



# VISIONARIES IN VIRTUAL HEALTH

**Avera** ***eCARE<sup>®</sup>***



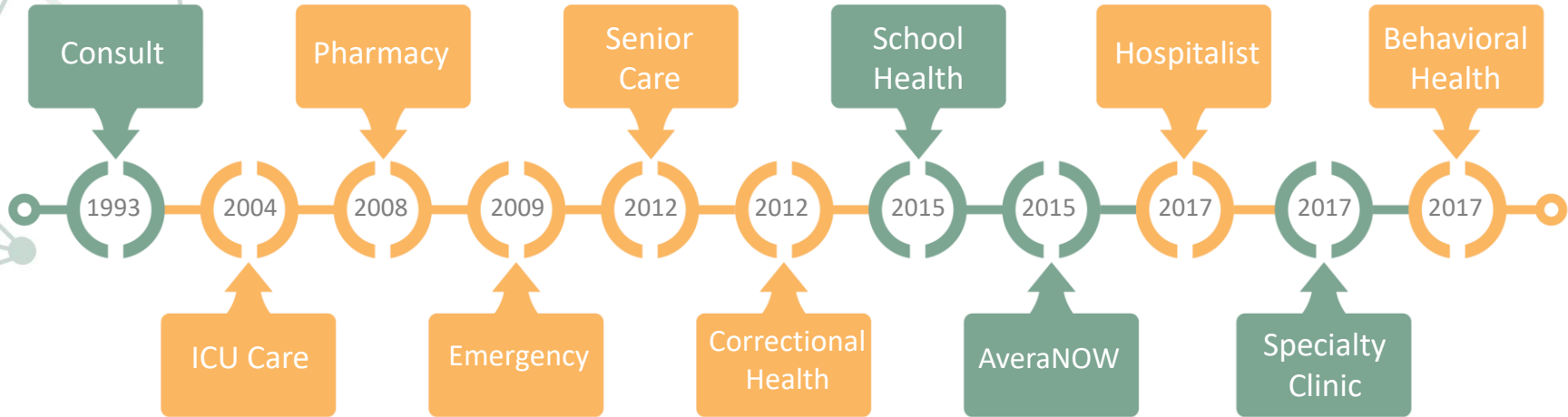
## Avera Health

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."*

# Service Line Expansion



Acute & Post Acute Services  
Ambulatory Services

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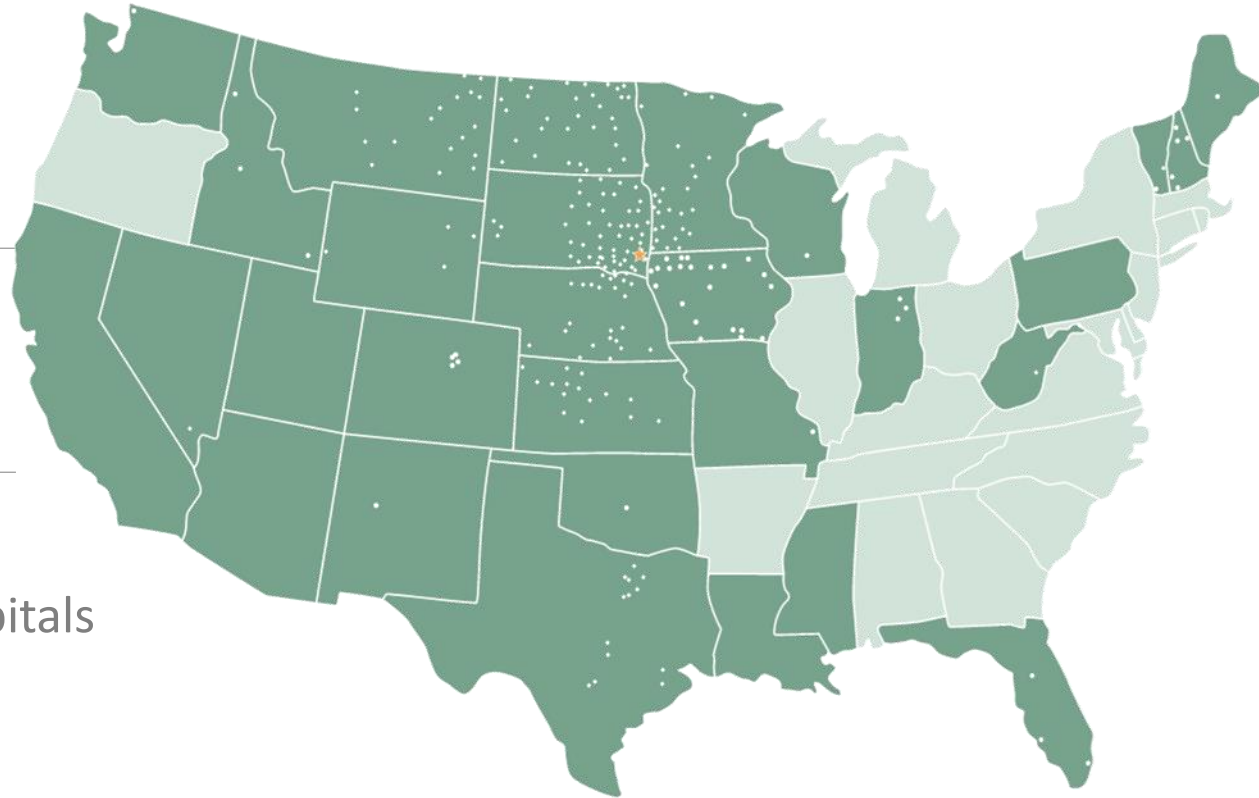
**Avera** *eCARE*

Avera eCARE

Over **440** sites  
in **29** states

**2+ million**  
lives impacted

Serves **13 percent**  
of all Critical Access Hospitals  
in the nation



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**Avera eCARE**

# Our Purpose

Improve Access  
to Care



Improve  
Workforce  
Sustainability



Improve Care &  
Outcomes



Lower Costs



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## Objectives



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



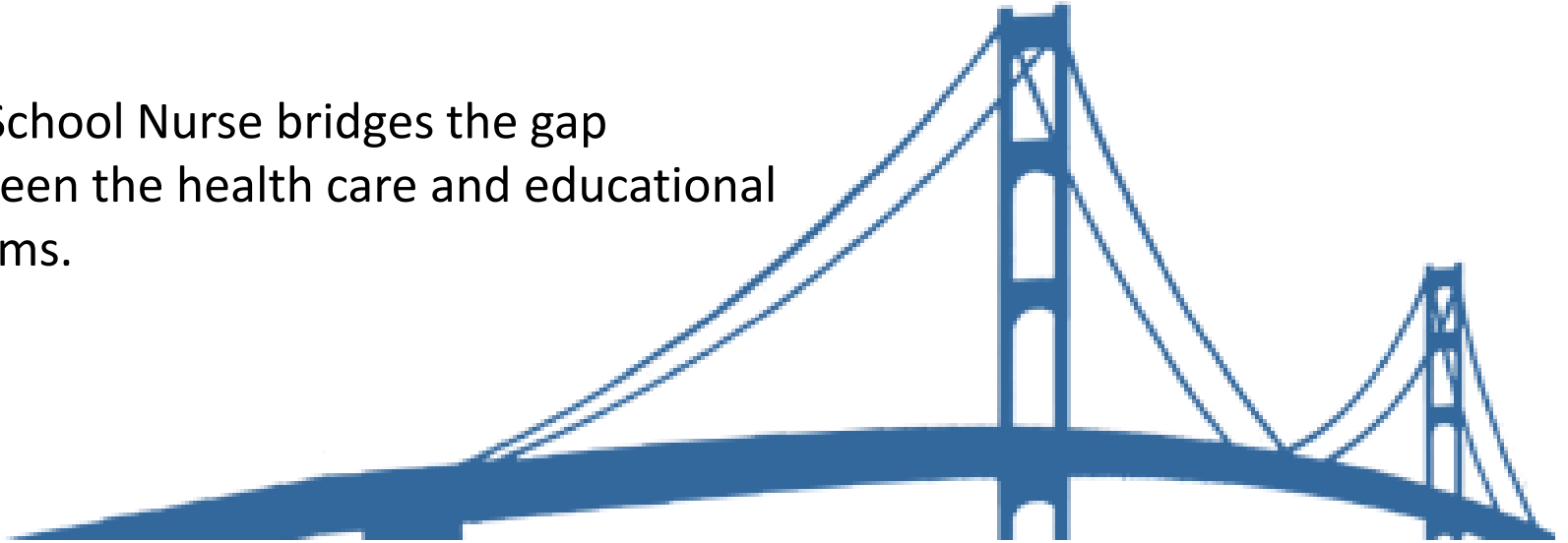
Participants will be able to describe how telehealth services can leverage limited resources and access to care issues



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.





# Avera eCARE<sup>®</sup> School Health

Future



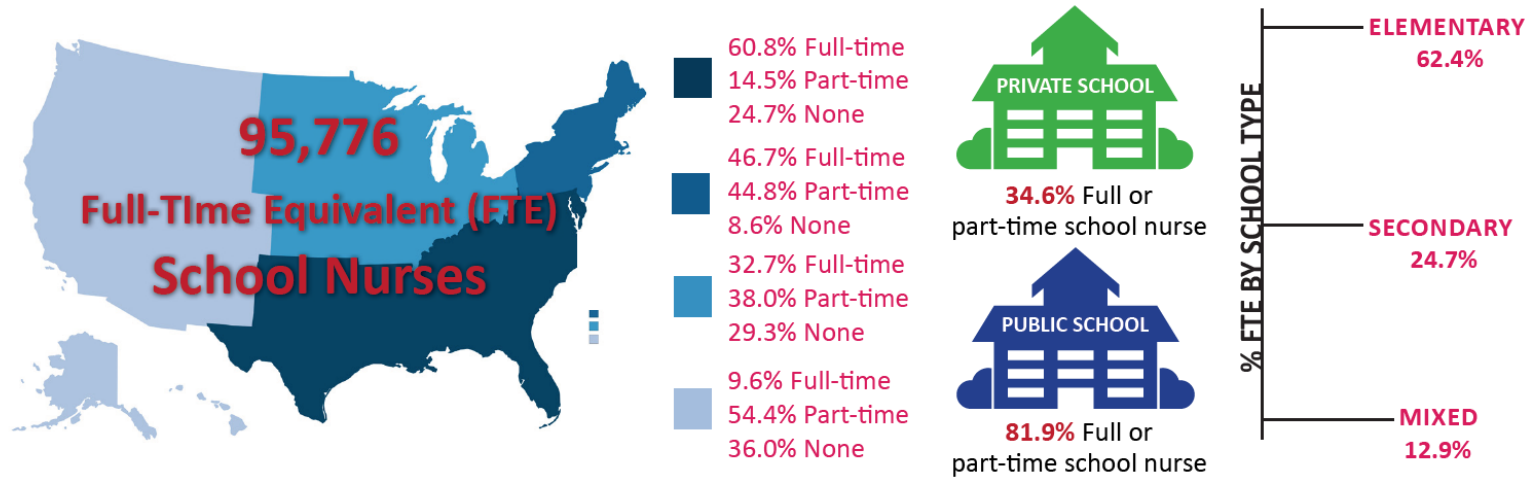
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# School Nurse Coverage

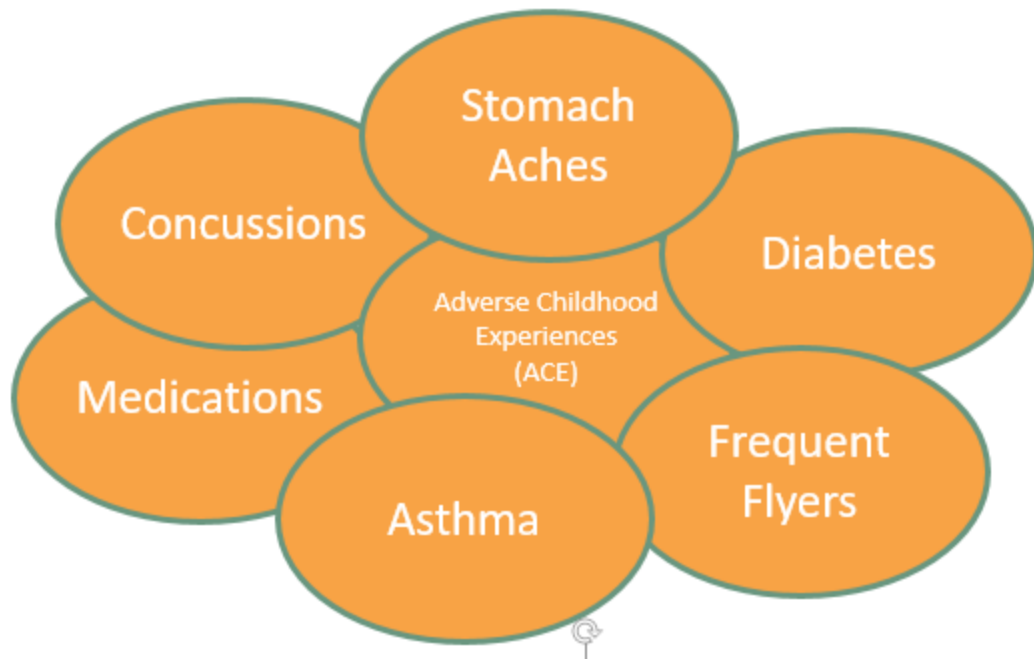
## Percentage of Schools with School Nurse Coverage



“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

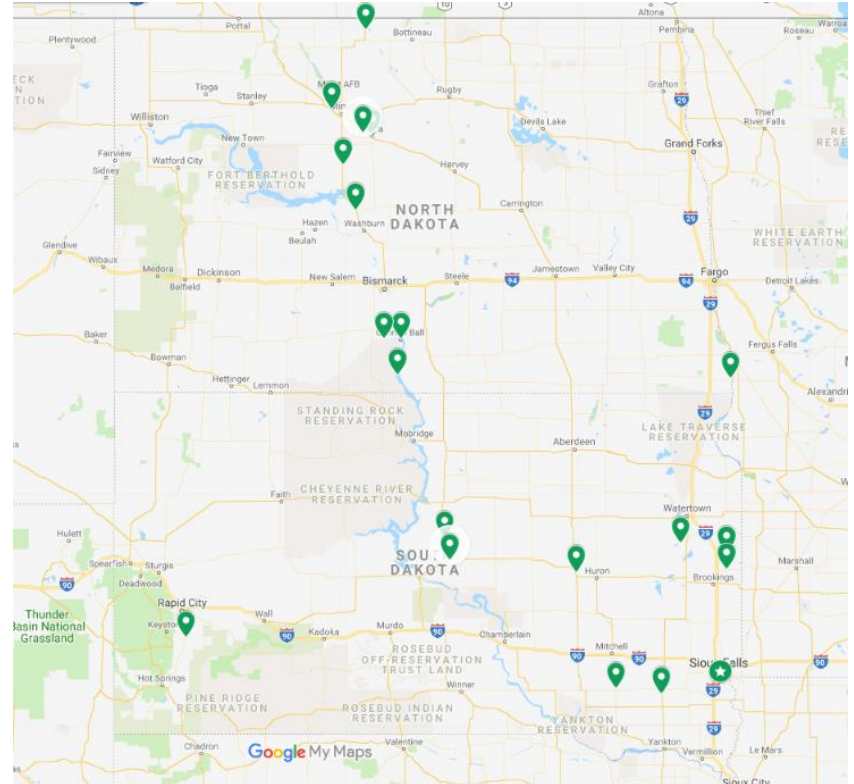
# What Do Kids Come to School With?





# 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



# Avera eCARE<sup>®</sup>

## School Health

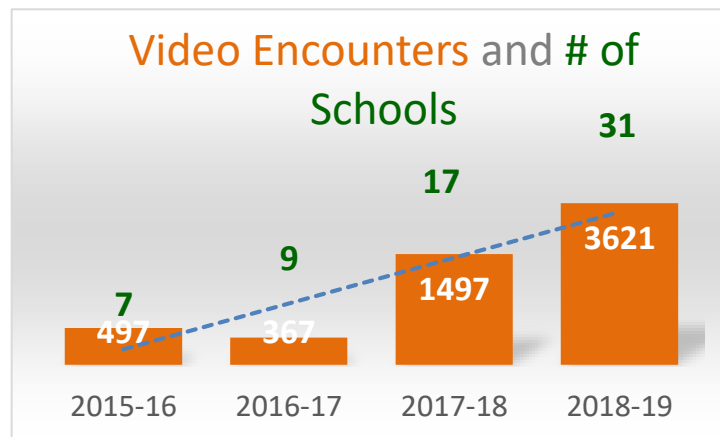
### Services:

- 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

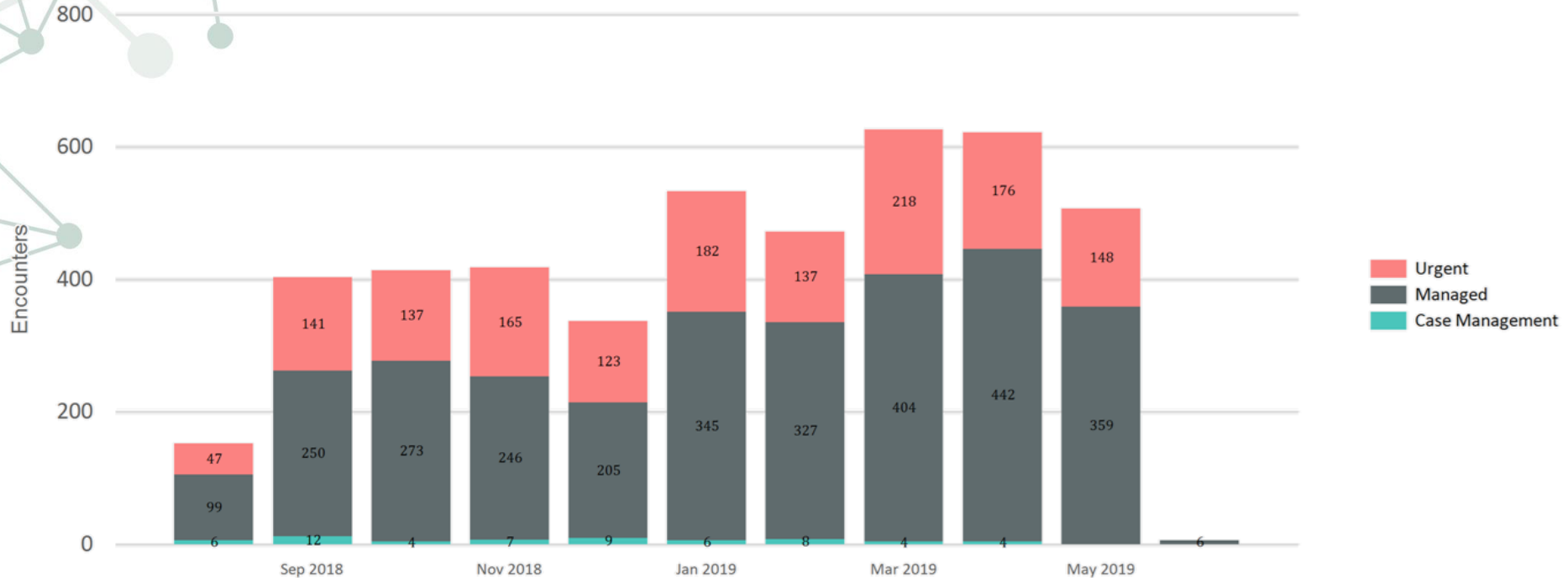
### Growth:



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



## Encounters by Level of Care





### 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

## Services:

- Scheduled, short-term therapy by a clinical social worker
- Serve students with 2<sup>nd</sup> 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

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



# Questions



Contact

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# THANK YOU

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**Avera eCARE®** | Visionaries in Virtual Health