Developing an Integrated Telemedicine Network to Increase Access to Care and Improve Efficiencies

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Tallahassee Memorial Healthcare
TMH Mission and Vision


**Our Vision:** To elevate the standards of our healthcare practice, quality and innovation in our region.
Facts and Figures

- **772 Beds**
- Serving 17 Counties
- Partnerships with:
  - UF Health
  - Wolfson Children’s Hospital
  - Doctors’ Memorial Hospital
  - Weems Memorial Hospital
- Acute Care Hospital
- Psychiatric Hospital
- Multi-Specialty Care Centers

- Inpatients: 29,586
- Outpatients: 133,046
- Emergency Care: 122,100
- Births per year: 12,100
- Surgeries per year: 3,800
- Employees: 4,586
- Physicians on medical staff: 558
- Employed Physicians: 175+

- Not-for-profit
- 31 physician practices
- 3 Residency Programs
Total Population Estimates: 698,973

- Primary Service Area: 302,052
- Secondary Service Area FL West: 80,209
- Secondary Service Area FL East: 41,672
- Secondary Service Area GA: 186,320

Population Estimates - April 1, 2017
Challenges

1. Geography/Transportation
2. Provider Demand/Access
3. Fragmented Regional Delivery System
4. Healthcare Reform
TELEMEDICINE
A *system* that utilizes technology which allows for delivery of *quality healthcare* in a setting where the physician (or provider of higher level of care) and patient are in two different locations.
Telemedicine Maintains Quality

* Telemedicine does not change the way providers care for patients, but changes the delivery method for how the patient and provider communicate.
PLANNING FOR SUCCESS
Not an IT Project

• Interdepartmental planning team
• Service line planning
• Clinical protocols
• Include front line staff
• Support structure
• Start small
HOW DOES IT WORK?
Making a Connection

- Consulting Provider
- Patient
- Family Member
- Primary Provider

Virtual Exam Room
Telemedicine Networks

• Mobile platforms
• Security
• Cost
• Internal vs. External Network
Telemedicine Software

• Cloud-based software
• Regional Network
• Mobile platform – works on Android and Apple Devices
• Desktop Download
• HIPAA Compliant
• Screen Share
• Multiple Participants
Telemedicine Equipment
Telemedicine Capabilities

1. Live Audio/Video
2. Share X-Rays, CTs, MRI, other images
3. Share Educational Materials
4. View live capture of images
The Virtual Exam
✓ Register the patient at the presenting site.
✓ Begin the encounter in the EMR.
✓ Take vital signs.
✓ Facilitate signing of the telemedicine consent with the patient.
✓ Navigate telemedicine software connection and peripherals with patient.
✓ Facilitate the exam at the direction of the consulting provider.
✓ Activate safety protocol as appropriate.
The Environment – “Telemediquette”

✓ Ample lighting is important.

✓ Take a look at what is captured the camera, make sure you do not have any offensive artwork, pictures, etc. hanging on the wall behind you.

✓ The room should be quiet so that you can hear the patient and resident clearly and they do not have any disruptions such as music, tv, dogs, children, etc.

✓ Appropriate dress is important – if you have a lab coat, badge, etc. it is important to wear it during the consult.

✓ Always leave the self view on so that you can see what you are portraying.

✓ Ensure privacy by not having others present in the room unless they are also participating in interaction. If there are others introduce them.
Telehealth Lessons Learned During Covid-19 Crisis

• Having core infrastructure in place was key (EMRs, Equipment, Support)
• Telehealth Command Center
• Patient education/help line
• Payer Communication/Regulatory Changes
TMH CareLink User Adoption - March-May 2020

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Telemedicine is now used across the TMH enterprise.
Covid-19 Drive-Thru Screening at Bixler ER and Northeast Free-Standing ER

Telehealth screening at Community Testing Sites for those without a PCP

Tele-stroke Services for evening and weekend coverage

Behavioral Health assessments
Community Partner Hospitals


- Specialty consults including cardiology, pulmonology, internal medicine, family medicine, behavior health.

- Outreach Clinics
Inpatient Services

- Positive/PUI Covid-19 Patient Communication
- Inpatient Specialty Consults
- Virtual Rounds
- Inpatient ancillary services: Patient Experience, Spiritual Care, Music Therapy, Pet Therapy.
- Family Communication/Discharge Support
Post-Acute Services

- Pediatric speech therapy
- Occupational therapy
- Physical therapy
- Neuro rehabilitation
- TMH Rehab
Transitional Care services provided through the transition center
Services to the Kearney Center to patients who are homeless
Ambulatory Care

- Behavioral Health Consults
- Primary Care Consults
- Specialty Care Consults (Cardiology, Neurology, Pulmonology, etc).
- Ancillary Services: Lactation Support, Music Therapy, Pet Therapy, Speech Therapy, Palliative Care, etc.
- Group Classes: Diabetes Support Groups, Childbirth Classes, Smoking Cessation Classes
Ambulatory Care

- Rural clinic outreach sites
- Clinic connections to the metabolic center for diabetes teaching
- Specialty Consults
Vital to Success

- Expand CareLink Support Team
- Develop a CareLink Advisory Group
- Continue to advocate for Payer Coverage
- Explore additional funding sources
- Data driven expansion