

Wide Open Spaces - How Virtual Care Brings Rural Communities Closer

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Educational Objectives

- Define and explain operational and clinical strategies of rural telemedicine applications that lead to success
- Describe processes of rural telemedicine applications defining successful patient encounters

Outstanding Rural Health Program

Dakota Conference

on Rural and Public Health



Altru Health Systems
Telemedicine Services
Grand Forks



- Altru Health System is a community of over 4,000 health professionals and support staff committed to caring for the region.

- Serving more than 200,000 residents in northeast North Dakota and northwest Minnesota

- 67 physician specialties

- 13 Grand Forks practice locations

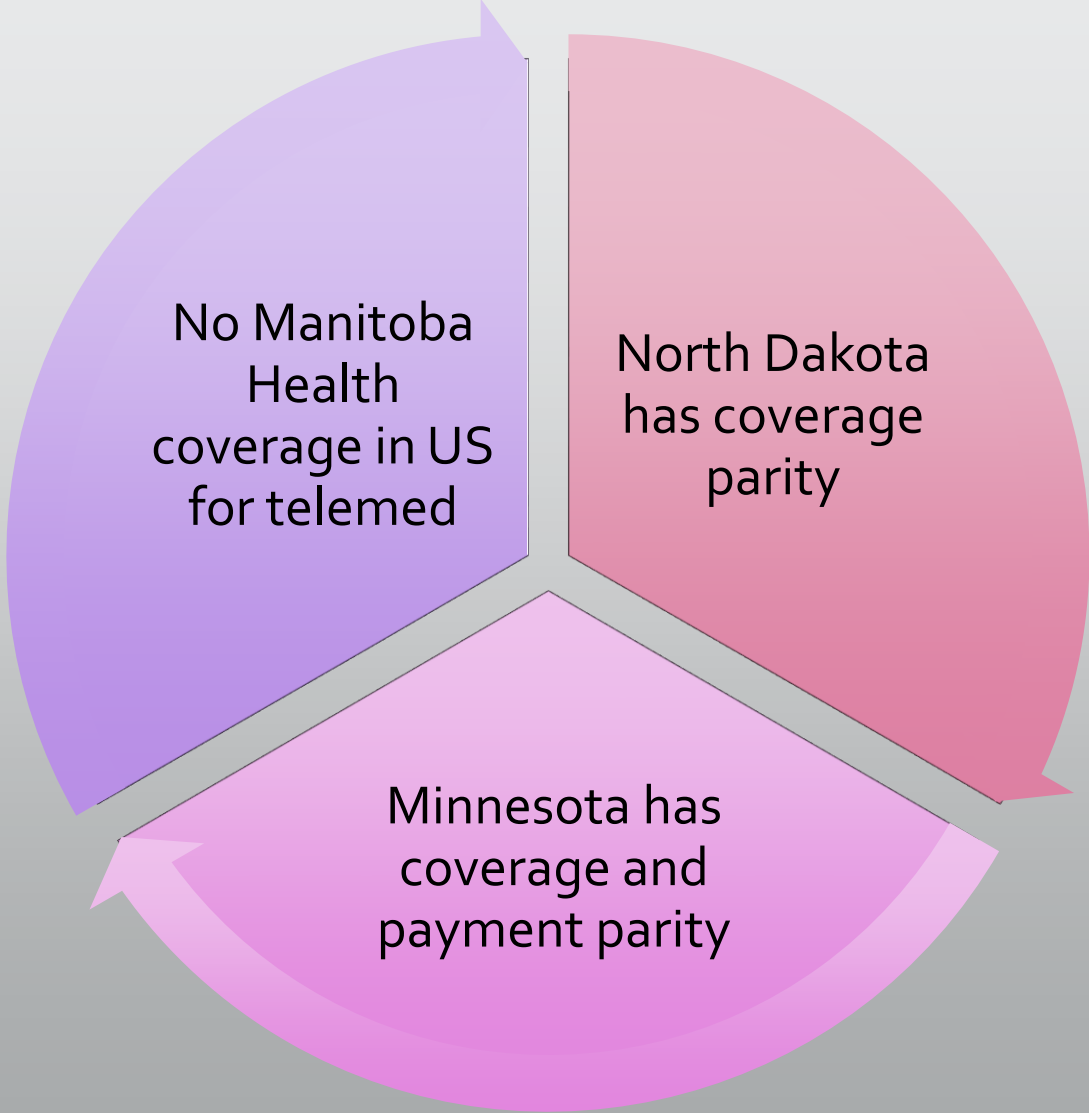
- 12 regional practice locations

#4

CHIME[®]
HealthCare's
most
wired[®]



Telemedicine Parity



Renal Dialysis

- Three rural Renal Dialysis Centers
- Staffed with Nephrologists in GF
- 3 of the 4 monthly visits are via Telemedicine



Altru Supports the Region

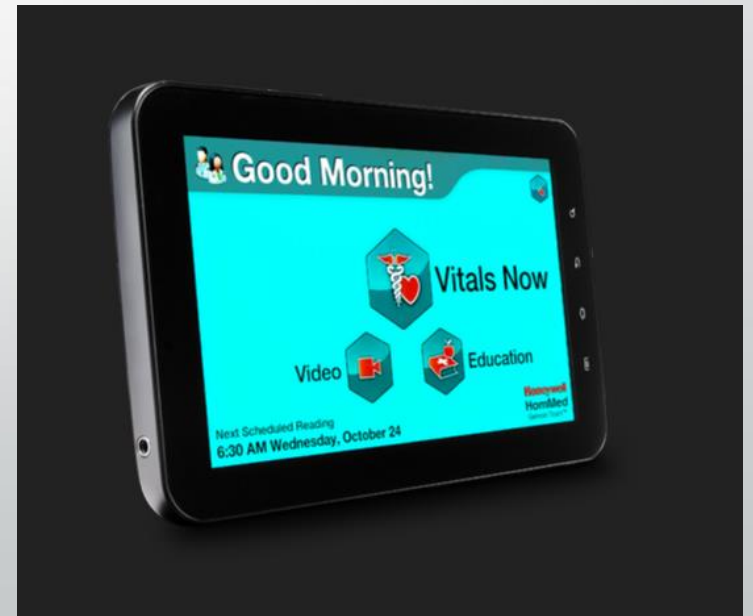
9 Epic Affiliates

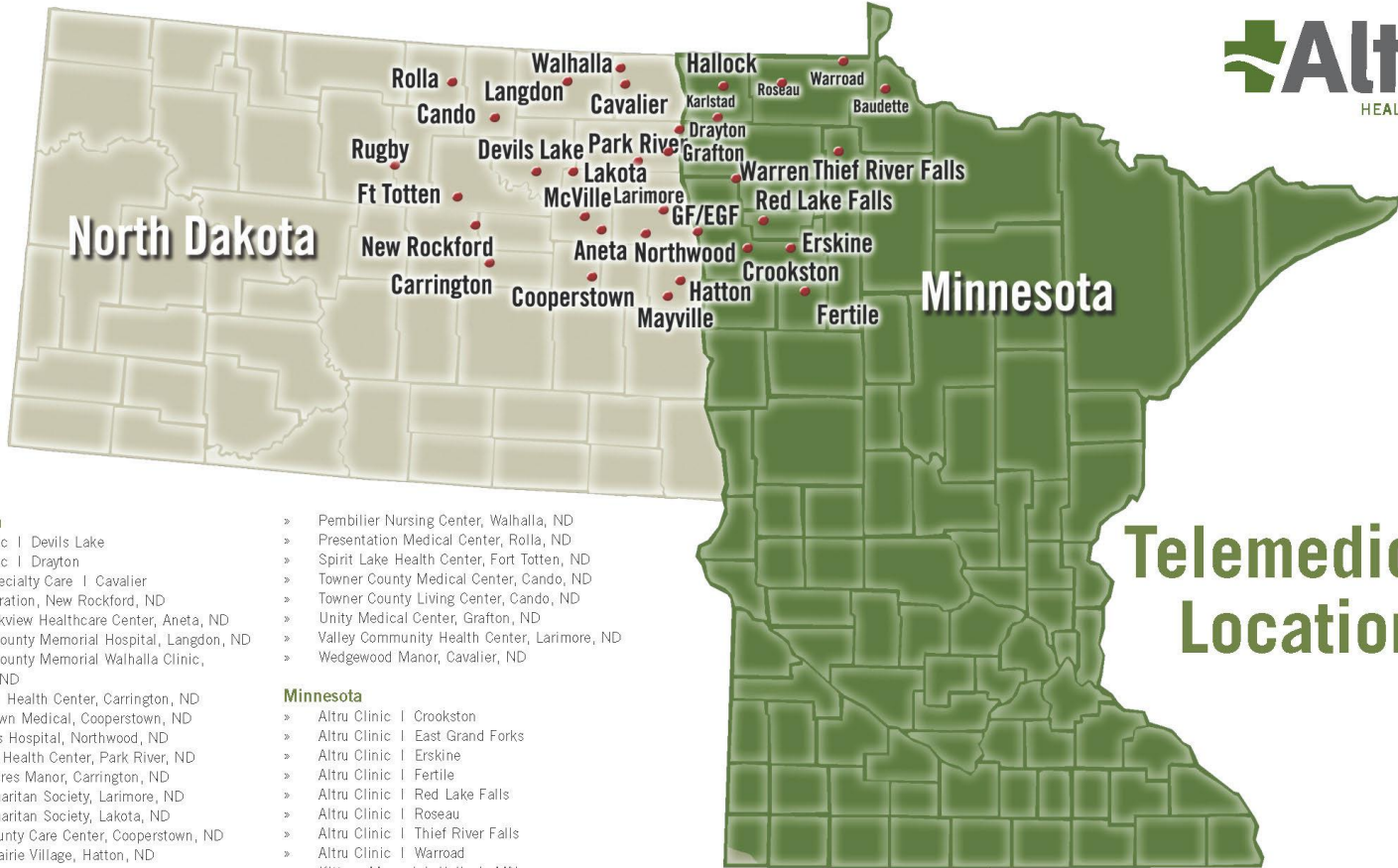
Telepharmacy

Remote Patient Monitoring

Teleradiology

Telestroke





Telemedicine Locations

North Dakota

- > Altru Clinic | Devils Lake
- > Altru Clinic | Drayton
- > Altru's Specialty Care | Cavalier
- > 4th Corporation, New Rockford, ND
- > Aneta Parkview Healthcare Center, Aneta, ND
- > Cavalier County Memorial Hospital, Langdon, ND
- > Cavalier County Memorial Walhalla Clinic, Walhalla, ND
- > Carrington Health Center, Carrington, ND
- > Cooperstown Medical, Cooperstown, ND
- > Deaconess Hospital, Northwood, ND
- > First Care Health Center, Park River, ND
- > Golden Acres Manor, Carrington, ND
- > Good Samaritan Society, Larimore, ND
- > Good Samaritan Society, Lakota, ND
- > Griggs County Care Center, Cooperstown, ND
- > Hatton Prairie Village, Hatton, ND
- > Heart of America Medical Center, Rugby, ND
- > Heartland Care Center, Devils Lake, ND
- > Life Skills and Transition Center, Grafton, ND
- > Luther Memorial Home, Mayville, ND
- > Lutheran Sunset Home, Grafton, ND
- > Maple Manor Care Center, Langdon, ND
- > McVillage Care Center, McVillage, ND
- > Nelson County Hospital, McVillage, ND

- > Pembiler Nursing Center, Walhalla, ND
- > Presentation Medical Center, Rolla, ND
- > Spirit Lake Health Center, Fort Totten, ND
- > Towner County Medical Center, Cando, ND
- > Towner County Living Center, Cando, ND
- > Unity Medical Center, Grafton, ND
- > Valley Community Health Center, Larimore, ND
- > Wedgewood Manor, Cavalier, ND

Minnesota

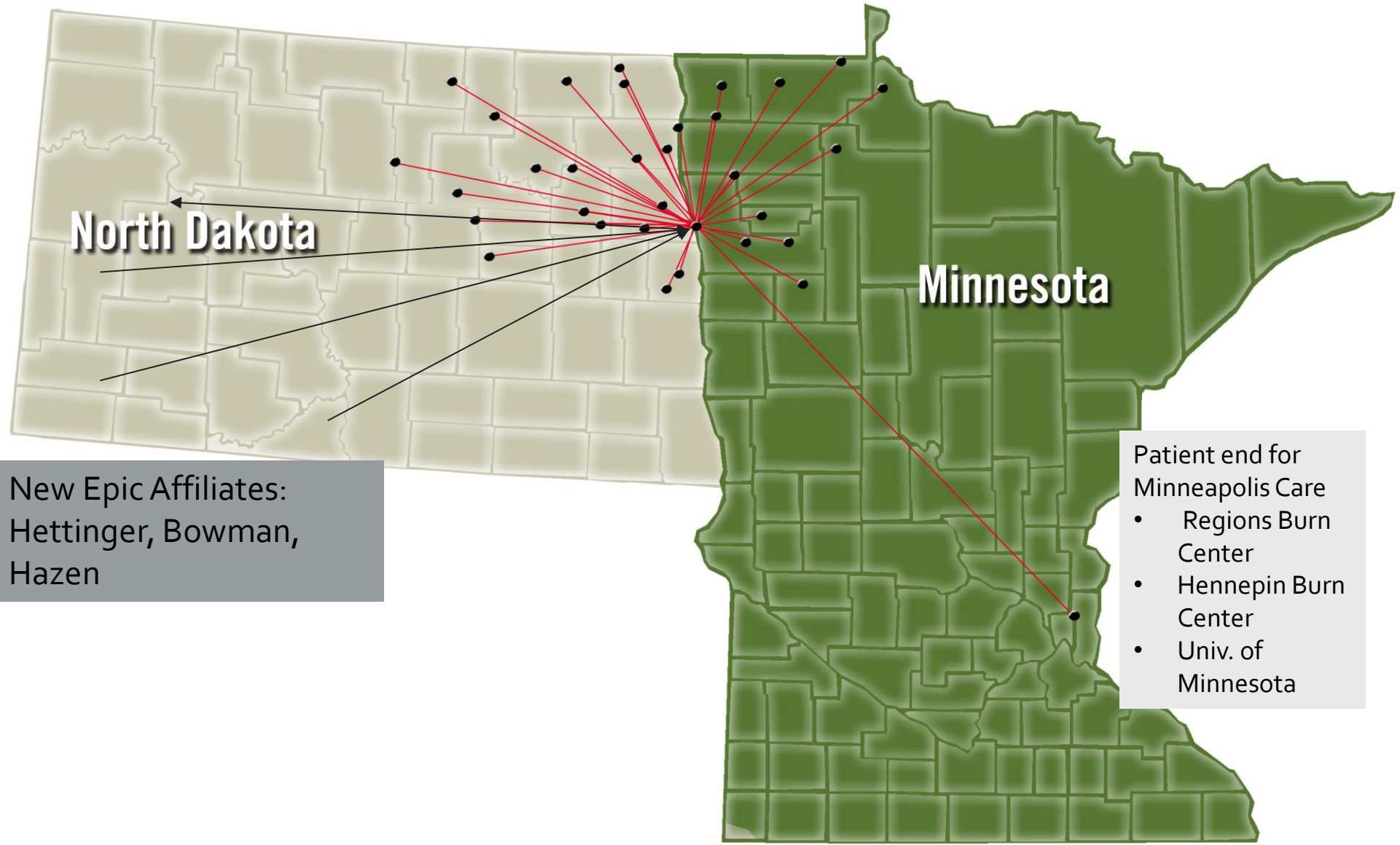
- > Altru Clinic | Crookston
- > Altru Clinic | East Grand Forks
- > Altru Clinic | Erskine
- > Altru Clinic | Fertile
- > Altru Clinic | Red Lake Falls
- > Altru Clinic | Roseau
- > Altru Clinic | Thief River Falls
- > Altru Clinic | Warroad
- > Kittson Memorial, Hallock, MN
- > Kittson Memorial Karlstad Clinic, Karlstad, MN
- > LakeWood Health Center, Baudette, MN
- > Tealwood Care Center, Karlstad, MN
- > North Valley Health Center, Warren, MN
- > Villa St. Vincent, Crookston, MN
- > Warroad Senior Living Center, Warroad, MN

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Connections:
 Internal – within
 External – outside
 Hybrid - both

Hospitals
 Skilled Nursing Facilities
 Clinics
 Residential Centers
 Psychiatric Centers
 Jail
 Homeless residence
 NICU transport
 Therapy Centers

Altru Hospital ED/floors



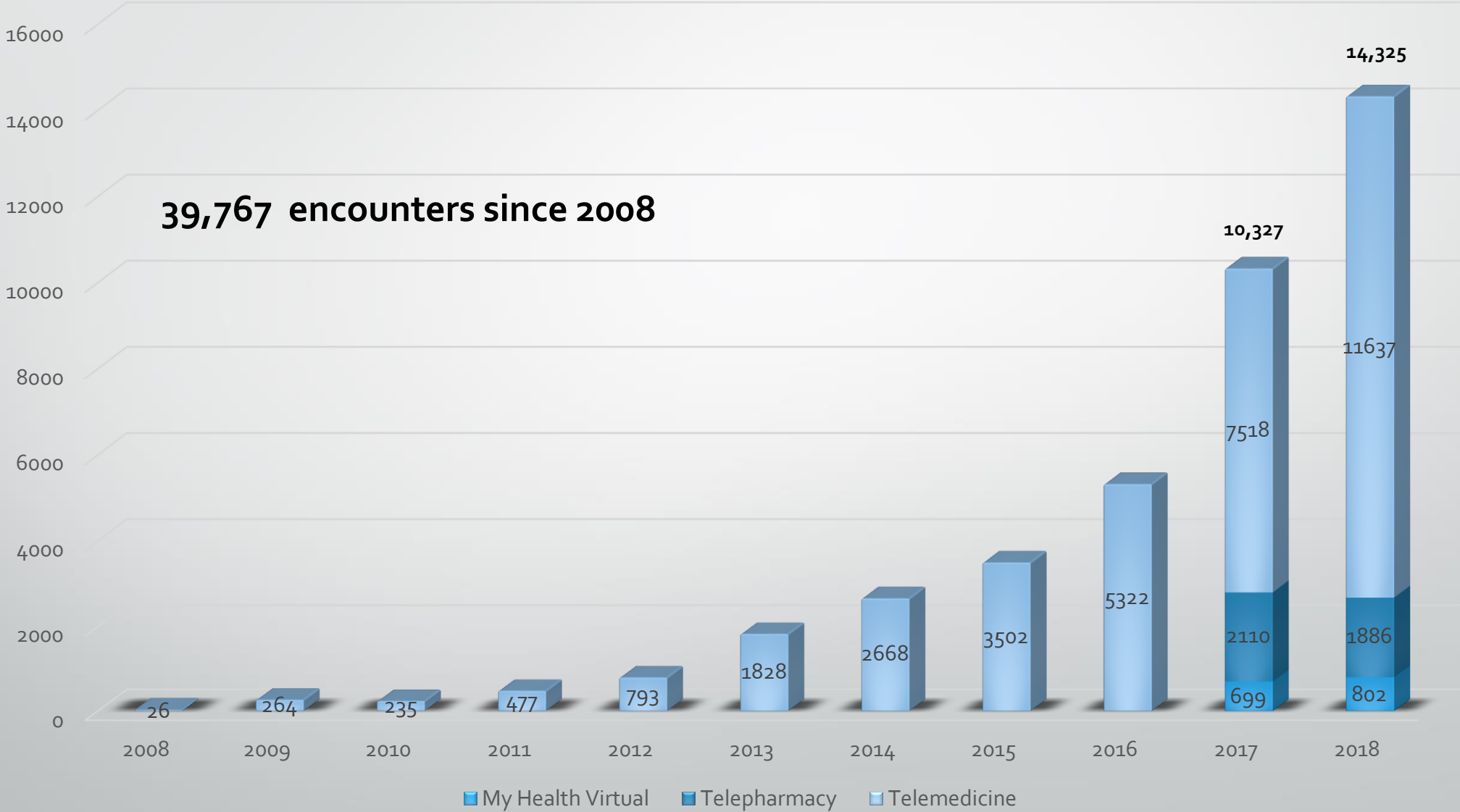
North Dakota

Minnesota

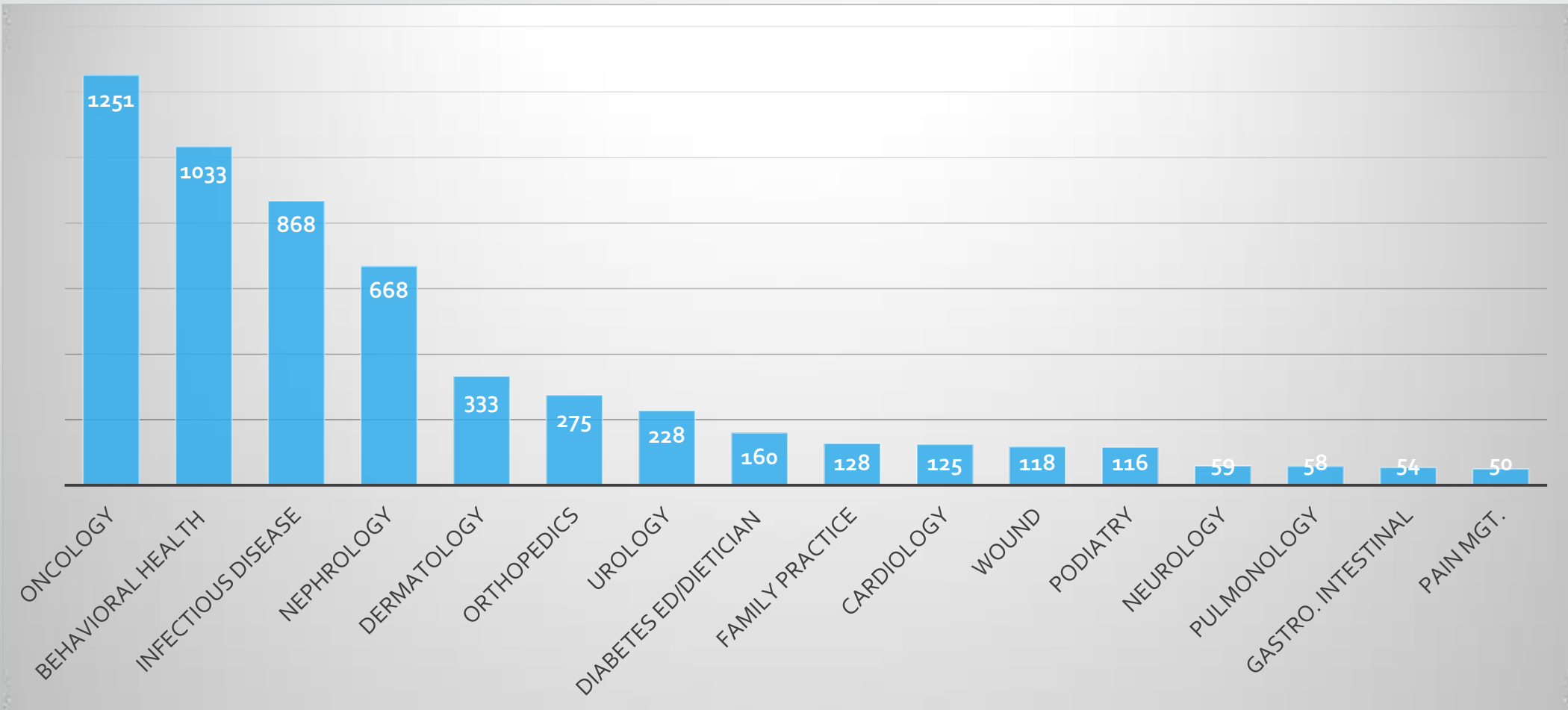
New Epic Affiliates:
Hettinger, Bowman,
Hazen

- Patient end for
Minneapolis Care
- Regions Burn Center
 - Hennepin Burn Center
 - Univ. of Minnesota

Altru Telemedicine and Virtual Encounters by Year



2017 Altru Telemed Top Outpatient Service Lines

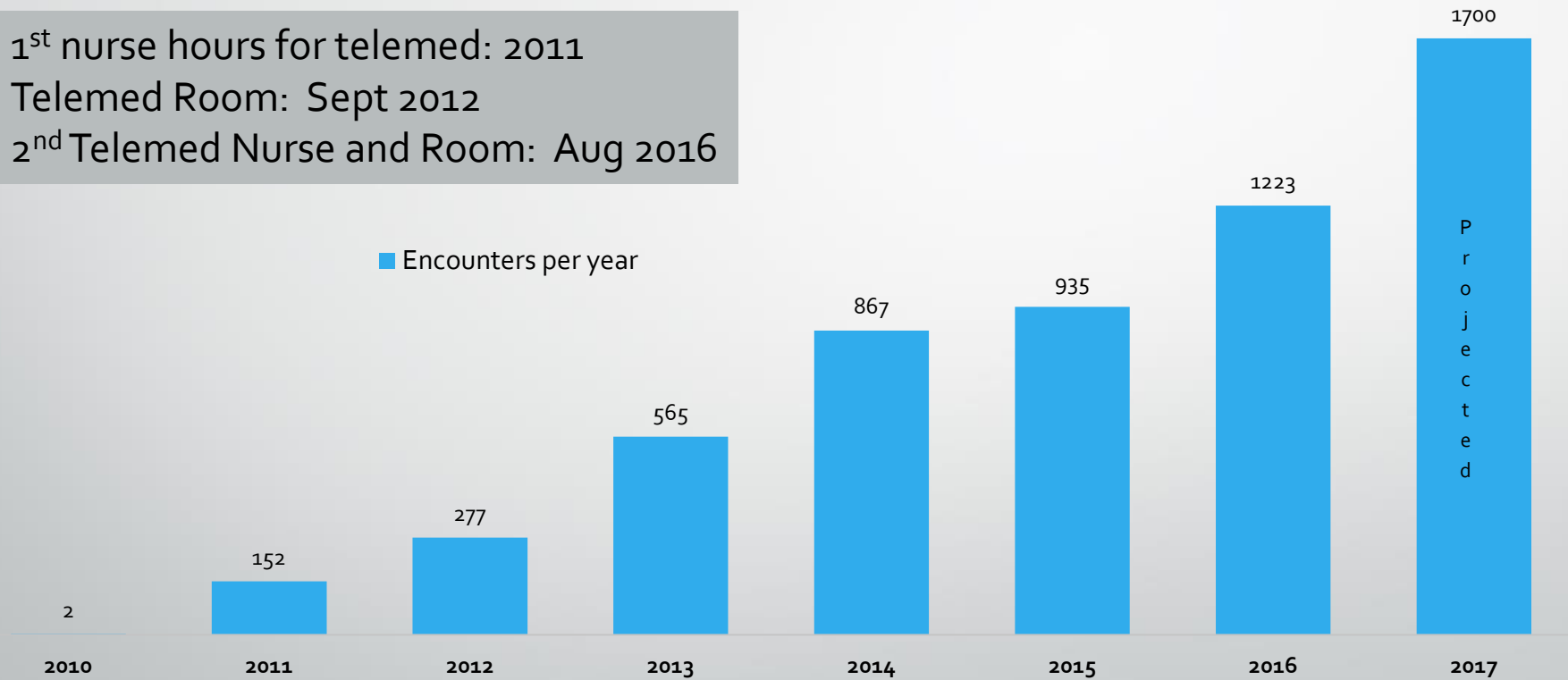


Finally, integrated into the Care Delivery



Devils Lake Clinic Telemed Encounters

1st nurse hours for telemed: 2011
Telemed Room: Sept 2012
2nd Telemed Nurse and Room: Aug 2016

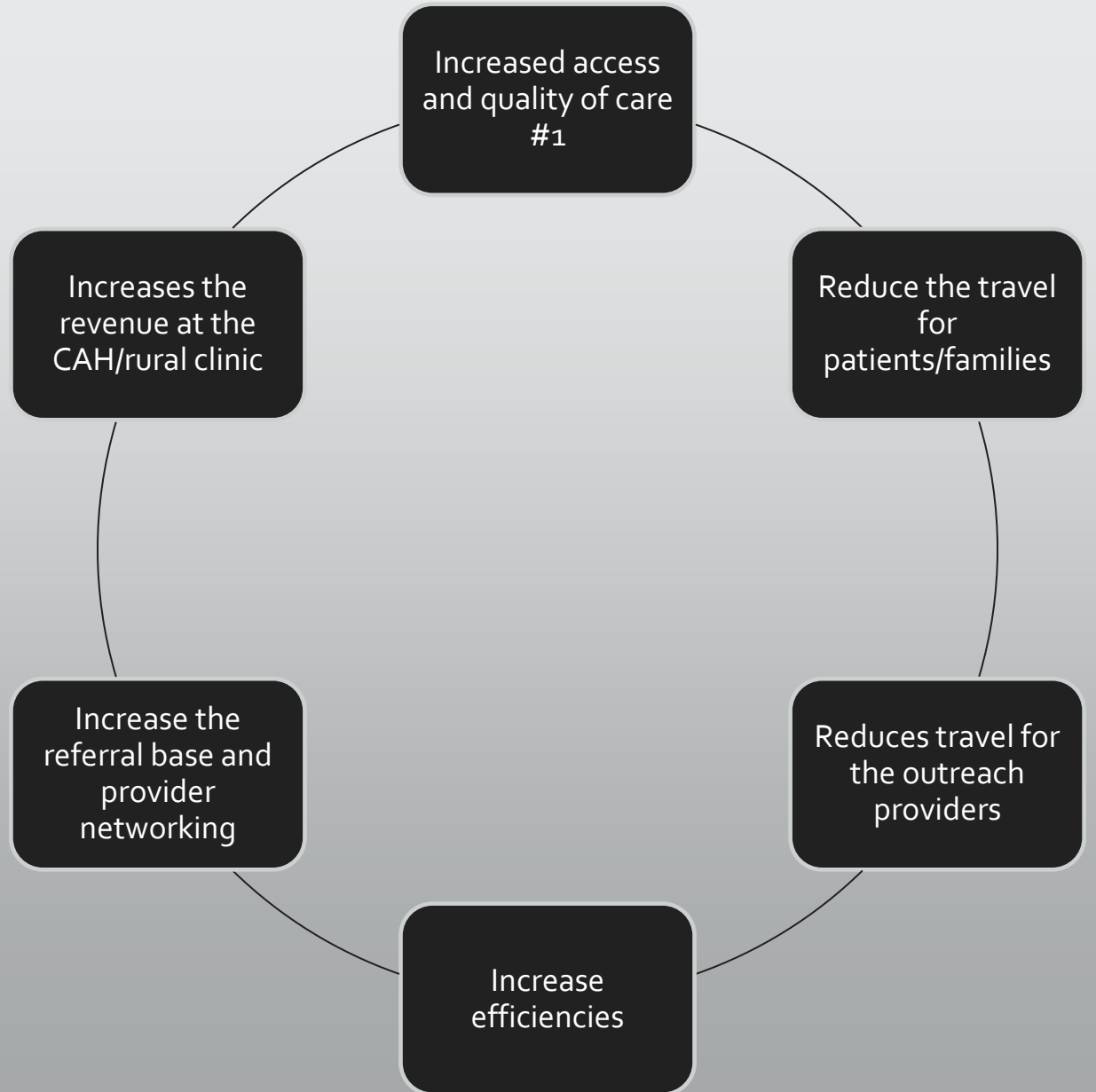


**2018
actual
encounters**

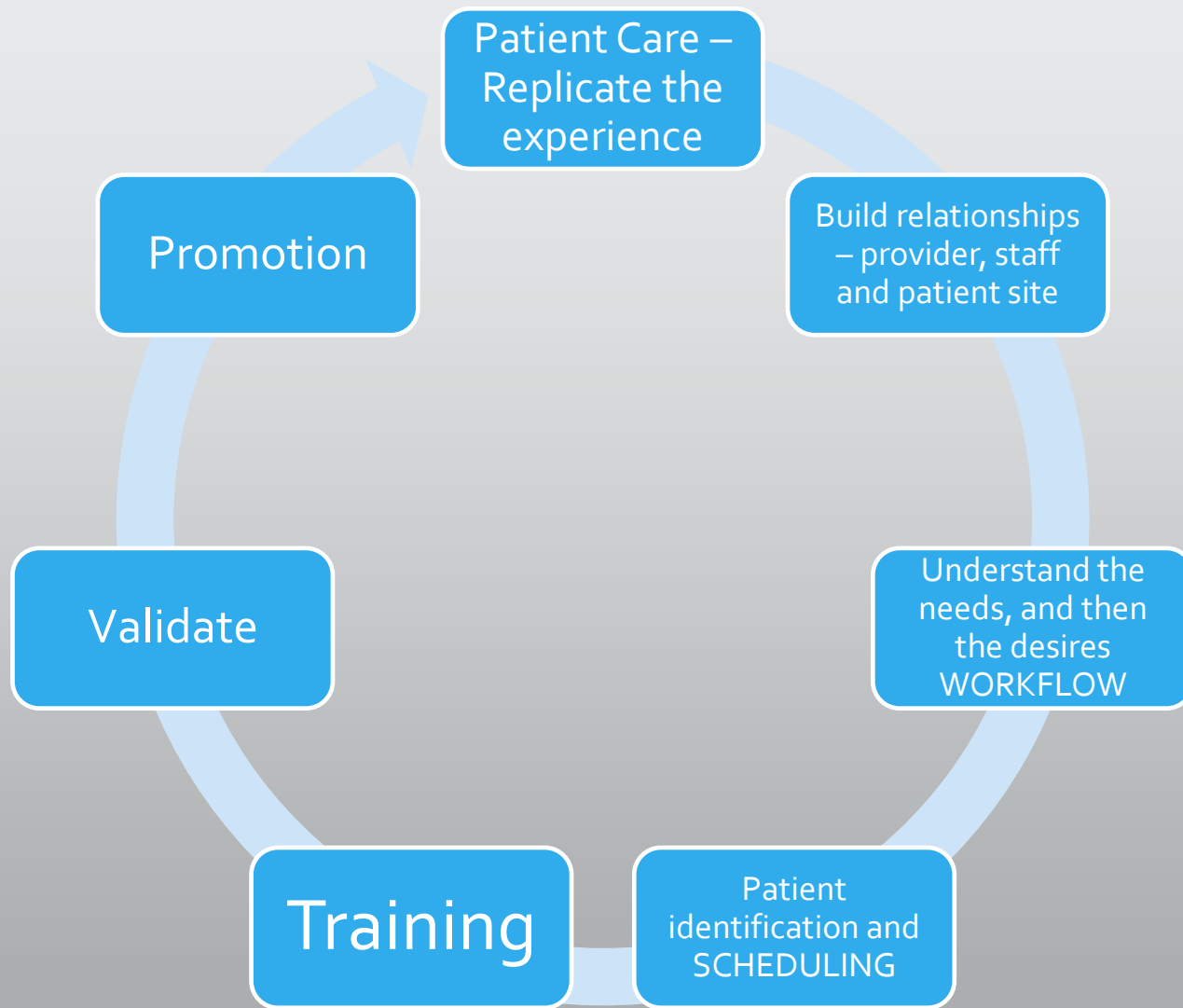
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Value Proposition for a rural Regional Service



Clinical Building Blocks



Patient care experience

- Pre appointment notification - where should the patient go?
- Arrival time for telemed vs. in person
- *Integrate into the existing workflow*

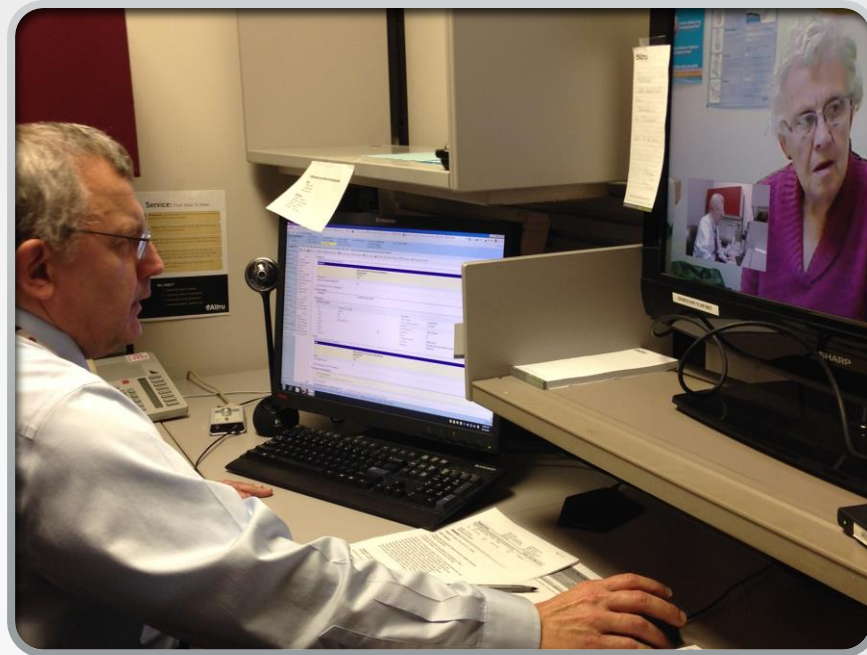


Build relationships – provider, staff and patient site

- Go to the 'Genba'
- Meet the IT person, the Administrator, the patient access representative
- Rural nurse never wanted to be the specialist nurse
- Understand the extra workload
- Build out the credentialing agreement, BAA, the billing etc etc
- How will this service network with the Med staff on-site?

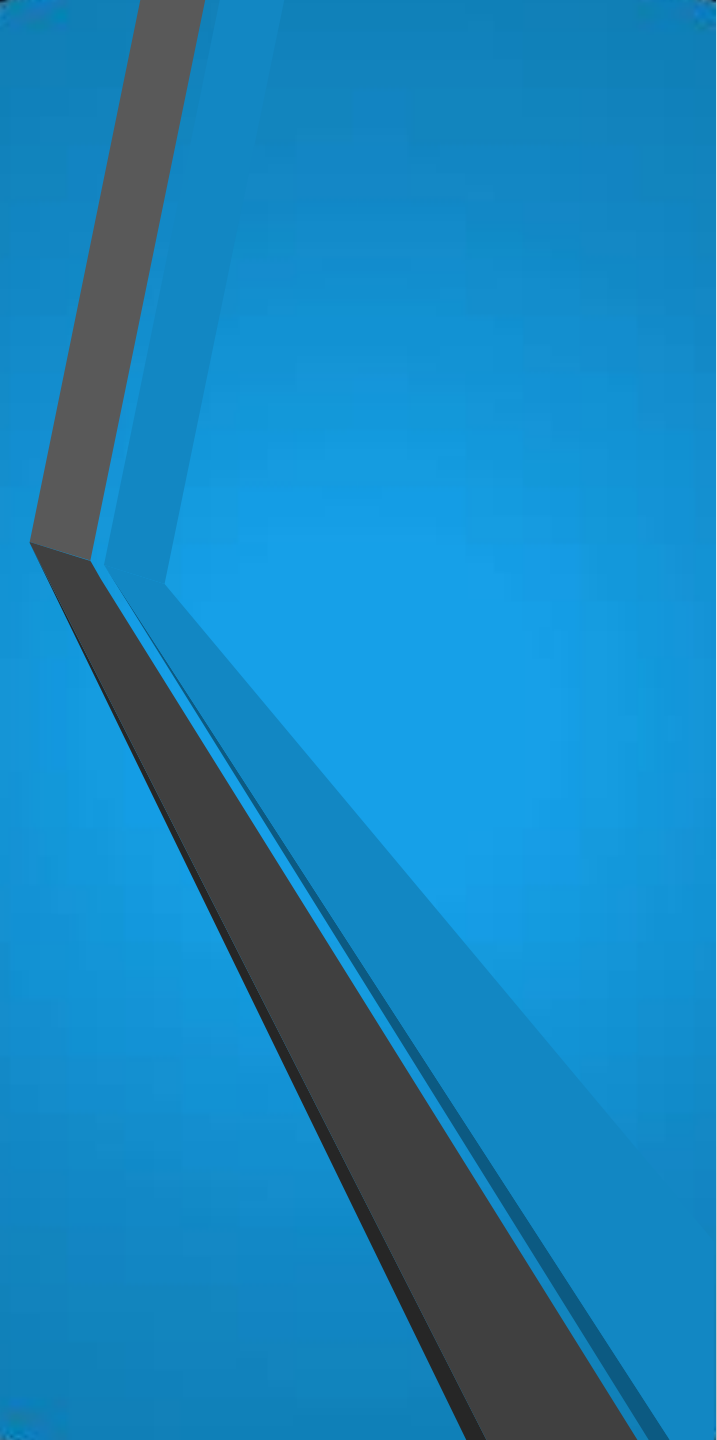
Build your own support

- Champion
- Naysayer
- Problem solver
- Include leaders



Understand the needs, and then the desires

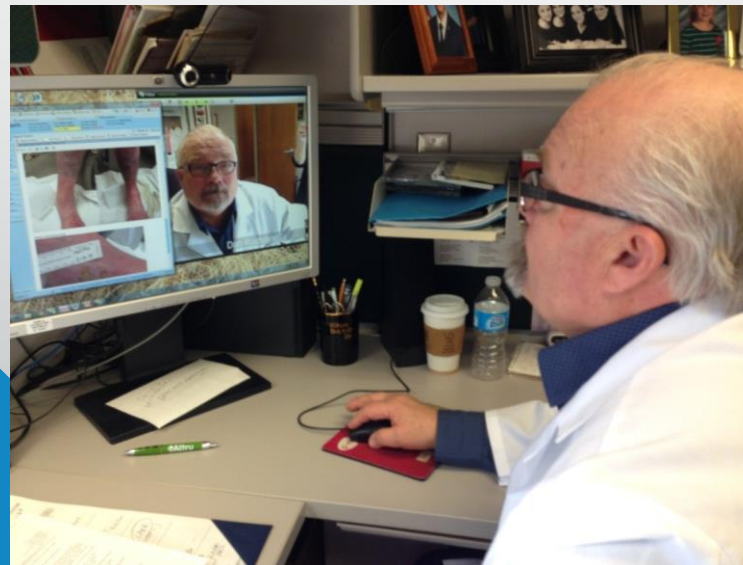
- Provider – develop your clinical guideline
- Patient side – training for telepresenter
- Nursing supervisor
- Receptionist or Scheduler
- Biller
- WORKFLOW!



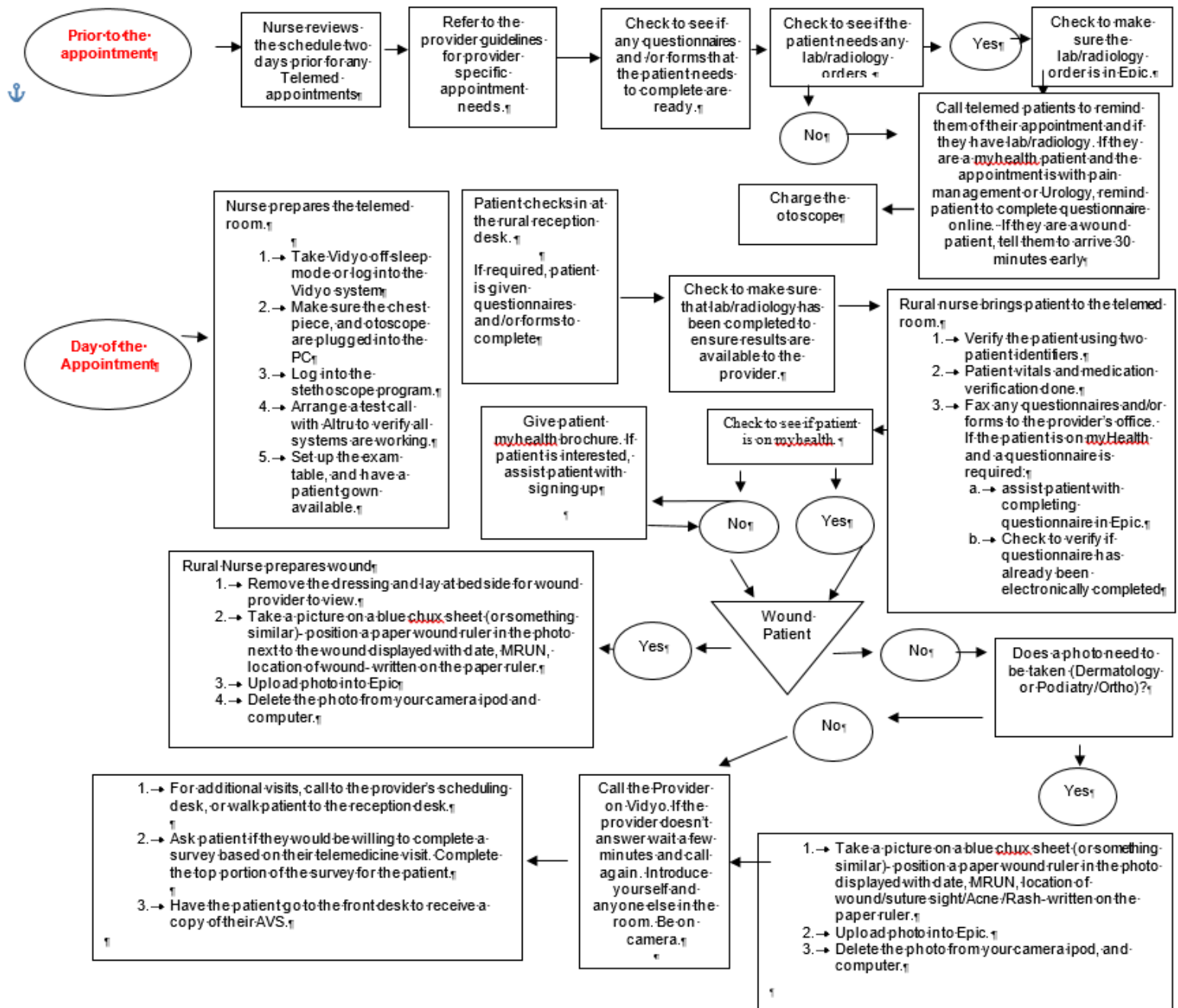
Patient identification and Scheduling

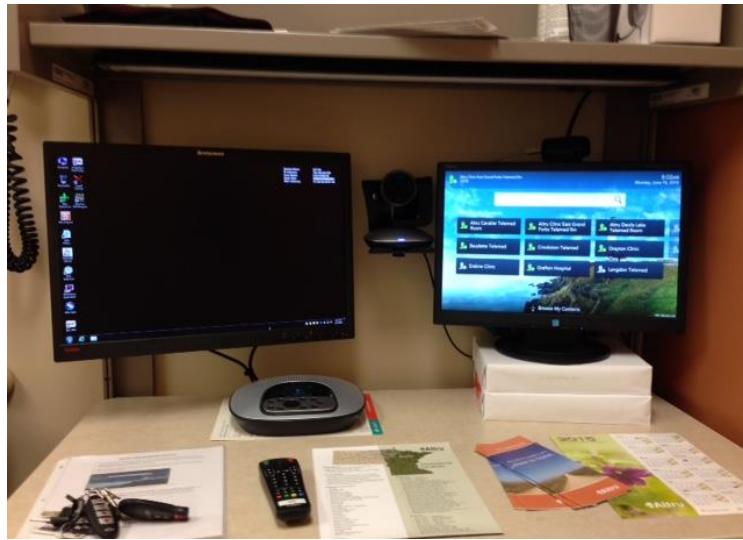
Training the Telepresenter

i.e. LOCAL ADVOCATE



Altru-Telemed-Nurse-Flow-Chart





- New tools take practice
- No one is good with looking incompetent
- Virtual check-ins

Hand cameras polarize light for Derm and wound



Electronic Otoscopes send pictures of ear drums and throats



Electronic stethoscopes send live heart and lung sounds





Clinical Requirement of the visit

Digital still pictures are a part of Telemedicine delivery and become part of the digital medical record
Are a requirement in Dermatology, Wound, post-surgical telemed



Validate

- Top down goals
- Survey Patients 99-100%
- Survey Providers 98%
- Survey Telemed Nurses 95%

Promotion and marketing

- Patients
- Families
- Providers
- Executives
- Insurers







Home is
where
the
health
care is.

Altru's Telemedicine conveniently connects you with the specialty care you need right in your hometown.

A clear video transmission and audio projection between your hometown healthcare facility and your provider in Grand Forks means healthcare just got more convenient.

Ask us for details.



Urology Consults and Follow-Up Visits available via Telemedicine

with Adam Nicholson, MD



Adam Nicholson, MD provides urology care throughout the region via Telemedicine. Having been raised in Devils Lake, he understands the challenges of North Dakota/Minnesota travel. Please call the numbers below to reach Dr. Nicholson to discuss urologic issues or referrals for care.

Initial TeleConsults

- » Hematuria
- » Kidney stones
- » Elevated PSA
- » Erectile dysfunction
- » Other urologic conditions: Call Dr. Nicholson's nurse for an appointment within 24 to 72 hours for urgent urologic conditions.

Follow-up Telemed

Most, if not all, follow-up visits can be scheduled via telemedicine, if the patient desires, unless a detailed exam is required.

Telemedicine Pre-Visit Requirements

- » PACS imaging if available
- » Lab results
- » Urology questionnaire completed and faxed to 701.780.6078

Scheduling: 701.780.6427

Office direct number: 701.780.6312

Office nurse: 701.780.6055

FAX: 701.780.6078

Pager: 701.780.464, #2919



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close to home.



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they need with Altru's Telemedicine Services.

Specialty services are now conveniently available in your hometown.



altru.org/telemedicine

Key takeaways

- Integrate Telemed into existing care delivery
- Be Flexible
- Be Quick
- Keep it simple
- Smile.... It is technology
- It is about the patient



Provider related Takeaways

- Connect them to their patients and help them improve their care
- Assure they will get paid for the service
- KISS
- Maintain or increase their efficiencies
- Include their care team/nursing support
- Training Provider vs Rural telemed nurse



Resources

- **The Business of Telemedicine: Strategy Primer** Cynthia LeRouge, Bengisu Tulu, and Pamela Forducey. Telemedicine and e-Health. Oct 2010
- **A Review of Telemedicine Business Models** Shengnan Chen, Alice Cheng, and Khanjan Mehta. Telemedicine and e-Health. Vol. 19, No. 4 April 2013.
- **Overview: Key Issues in Specialty Consultation Telemedicine Services** gpTRAC http://www.gptrac.org/wp-content/uploads/2017/03/Brochure_Overview-of-Clinical-Services.pdf
- **Core Operational Guidelines for Telehealth Services Involving Provider-Patient Interactions** May 2014 American Telemedicine Association
- **Nursing Home Provider Perceptions of Telemedicine for Providing Specialty Consults**
- Julia Driessen, Woody Chang, Palak Patel, Rollin M. Wright, Kambria Ernst, and Steven M. Handler. Telemedicine and e-Health. Jul 2018. Vol 24. No 7
- **ATA Practice Guidelines for Live, On-Demand Primary and Urgent Care** Frances Gough, Sunil Budhrani, Ellen Cohn, Alan Dappen, Cindy Leenknecht, Bill Lewis, Deborah Ann Mulligan, Deborah Randall, Karen Rheuban, Lisa Roberts, Terrance J. Shanahan, Kathy Webster, Elizabeth A. Krupinski, Rashid Bashshur, and Jordana Bernard. Telemedicine and e-Health. Mar 2015
- **The CTRC Telehealth Program Developer Kit** <https://www.telehealthresourcecenter.org/guides-checklists-templates/>