

# Virtual Visits Everywhere

**NRTRC Telehealth Conference  
August 2019  
Anchorage, Alaska**

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# Objectives

- Understand how virtual visits can solve problems for access issues, improving population health, while engaging the providers.
- Discuss successes & opportunities.
- Discuss challenges and barriers

# Telehealth/Telemedicine Definition

As defined by the American Telemedicine Association



- **Telehealth:** “is frequently used to describe a broader set of technology-based health care, which may or may not always involve the provision of clinical services.”
- **Telemedicine:** “ is the use of medical information exchanged from one site to another via electronic communications to improve patient’s clinical status.”

<http://www.americantelemed.org>

# Why Virtual Visit ?

## Quadruple Aim

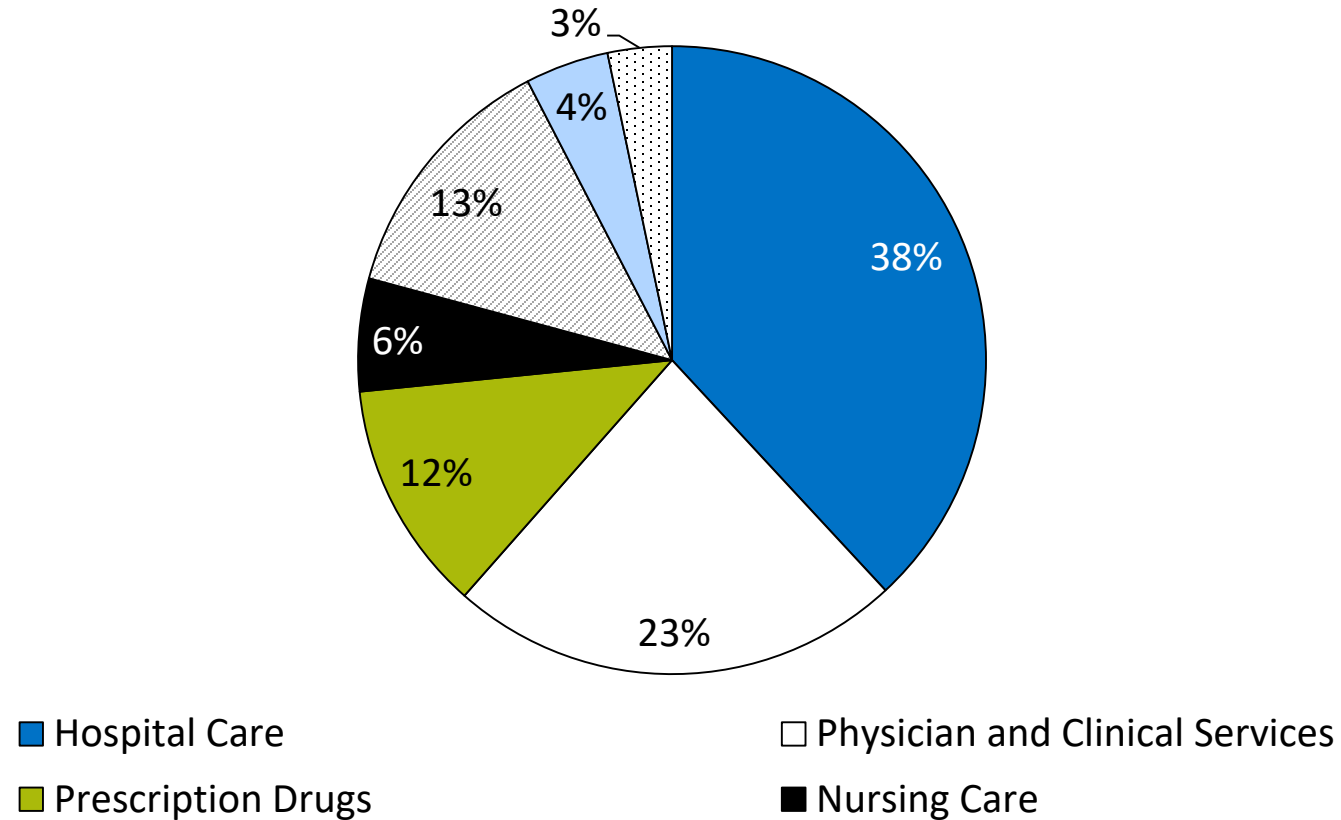


- **Improve Access:** Enable remote management/monitoring of patients
- **Patient Experience:** Connected, positive access with providers “virtually” at their workplace, community center, etc.
- **Lower Cost of Care:** Experience by treating patients in the lowest cost, most clinically appropriate, care setting. Support preventative care to reduce our health care expenditure.
- **Provider satisfaction:** Engaged providers to reduce burn out rate and maximizing care experience.

- To obtain high-quality care, Americans must first gain entry into the healthcare system.
- Measures of access to care tracked in the QDR include:
  - Having health insurance,
  - Having a usual source of care,
  - Encountering difficulties when seeking care, and
  - Receiving care as soon as wanted.
- <https://www.ahrq.gov/research/findings/nhqdr/nhqdr17/index.html>

# Health Care Expenditure

Figure 7. Personal health care expenditures, by type of expenditure, 2015



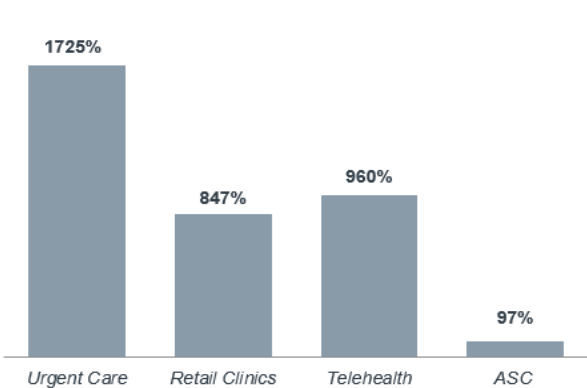
**Source:** Centers for Medicare & Medicaid Services, National Health Expenditures by type of service and source of funds, CY 1960-2015. <https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsHistorical.html>. **Note:** Personal health care expenditures are outlays for goods and services related directly to patient care. These expenditures are total national health expenditures minus expenditures for investment, health insurance program administration and the net cost of insurance, and public health activities. More detailed information is available at <https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/Downloads/DSM-16.pdf>. Percentages do not add to 100 due to rounding.

Ambulatory Networks

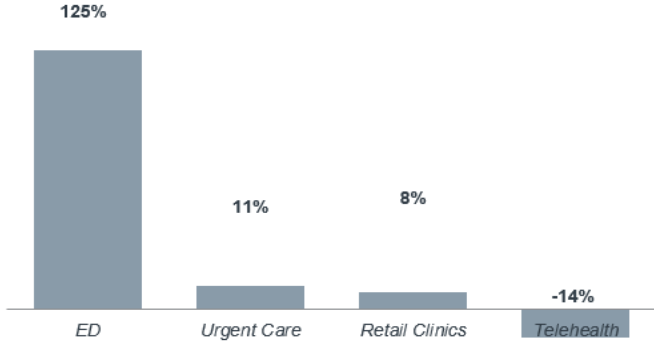
## Ambulatory sites experiencing swelling volumes

Providers competing to draw patients upstream

**Increased Utilization of Ambulatory Care**  
*% Change in Claims Lines (2007-2016)*



**Lower costs of Ambulatory Care**  
*% Change in average out-of-pocket costs per low-acuity visit*

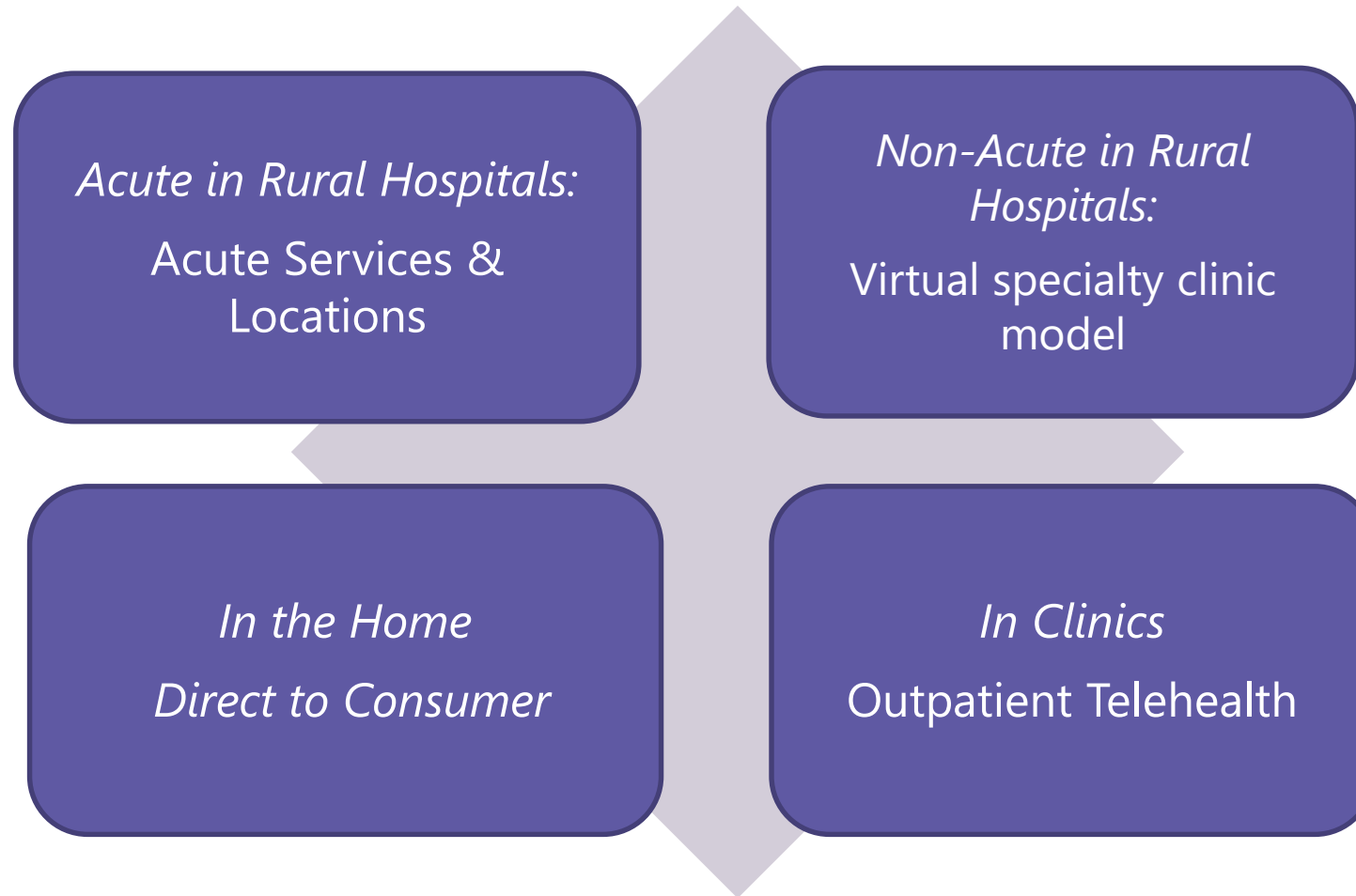


Source: FAIR Health, "Urgent Care Center Growth in Claim Lines More Than Seven Times That of Emergency Rooms from 2007 to 2016," March 2018; Market Innovation Center interviews and analysis.





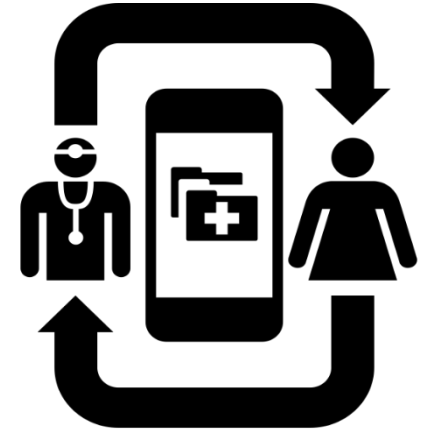
# Telehealth: Clinical Applications



# Telehealth: Modalities

- Real – time Virtual Visits
- Remote Patient Monitoring
- Asynchronous Store-and-Forward

ExpressCare



# Virtual Visits Everywhere

- Subscription Service
- Staff, un-staff telemedicine stations ( Kiosks)
- Pay per Click
- Direct to Consumer experience
- On-Demand Service
- Integrated services to close care gap measures, improving quality metric measures
- Providers Work from Home, Office, Retail Clinics





# Bring Care to the Patient

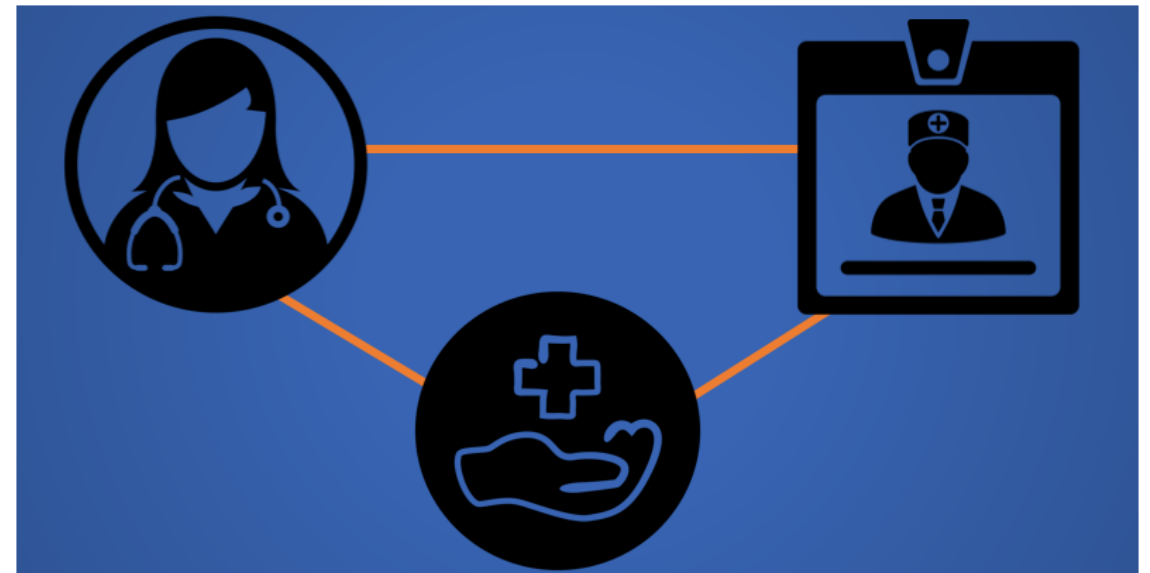
ExpressCare



# Express Care Virtual Success

- On demand visits - bring new patients to the system
- Same day type of visits - offer extended hours
- Extension of primary care
- Connected EMR

## Connected Care



# Telehealth: Transforming patient care

## 1 telemedicine encounter at a time

