Nemours
Anytime, Anywhere

Digital technologies that consumers embrace and value to manage their children’s health

Sue Voltz, Director, Telehealth Program

Jeff Barnello, Manager, Telehealth Technology & Operations

Nemours. Children’s Health System
Nemours in the Delaware Valley

- Nonprofit devoted to children’s health, providing care, research, and education
- Enduring legacy of Alfred I. duPont
- Patient care by the numbers:

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
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<tbody>
<tr>
<td>Unique Delaware patients</td>
<td>195,500</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>636,600</td>
</tr>
<tr>
<td>ED Visits</td>
<td>58,500</td>
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<tr>
<td>Inpatient Admissions</td>
<td>9,300</td>
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<tr>
<td>Virtual Visits</td>
<td>1600</td>
</tr>
</tbody>
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*data reflects YE 2017 (round numbers)
Center for Health Delivery Innovation

- Unique Nemours ecosystem of assets
- HIMSS Stage 7 infrastructure
- Telehealth
- Digital Assets
Deliver high-quality pediatric care to children at a distance through the use of our simple telemedicine platforms.

- Increase access
- Improve care and outcomes
- Improve value to partners – keeping care local

<table>
<thead>
<tr>
<th>Child and Family Experience</th>
<th>Quality and Safety</th>
<th>Delivery</th>
<th>Cost</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY AND SAFETY</td>
<td>Error Free; Zero Defects; Perfect Care</td>
<td>No Delays</td>
<td>Achieve Greatest Value at Lowest Cost</td>
<td>100 Percent Engagement</td>
</tr>
</tbody>
</table>
Nemours committed to significant expansion of Telemedicine to improve access to care.

CHNA Goals:
• Increase total telehealth visits (Nemours and non-Nemours sites) by 60 percent yearly
• Increase availability of non-Nemours sites offering telehealth specialty visits by 8 sites by 2019 year-end
• Increase the number of clinicians actively (15 patients/year) utilizing telehealth by 50% yearly
• Increase the number of clinicians actively (15 patients/year) utilizing telehealth in the specialties identified as having the greatest need-GI, weight management, developmental pediatrics and behavioral health
• Increase the number of specialties actively (15 patients/year) utilizing telehealth by 20% yearly
• Increase assessment of patient satisfaction with the telehealth platform

<table>
<thead>
<tr>
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<th>Difficulty Accessing Care</th>
<th>Needed Pediatric Specialty Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delaware Valley</td>
<td>26.9%</td>
<td>38.8%</td>
</tr>
<tr>
<td>US*</td>
<td>29.4%</td>
<td>24.2%</td>
</tr>
</tbody>
</table>

Nemours CareConnect

*Multi-use telehealth platform*

- **Clinician-to-Partner Facility**
  - 231 Visits complete in 2017 (all DV)
- **Clinician-to-Family**
  - 1072 Visits complete in 2017
- **24/7 On-Demand Visits (DTC)**
  - 167 visits complete in 2017
Clinician to Partners:
Pediatric Critical Care Consultation

• Video enabled iPad Carts currently deployed to every ED in Delmarva Peninsula and every transport referring hospital in the Delaware Valley
  • Provides for real-time consults for critical pediatric patients
  • Augments our transport process
  • Helps keeps care local
  • Improves Clinical outcomes

Nemours. Children’s Health System
Clinician to Partners:
Other Delaware Partners

Current Telehealth Partners
• Rainbow Pediatrics
• Beacon Pediatrics
• PAC in Milton
• Kids and Teens, Dover

Coming Soon
• Westside
• Rockford
• VNA
• Bayada
Clinician to Family:
Integrating Telehealth Specialty Visits in Delaware

- 27 Pediatric Specialties provide a form of telehealth for their patients
- Patients can go to 3 remote Nemours Primary Care Offices or complete visit from patient home
- Top specialties include Weight Management, Nutrition, Psychology, Nephrology, ENT and Ortho
- Telehealth = highest patient satisfaction score
24/7 On-demand Urgent Care Visits

- Board certified Nemours employed Pediatricians
- 6 States (FL, GA, MD, DE, PA, NJ)
- Visit Summary sent to Patient + PCP
- Real-time eligibility with Payers
Challenges

- Parity does not equal parity
- Affordability of tools
- Perceived threat to small practices
- Digital divide
- Culture change
Successes

• Reimbursement is on the rise
• Technology and availability
• Increased adoption in healthcare
• Our patients love it
• Makes a difference

“The video appointment worked great. It allowed us to stay close to home and not drive to Wilmington which is 2 hours away”

“Doctor is awesome and being able to have an appointment via internet connection is awesome. This opportunity allows my son to see Doctor without the long drive of physically coming to the hospital. Our appointments are also always on time and no connection issues”

“This was such a convenience to do between yearly visits. My daughter had to have frequent visits to A.I. DuPont for a year. This took the burden off of us to drive an hour to Wilmington to Smyrna. Thank you.”
Questions?