Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon

Welcome You

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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.
Moderator: Deb LaMarche

Presenters:

- Cindy Roleff, Telehealth Program Development Manager, Alaska Native Tribal Health Consortium
- Cara Towle, Associate Director, Psychiatry Consultation & Telepsychiatry, University of Washington
- Cathy Britain, Executive Director, Telehealth Alliance of Oregon
- Deb LaMarche, Program Director & Principal Investigator, Northwest Regional Telehealth Resource Center
- Jennifer Erickson, Acting Assistant Professor, University of Washington
- Tammy Arndt, Director, Northwest Telehealth
Telehealth Nuts & Bolts
Readiness and Successful Implementation
Northwest Regional Telehealth Resource Center Conference 2020
Alaska Tribal Health System
Alaska Tribal Health System
Telehealth Nuts & Bolts Agenda

• Introduction – Getting started
• Legal & Regulatory
• Financial Sustainability
• Break –
• Technology and Equipment
• Clinical Workflow for Telemedicine
• Marketing, Communication, Reporting & Evaluation
• Wrap-up – checklists and resources
• Q&A
Telehealth Defined

- **Telehealth** is a collection of *means* or methods for enhancing health care, public health, and health education delivery and support using telecommunications technologies.

- **Telehealth** encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services.

- Center for Connected Health Policy, [https://www.cchpca.org/about/about-telehealth](https://www.cchpca.org/about/about-telehealth) downloaded August 2019
Live Interactive Video
Store and Forward / Asynchronous
Remote Patient Monitoring
mHealth
Benefits of Telehealth

• Access
• Cost Savings
• Quality
Identify Needs & Set Goals

• Specific Needs (use data)
• Goals
Assess Organizational Readiness

- Start where interest and expertise is highest
- Support
- Space?
- Market analysis and funding
- *May need to adjust/refine goals*
Assess Financial Sustainability

• Value?
• Goal?
• Revenue vs. expenses
Plan For Monitoring & Reporting

• Monitor key revenue cycle indicators
• Reporting
• Communication and marketing
Services & Modalities

• Where will it be delivered?
• Scheduled or on demand?
• Live or asynchronous?
• Between providers or to patient?
• Who can participate?
Identify What Groups of People Are Involved

• Key stakeholders
• Patients
• Providers
Identify Specific People & Groups

• Identify the people
  • Clinical
  • Technical
  • Admin
Regulatory Considerations

• Licensure
• Credentialing & privileging
• Informed consent
• Prescribing
• Malpractice liability
• HIPAA privacy and security
Technical Plan

• What makes the simplest sense?
• Who buys, supports and maintains it?
• System integration
• HIPAA compliance
• Affordability
Workflows

- Minimize clinical disruptions
- Details with all parties
- Back-up plan
- Roles and responsibilities
Make It Happen

- Train
- Mock visits
- Checklists
- Schedule
- Monitor
- Evaluate
Key Takeaways

- Plan, plan, plan
- Identify stakeholders & champions early
- IT, Clinical and Administrative alignment
- Need drives technology
- Start small & simple
- Strong timeline and communication plan
- Promote standards and consistency
Thank You!

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