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.”
Service Line Expansion

1993 Consult
2004 Pharmacy
2008 ICU Care
2009 Emergency
2012 Senior Care
2012 Correctional Health
2012 School Health
2015 Hospitalist
2015 AveraNOW
2017 Specialty Clinic
2017 Behavioral Health

Discover

Avera eCARE

Acute & Post Acute Services
Ambulatory Services
Over 440 sites in 29 states

2+ million lives impacted

Serves 13 percent of all Critical Access Hospitals in the nation
Our Purpose

Improve Access to Care

Improve Workforce Sustainability

Improve Care & Outcomes

Lower Costs

Discover Avera eCARE
Objectives

Participants will be able to describe how physical and mental health directly affect student learning and school attendance.

Participants will be able to describe how telehealth services can leverage limited resources and access to care issues.

Participants will be able to creatively engage in the use of technology to promote student health and learning.
Bridging the Gap

The School Nurse bridges the gap between the health care and educational systems.
School Nurse Coverage

“School nurses, working with pediatric patient-centered medical homes, school physicians, and families, are in a critical position to identify unmet health needs of large populations of children and adolescents in the school setting.”
- AAP, 2016
What Do Kids Come to School With?

- Stomach Aches
- Concussions
- Medications
- Adverse Childhood Experiences (ACE)
- Asthma
- Diabetes
- Frequent Flyers
MY MOUSE IS FROZEN, MS. SWEET. SHOULD I CALL TECH SUPPORT?

SURE! JUST GIVE ME A SECOND TO SWITCH HATS!

PHYS. ED. | MUSIC | TECH | NURSE | COUNSELOR | TEACHER | HEALTH

Copyright 2010 by Rod Maclean
www.justkiddingcartoons.com
School Health

**Value:** Reduce student absenteeism, promote better health, reduce parent stress, support educators, bring schools into compliance
Who Do We Serve?

- Frontier areas
- Rural areas
- Urban “rural” area
Service Overview

Nurse Extender Services:
- Schools with at least one part-time school nurse
- Backup urgent care and chronic care coverage when on-site nurse is not available

Primary School Nurse Services:
- Schools that do not have nursing services
- Comprehensive on-demand school health program

Behavioral Health Services

eCARE SCHOOL HEALTH ALLOWS STUDENTS TO FOCUS ON LEARNING

- Help managing chronic conditions (diabetes, asthma)
- Help with acute sickness or injury
- Case management for parent contacts regarding prescription refills, mental health needs and available resources
91% of students who had an eCARE School Health nurse video visit were able to stay in school instead of going home.

**Services:**
- Nurse Extender Services
- Primary School Nurse Services

**Benefits:**
- Help managing chronic conditions (diabetes, asthma)
- Help with acute sickness or injury
- Case management for parent contacts regarding prescription refills, mental health needs and available resources

**Growth:**

<table>
<thead>
<tr>
<th>Year</th>
<th>Video Encounters</th>
<th># of Schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>7</td>
<td>497</td>
</tr>
<tr>
<td>2016-17</td>
<td>9</td>
<td>367</td>
</tr>
<tr>
<td>2017-18</td>
<td>17</td>
<td>1497</td>
</tr>
<tr>
<td>2018-19</td>
<td>31</td>
<td>3621</td>
</tr>
</tbody>
</table>
Outcomes

QUALITY
91% of students who had an eCARE School Health nurse video visit were able to stay in school instead of going home.

COST SAVINGS
Dollars saved in utilizing telemedicine, versus hiring FT or PT nurses.

SUPPORT WORKFORCE
Supports UAPs and other non-licensed staff with student health needs.
Successes:

- 91% of students return to class
- Smaller schools have a more affordable solution to nursing need and are able to be compliant with the law
- Superintendent satisfaction

Challenges:

- Staff understanding the role of the school nurse
- Staff engagement
- Funding
Behavioral Health

Services:

• Scheduled, short-term therapy by a clinical social worker
• Serve students with 2nd Tier (intermediate) needs
• Use existing technology

Value:

• Increase student well-being and opportunity for learning
• Increase access for students (availability, anonymity and convenience)
• Increase staff satisfaction
• Student receives service without requiring parent to coordinate and provide transportation (less missed work, daycare needs, etc.)
Lessons Learned

- Technology considerations are of utmost importance because of the interface with non-medical school staff.

- Schools have limited funding, but still need to have “skin in the game”. Most schools do budgeting process in the spring.

- Finding a common language and connecting health to educational outcomes. Also engagement from all levels of staff, not just administration.
Future

- Tele therapy-Speech
- Behavioral health outside of school payer sources
- Provider partnerships
- Schools will drive future programs
Questions

Contact
Sheila Freed, RN
Avera eCARE | eCARE School Health Director
sheila.freed@avera.org
605-322-5309
THANK YOU

Follow us LinkedIn

Discover the possibilities at AveraeCARE.org

Avera eCARE® | Visionaries in Virtual Health