

DELAWARE'S JOURNEY IN ADOPTING TELEHEALTH

AN UPDATE FROM THE DELAWARE TELEHEALTH COALITION

PREPARED FOR THE DELAWARE HEALTH CARE COMMISSION

JUNE 2018



Telehealth or Telemedicine – Which is it?



WHY TELEHEALTH?

- Solution to a problem
- Patients first
- Costs and utilization
- Early intervention
- Improved access to care
- Add value

DELAWARE TELEHEALTH COALITION



<http://detelehealth.wixsite.com/detelehealth>

BENEFITS OF THE DELAWARE TELEHEALTH COALITION

- Networking
- Policy updates
- Technical Assistance
- Education
- Outreach
- Referral

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DE TELEHEALTH COALITION STEERING COMMITTEE

<u>Name</u>	<u>Title</u>	<u>Organization</u>
Carolyn Morris, MHSA (Chair)	Director of Telehealth Planning & Development	DE Department of Health & Social Services (DHSS)
Kathy Collison, MS (Vice-chair)	Bureau Chief, Health Planning & Resources Management	DHSS-Division of Public Health
Brian Olson	Chief Executive Officer	La Red FQHC
Lisa Schieffert	Director, Health Policy	Delaware Healthcare Association
Shauna Slaughter, MBA	Deputy Director	DE Department of State-Division of Professional Regulation
Andrew B. Wilson, JD	Attorney at Law	Morris James/Medical Society of DE
Gemma Lowery, CATC	eICU Coordinator	Christiana Care Health Services
Marge Fleming-Smith	Caregiver/Consumer Advocate	MJ Fox Ambassador, PD Caregiver
Jeff Barnello	Manager, Telehealth Operations and Technology	Nemours Children's Health System/Care Connect
Frank Pyle	Director	DE Department of Insurance, Market Conduct Division
Christine Virion Cook, MA, CCC/SLP	Director of Clinical Research and Services	Communication Sciences and Disorders/ University of Delaware College of Health Sciences
Paulette Hussey	Healthy Neighborhoods Local Council Lead, Dover/Smyrna	Delaware Center for Health Innovation
Patt Ellen Panzer, MD, MPH	Family medicine physician/consultant; board member	Health Hub, Medical Society of Delaware
Vickie Norris, RN, BSN	Director of Quality Management	Nanticoke Health Services
Susan Mateja	Senior Administrator	DHSS-Division of Medicaid & Medical Assistance
Cheryl Heiks	Director of Health Policy & Advocacy	Connections CSP



MILESTONES IN TELEHEALTH

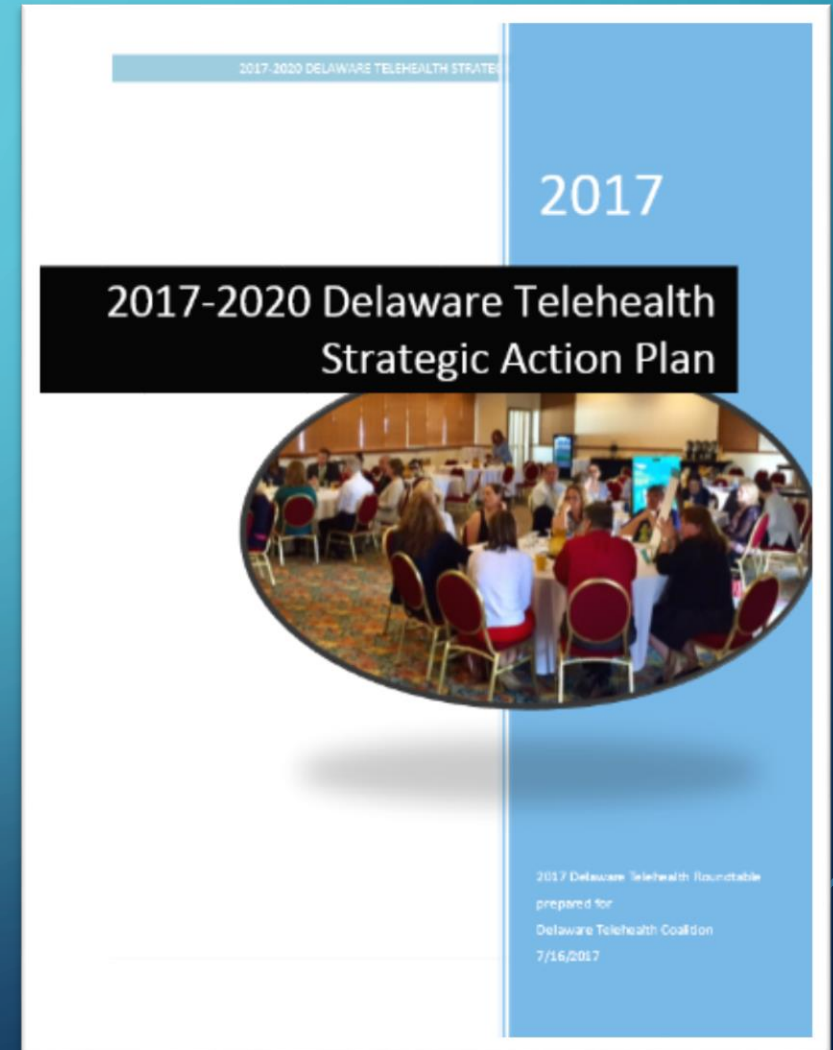
- 2011 Delaware Telehealth Coalition (DTC) formed
- 2012 Delaware Medicaid begins reimbursing
- 2013 Delaware Telehealth Roundtable (DHSS/DTC/MATRC)
- 2014-2016 Delaware Strategic Action Plan (SAP)
- 2015 House Bill 69
- 2015 Medicaid expands reimbursement
- 2015 *Telehealth in Delaware* conference
- 2017 Delaware Telehealth Roundtable



2017-2020 DELAWARE TELEHEALTH STRATEGIC ACTION PLAN

- Policy
 - Reimbursement
 - Ethics
 - Changes in healthcare policy
 - Interpreting/cultural competence
- Technical Assistance and Outreach
 - Training/education
 - Consumer/provider buy-in

<http://detelehealth.wixsite.com/detelehealth/de-telehealth-strategic-action-plan>



DELAWARE'S BIGGEST BARRIER

- No Medicare reimbursement for telehealth
- 21st Century Cures Act mandated report on telehealth
- Evidence of benefit outweighing cost for:
 - Stroke
 - Parkinson's disease
 - ESRD
- Chronic Care Management

THE DEBATE



+Access
+Convenience
+Quality
-Costs



+Utilization
+Spending

MEDICARE EXPANDED COVERAGE

New!

1. RPM Reimbursement (eff. Jan. 2018)
2. Expanding telestroke coverage (eff. Jan. 2019)
3. Improving access to telehealth-enabled home dialysis oversight (eff. Jan. 2019)
4. Enabling patients to be provided with free at-home telehealth dialysis technology
5. Allowing Medicare Advantage (MA) plans to include telehealth in basic benefits (public comment 9/2018; eff 2020)
6. ACOs can expand use of telehealth (Next Gen, MSSP Track II, MSSP Track III, and certain two-sided risk models). (Eff. Jan. 2020)

MORE GOOD NEWS

- Technology costs are coming down
- Reimbursement is more widely available
- Cost avoidance capabilities
- Creative models for funding
- Value based payment on the horizon

TELEHEALTH LANDSCAPE IN DE – A SNAPSHOT

- CCHS
- UD NMPCC
- Beebe/InSight
- Mid-Atlantic Behavioral Health
- DHSS
- Nemours
- Westside Family Healthcare
- InSight/RHD/Horizon/Fellowship
- Bayhealth/InSight
- CNMRI
- Bayada
- Connections CSP
- Dover Behavioral Health
- Ambient Care
- Prof. Dev.: UD PCS



e-ICU

- Tele-intensive care unit using technology
- Provides remote monitoring
- Additional layer of support for critically ill patients
- Assessment
- Interventional services
- Staffed by remote team of critical care experts across multiple units



eICU Coverage Model

- Virtually cover 73 beds at Christiana Care
- 24/7/365 eRN Coverage
- 12/7/365 eMD Coverage
- 40 Intensivists and 50 Critical Care nurses
 - All Intensivists Critical Care Board Certified
 - Medicine/Pulmonary/Trauma/Surgery/Neuro/Anesthesia/Cardiothoracic
 - All eRNs with > 5 (often > 15) years Critical Care experience (some continue to work both sides of camera)
- 125 – 350 patients per eIntensivist
- 40 – 50 patients per eRN
- 125 patients per HCA (Health Care Assistant)
- Data Analyst & IT Specialist



Benefits of the eICU

- Reduced ICU complication rates
- Reduced ICU length of stay
- Efficient delivery of care
- Improved productivity of clinical staff
- Improved staff morale
- Decreased turnover
- Enhanced training opportunities



Ventilator Liberation Collaboration Results

Decreased ventilator days & hospital length of stay

<u>Metric Measured</u>	<u>Pre Program</u>	<u>Post Program</u>
ICU Vent days	4.2 days	2.8 days
Hospital length of stay	14.9 days	8.9 days
Hospital Mortality	28.10%	27.40%
Versed Usage	5300 mg/month	2743 mg/month
Propofol Usage	283,000 mg/month	133,000 mg/ month
SBT successful/SBT done		5/2013 Data

UD NMPCC PARKINSON'S INTEGRATIVE CARE CLINIC



Patient & Family



NEXT STEPS

- Billing and Coding Trainings
- Outreach to large employers
- Monitoring related policies
- Continued TA and outreach
- School Based Health Center webinar coming up



Thank you!

Questions?

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Thank you!