



2020 NRTRC TAO VIRTUAL CONFERENCE



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

Bronze Sponsors:



Exhibitors:




Non-profit:

[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: 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

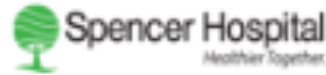
I will be discussing how the use of Telemedicine and Telehealth has been expanded to meet needs of wound care patients in rural communities. The data provided has been authorized by healthcare facility to be shared.

CūtisCare, USA

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 monoplac 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.



Our Partners



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.



Billings Clinic



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



Sarah Sample-Eppinger, DPM



Ryan D. Payne, DPM

Podiatric Surgery, Podiatry

Billings Clinic
Billings, MT



*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.





Distance in Miles
from Billings to:

MONTANA

Anaconda	251
Baker	225
Big Timber	81
Bozeman	142
Butte	224
Circle	241
Colstrip	130
Columbus	41
Dillon	254
Ekalaka	260
Forsyth	100
Glasgow	279
Glendive	222
Great Falls	219
Hardin	46
Harlowton	93
Havre	250
Helena	224
Jordan	174
Kalispell	420
Laurel	16
Lewistown	128
Malta	209
Miles City	145
Missoula	339
Plentywood	356
Poplar	294
Red Lodge	70
Roundup	53
Scobey	340
Sidney	272
Wolf Point	294

WYOMING

Buffalo	164
Casper	278
Cheyenne	453
Cody	104
Gillette	231
Greybull	125
Lovell	92
Powell	97
Riverton	244
Sheridan	130
Thermopolis	190
Worland	163

NORTH DAKOTA

Williston	325
-----------	-----

SOUTH DAKOTA

Rapid City	320
------------	-----

LEGEND

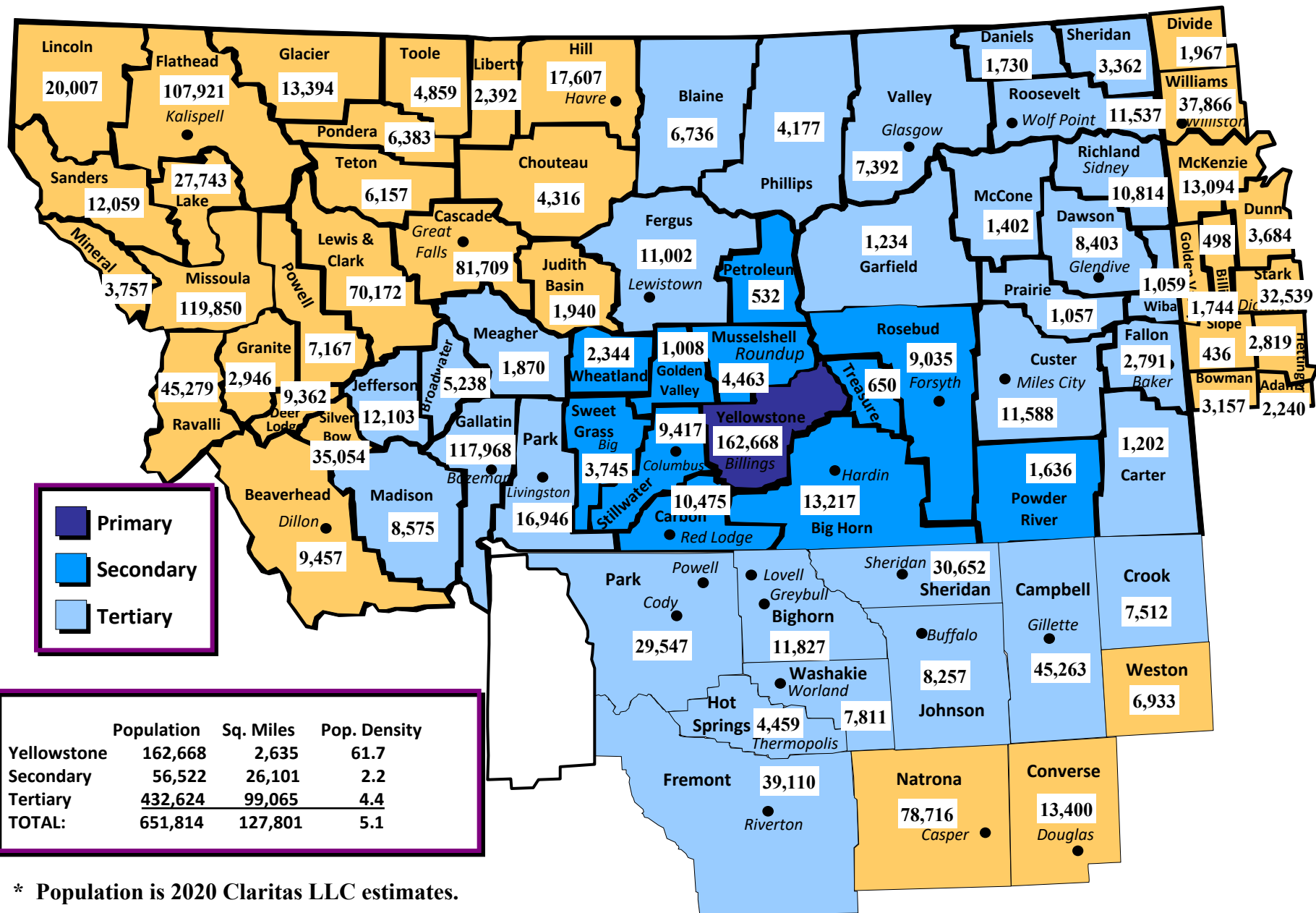
- AFFILIATE
- BRANCH
- OUTREACH

A Joint Venture of
BILLINGS CLINIC REGIONAL CARE

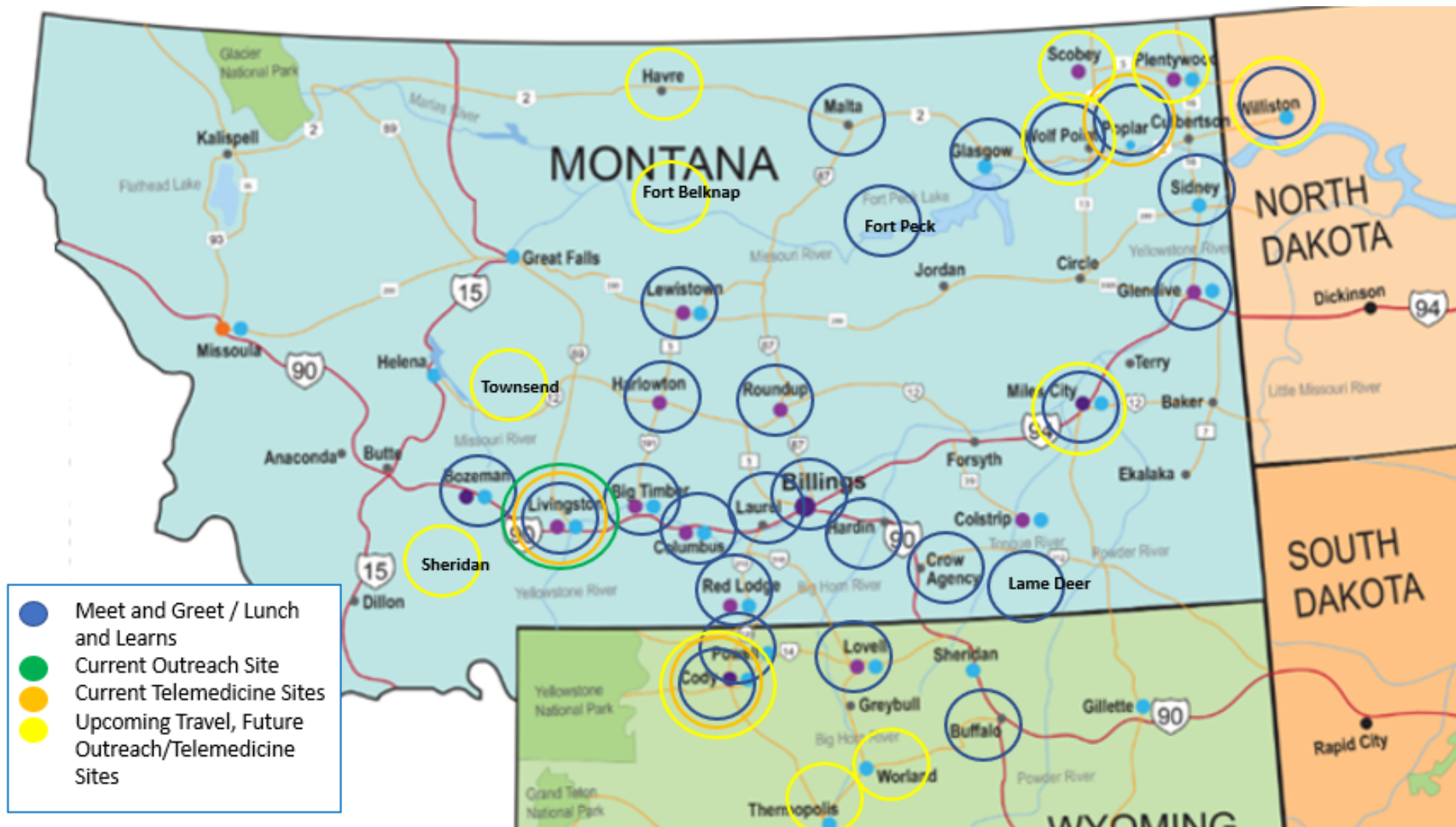


8.18.2916TK

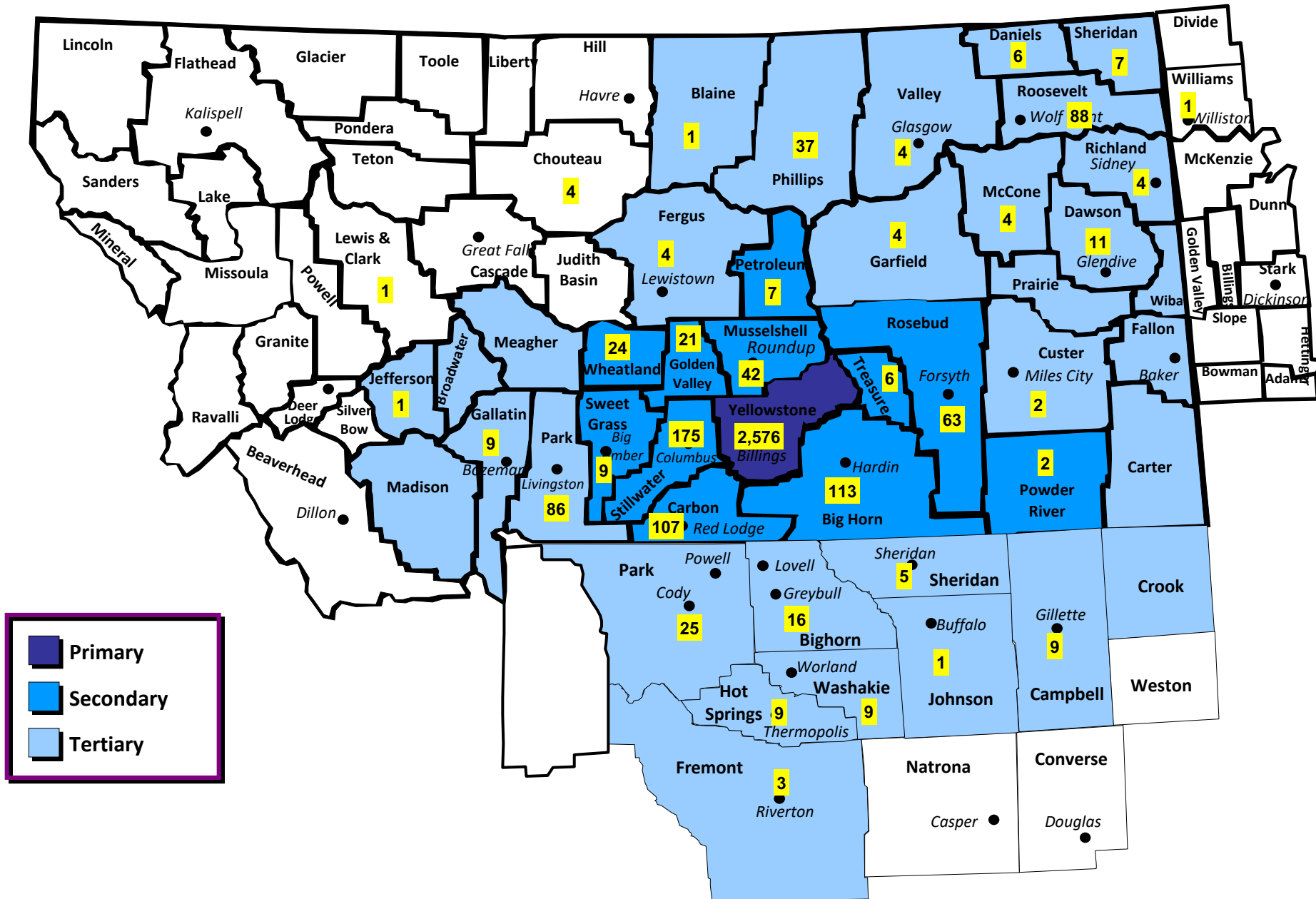
Billings Clinic Service Region Population Estimates (2020)



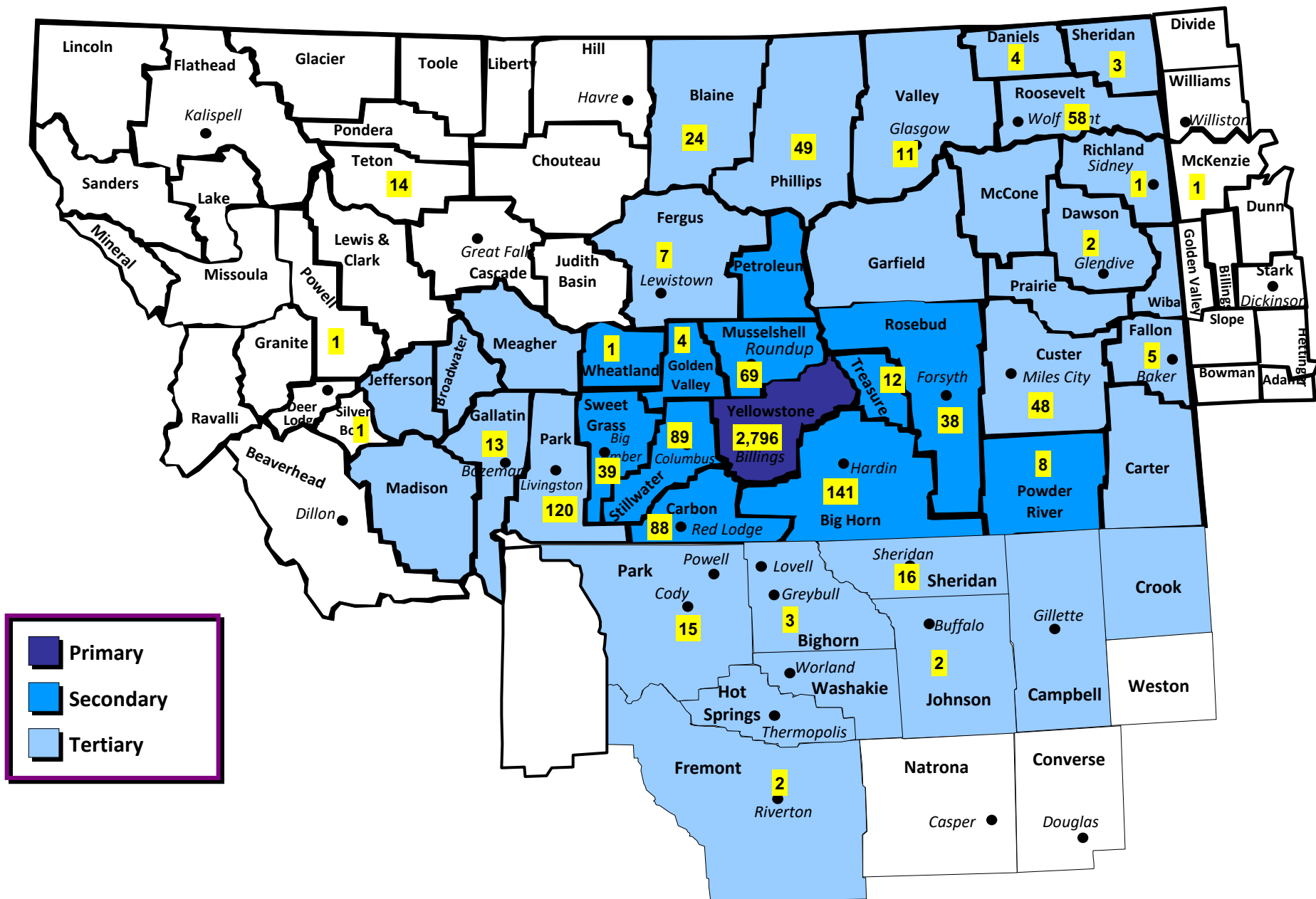
* Population is 2020 Claritas LLC estimates.



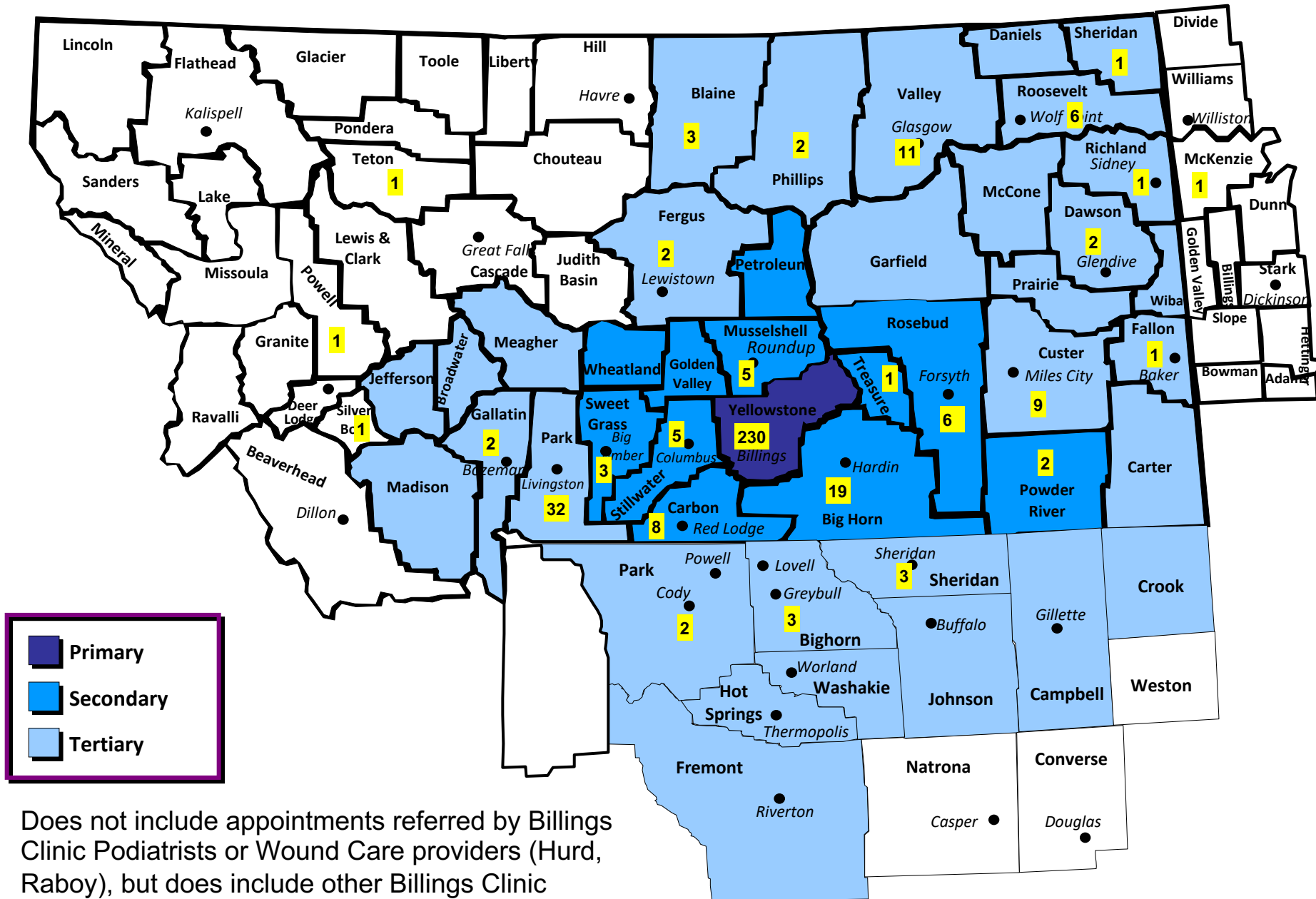
Billings Clinic Wound Care **Appointments**, CY2018



Billings Clinic Wound Care Appointments, CY2019



Billings Clinic Wound Care **Appointments Referred**, CY2019



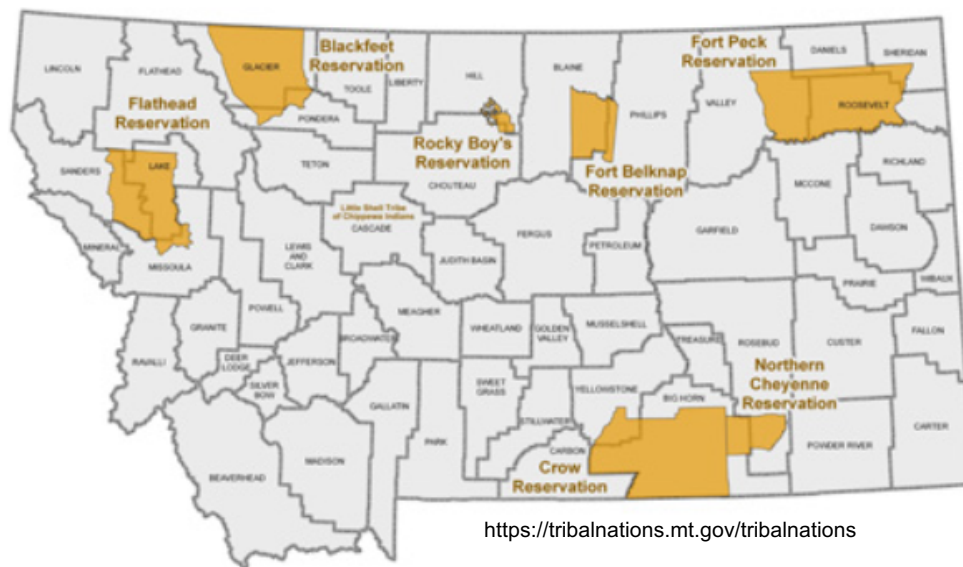
Does not include appointments referred by Billings Clinic Podiatrists or Wound Care providers (Hurd, Raboy), but does include other Billings Clinic referring providers.

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>

Miles City,
MT
August,
2017





Billings Clinic - Cody Clinic

August, 2017



Central Montana Medical Center (CMMC),
Lewistown
September, 2017



Livingston Healthcare February, 2018

Judy provides wound care outreach services and follow-up Telemedicine services monthly to Livingston Healthcare



Wound Care Clinic at Livingston HealthCare

- Led by a Billings Clinic WOCN-AP nurse practitioner Judy Raboy

of each month

with Alex Laughlin—CWS

on Tuesdays and Fridays

Livingston HealthCare

Clinic Affiliate





Roundup Memorial Healthcare
October, 2017



Stillwater Billings Clinic - Columbus, MT
November, 2017



Riverstone Health – Billings, MT
January, 2018

Beartooth Billings Clinic – Red Lodge, MT

January, 2018





Wheatland Memorial
Healthcare

Wheatland Memorial Healthcare – Harlowton, MT

North Big Horn Hospital - Lovell, WY





May, 2018

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.

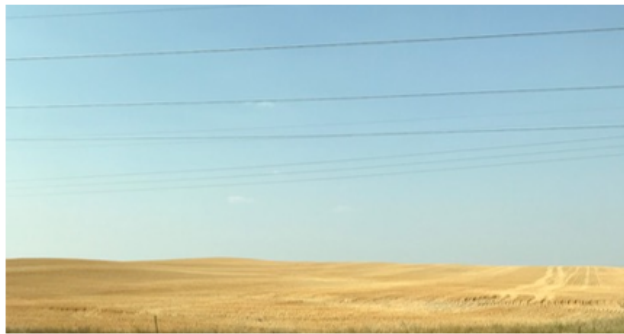


Advanced Care Hospital

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





Banner Health

North Colorado
Medical Center

Wound Care



Western States
Burn Center

Western States Burn Center
— Greeley, CO
November, 2018



Glendive and Sidney, MT

January, 2019

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. Alexis Health – Williston, ND



Wheatland Memorial Healthcare



Livingston Healthcare – HBOT Training Summer 2019



Miles City, MT

Fall 2019



Pioneer Medical Center

Big Timber, MT

Fall, 2019





Johnson County Healthcare Center
Buffalo, WY
Winter 2020

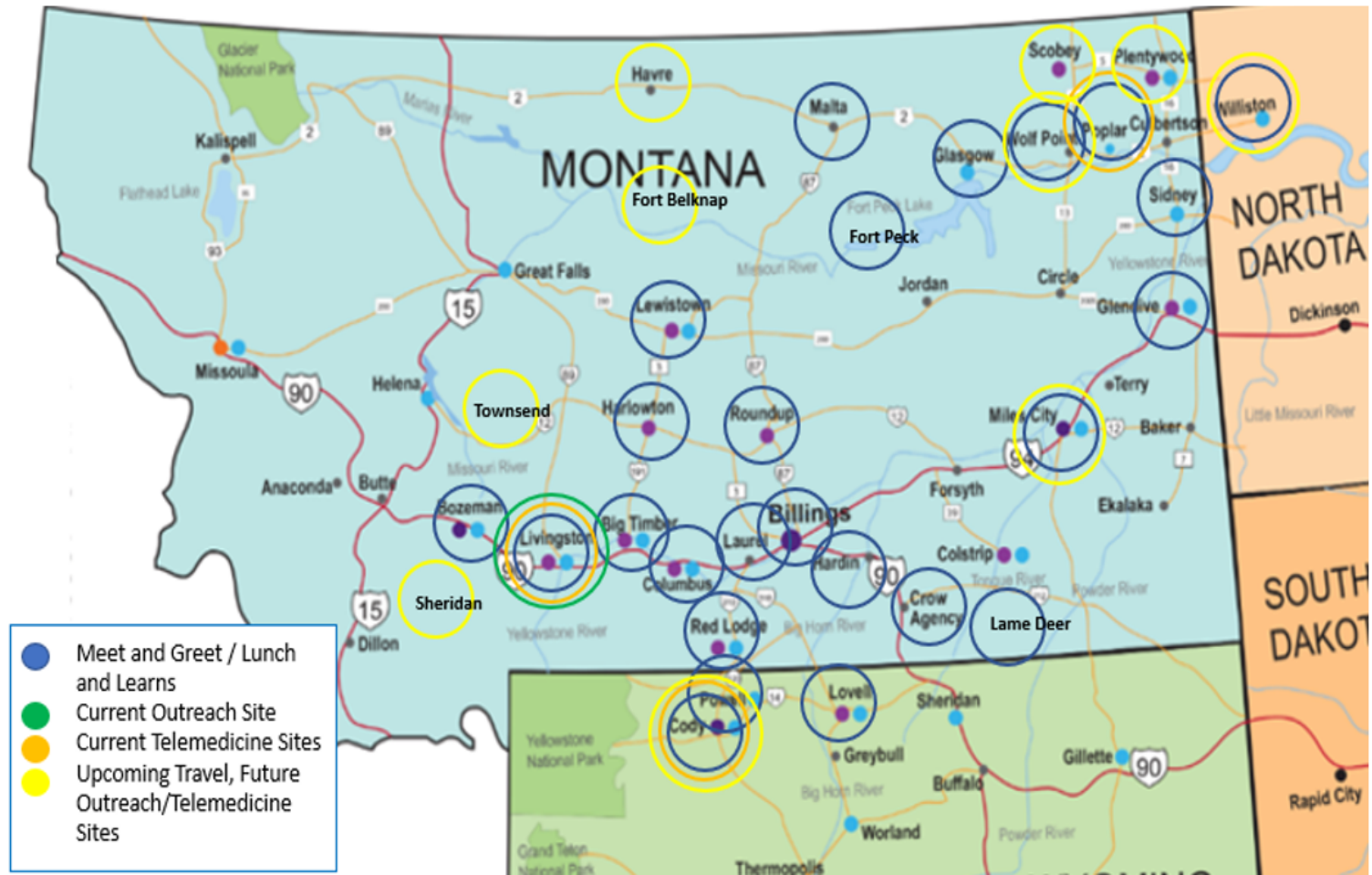


Daniels Memorial Hospital Scobey, MT Winter, 2020



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

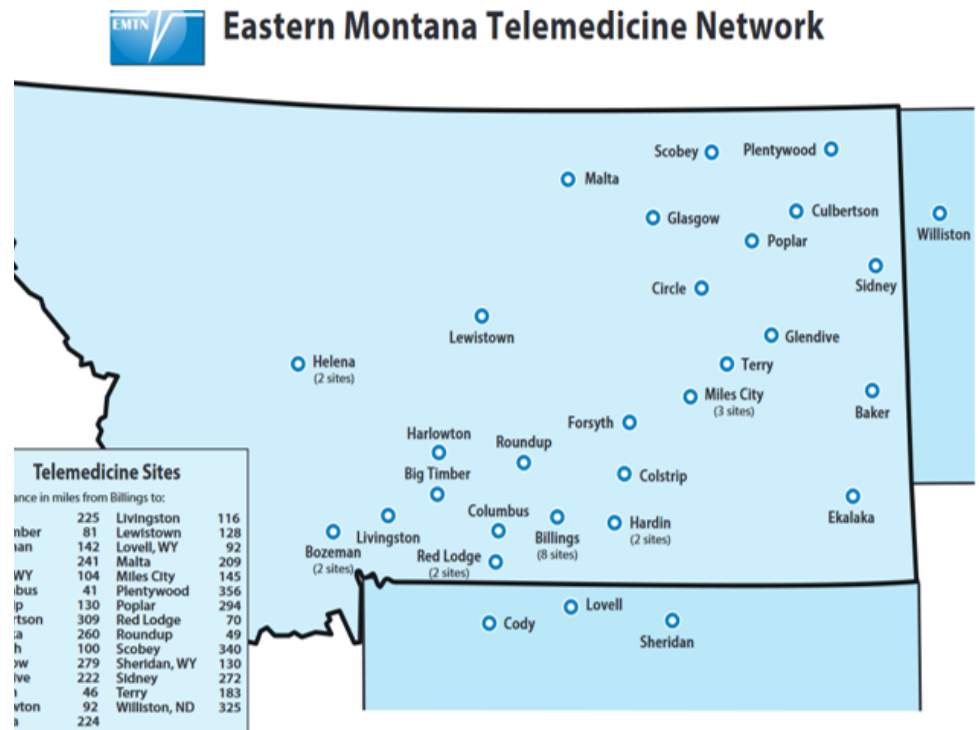
- Estimated 6.5 million patients in the US receiving wound care
- \$25 billion spent annually on acute and chronic wound care management
- There is approximately 40% improvement in time for the wound to heal in the first 3 weeks of wound management
 - Telemedicine enables these patients that ability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

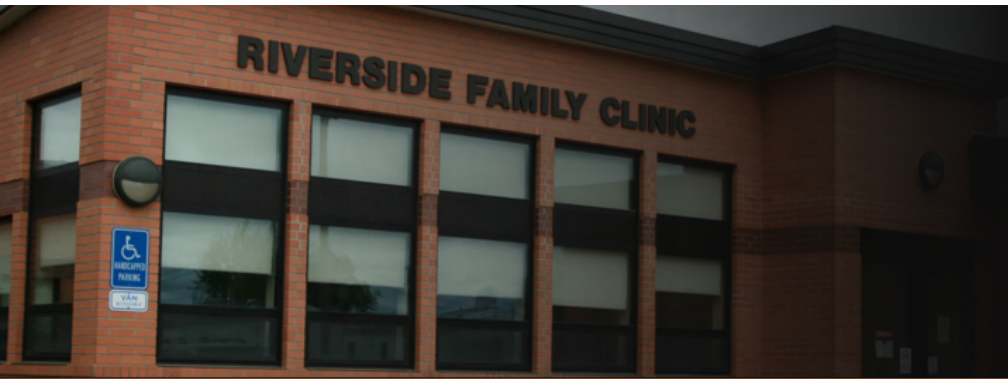
Telemedicine for Wound Care: Utilization Within Billings Clinic and Region

- 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

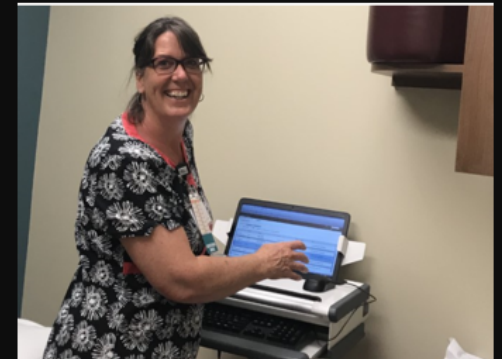
Partnerships: EMTN

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

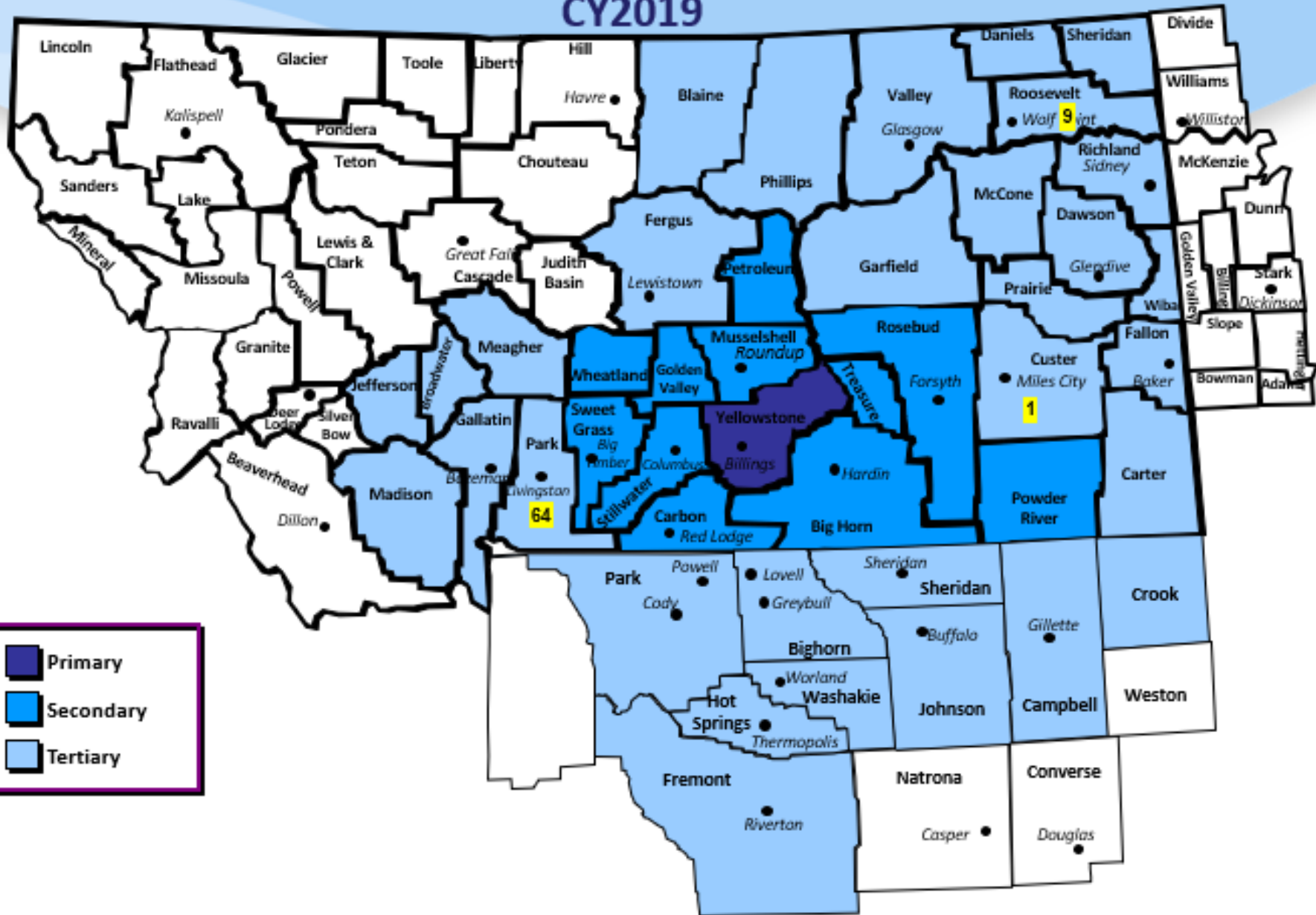
- Trial by Fire
- Space, Staffing and Scheduling
 - Staffing models differ at different locations (WOCN, Provider, Presenter)
- Communication by both patients and families
- Closer surveillance
- Resources for referrals
- Technology issues
- Who to go to for questions

CY2018



Billings Clinic Wound Care **Telemedicine Appointments** by location

CY2019



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

- Statistics: CY 2018 - 41, CY 2019 - 74
- Pilot project to bring Telemedicine into Inpatient Wound Care
- Partnerships = Success
- We are here to support the provider, patients and communities