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

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Pacific Northwest University of Health Sciences
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• 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.
• Moderator: Brian Wayling

• Presenter:
  – Alyssa Francis, Program Director, CutisCare USA
Telemedicine: Access to Wound Care in Rural Healthcare Communities

Alyssa M. Francis, MSA, MPM, FAAPM
Boca Raton, Florida
Billings, Montana
Disclosures

Relevant Financial Relationships:
• Employed by CūtisCare, USA as a Program Director receiving a salary

I will be discussing how the use of Telemedicine and Telehealth has been expanded to meet needs of wound care patients in rural communities. The data provided has been authorized by healthcare facility to be shared.
CūtisCare LLC is the nation's leading provider of multi-place hyperbaric services for acute care hospitals, including major research and trauma centers. CūtisCare is the only industry provider that can offer to our hospital partners a next generation of comprehensive wound management services that includes either a monoplace or multi-place hyperbaric medicine platform as adjunctive therapy. CūtisCare has a committed focus on healthcare regulatory compliance, physician driven outcomes, clinical quality and patient care satisfaction.
Billings, Montana

- Billings is a dynamic and beautiful community of over 112,000 residents nestled between the Yellowstone River and a nine-mile long cliff face known as the Rimrocks.
- Billings is the largest city in Montana and the Northern Rocky Mountain Region.
- Billings serves as a regional center for commerce, transportation, energy, healthcare, entertainment, and education.
- Billings is located on the high plains in south-central Montana, giving it more abundant sunshine and less snow than in the mountains to the west. It is an outdoor lover’s paradise, with hiking, biking, deer and elk hunting and trout fishing within driving distance. Also, within about an hour’s drive are the Red Lodge Mountain ski area and the Little Bighorn Battlefield National Monument. Historic Yellowstone National Park lies less than three hours to the southwest.
Provider Panel

J. Scott Millikan, MD, FACC, FACS
Cardiovascular Surgery, Thoracic Surgery, Vascular Surgery
Billings Clinic
Billings, MT

Judith Raboy, NP
Wound Care
Billings Clinic
Billings, MT

Robert N. Hurd, MD, FACS
Wound Care
Billings Clinic
Billings, MT

Janice L. Ostermiller, NP
Cardiovascular Surgery, Thoracic Surgery, Vascular Surgery
Billings Clinic
Billings, MT
Podiatry Provider Panel

Paul R. Ouradnik, DPM
Podiatric Surgery, Podiatry
Billings Clinic
Billings, MT

Ryan D. Payne, DPM
Podiatric Surgery, Podiatry
Billings Clinic
Billings, MT

Sarah Sample-Eppinger, DPM
Billings Clinic

Wound Healing and Hyperbaric Medicine Center

You’re Invited!

Join us for an open house of the new Wound Healing and Hyperbaric Medicine Center and celebrate the latest technology in this specialized field.

Thursday, December 7
Wound Healing and Hyperbaric Medicine Center
11:30 am - 1 pm
There will be light refreshments and door prizes.

CutisCare
Billings Clinic Service Region Population Estimates (2020)

Population | Sq. Miles | Pop. Density
--- | --- | ---
Yellowstone | 162,668 | 61.7
Secondary | 56,522 | 2.2
Tertiary | 432,624 | 4.4
TOTAL: | 651,814 | 5.1

* Population is 2020 Claritas LLC estimates.
Billings Clinic Wound Care Appointments, CY2019
Does not include appointments referred by Billings Clinic Podiatrists or Wound Care providers (Hurd, Raboy), but does include other Billings Clinic referring providers.
Services Provided in Our Clinic

- The Center functions in a collaborative fashion with the primary care physician or provider and/or referring physician
- Comprehensive and Advanced Services
- Advanced Podiatric Services: Treatment of diabetic or complex wounds of the foot and ankle.
- Hyperbaric Medicine for specific indications
- Telemedicine and Outreach Education
Building Relationships

—Team traveled to multiple locations for meet-and-greet or educational lunch-and-learns
—Relationship development is key to partnership
—Building trust with multiple communities and cultures

https://tribalnations.mt.gov/tribalnations
Billings Clinic - Cody Clinic
August, 2017
Central Montana Medical Center (CMMMC), Lewistown
September, 2017
Livingston Healthcare
February, 2018

Judy provides wound care outreach services and follow-up Telemedicine services monthly to Livingston Healthcare
Stillwater Billings Clinic - Columbus, MT
November, 2017
Riverstone Health – Billings, MT
January, 2018
Wheatland Memorial Healthcare – Harlowton, MT
Whole Community Care

Everyone is welcome at the Bighorn Valley Health Center.

We are a community-based, outpatient primary health care center designed to serve Big Horn and Rosebud counties. Health centers are community-based and patient-directed, not-for-profit organizations whose mission is to serve populations with limited access to health care. These include low income populations, the uninsured, those with limited English proficiency, migrant and seasonal farmworkers, individuals and families experiencing homelessness, and those living in public housing.

May, 2018
Advanced Care Hospital
May, 2018
Acorn Pediatrics – Bozeman, MT June, 2018
Wolf Point and Poplar, MT
Chief Red Stone Health and Vern E. Gibbs Clinic
August, 2018
Northern Cheyenne Service Unit
– Lame Deer, MT
October, 2018
Phillips County Hospital and Family Health Center - Malta, MT & Glasgow Clinic - Glasgow, MT
Crow Agency – Indian Health Service
Powell Valley Hospital – Powell, WY
Catholic Health Initiative (CHI)
St. Alexius Health – Williston, ND
Miles City, MT
Fall 2019
Pioneer Medical Center
Big Timber, MT
Fall, 2019
Daniels Memorial Hospital
Scobey, MT
Winter, 2020
Hot Springs County Memorial Hospital
Thermopolis, WY
Winter, 2020
We Care Where You Are
What is Telehealth and Telemedicine?

- **Telehealth**: Center for Connected Health Policy provides four attributes of telehealth: 1-live video; 2-mobile health; 3-remote patient monitoring; 4-store-and-forward

- **Telemedicine**: Synchronous audio/video technology to connect a provider to a patient for supporting the delivery of all kinds of medical, diagnostic and treatment-related services

- These services are available in some rural areas, under certain conditions, but only if you're located at one of these places:
  - A doctor's office
  - A hospital
  - A critical access hospital (CAH)
  - A Rural health clinic
  - A Federally qualified health center
  - A hospital-based or critical access hospital-based dialysis facility
  - A skilled nursing facility
  - A community mental health center
Importance and Relevance to a Healthcare Practice

• Geographic distance prevents specialty medicine to be provided in rural and frontier communities
• Cost of travel to urban areas for patients who live in the region
• Eliminates provider’s need to travel and incur travel costs, time away from clinic and family
• Provider's real-time interactions for both patients and providers
Telemedicine In Wound Care

- Telemedicine for wound care initially started approximately 15 years ago in the home health setting
- System savings due to reduced hospitalizations and care costs
- Reduce patient cost for accessing care
- Early access to referring physicians and specialist-preventative/proactive
- Easily accessible to patients-reduced travel time and stressors
- Facilitates provider to provider relationships
- Lack of trained wound care professionals
- Patients with chronic wounds transition through multiple sites of care-continuity of care
The Positive Impacts of Using Telemedicine in Wound Management

- Estimated 6.5 million patients in the US receiving wound care
- $25 billion spent annually on acute and chronic wound care management
- There is approximately 40% improvement in time for the wound to heal in the first 3 weeks of wound management
  - Telemedicine enables these patients that ability to be treated within that timeframe
Telemedicine for Wound Care: Utilization Within Billings Clinic and Region

• Outreach Wound Clinic Livingston 1st Monday of the month with follow up visits and new patient evaluations Tuesday afternoon via Telemedicine
  • Certified Wound and Ostomy nurse to support provider

• Credentialed at Telemedicine sites: Glendive, Poplar, (North East Montana Health Services), Cody

• Inpatient Wound Care Telemedicine Pilot Project
Partnerships: EMTN

The Eastern Montana Telemedicine Network (EMTN) is a partnership of local, regional, and national health care organizations. These partnerships provide access to critically needed clinical services, through state of the art telemedicine technology. Thousands have benefited from the services we provide.
Where the Rubber Meets the Road
Challenges

• Trial by Fire
• Space, Staffing and Scheduling
  • Staffing models differ at different locations (WOCN, Provider, Presenter)
• Communication by both patients and families
• Closer surveillance
• Resources for referrals
• Technology issues
• Who to go to for questions
Billings Clinic Wound Care Telemedicine Appointments by location
CY2019

[Map showing various counties with different shades representing primary, secondary, and tertiary locations.]

Legend:
- **Primary**
- **Secondary**
- **Tertiary**

Counts:
- Primary: 64
- Secondary: 9
- Tertiary: 1

Locations:
- Billings
- Great Falls
- Lewistown
- Philips
- Rosebud
- Treasure
- Yellowstone
- Musselshell Roundup
- Petroleum
- Lewistown
- Great Falls
- Billings
Advantages and Successes

- Access to specialty care and serving patients in their own communities
- Less travel and stress for patients
- Improving outcomes and decrease in ED visits
- Building relations with other providers and staff
- Providing education and resources for staff
- Increased Patient satisfaction and quality of life
In Conclusion

- Pilot project to bring Telemedicine into Inpatient Wound Care
- Partnerships = Success
- We are here to support the provider, patients and communities