VIRTUAL SESSION INSTRUCTIONS

- 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: Alia Fry
- Presenters:
  - John R Graham, HHS Regional Director, IEA
  - Mary Sheridan, Bureau Chief, Idaho Dept. of Health and Welfare
  - Rose Locklear, Oregon Office of Rural Health
  - Matt McCullough, Associate Director, NRTRC and UETN
  - Kimberly Miyazawa Frank, Regional Administrator, ACF
  - Rachelle Zylstra, Regional Administrator, ACL
  - Sharon Turner, Regional Administrator, HRSA
  - David Dickinson, Regional Administrator, SAMHSA
  - Tammy Arndt, Director, Northwest Telehealth
  - Darryl Means, Regional Administrator, CMS

Telehealth at Oregon Critical Access Hospitals

A perspective from the Oregon Office of Rural Health

Rose Locklear, MS, MPH | Field Services Program Manager
April 15, 2020

AGENDA

TELEHEALTH + TELE-BEHAVIORAL HEALTH DATA

BEST PRACTICES: DELIVERING TELEHEALTH IN A RURAL SETTING

KEY CONSIDERATION + RECOMMENDATIONS FOR TELEHEALTH IMPLEMENTATION

OREGON OFFICE
ORH
of RURAL HEALTH
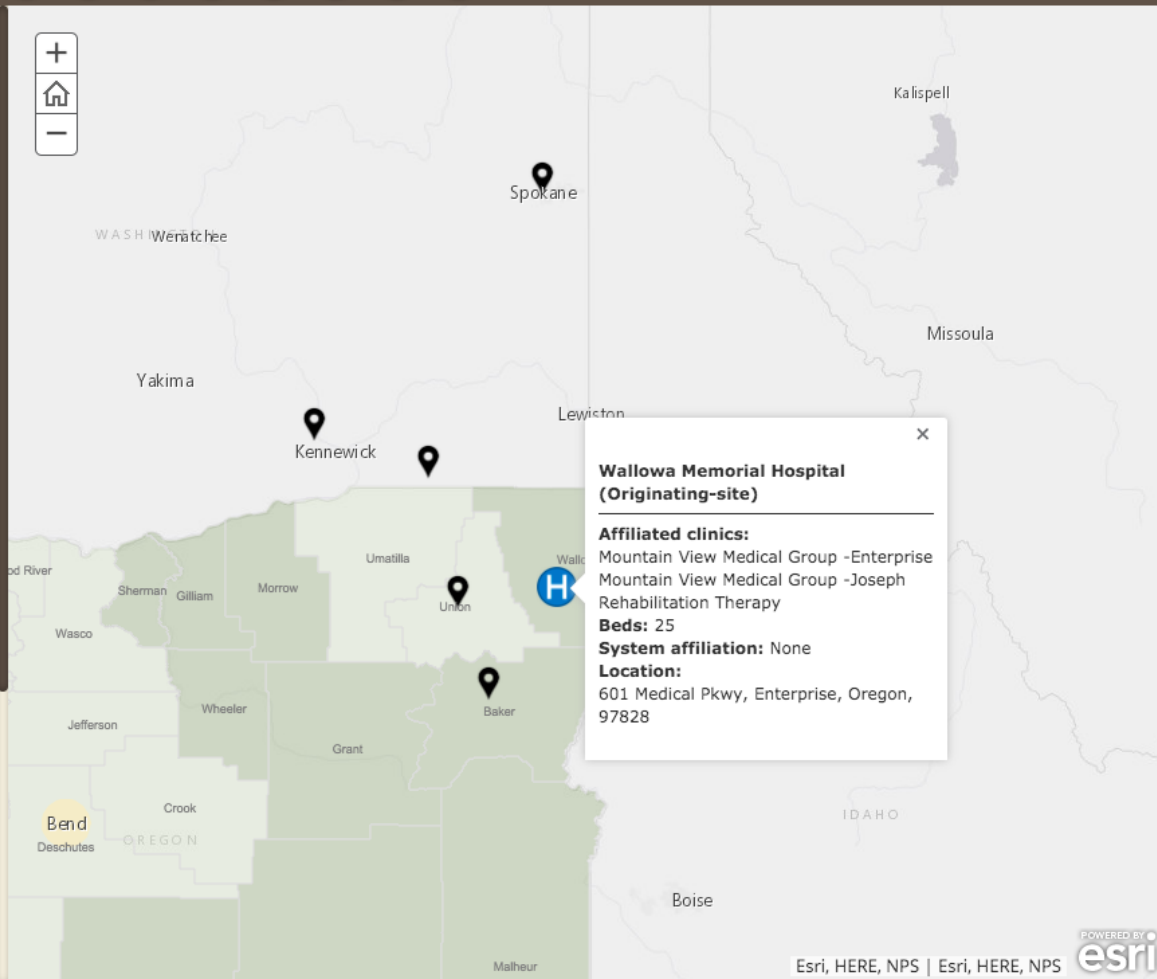
What the ORH determined as key considerations for delivering telehealth in a rural setting....

Project ECHO & telehealth assessment components:

- Facility & Community Profile
  - Quick check of hospital included system affiliation, bed count, partners, affiliated services, reimbursement methodology, trauma designation, payer mix

- Service Area Data & CHNA Priorities
  - Mortality & Provider Maps

- Surveys of leadership and providers
  - Referrals (inability for patients to make appointments, top areas of referral) interest alignment, access, telehealth and Project ECHO interests

Tax District Hospital: Yes/No

System Affiliation: Affiliated/Non-Affiliated

Beds: #

Academic Partner: Non-Affiliated

Affiliated Services: For example:

                                      Ambulance Services

                                      Family Care Clinic

                                      General Surgery Clinic

                                      Physical and Sports Therapy

                                      Pain Management Clinic

Medicaid Cost-Based Reimbursement: Yes/No

Alternative Payment Methodology: Yes/No

Trauma Designation: I, II, II, IV

Q12016-Q4 2016 Payer Mix: Medicare: XX%

                                      Medicaid: XX%

                                      Commercial: XX%

                                      Self-pay: X%

% of population below 200% of the federal poverty level: XY.Z%

% of adults who are obese: XY.Z%

% of adults with 1 or more chronic diseases: XY.Z%

OHP eligibles: XY.Z%

Medicare eligibles: XY.Z%

Top causes of mortality (rates are per 100,000 persons [2017 population])

	Service Area	Rural	Oregon
Cancer	258.2	245.2	191.7
Heart Disease	173.1	199.9	157.1
Unintended Injuries	74.2	53.5	43.3
Chronic Lower Respiratory Disease	68.7	68.9	49.0
Cerebrovascular Disease	65.9	54.8	44.5
Alcohol Induced	44.0	22.5	18.0
Diabetes	38.5	35.0	27.2
Suicide	27.5	21.0	17.5

MOST important community concerns identified in 2016 CHNA

1. Substance or drug use/abuse -XY%

2. Obesity/diabetes/chronic illness -XY%

What one thing could be done to improve community's access to health care?

- More specialists/specialty care -XY%

	Interested in provider education		Interested in this inpatient service via telehealth		Interested in this outpatient service via telehealth		Patients do not have local access to this	
	Leadership	Providers	Leadership	Providers	Leadership	Providers	Leadership	Providers
Addictions	0	2	0	0	0	4	0	3
Allergy/Asthma	0	1	1	0	1	3	3	6
Audiology	0	0	1	0	0	3	1	4
Bariatrics	0	1	1	0	1	3	3	7
Behavioral/Mental Health	0	1	2	1	2	6	0	1
Burn, Soft Tissue & Wound Care	1	2	2	1	0	3	2	3
Cardiology	0	5	1	3	0	5	2	1
Chronic Disease Prevention & Management	2	2	2	0	2	2	0	1
Dermatology	0	6	0	2	2	8	4	6
Dietary Services & Nutritional Therapy	2	0	2	1	2	1	0	0
Emergency Care & Trauma Care	1	5	3	3	2	3	0	0
Endocrinology	0	5	0	1	3	5	4	6
Gastroenterology	0	2	0	1	1	5	2	2
Gender/Women's Health	2	3	2	0	1	3	1	2
General Surgery	1	1	1	0	1	0	0	0
Geriatrics	2	3	2	0	1	2	0	1
Home Health/ Long Term Care	2	1	2	0	1	1	0	0
Infectious Disease	1	2	2	3	1	6	2	5
Intensive Care	0	3	1	5	0	2	1	1
Internal Medicine	0	3	0	1	0	2	2	1
Nephrology	0	3	1	3	1	5	4	7
Neurology	0	4	1	5	0	5	3	7
Obstetrics & Gynecology	1	3	1	1	1	1	0	2
Oncology	0	2	0	2	1	5	4	7
Ophthalmology	0	2	1	1	0	3	1	3
Orthopedics	0	3	0	1	1	3	4	6
Pain Management	2	1	3	1	1	4	0	5
Palliative Care & Hospice	2	2	3	0	1	2	0	0
Pediatrics	1	3	2	2	2	3	1	2
Pharmacy	1	1	3	2	1	2	0	0
Podiatry	1	0	1	0	0	1	1	1
Psychiatry	1	1	1	2	0	5	0	2
Pulmonology	0	5	1	5	1	7	3	6
Radiology/Imaging	2	1	2	2	2	1	0	0
Rheumatology	0	4	0	2	1	5	4	6
Sleep Disorders	0	1	0	1	1	4	3	6
Speech Therapy	1	1	2	1	1	5	2	6
Sports Medicine	0	3	0	1	0	5	2	4
Urgent/Non-Emergent Care	0	3	1	1	0	2	1	1
Urology	0	3	1	1	0	3	2	2
Vascular/Vein Care	0	3	0	2	0	2	3	2

KNOW YOUR RESOURCES!

- Regional Telehealth Resource Centers & Alliances:
    - Toolkits, information and expertise

- State Offices of Rural Health
    - Grant writing and/or technical assistance
        - [COVID-19 Telehealth Resources for Oregon Hospitals and Clinics](#)

- Center for Connected Health Policy

- Telehealth conferences, such as this