



2020 NRTRC TAO VIRTUAL CONFERENCE



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

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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, with a small shadow underneath.
- Moderator will read questions to the speaker
- Presentation slides are posted at <https://nrtrc.org/sessions>. Recordings will be posted after the conference.



Telehealth 101 Workshop



- 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



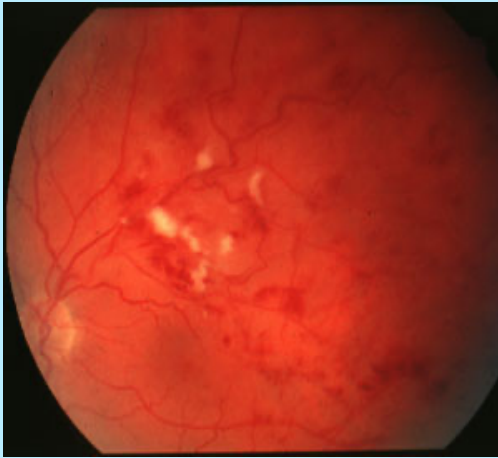
Telehealth Defined

- **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> downloaded August 2019

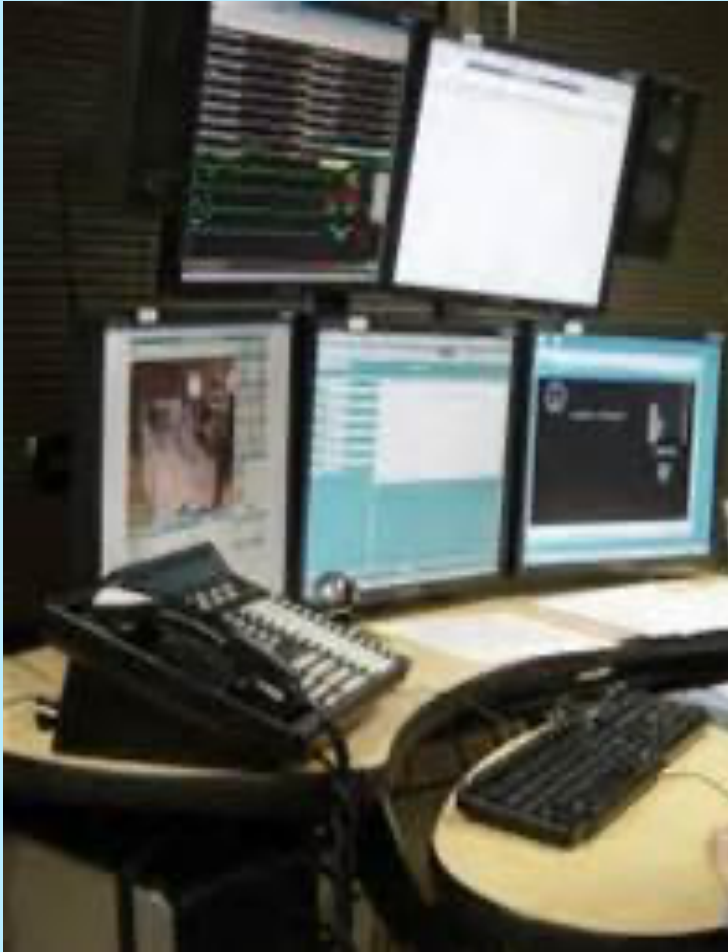
Live Interactive Video



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



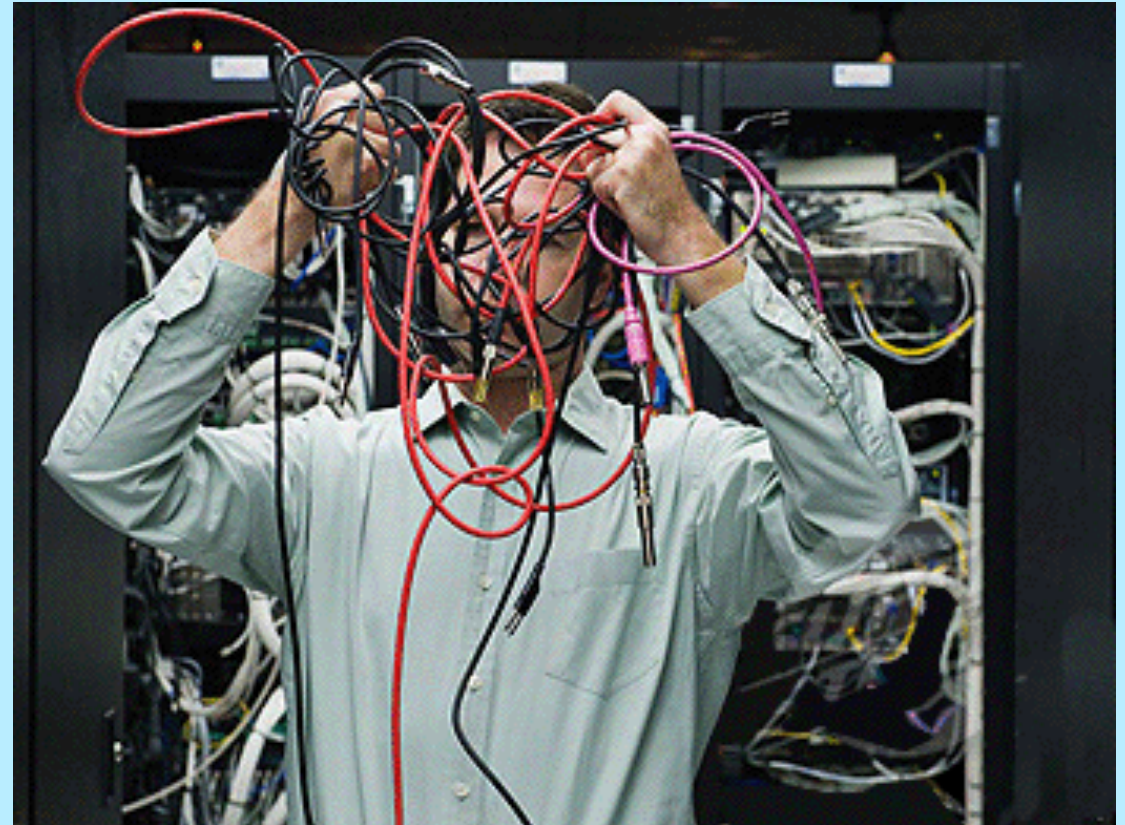
Regulatory Considerations

- 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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ANTHC Telehealth Program Development Manager

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