Wide Open Spaces - How Virtual Care Brings Rural Communities Closer

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• Define and explain operational and clinical strategies of rural telemedicine applications that lead to success
• Describe processes of rural telemedicine applications defining successful patient encounters
Altru’s Telemedicine Program

North Dakota Rural Health Program of the Year 2018

Outstanding Rural Health Program

Dakota Conference on Rural and Public Health

Altru Health Systems
Telemedicine Services
Grand Forks
• Altru Health System is a community of over 4,000 health professionals and support staff committed to caring for the region.

• Serving more than 200,000 residents in northeast North Dakota and northwest Minnesota

• 67 physician specialties

• 13 Grand Forks practice locations

• 12 regional practice locations
Telemedicine Parity

North Dakota has coverage parity

Minnesota has coverage and payment parity

No Manitoba Health coverage in US for telemed
Renal Dialysis

• Three rural Renal Dialysis Centers
• Staffed with Nephrologists in GF
• 3 of the 4 monthly visits are via Telemedicine
Altru Supports the Region

9 Epic Affiliates
Telepharmacy
Remote Patient Monitoring
Teleradiology
Telestroke
Connections:
Internal – within
External – outside
Hybrid - both

Hospitals
Skilled Nursing Facilities
Clinics
Residential Centers
Psychiatric Centers
Jail
Homeless residence
NICU transport
Therapy Centers
Altru Hospital ED/floors
New Epic Affiliates: Hettinger, Bowman, Hazen

Patient end for Minneapolis Care
- Regions Burn Center
- Hennepin Burn Center
- Univ. of Minnesota
39,767 encounters since 2008
### 2017 Altru Telemed Top Outpatient Service Lines

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Count</th>
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<tbody>
<tr>
<td>Oncology</td>
<td>1251</td>
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<tr>
<td>Behavioral Health</td>
<td>1033</td>
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<tr>
<td>Infectious Disease</td>
<td>868</td>
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<tr>
<td>Nephrology</td>
<td>668</td>
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<tr>
<td>Dermatology</td>
<td>333</td>
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<tr>
<td>Orthopedics</td>
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<tr>
<td>Urology</td>
<td>228</td>
</tr>
<tr>
<td>Diabetes/Endocrinian</td>
<td>160</td>
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<tr>
<td>Family Practice</td>
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<tr>
<td>Cardiology</td>
<td>125</td>
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<tr>
<td>Wound</td>
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<tr>
<td>Podiatry</td>
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<tr>
<td>Neurology</td>
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<td>Pulmonology</td>
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<tr>
<td>Gastrointestinal</td>
<td>54</td>
</tr>
<tr>
<td>Pain Mgt.</td>
<td>50</td>
</tr>
</tbody>
</table>
Finally, integrated into the Care Delivery
Devils Lake Clinic
Telemed Encounters

1\textsuperscript{st} nurse hours for telemed: 2011
Telemed Room: Sept 2012
2\textsuperscript{nd} Telemed Nurse and Room: Aug 2016

2018 actual encounters: 1801
Value Proposition for a rural Regional Service

- Increased access and quality of care #1
- Reduce the travel for patients/families
- Reduce travel for the outreach providers
- Increase the referral base and provider networking
- Increases the revenue at the CAH/rural clinic
- Increase efficiencies

- Value Proposition for a rural Regional Service
Clinical Building Blocks

Patient Care – Replicate the experience
Build relationships – provider, staff and patient site
Understand the needs, and then the desires
WORKFLOW
Patient identification and SCHEDULING
Training
Validate
Promotion
Patient care experience

- Pre appointment notification - where should the patient go?
- Arrival time for telemed vs. in person

Integrate into the existing workflow
Build relationships – provider, staff and patient site

- Go to the ‘Genba’
- Meet the IT person, the Administrator, the patient access representative
- Rural nurse never wanted to be the specialist nurse
- Understand the extra workload
- Build out the credentialing agreement, BAA, the billing etc etc
- How will this service network with the Med staff on-site?
Build your own support

• Champion
• Naysayer
• Problem solver
• Include leaders
Understand the needs, and then the desires

• Provider – develop your clinical guideline
• Patient side – training for telepresenter
• Nursing supervisor
• Receptionist or Scheduler
• Biller
• WORKFLOW!
Patient identification and Scheduling
Training the Telepresenter

i.e. LOCAL ADVOCATE
- New tools take practice
- No one is good with looking incompetent
- Virtual check-ins

Electronic stethoscopes send live heart and lung sounds

Hand cameras polarize light for Derm and wound

Electronic Otoscopes send pictures of ear drums and throats
Digital still pictures are a part of Telemedicine delivery and become part of the digital medical record. Are a requirement in Dermatology, Wound, post-surgical telemed.
Validate

• Top down goals
• Survey Patients  99-100%
• Survey Providers  98%
• Survey Telemed Nurses  95%
Promotion and marketing

- Patients
- Families
- Providers
- Executives
- Insurers
Urology Consults and Follow-Up Visits available via Telemedicine

with Adam Nicholson, MD

Adam Nicholson, MD provides urology care throughout the region via Telemedicine. Having been raised in Devils Lake, he understands the challenges of North Dakota/Minnesota travel. Please call the numbers below to reach Dr. Nicholson to discuss urologic issues or referrals for care.

Initial TeleConsults
- Hematuria
- Kidney stones
- Elevated PSA
- Erectile dysfunction
- Other urologic conditions. Call Dr. Nicholson’s nurse for an appointment within 24 to 72 hours for urgent urologic conditions.

Follow-up Telemed
Most, if not all, follow-up visits can be scheduled via telemedicine, if the patient desires, unless a detailed exam is required.

Telemedicine Pre-Visit Requirements
- PACS imaging if available
- Lab results
- Urology questionnaire completed and faxed to 701.780.6078

Scheduling: 701.780.6427
Office direct number: 701.780.6312
Office nurse: 701.780.6055
FAX: 701.780.6078
Pager: 701.780.464, #2919
Access to quality care, close to home.

Discover Altru’s Telemedicine Services

Keeping patients close to home for the care they need with Altru’s Telemedicine Services. Specialty services are now conveniently available in your hometown.
Key takeaways

• Integrate Telemed into existing care delivery
• Be Flexible
• Be Quick
• Keep it simple
• Smile…. It is technology
• It is about the patient
Provider related Takeaways

• Connect them to their patients and help them improve their care
• Assure they will get paid for the service
• KISS
• Maintain or increase their efficiencies
• Include their care team/nursing support
• Training Provider vs Rural telemed nurse
Resources


• **Core Operational Guidelines for Telehealth Services Involving Provider-Patient Interactions** May 2014. American Telemedicine Association

• **Nursing Home Provider Perceptions of Telemedicine for Providing Specialty Consults**


• **The CTRC Telehealth Program Developer Kit** https://www.telehealthresourcecenter.org/guides-checklists-templates/