



Opportunities for Telehealth

2014 CHCANY's Conference/Clinical Forum

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Who Are We and What Are We Doing?

Despite the Challenges

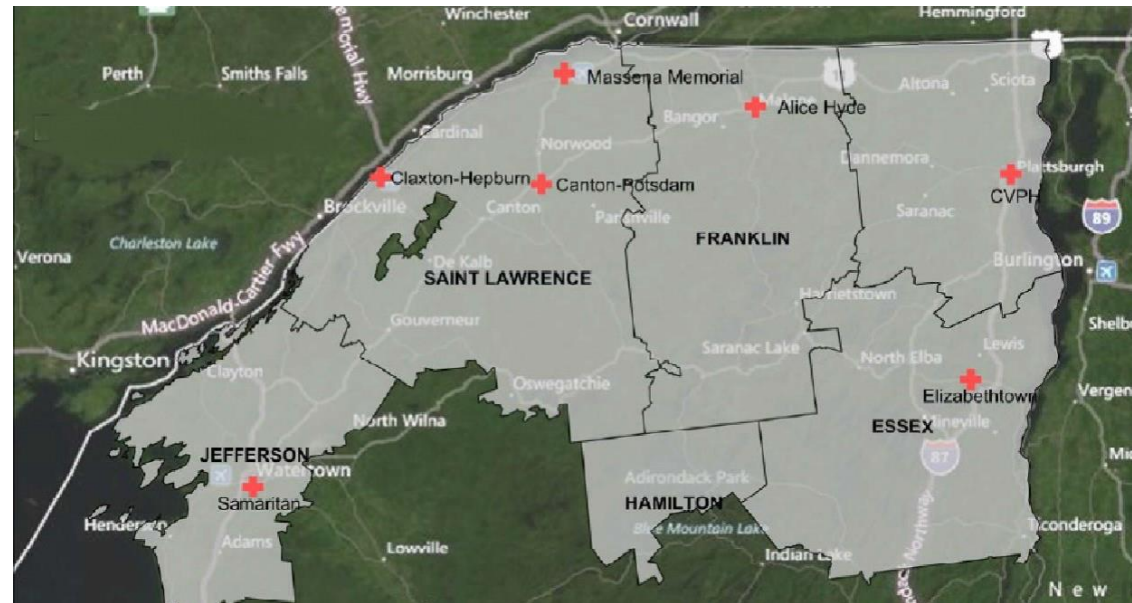


North Country Healthcare Providers

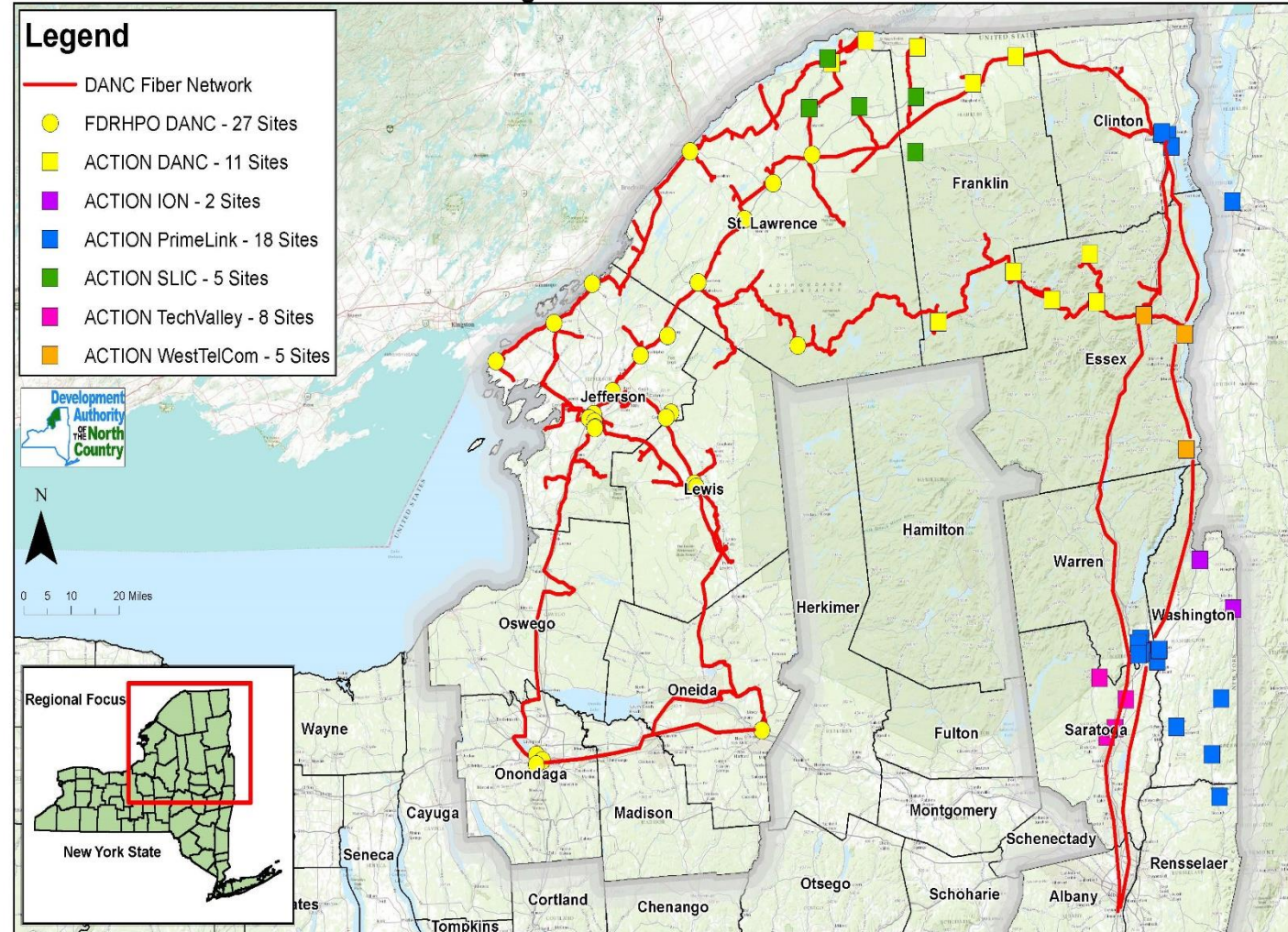
Connecting Regional Health Care System

▶ Member Hospitals

- Alice Hyde Medical Center
- Canton–Potsdam Hospital
- Claxton–Hepburn Medical Center
- Massena Memorial Hospital
- Samaritan Medical Center
- Community Providers, Inc.
(Champlain Valley Physician
Hospital & Elizabethtown
Community Hospital)



Infrastructure Support



Current Projects


Specialty	Hub Site (Provider)	Spoke Site (Patient)
Psychiatry	St. Joseph's	<ul style="list-style-type: none">• Lowville Medical Associates• North Country Family Health Center• Lewis County General Hospital
Psychology	Psychological Services	<ul style="list-style-type: none">• Samaritan Pain Clinic
Remote Monitoring	Bosch Health Buddies	<ul style="list-style-type: none">• 3 Different Community Facilities in Jefferson, Lewis and St. Lawrence Counties

Projects in Development

Specialty	Hub Site (Provider)	Spoke Site (Patient)
Movement Disorders/Parkinson's Disease	University of Rochester Medical Center	<ul style="list-style-type: none"> • Samaritan Keep Home • Samaritan Summit Village
Pain Management	Samaritan Medical Center	<ul style="list-style-type: none"> • Clifton Fine Hospital
Cardiology (hypertension)	Cardiology Associates	<ul style="list-style-type: none"> • Clifton Fine Hospital
Pulmonology/Critical Care	Pulmonary Associates	<ul style="list-style-type: none"> • Clifton Fine Hospital
Urogynecology	Dr. Hawkins	<ul style="list-style-type: none"> • Clifton Fine Hospital
Ophthalmology	Dr. Ewing-Chow Dr. Sanni	<ul style="list-style-type: none"> • Clifton Fine Hospital
Emergency	CVPH	<ul style="list-style-type: none"> • Interlakes Health
Neurology	Dr. Kwon (Rochester)	<ul style="list-style-type: none"> • North Country Family Health Center • Pediatric Associates
Endocrinology	Dr. Fish	<ul style="list-style-type: none"> • Clifton Fine Hospital
Neurobehavioral Health	SUNY Plattsburgh	<ul style="list-style-type: none"> • Canton Potsdam Hospital

The DSRIP Opportunity


Project 2.b.iv – Care transitions intervention model to reduce 30-day readmissions for chronic health conditions

- ▶ Core Component: Hospitals, partnering with home care services or other appropriate community agency, will develop standardized protocols to assist patients in the development of solution for identified issues around key causes of readmission including items such as health literacy and lack of engagement with a primary care provider.
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Part of the Solution



Project 3.a.i – Integration of primary care and behavioral health

- ▶ Core Component: When screenings (PHQ–9) are positive, providers will take immediate steps to ensure access for further evaluation and treatment when necessary. This should include a warm transfer to the appropriate provider.
 - ▶ IMPACT Model. Care manager and primary care provider consult with psychiatrist to change treatment plans if patients do not improve.
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Part of the Solution



Project 3.c.i – Evidence-based strategies for disease management in high risk/affected populations. Diabetes Care

- ▶ Core Component: Practices will develop care coordination teams including the use of Certified Diabetes Educators, Nursing Staff, Behavioral Health providers, etc.

Part of the Solution



Project 3.c.ii – Evidence-based strategies in the community to address chronic disease – primary and secondary prevention projects.


Diabetes Care

- ▶ Core Component: Providers will implement CDC-recognized National Diabetes Prevention Programs.


Part of the Solution



Elements of a Structured Relationship

- ▶ • Mode of transmission
 - ▶ • Broadband requirements
 - ▶ • Equipment, peripheral devices
 - ▶ • HIPAA compliance
 - ▶ • Licensing and board certification
 - ▶ • Medical record transmission
 - ▶ • Credentialing considerations
 - ▶ • Malpractice Insurance
 - ▶ • Provider availability
 - ▶ • Referrals process and established guidelines
 - ▶ • Patient scheduling process
 - ▶ • Initial & established patient appointment duration
 - ▶ • Patient presentation requirements
 - ▶ • Method of payment for service
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Contracting for Specialty Care Models

1. Originating Site purchases time from Distant site
 2. Originating Site pays per patient seen
 3. Originating Site pays the delta between Distant site's cost and collections
 4. On-demand, 24/7 coverage (hospital, ED, ICU, & In-patient)
 5. Health Plan contracts directly with specialty service provider
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Resources

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American Telemedicine Association
<http://www.americantelemed.org/>

Northeast Telehealth Resource Center
<http://netrc.org/>