



# 2020 NRTRC TAO VIRTUAL CONFERENCE



## Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon **Welcome You**

Bronze Sponsors:



Exhibitors:




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[Pacific Northwest University of Health Sciences](#)

[University of Utah Health Clinical Neuroscience](#)

# VIRTUAL SESSION INSTRUCTIONS

- Audio and video are muted for all participants
- Use the Q&A feature to ask questions An icon consisting of two overlapping speech bubbles, one orange and one blue, representing a question and answer feature.
- Moderator will read questions to the speaker
- Presentation slides are posted at <https://nrtrc.org/sessions>. Recordings will be posted after the conference.

- 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

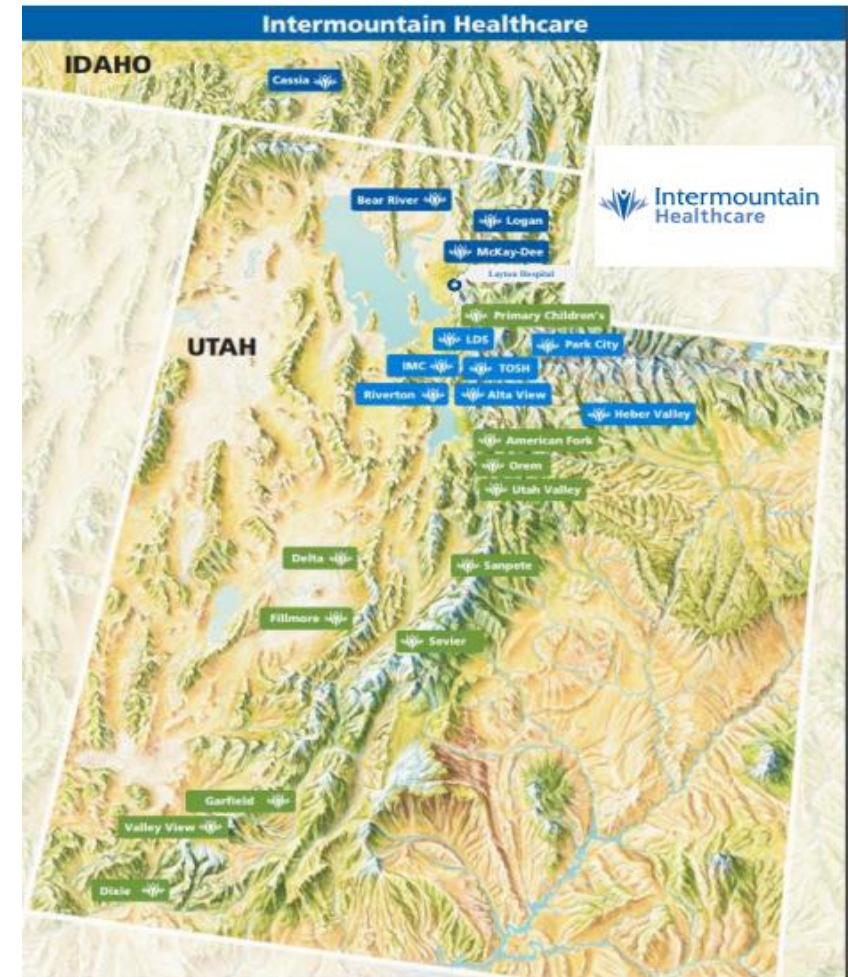
**Bill Beninati**, MD, Medical Director, Intermountain TeleHealth





# Intermountain Healthcare

- 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



# Hospital TeleHealth Services

- 35 programs
- 1,400 hospital access points
- 272,000 interactions/year

## 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



# 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

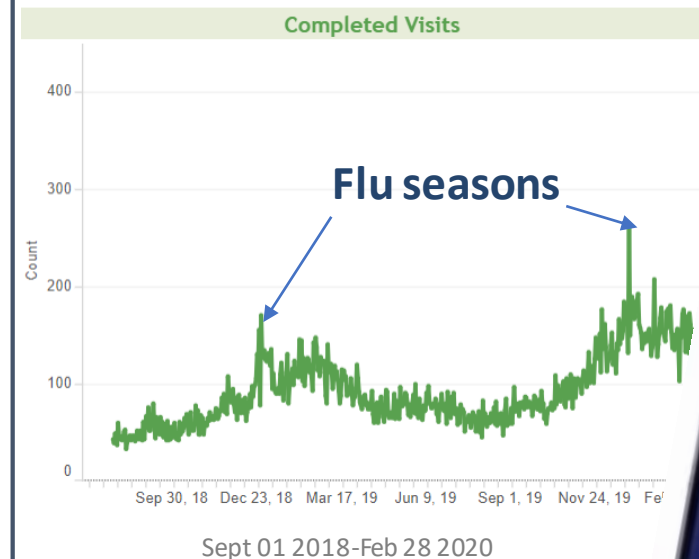
## Chronic Care Management

- Remote patient monitoring
  - Identify early clinical decompensation
  - Prevent hospital readmission

# Patient Acceptance

## Connect Care Urgent Care

- 94 372 completed visits
- 181,622 enrollments



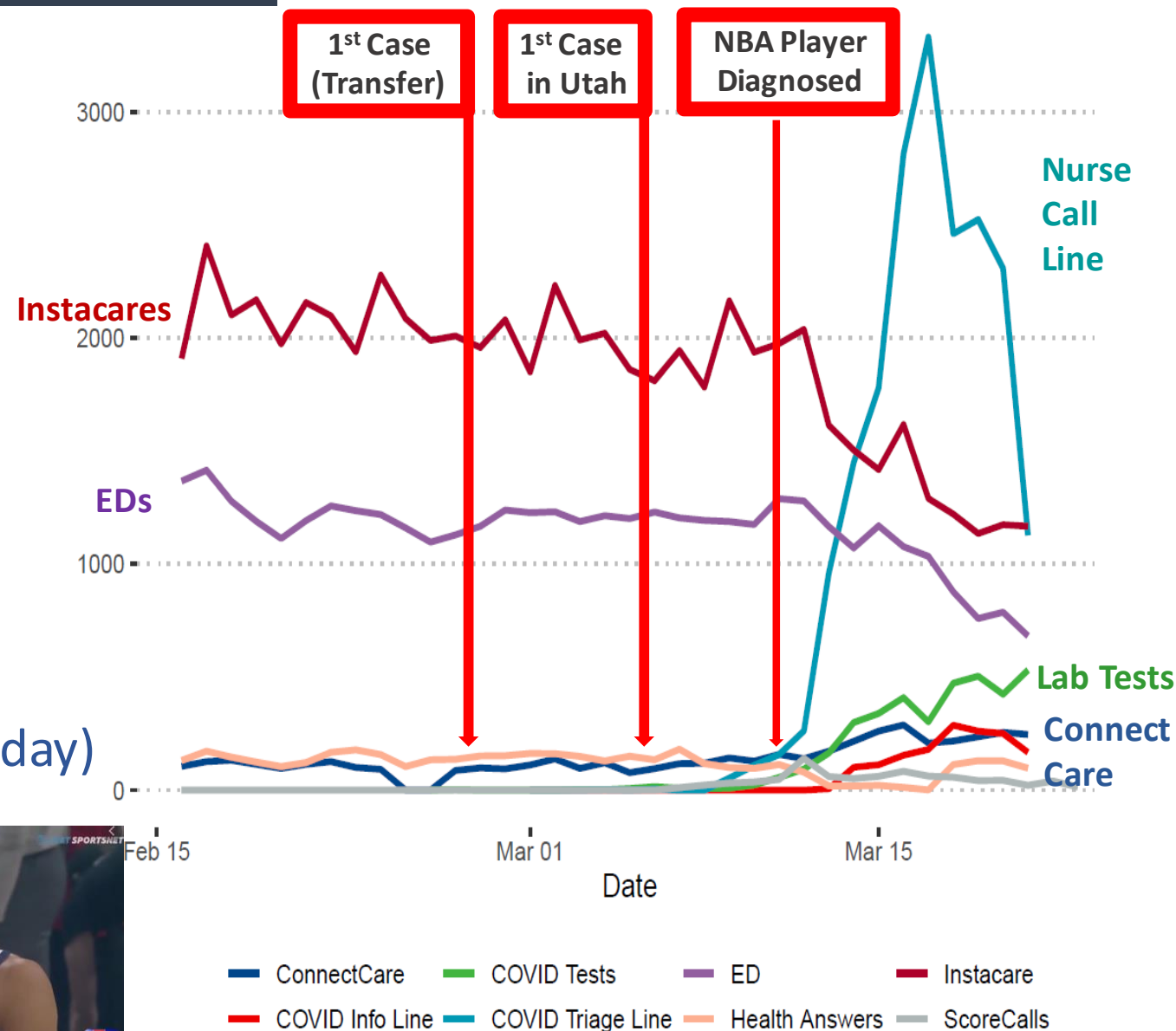
# Comprehensive TeleHealth Response

- **High capacity services**

- Telephone triage nurse
- Web-based symptom checker
- Urgent care video visits

- **Detailed expertise services**

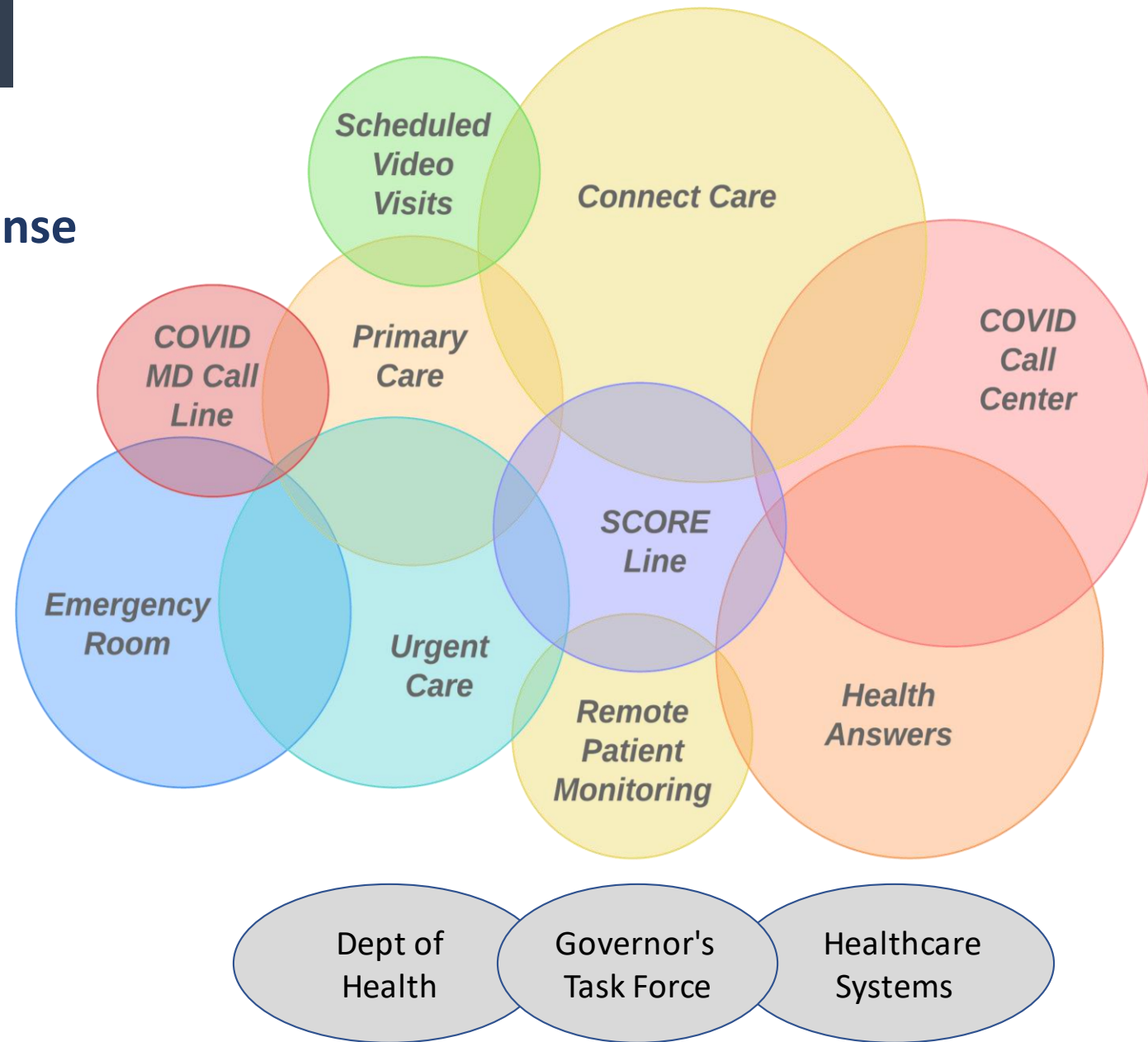
- Expanded ED/hospital HCW tools
- Dedicated COVID-19 MD line (24/7)
- Screen symptomatic healthcare workers
- Expanded specialty care video visits (900/day)
- Remote Patient Monitoring



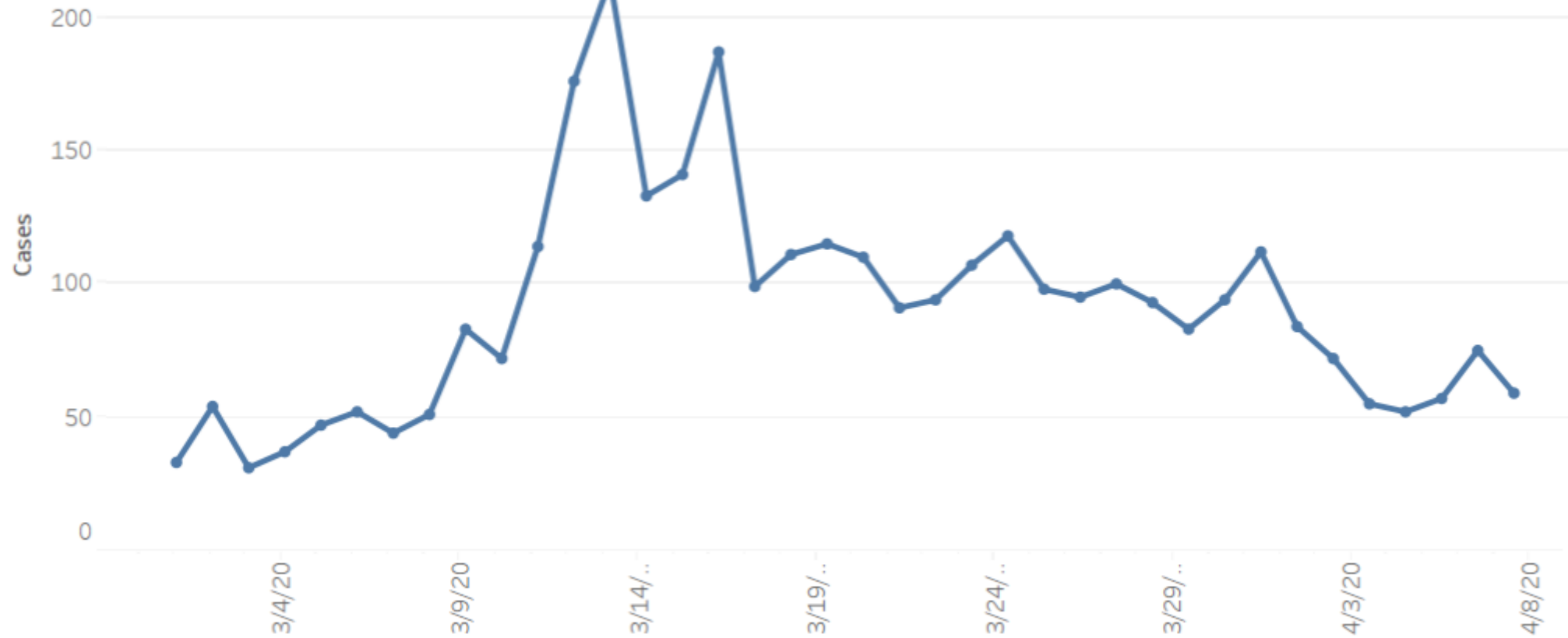


# Leveraging Telehealth Platforms

- 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

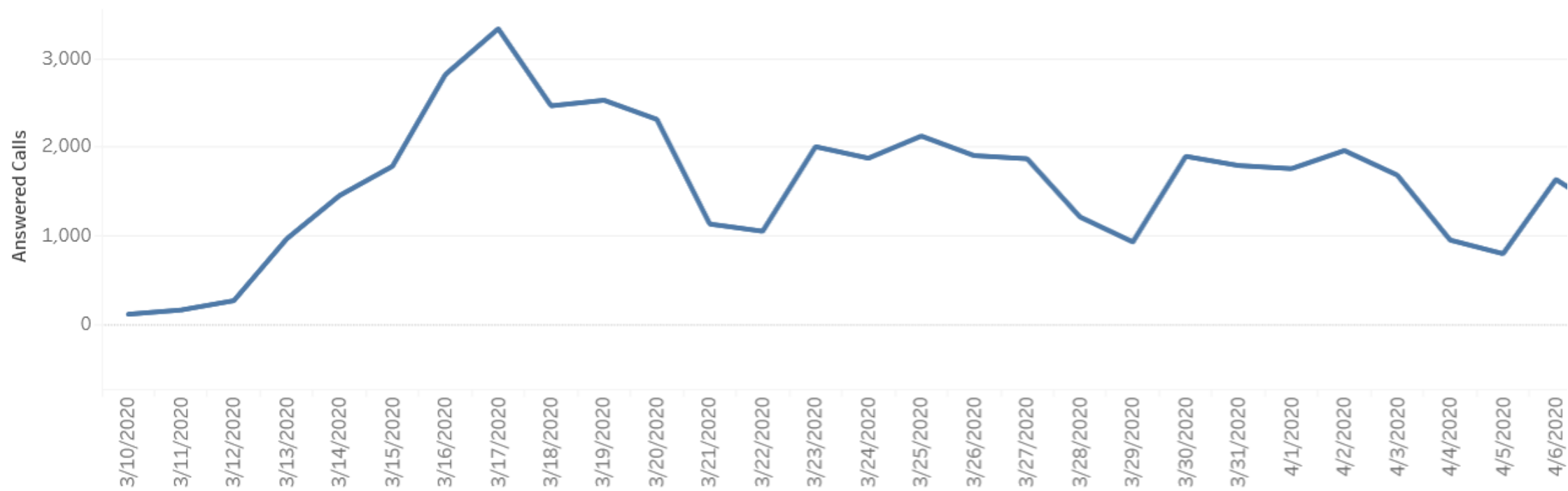


# Connect Care COVID-19 Related Cases

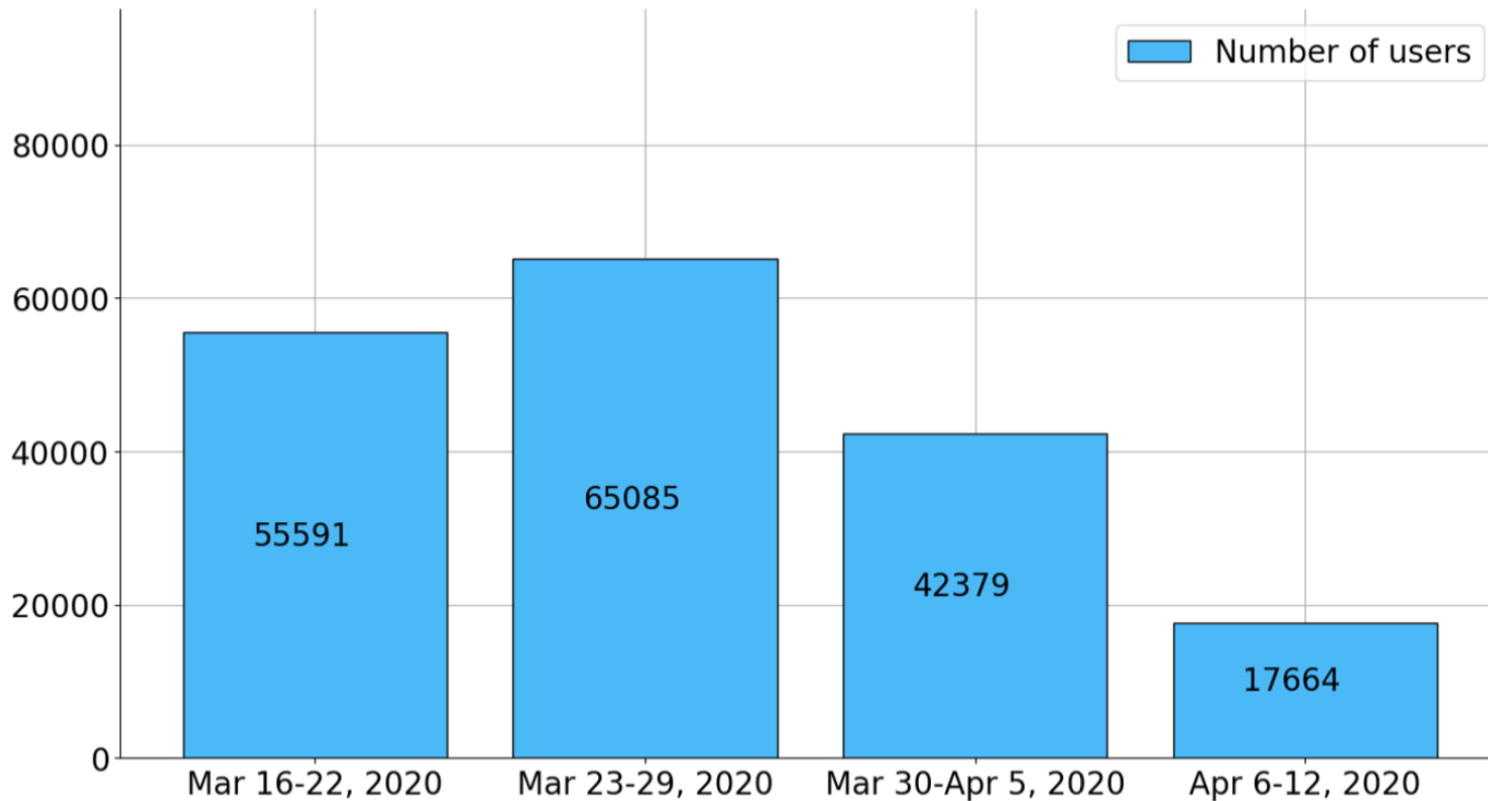


# Nurse Triage Line/COVID Call Center

Total Calls Trend and Forecast



# GYANT “Scout” Online Symptom Tracker



**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](#)

**Intermountain Healthcare ChatBot**

Hello! 🤖

I'm here to provide info about COVID-19, also known as the novel Coronavirus. I hope to answer any questions you may have.

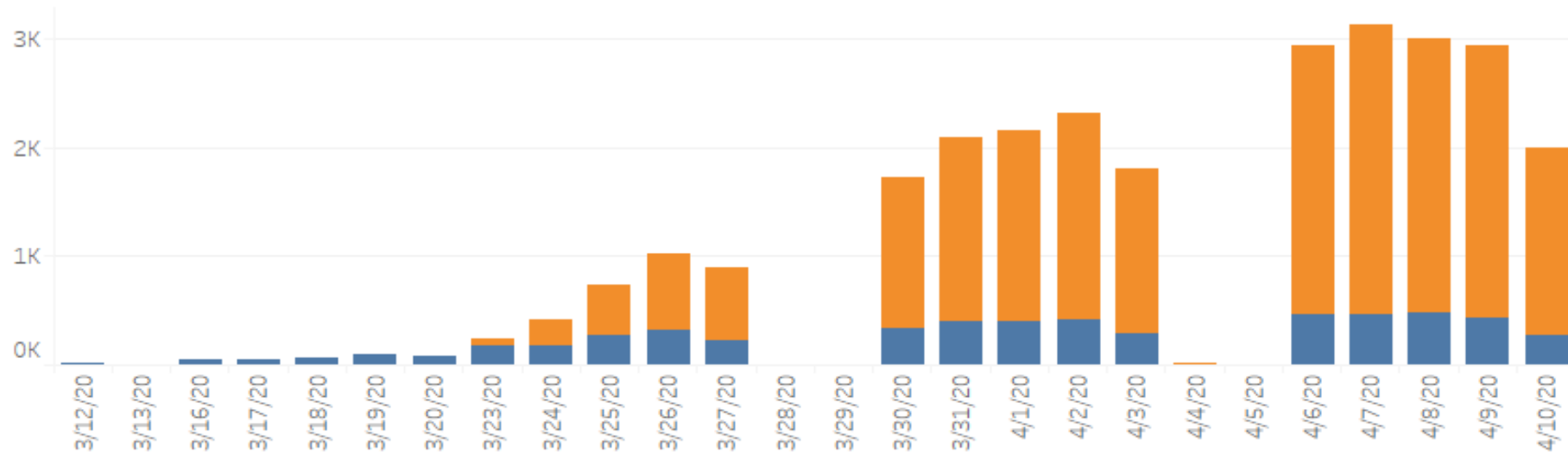
Here is the [latest information](#) as of March 18, 2020:

- The World Health Organization (WHO) has classified COVID-19 as a pandemic.
- The US declared a national emergency. The White House issued guidelines for the next 15 days, including to stay home when possible and restrict gatherings to fewer than 10 people.
- The US has restrictions on travel from China, Iran, Europe, and South Korea.

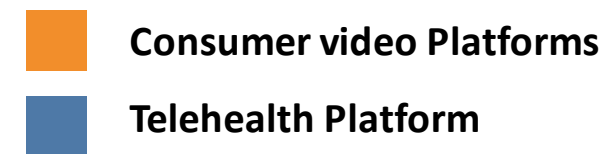
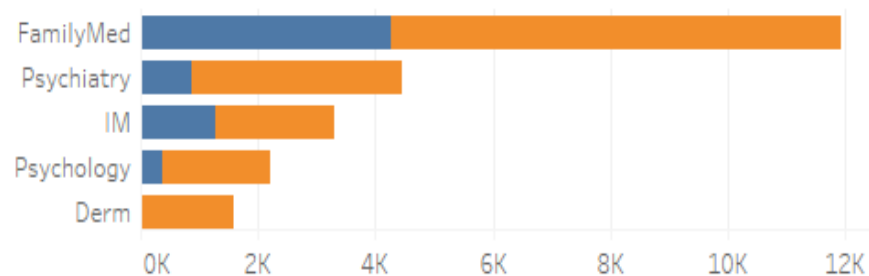
Type your message here



# TeleHealth and Scheduled Video Visits (COVID-19 and non-COVID-19)

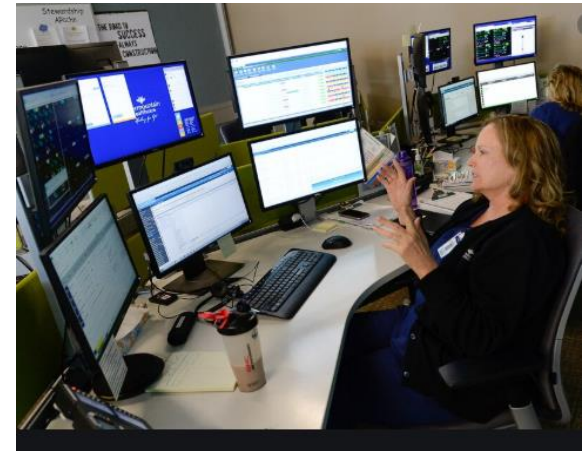


## Top 5 Utilizing Departments



# 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



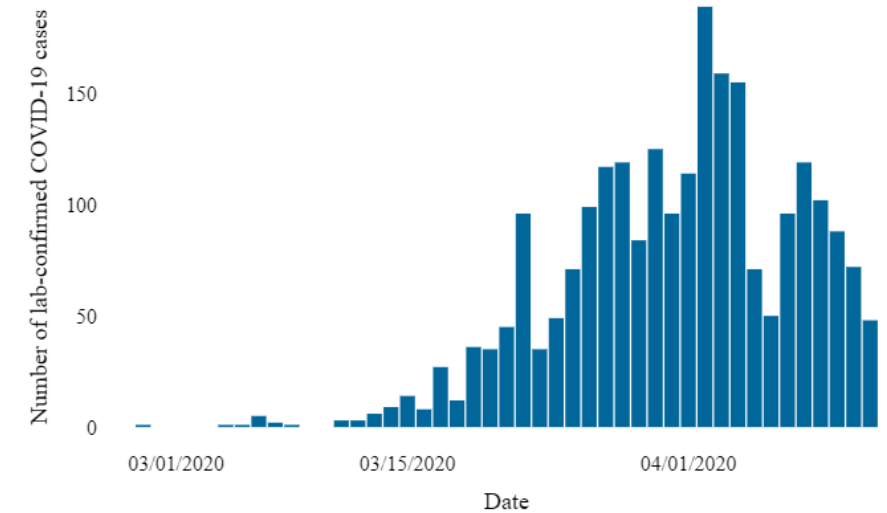
18

Total COVID-19 Deaths



## Intermountain Healthcare

- Hospitalizations (total): 163
- Hospitalizations (active): 49
- Discharges: 120
- Deaths: 5



### Caring and Learning...COVID-19



# Upcoming weeks

- Remote patient monitoring (ED disposition)
- Hospital at home (after hospital discharge)
- Intra-facility telehealth device use
- Telementoring using ECHO<sup>®</sup> 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

Intermountain Medical Center



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 / 04:30 PM MDT / Updated: Mar 12, 2020 / 05:02 PM MDT

# Thank You!

