



# Cultivating Physician Engagement while Transforming Rural Healthcare through Telehealth

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## Avera Health

Avera's roots stretch back to the frontier of medicine of the Benedictine and Presentation Sisters; who began providing health care in Dakota Territory in 1897.

Avera is still sponsored by these same Sisters today, which helps lead to our mission:

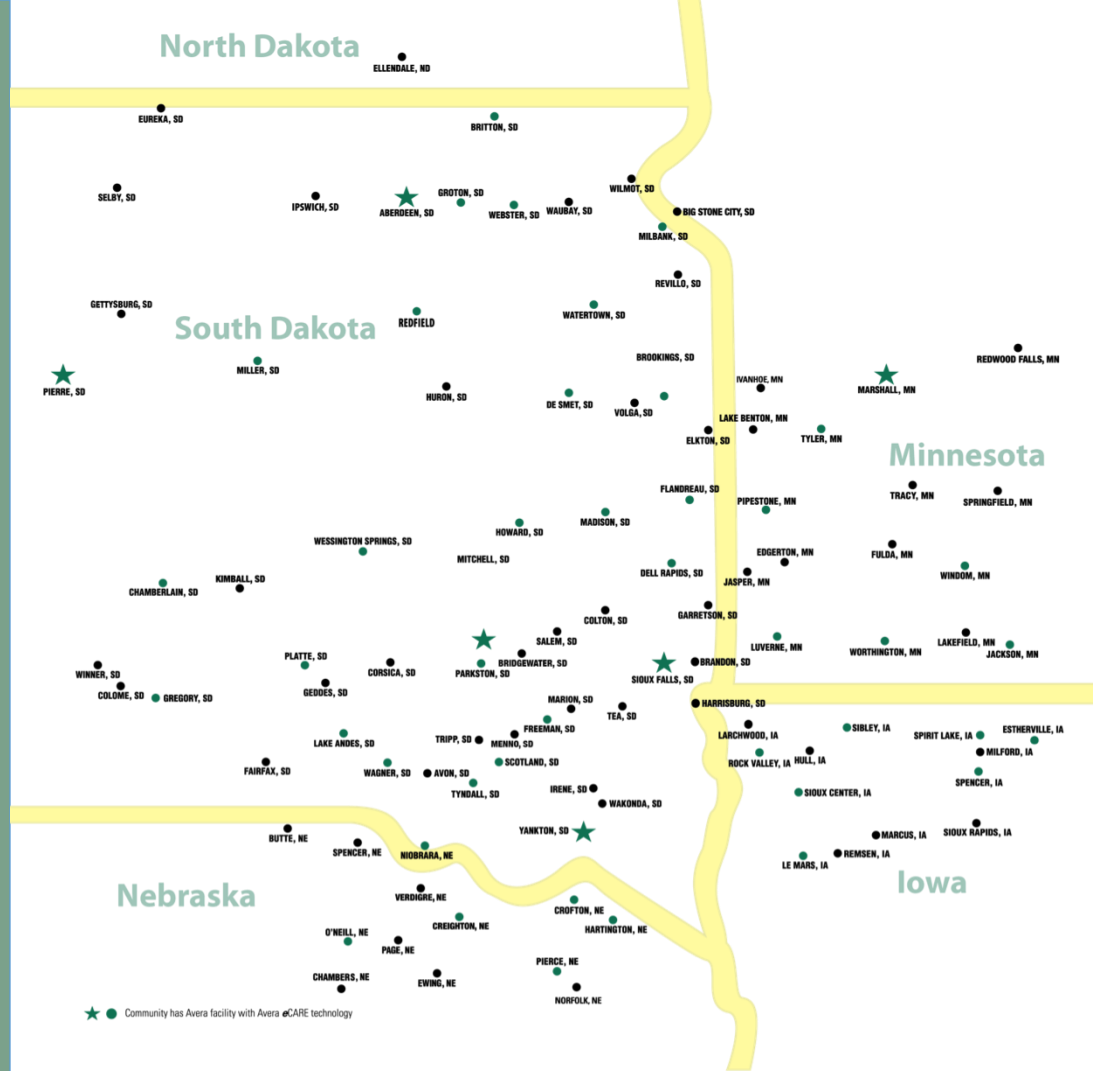
*"Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian Values."*

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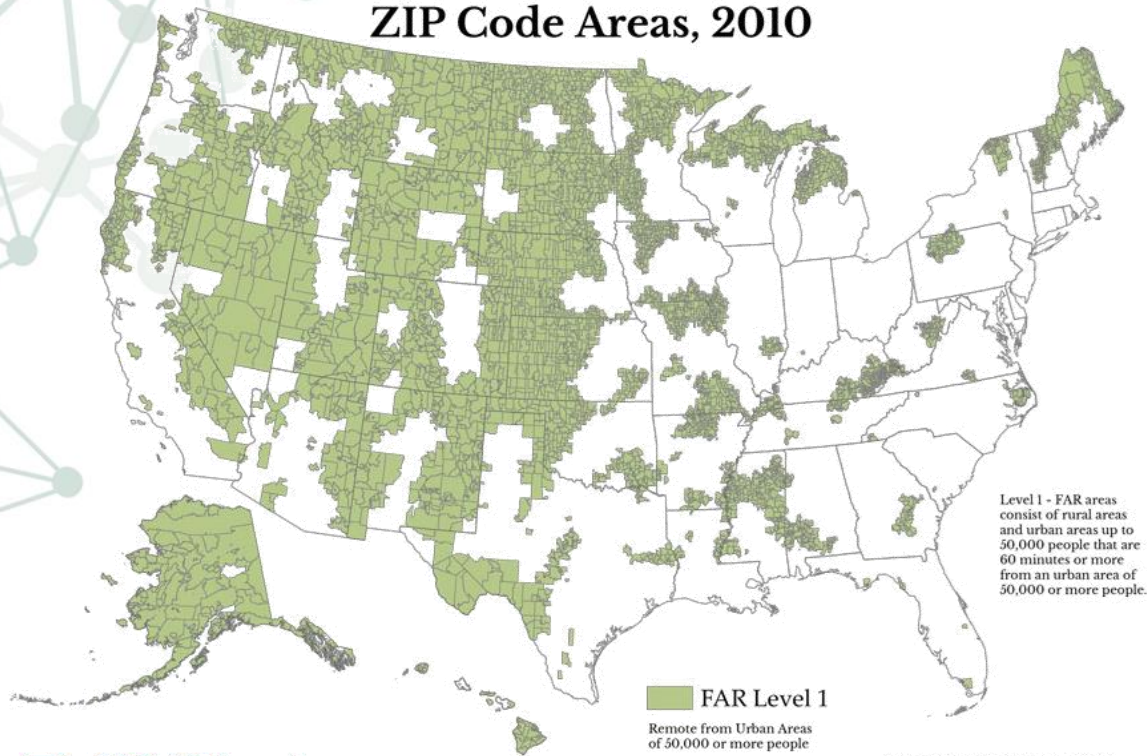
# HOSPITALS

# 80%

# CRITICAL ACCESS HOSPITALS



## Frontier and Remote (FAR) Level 1 ZIP Code Areas, 2010

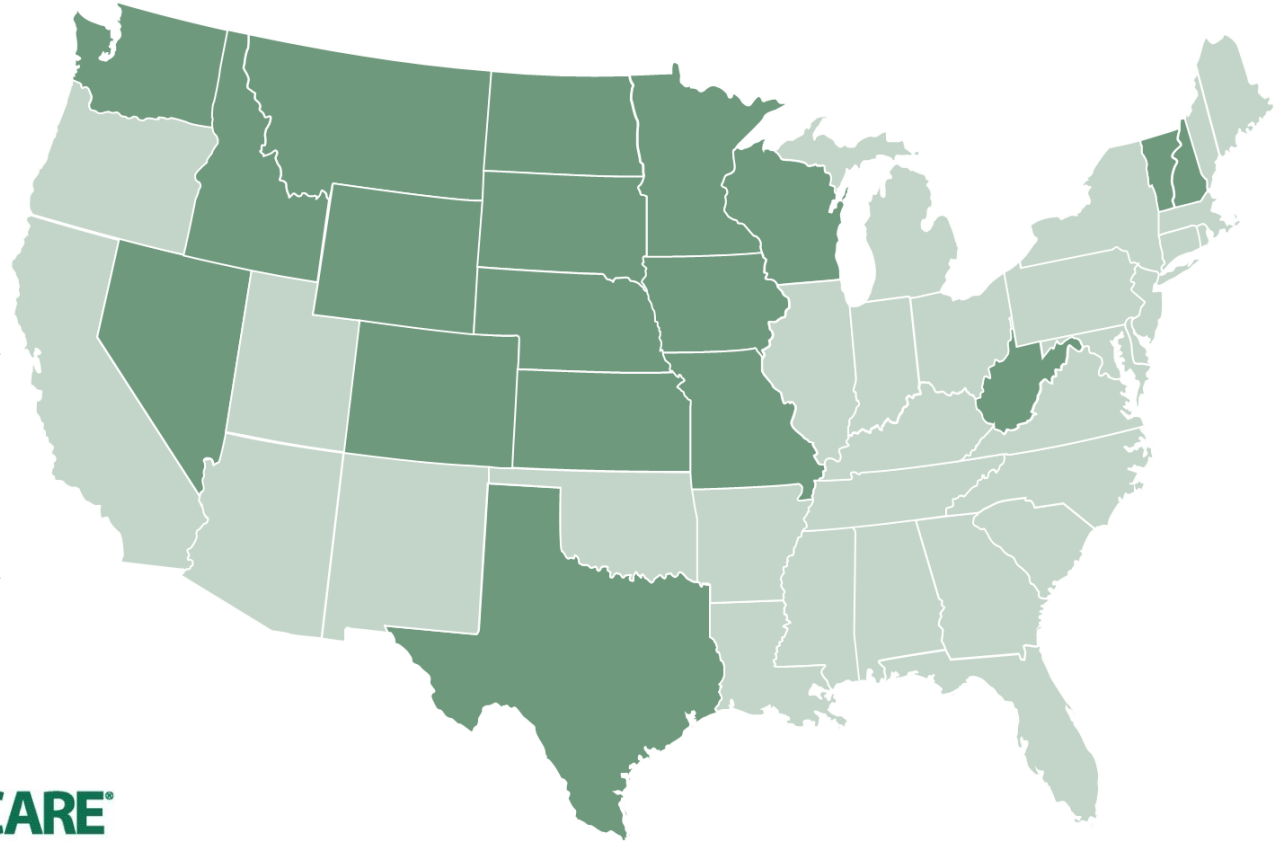


**60 million**  
rural Americans  
scattered over  
**95%** of US  
landmass

Avera eCARE

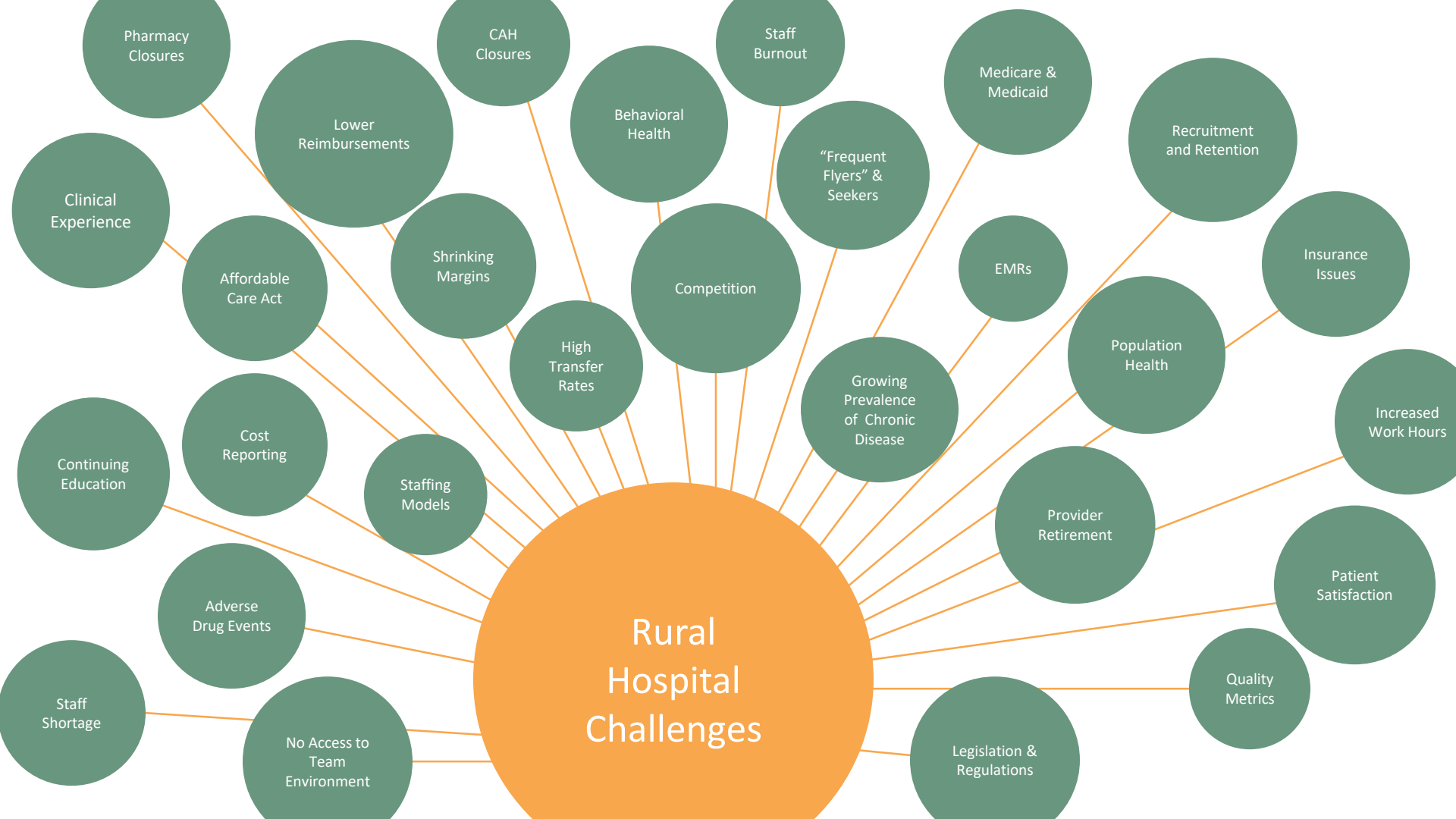
Over **400** sites  
in **18** states

**1+ million**  
lives impacted



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**Avera eCARE**



# Virtual Care & Telemedicine

Access to Expertise

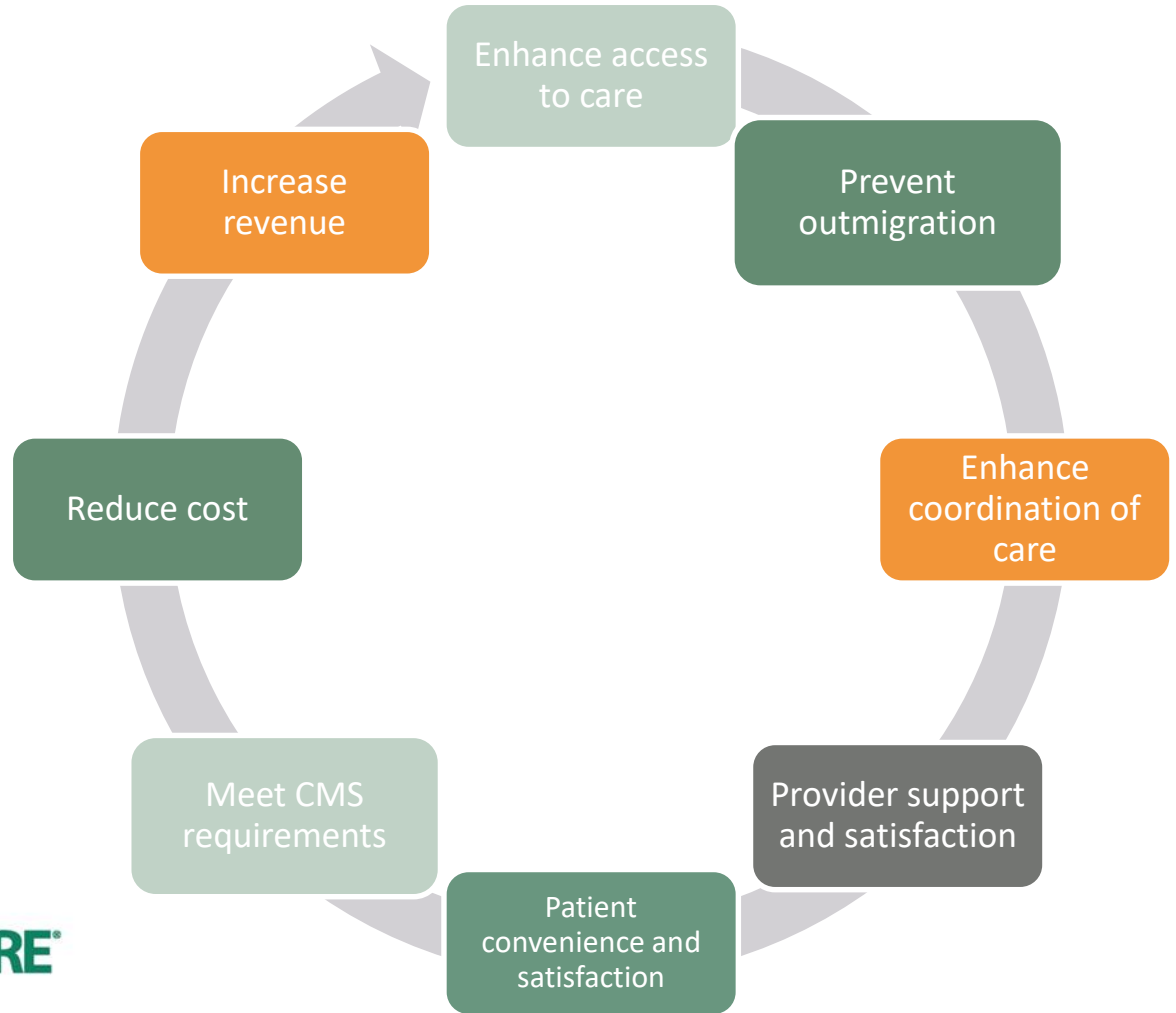
24/7 Collegial  
Support

Improve Quality &  
Patient Outcomes

Avera eCARE™



# Benefits of Telemedicine



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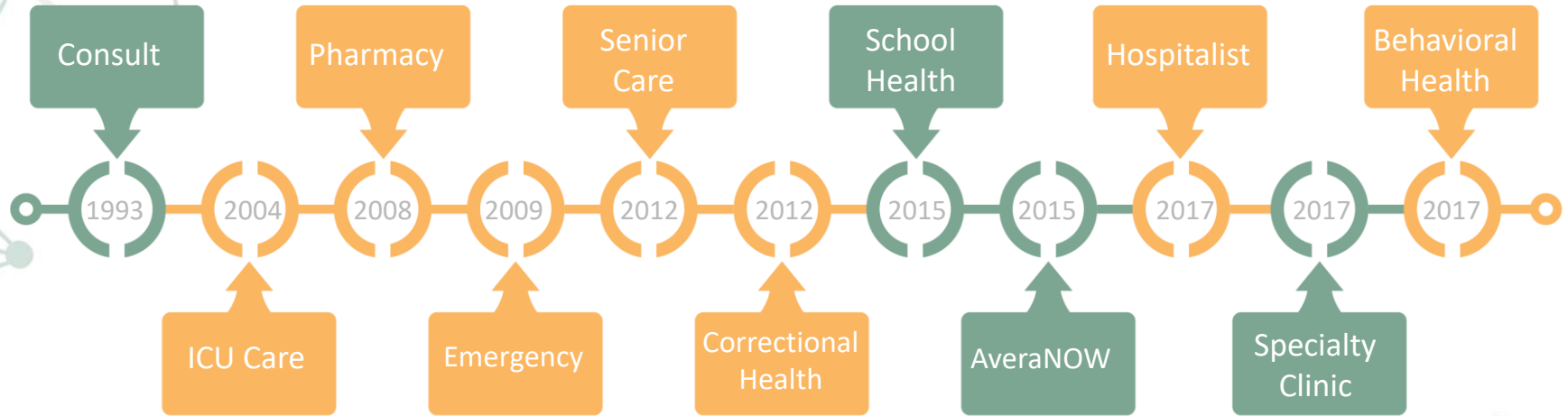
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# Service Line Expansion



**Acute & Post Acute Services**

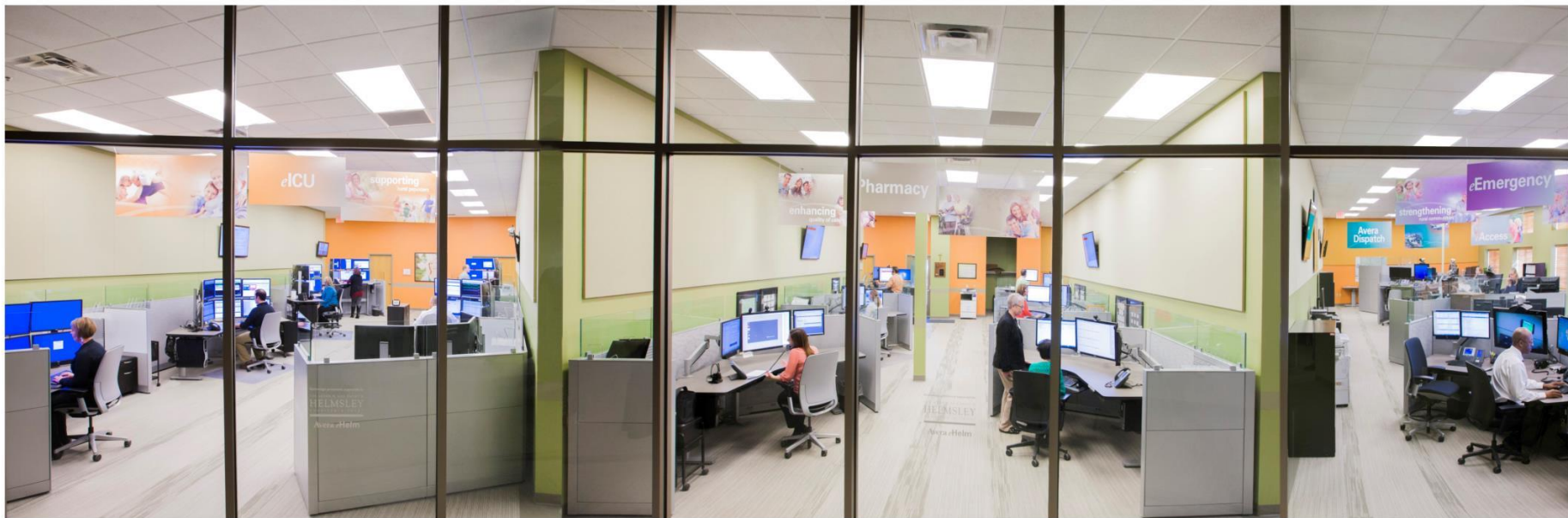
**Ambulatory Services**

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SIOUX FALLS, SOUTH DAKOTA

# View from the Bridge



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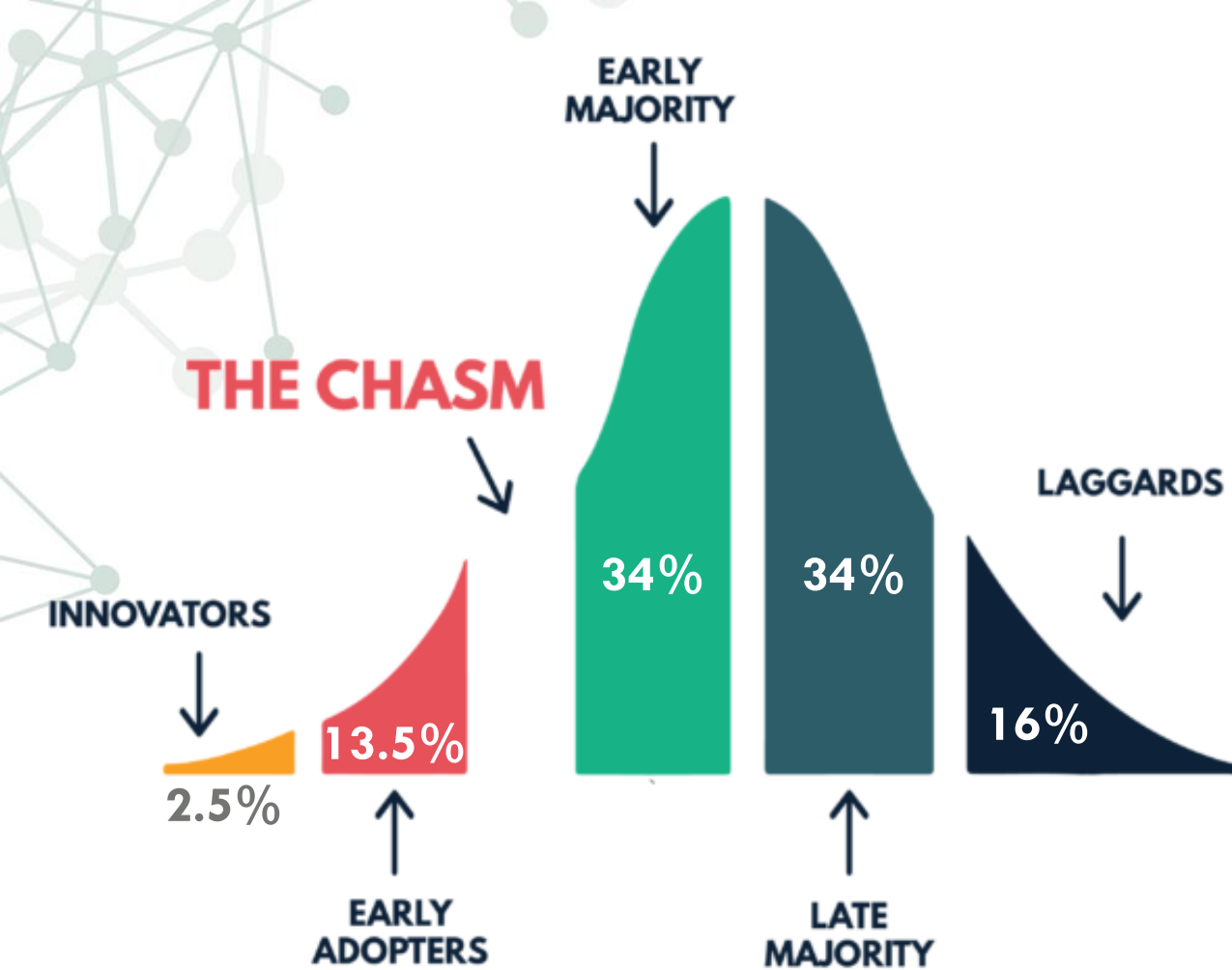
# eCARE Emergency The Process

When your team needs emergency assistance, simply push a button to connect 24/7/365 and our staff will respond immediately from our virtual hospital hub



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## Law of Diffusion of Innovation



# Make Lives Easier



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**Our town is so small,  
we had to borrow a horse  
to make a one horse town.**

# Be An Example



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# Keep it Simple



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# Customer Service



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# Simulation Events



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Medical Students

# Recruitment



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# Research: Recruitment & Retention

**Finding:** 81.5% of clinicians believe that eCARE Emergency has helped with recruitment and retention

**Conclusion:** Results indicate that, all other factors being equal, tele-emergency increases the likelihood of physicians entering and remaining in rural practice.



*Hospital CEO: "I've got to admit, the two docs I've got on right now, [...] both have made the statement to me directly that if it wasn't for [tele-emergency], they would not have come out here because they were not comfortable with it."*

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# QUESTIONS?

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# THANK YOU

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Discover the possibilities at [AveraeCARE.org](https://AveraeCARE.org)

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**Visionaries in Virtual Health**

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