Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon

Welcome You

Bronze Sponsors:

Zoom  WGU  poly

Exhibitors:

amwell  SimpleVisit

Non-profit:

Pacific Northwest University of Health Sciences  University of Utah Health Clinical Neuroscience
• Audio and video are muted for all participants
• Use the Q&A feature to ask questions 🤖
• Moderator will read questions to the speaker
• Presentation slides are posted at https://nrtrc.org/sessions. Recordings will be posted after the conference.
COVID-19 Transmission Prevention using Telehealth Capabilities

- **Moderator:** Rose Locklear
- **Presenters:**
  - Cheryl Ledward, Clinic Manager, Intermountain Healthcare
  - Todd Vento, Medical Director, ID TeleHealth, Associate Medical Director, Intermountain Connect, Intermountain Healthcare
  - Kristin Dascomb, Medical Director - Infection Prevention, Intermountain Healthcare
  - Andrew Davis, Project Coordinator, Intermountain Healthcare
  - Kerry Palakanis, Executive Director, Connect Care, Intermountain Healthcare
COVID-19 Pandemic Response: Intermountain TeleHealth Experience

Northwest Regional Telehealth Resource Center

April 16, 2020

Todd J. Vento, MD, MPH, FACP, FIDSA. Medical Director, TeleHealth Infectious Diseases
Cheryl Ledward, MTech, MBA. Clinic Manager, Intermountain Connect Care
Kristin Dascomb, MD, PHD. System Medical Director Infection Prevention
Kerry Palakanis, DNP, FNP-C. Executive Director, Intermountain Connect Care
Andrew Davis, MBA/MHA Candidate. Project Coordinator, Intermountain Connect Care
Bill Beninati, MD, Medical Director, Intermountain TeleHealth
➢ Integrated, not-for-profit health system
➢ Headquartered in Salt Lake City, Utah
➢ Team of 40,000 caregivers
➢ Serves healthcare needs of people across the Intermountain West
Critical Care
➢ Decreased small hospital mortality: 40%

Newborn Critical Care
➢ Cost savings: $1.2M / year

Infectious Diseases
➢ Reduced broad spectrum antibiotic use: 40%

Crisis Care (15 min response)
➢ Decreased ED stay: 53 mins

Hospital TeleHealth Services
➢ 35 programs
➢ 1,400 hospital access points
➢ 272,000 interactions/year
Direct to Patient Services

Nurse advice line/COVID Call Center
➢ 24/7/365

Connect Care Urgent Care
➢ On-demand video

Primary/Specialty Video Visits
➢ Scheduled via consumer & telehealth

Chronic Care Management
➢ Remote patient monitoring
   ➢ Identify early clinical decompensation
   ➢ Prevent hospital readmission

Patient Acceptance

Connect Care Urgent Care
➢ 94,372 completed visits
➢ 181,622 enrollments

Flu seasons
Sept 01 2018-Feb 28 2020
Comprehensive TeleHealth Response

- **High capacity services**
  - Telephone triage nurse
  - Web-based symptom checker
  - Urgent care video visits

- **Detailed expertise services**
  - Expanded ED/hospital HCW tools
  - Dedicated COVID-19 MD line (24/7)
  - Screen symptomatic healthcare workers
  - Expanded specialty care video visits (900/day)
  - Remote Patient Monitoring

1st Case (Transfer)
1st Case in Utah
NBA Player Diagnosed

Instacares
EDs
Lab Tests
Connect Care
Nurse Call Line

Date
Feb 15
Mar 01
Mar 15

ConnectCare
COVID Tests
ED
Instacare
COVID Info Line
COVID Triage Line
Health Answers
ScoreCalls
Leveraging Telehealth Platforms

➢ Robust telehealth & public health response

➢ Expanded existing platforms

➢ Early proof of concept
   ➢ Connect Care screenings
   ➢ Identification of cases

➢ Flexibility and communication are key!
   ➢ TeleHealth "Command Center"
   ➢ Incident command structure
   ➢ Rapid responsiveness to changing mission
Connect Care COVID-19 Related Cases
GYANT “Scout” Online Symptom Tracker

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 16-22, 2020</td>
<td>55591</td>
</tr>
<tr>
<td>Mar 23-29, 2020</td>
<td>65085</td>
</tr>
<tr>
<td>Mar 30-Apr 5, 2020</td>
<td>42379</td>
</tr>
<tr>
<td>Apr 6-12, 2020</td>
<td>17664</td>
</tr>
</tbody>
</table>

Try Our COVID-19 Symptom Checker

Look for the chat bubble in the bottom right corner of your screen. Click the bubble to begin using the Symptom Checker.

- Visit our COVID-19 website
  - Learn More
- Do You Need COVID-19 Testing?
  - Learn More
TeleHealth and Scheduled Video Visits (COVID-19 and non-COVID-19)

Top 5 Utilizing Departments

- **FamilyMed**: Consumer video Platforms 4K, Telehealth Platform 2K
- **Psychiatry**: Consumer video Platforms 1K, Telehealth Platform 1K
- **IM**: Consumer video Platforms 500, Telehealth Platform 500
- **Psychology**: Consumer video Platforms 200, Telehealth Platform 200
- **Derm**: Consumer video Platforms 100, Telehealth Platform 100

Consumer video Platforms
Telehealth Platform
Remote Patient Monitoring (RPM)

➢ Traditional use: chronic disease management

➢ Role in pandemic with highly infectious pathogen

➢ RPM Pathway
  ➢ High-risk patients are identified
  ➢ Patients given RPM devices (e.g. pulse oximeter)
  ➢ Biometric data transmitted to monitoring team members
  ➢ Providers detect early signs of decompensation and intervene
Current State: Epidemiology (through April 13, 2020)

State of Utah

Report Date: April 13, 2020

- **2363** Total COVID-19 Cases
- **45787*** Total Reported People Tested
- **201** Total COVID-19 hospitalizations
- **18** Total COVID-19 Deaths

Intermountain Healthcare

- Hospitalizations (total): 163
- Hospitalizations (active): 49
- Discharges: 120
- Deaths: 5
Remote patient monitoring (ED disposition)

Hospital at home (after hospital discharge)

Intra-facility telehealth device use

Telementoring using ECHO® platform

Expansion of Tele-Graduate Medical Education
Summary

➢ Rapid expansion of existing capabilities
➢ Creative use of under-utilized staff
➢ Maintain primary/specialty care role
➢ Telehealth advantages
   ➢ Minimized patient/provider exposures
   ➢ Conserved resources (PPE)
   ➢ Allayed patient fears/concerns
   ➢ Supported social distancing measures
   ➢ Telehealth = Public Health

4PM SPONSORED

Intermountain Healthcare takes precautions to keep patients safe and turns to technology to help combat coronavirus

by: Surae Chinn

Posted: Mar 12, 2020 / 04:36 PM MDT / Updated: Mar 12, 2020 / 05:02 PM MDT
Thank You!