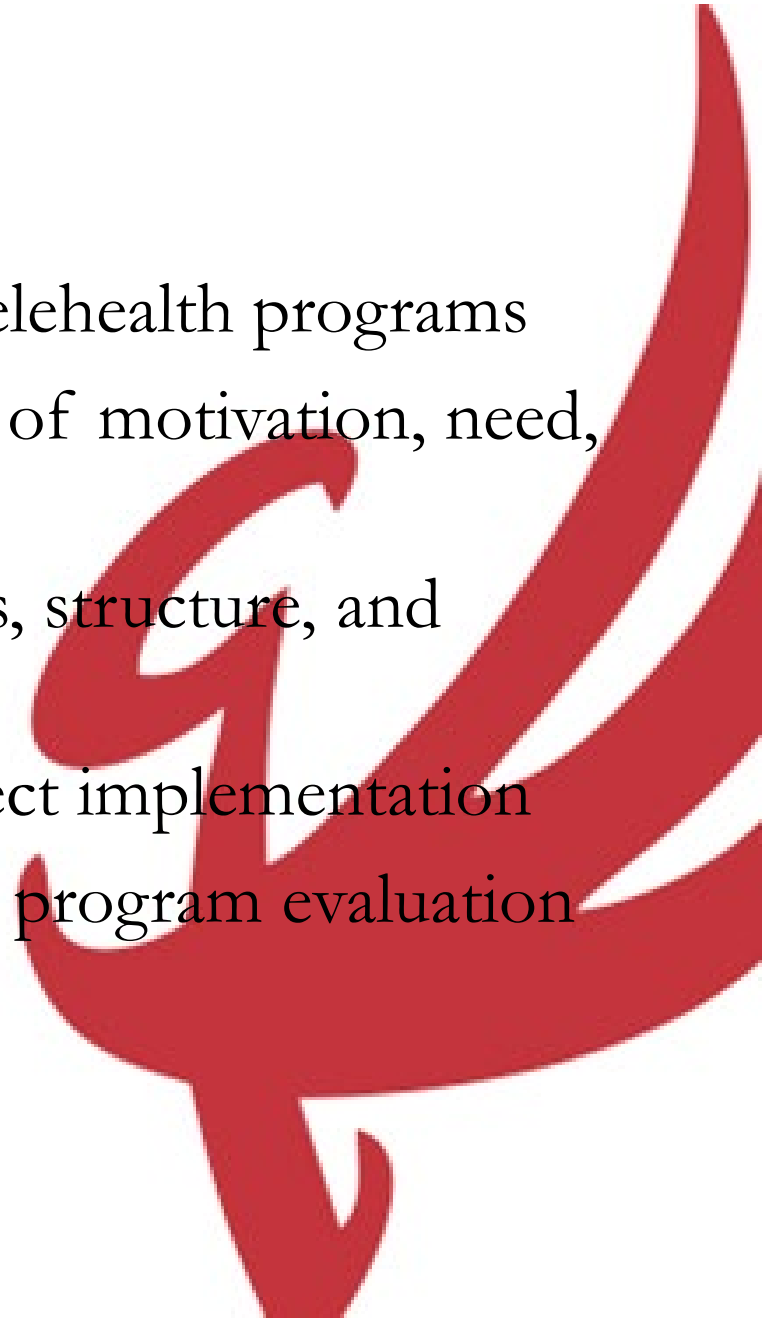
# Managing Successful Telehealth & RPM Programs

One Health Center's Experience in Partnership for  
Successful Telehealth Implementation

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# Learning Objectives

- Describe process for launching telehealth programs
- Identify prerequisite assessments of motivation, need, potential partners, and capacity
- Describe design process for goals, structure, and workflows
- Discuss critical elements of project implementation
- Explain components of effective program evaluation



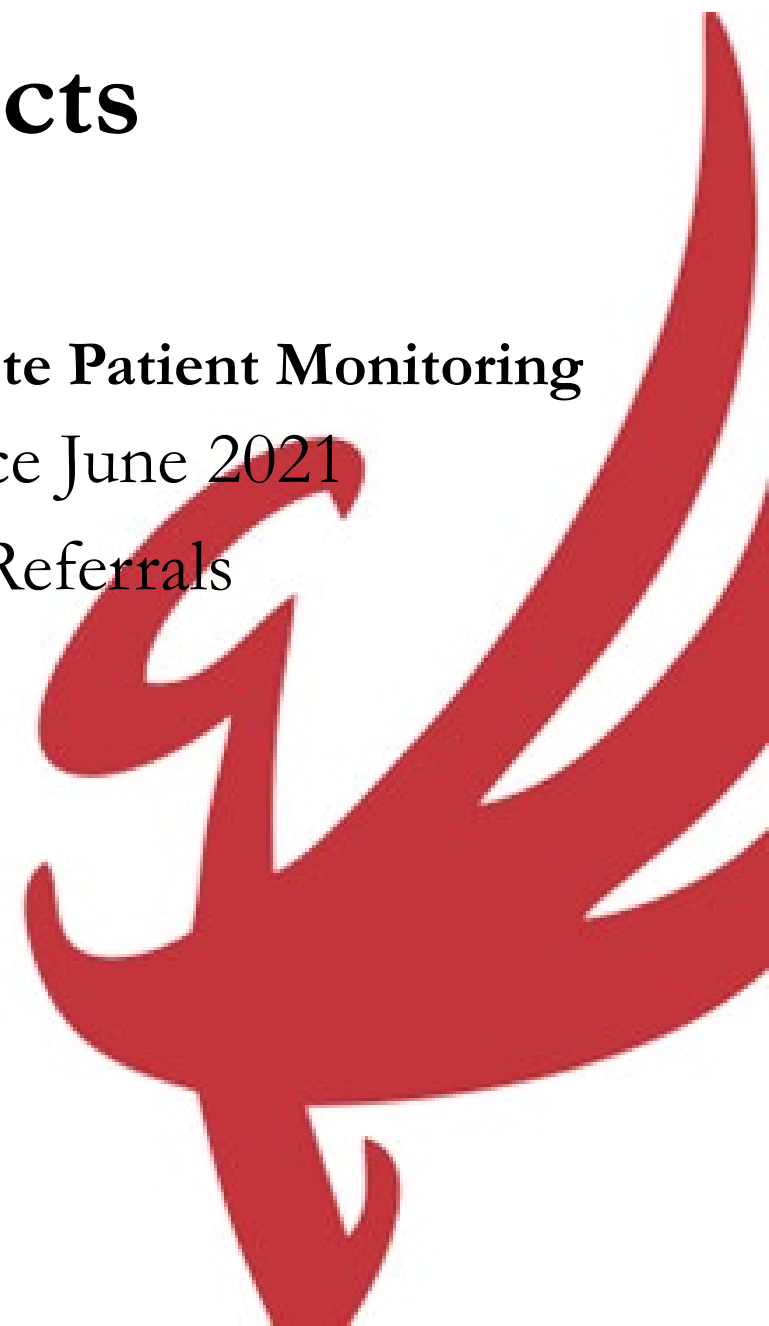
# A Tale of Two Projects

## Telepsychiatry

- Since August 2018
- 310 Patients/719 Visits
- 2688 Visits since start
- 1/3 Uninsured, Public, Private Insurance

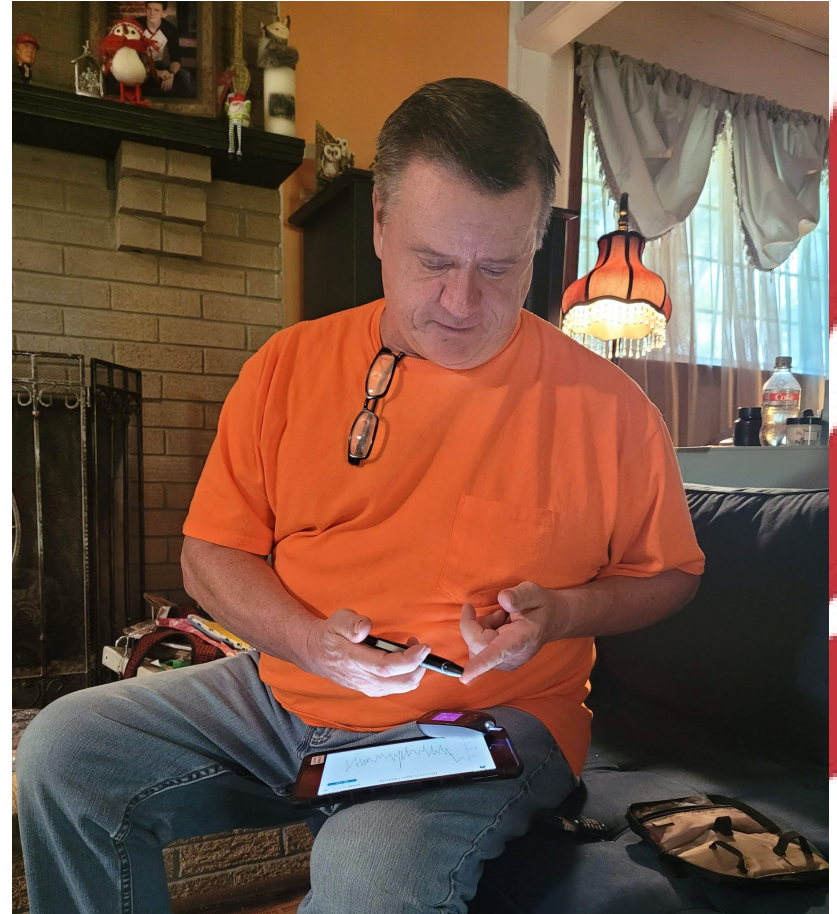
## Remote Patient Monitoring

- Since June 2021
- 93 Referrals



# Diabetes RPM

- Initial 9 DM Referrals
  - Mean Baseline A1c – 8.93 (1.96 SD)
  - Mean Post A1c – 6.99 (0.63 SD)
- Measured over 5 months



# Program Launch Process



## Identify

Motivation/Need  
Partners  
Capabilities



## Design

Goals  
Structure  
Workflows



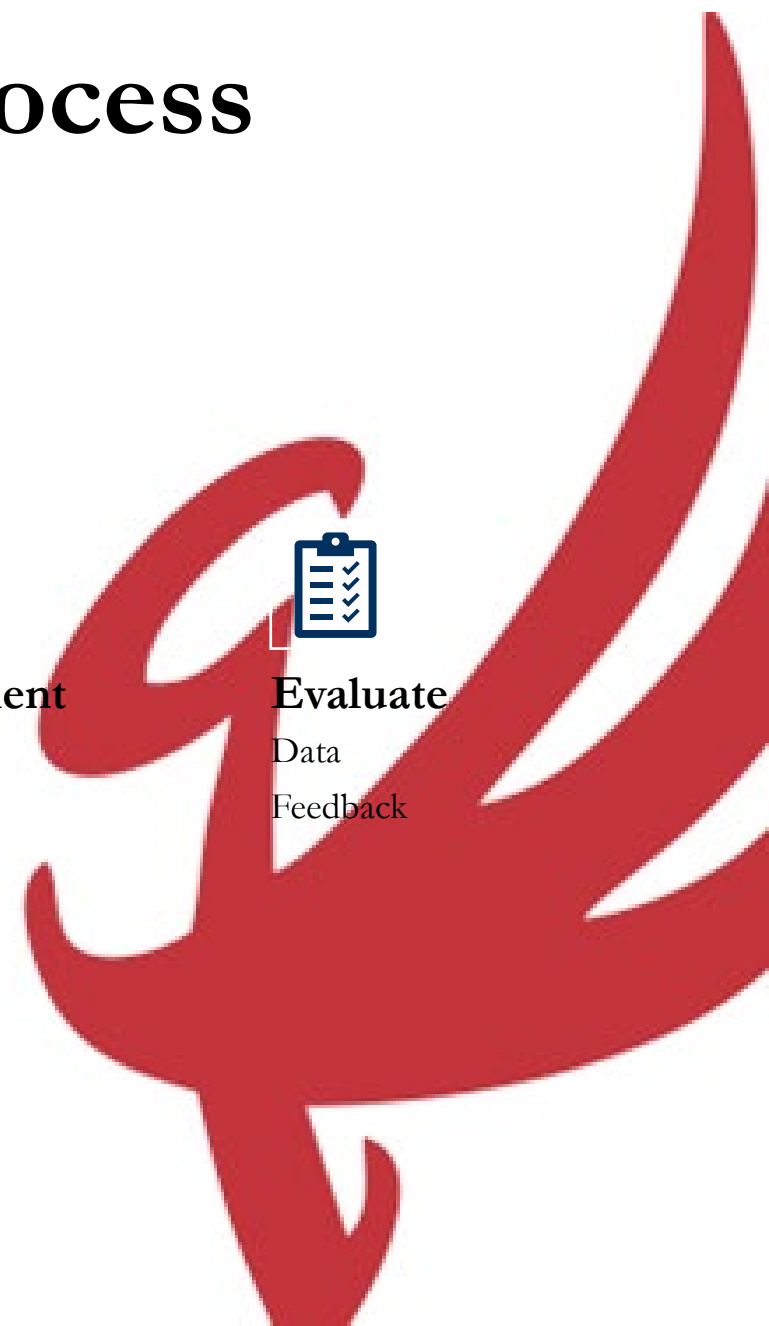
## Implement

Leadership  
Support  
Assistance



## Evaluate

Data  
Feedback



# Identify Patient Needs

- Formal
  - Community Needs Assessment
  - Targeted Grant Opportunities
  - Quality Assurance/Peer Review
  - Patient Feedback
- Informal
  - Pattern Recognition
  - Individual Experiences



# Stakeholder Requirements

- Patients
  - Availability
  - Awareness
  - Accessibility
  - Affordability
  - Achievability



# Stakeholder Requirements

- Health Center
  - Scope of Project
  - Financially Viable
  - Technological Capabilities
  - Workforce Capabilities





# Stakeholder Requirements

- Partner Institution/Organization
  - Financially Viable
  - Technological Capabilities
  - Workforce Capabilities



# Infrastructure

- Technology
  - Connection/Bandwidth
  - Information Security
  - Hardware/Software
  - Accessories
- Data Systems
  - Use Data
  - Clinical Data



# Infrastructure

- Reimbursement
  - Grant Funding
  - Third-Party
- Workforce
- Policies & Procedures



# Identify Goals

- Increase Access
  - Geographic Barriers
  - Workforce Barriers
  - Financial Barriers
- Increase Quality/Improve Outcomes
  - Specialization
  - Service Intensity
  - Service Frequency



# Create Workflow and Structure

- Identify Candidates for Service
  - Screenings
  - Claims Data
  - Population Health
- Connect to Service
  - Referral Process
  - Warm Handoff



# Create Workflow and Structure

- Deliver Service
  - Physical Space
  - Staff for Setup/Education
  - Add-on Services/Follow-up
- Collect Data
  - Direct Connection
  - Import Data (CCD)
- Evaluate Program
  - Reporting/Trending
  - Stakeholder Feedback



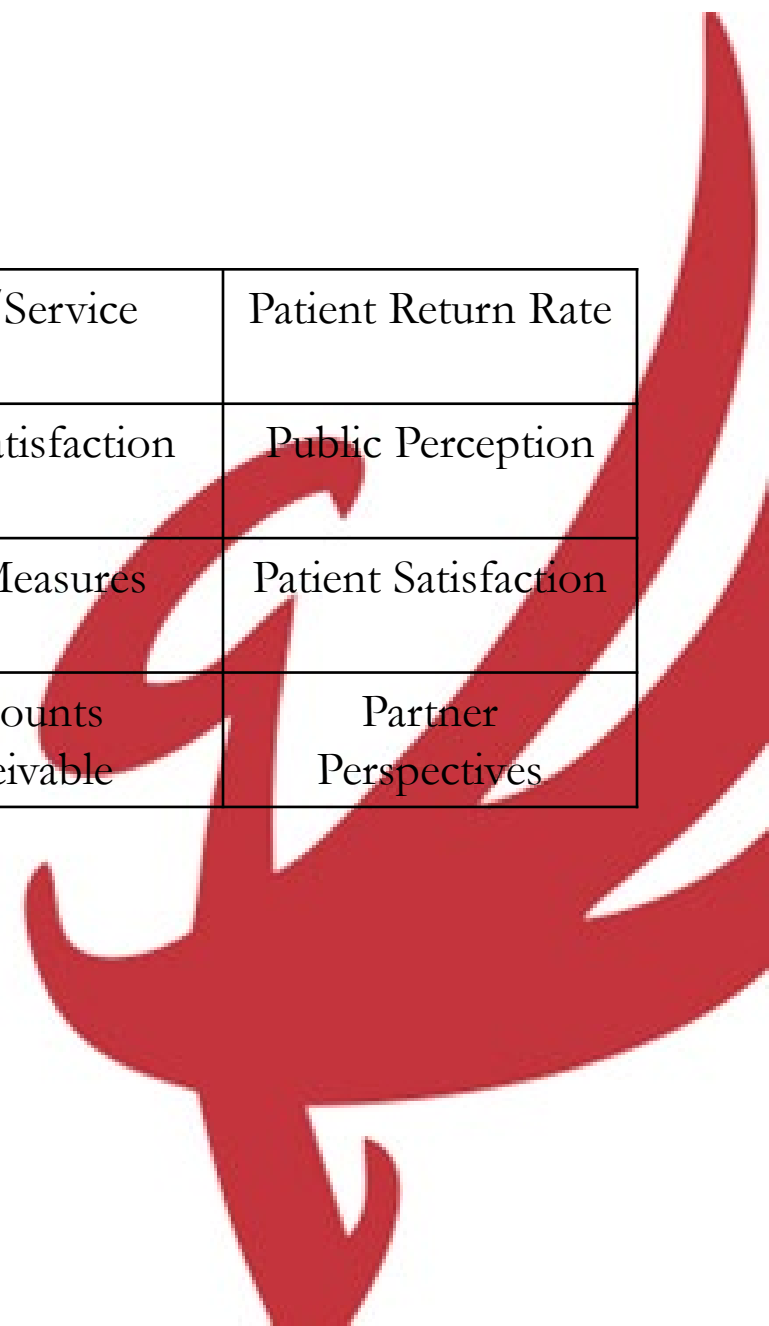
# Implementation

- Leadership
  - Identify Champions/Change Agents
  - Communication
- Support
  - Allocate Resources
  - Active Listening
- Assistance
  - Technology
  - Decision Support



# Evaluation - Data

Service Volume	Payor Mix	Cost/Service	Patient Return Rate
Clinical Indicators	Wait Time	Staff Satisfaction	Public Perception
Incidents	FTE Allocation	P4P Measures	Patient Satisfaction
Correlated Indicators	Complimentary Services	Accounts Receivable	Partner Perspectives





# Evaluation - Feedback

- Feed Analysis Back into System
  - Goals Met?
  - Capacity Reached?
  - Unsolved Problems?
  - Unintended Consequences?



# Telehealth Ideas

- Specialty Services
  - Podiatry
  - Psychiatry
  - Endocrinology
  - Ophthalmology
  - Cardiology
  - Pulmonology
  - Dermatology
  - Infectious Disease
  - Gastroenterology
  - Advanced Diagnostic Radiology
- Remote Patient Monitoring
  - Diabetes
  - Hypertension
  - Maternal-Fetal Medicine
  - Mental Health
  - Weight Management



# Questions / Comments?

Contact me!

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