



# 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:

195,500	Unique Delaware patients
636,600	Outpatient Visits
58,500	ED Visits
9,300	Inpatient Admissions
1600	Virtual Visits

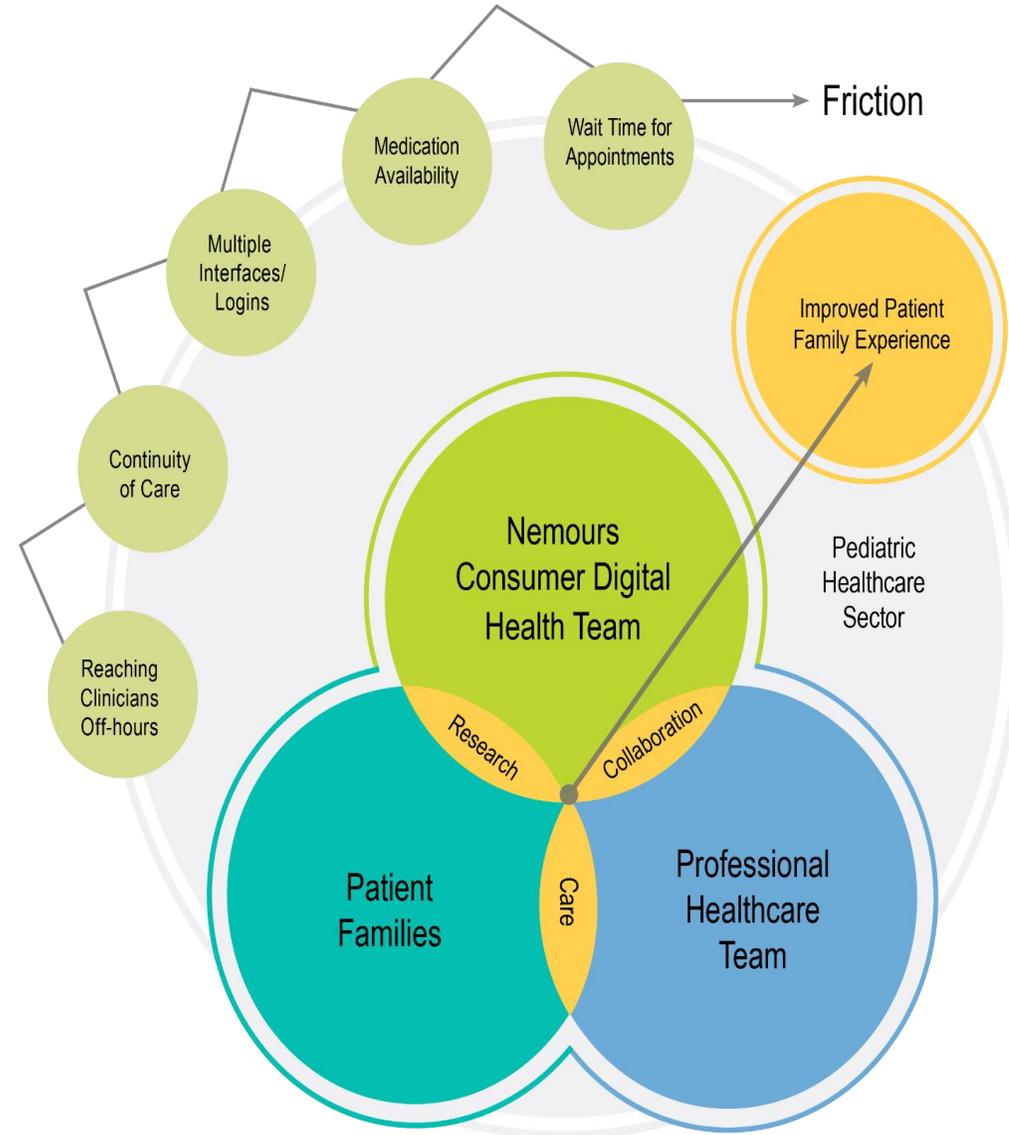
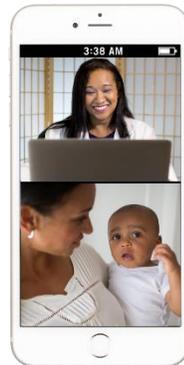
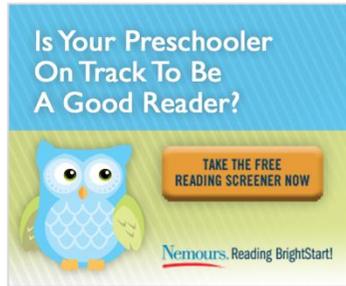
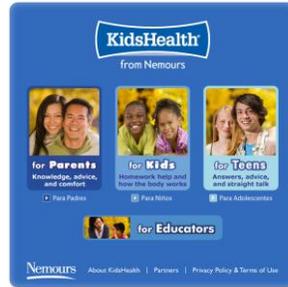


Wilmington, Delaware

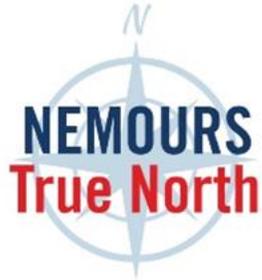
\*data reflects YE 2017 (round numbers)

# Center for Health Delivery Innovation

- Unique Nemours ecosystem of assets
- HIMSS Stage 7 infrastructure
- Telehealth
- Digital Assets



# Nemours CareConnect



“Help me receive exactly the care I need and want, how and when I need and want it.”

Child and Family Experience	
QUALITY AND SAFETY	Error Free; Zero Defects; Perfect Care
DELIVERY	No Delays
COST	Achieve Greatest Value at Lowest Cost
PEOPLE	100 Percent Engagement

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



**Community  
Health Needs  
Assessment  
2017–2019**  
Implementation Plan

	Difficulty Accessing Care	Needed Pediatric Specialty Care
Delaware Valley	26.9%	38.8%
US*	29.4%	24.2%

\*Source: 2014 PRC National Child & Adolescent Health Survey, Professional Research Consultants, Inc.

Nemours committed to significant expansion of Telemedicine to improve access to care.

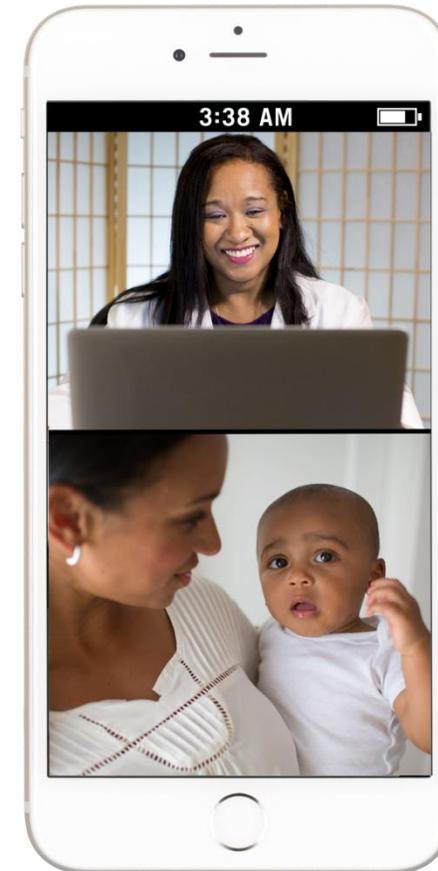
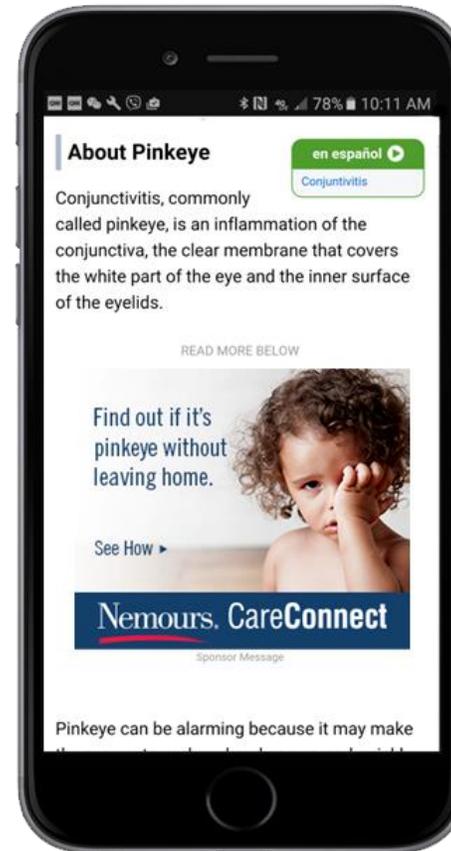
**CHNA Goals:**

- 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

# 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



# Clinician to Partners:

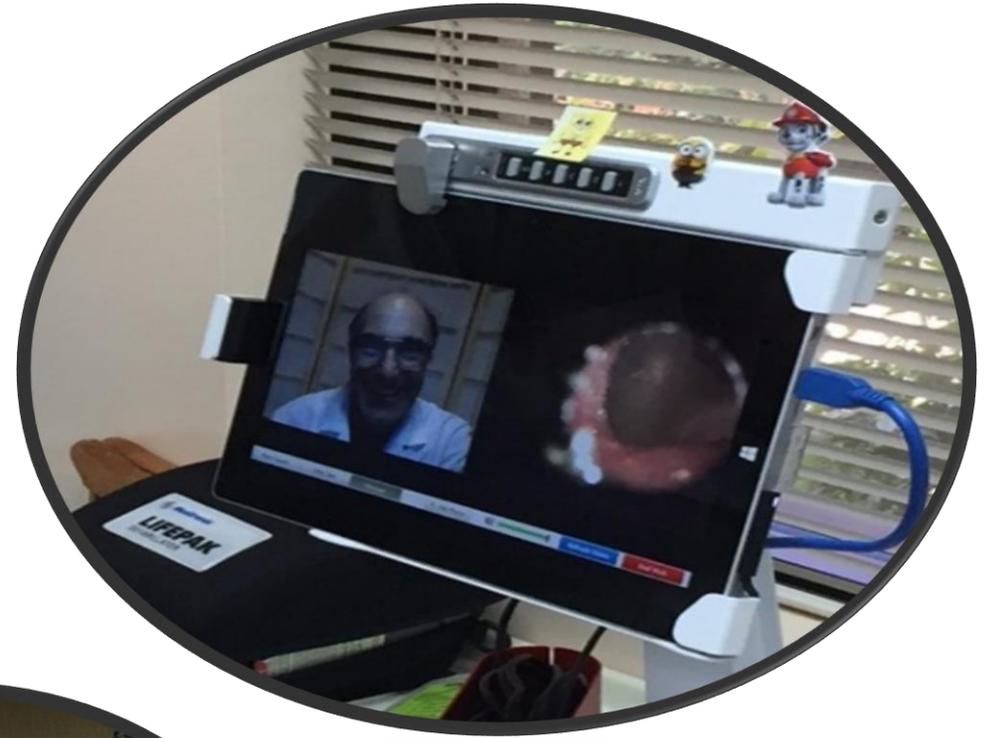
Other Delaware Partners

## Current Telehealth Partners

- Rainbow Pediatrics
- Beacon Pediatrics
- PAC in Milton
- Kids and Teens, Dover

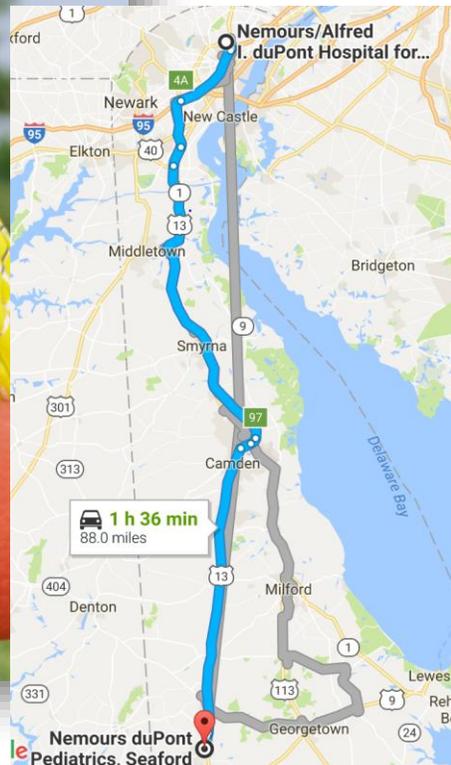
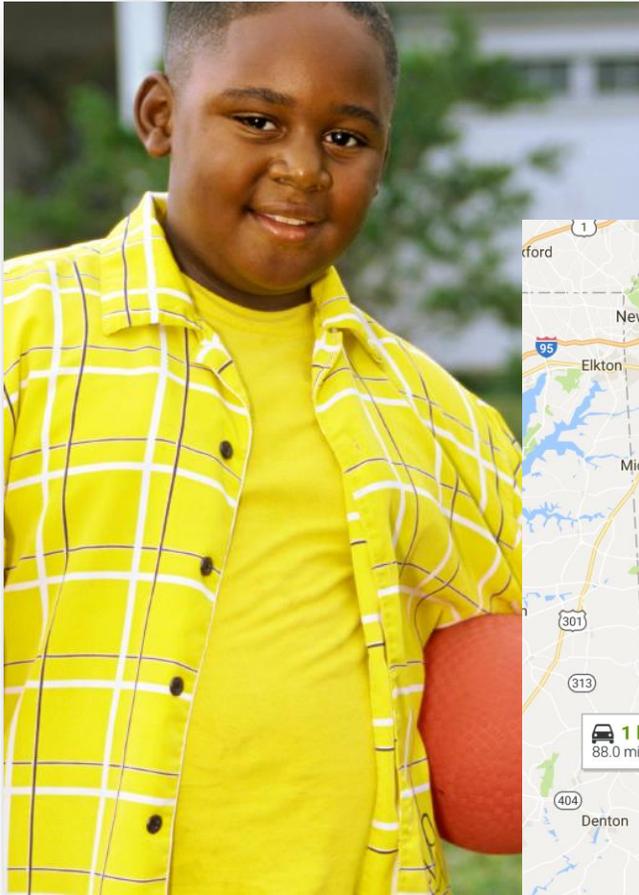
## Coming Soon

- Westside
- Rockford
- VNA
- Bayada



# Clinician to Family:

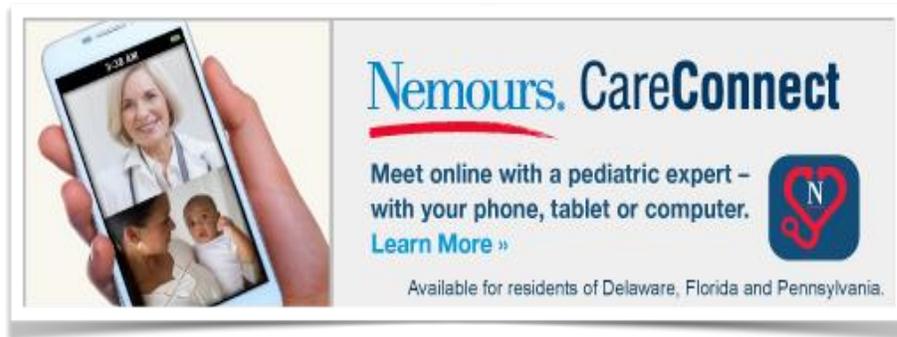
## Integrating Telehealth Specialty Visits in Delaware



- 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

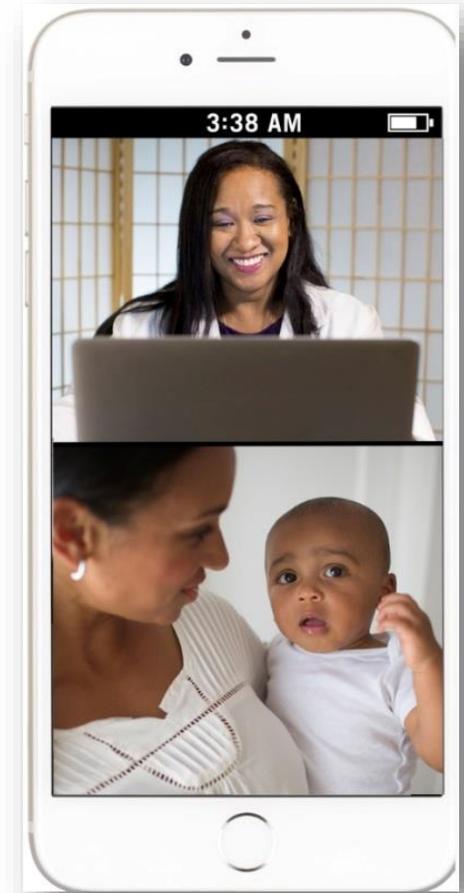


**Nemours. CareConnect**

Meet online with a pediatric expert – with your phone, tablet or computer. [Learn More »](#)

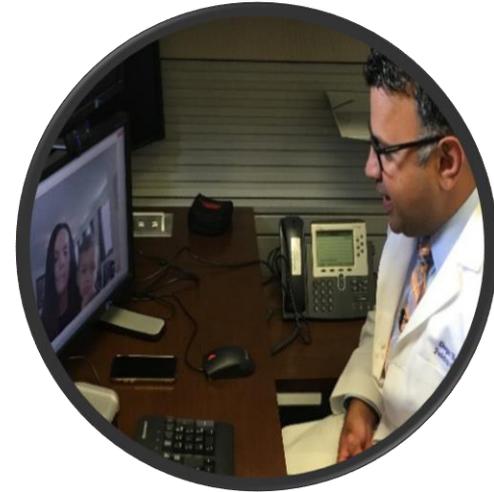
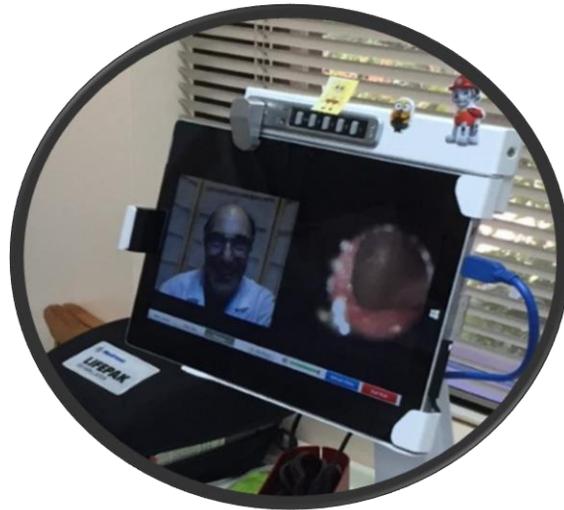
Available for residents of Delaware, Florida and Pennsylvania.

The advertisement features a hand holding a smartphone on the left, displaying a video call with a pediatrician and a baby. On the right, the text 'Nemours. CareConnect' is prominently displayed in blue and red. Below this, a short paragraph describes the service, followed by a 'Learn More' link and a small Nemours logo. At the bottom, it specifies the service's availability for residents of Delaware, Florida, and Pennsylvania.



# 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



*“Doctor is awesome and being able to have an appointment via in 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”*

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

*“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?

