

Telehealth: Answering the Demand for Innovation

Premier Health Dayton, Ohio

Chris Stuchul MBA, BSN, RN: Director of Clinical Innovation

Michelle Post MSN, RN, SCRNP: Telemedicine Outreach Coordinator

Susan Holm, Global IT Architect

Objectives

1. Describe the Premier Health Organization
2. Explore the evolution of Premier Health's telehealth program
3. Compare and contrast e-visits and video visits
4. Summarize the challenges and lessons learned from IT and operational implementation of Premier's telehealth programs
5. Analyze Premier's strategy for future telehealth projects

Premier Health

Quick Stats

- Largest health system in SW Ohio
- \$2 billion organization
- Nearly 300,000 emergency visits/year
- Large primary care/specialty physician network
- Services include community health, home health, behavioral health
- About 14,000 employees
- About 2,600 physicians
- Approximately 1 million outpatient visits/year
- Multiple health insurance products
- Next Generation ACO

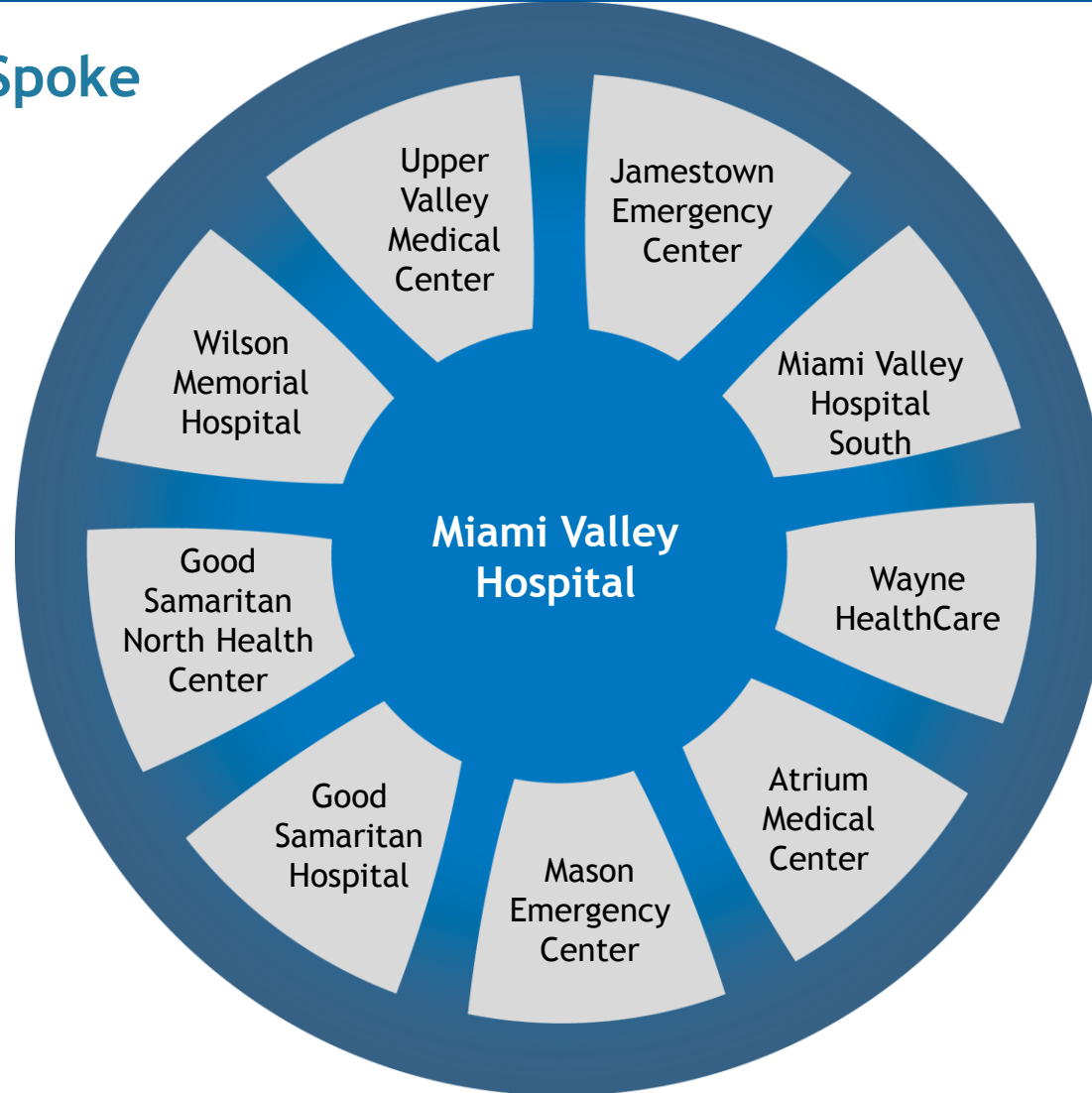


Where We Started



Premier Telestroke Network

Hub and Spoke Model



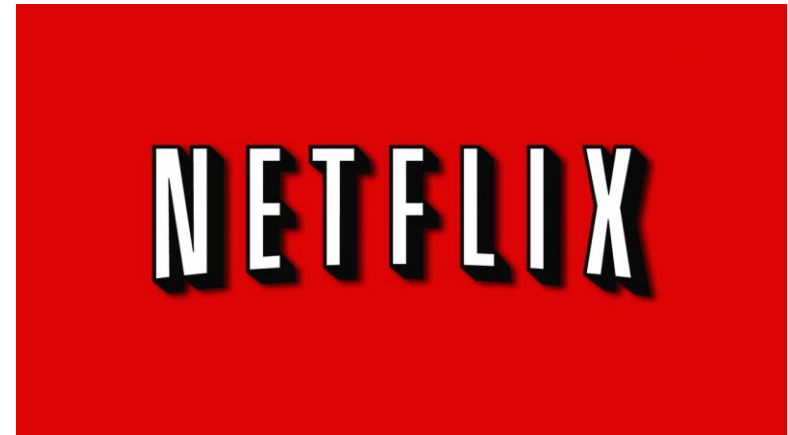
Where We Started

- **Telestroke Program**

- Started in 2013
- Response to Joint Commission certification requirements
- Internal and external sites
- Began with 3rd party vendor solution; internalized in 2016
- Hired full-time neurology trained RN for coordinator role



The Case for Change



my Premier **Chart**[®] e-Visits




An E-Visit allows you to visit your provider using **MyChart**[®] instead of coming in for an office visit. An E-Visit is not meant to replace seeing your doctor for more serious health problems.

You may use e-Visits for health issues such as:

- Back pain
- Diarrhea (loose, watery bowel movements)
- Vaginal discharge/irritation
- Sinus problems
- Urinary problems
- Headache
- Red eye
- Cough
- Heartburn
- Fatigue
- Poison Ivy
- Travel Advice


Premier Virtual Care


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Welcome to Premier Virtual Care


Simple pricing. Just \$xx a visit
Be Treated Without Leaving Home
No Appointment Needed

[Request Care](#)




**Nullam nec tortor eget purus efficitur pretium**
Pellentesque massa magna, faucibus sit amet ipsum at, dignissim gravida ipsum. Sed ut tincidunt tellus, eu venenatis ex.


**Cras dictum nisl a lacus cursus, a vestibulum**
Fusce pulvinar quam at felis posuere placerat. Maecenas quis felis nec neque pellentesque lobortis id eget massa. Curabitur facilisis lacinia ullamcorper.


**Suspendisse efficitur nibh et ex pulvinar**
Aenean tortor tellus, vulputate ac aliquam eu, elementum:

- Cold
- Pink Eye
- Cold Sore
- Rash
- Flu
- Sore Throat
- Headache
- Urinary Tract Infection

**Not sure? Want more information?**
Fusce nulla metus, blandit ac neque ac, aliquet dapibus justo. Donec vitae nisl ut nunc aliquam ultricies et tempor est. Vivamus consequat.

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Welcome
Sorry you're not feeling well.

Visiting for the first time?
Let's begin with some basic information.

First Name: MI: Last Name:

Birthday: Gender: Male Female Other Email:

[Create](#)

Returning patient?
Please log in using the username and password you created when you first used Premier Virtual Care.

Username:

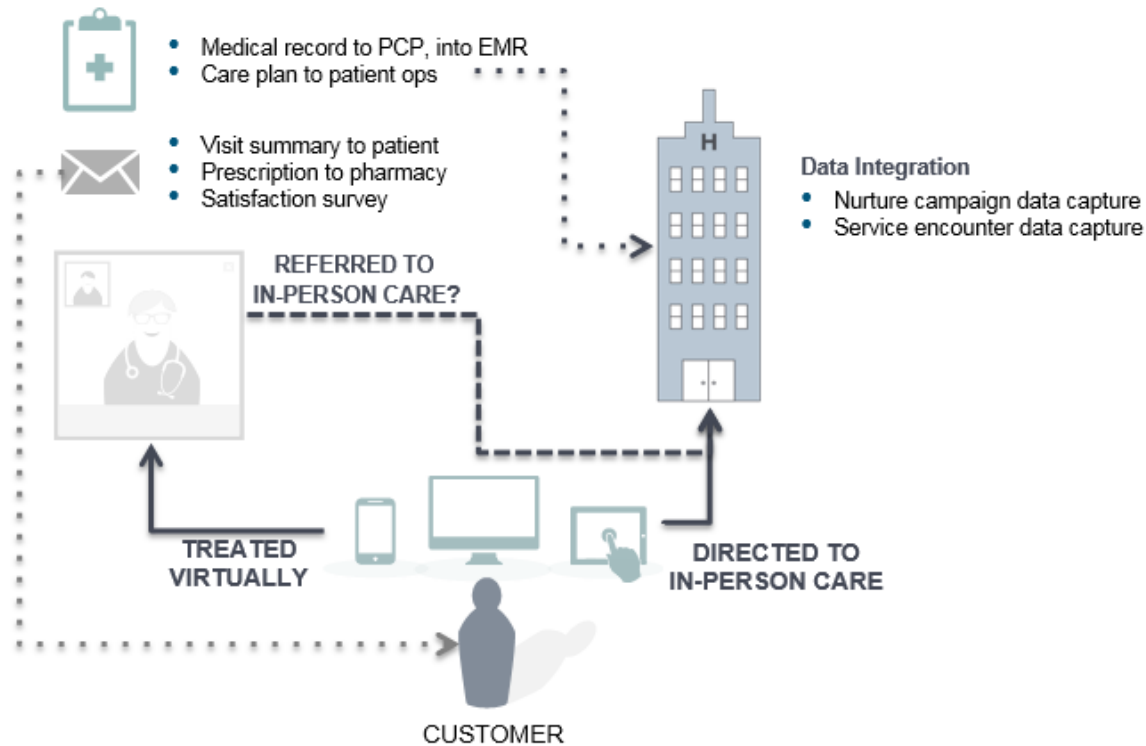
Password:

[Forgot password?](#)

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Virtual Visit Integration



The Premier Health Virtual Visit: Workflow

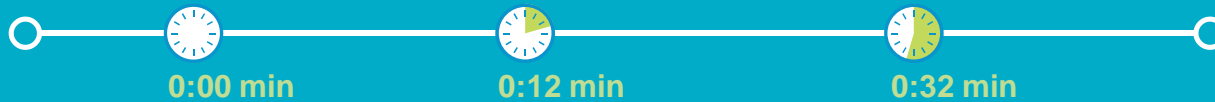


Care is Requested
By phone or web portal

Virtual Visit Begins
Consultation via webcam commences

Visit Concludes
Patient receives:
• visit summary
• education materials
• satisfaction survey

- ✓ 20 min average visit duration
- ✓ Providers adhere to **Virtual Practice Guidelines**
- ✓ Patient Concierge arranges follow-up care & PCP selection if requested



Verification
Patient service rep or software collects appropriate info

Assessment & Care
Using proprietary clinical decision support software, provider determines if virtual care is appropriate then diagnoses & treats

Document & Email
Provider emails visit summary and orders prescription if appropriate

E-Visits & Video Visits

E-Visits	Video Visits
Asynchronous	Synchronous
Premier Employed Physicians	3 rd Party Vendor
Attached Patients Only	Can Be Unattached
16 Specific, Non-Urgent Conditions	Urgent Care
1 Business Day	Avg. 10 min Wait Time Avg. 20 min Visit Time
MyChart	Computer, Mobile Device, Telephone
\$30	\$45

What We Learned

- The 'Tele' in 'Telehealth' is only the tip of the iceberg
- Successful telehealth isn't reactionary
- Lack of reimbursement doesn't equal a lack of value
- Find your champions and ambassadors early
- Telehealth should complement traditional practice
- Reach out to other health systems for advice
- Everyone needs a 'seat at the table' before Day 1
- Expect and prepare for resistance
- Word travels quickly about successful projects

Where We Are Now

- Telestroke
- E-Visits
- Premier Virtual Care
- Tele-ICU
- Pulsara
- Tele-Social Work
- Several Other Projects Currently In Development

Approach for the Future

Thank You

Chris Stuchul MBA, BSN, RN
Director of Clinical Innovation
clstuchul@premierhealth.com

Julie Parker
Director of IT Ambulatory Systems
jeparker@premierhealth.com

Michelle Post MSN, RN, SCRNP
Telemedicine Outreach Coordinator
mmpost@premierhealth.com

Susan Holm
Global IT Architect
spholm@premierhealth.com