Clinical Transformation & Technology Enabled Care:

Where the Turtle Meets the Hare

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St Luke's™

Objectives:

- Explore the "what if's" that healthcare organizations are facing today, tomorrow and in the future

- Assess what might be driving both rapid evolution and the slow adoption of technology enabled care from the clinician/healthcare system perspective

- Evaluate the impacts that telehealth programs can have on patient care and organizational efficiency

- Discuss ways in which the clinician and/or clinical leader can influence and assist their organization to embed technology enabled care as a practice standard
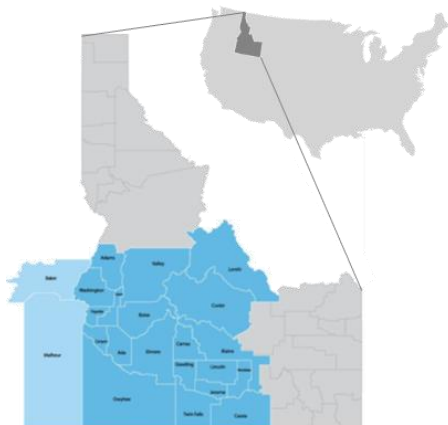
St. Luke's Health System Overview

Service Area

975,000 People

12.7% growth by 2026 (overall)

41.3% growth by 2026 (65+)

Strategic Assets

Provider Operations:

- Eight hospitals
- St. Luke's Children's Hospital
- Mountain States Tumor Institute
- St. Luke's Rehabilitation
- St. Luke's Clinic (multispecialty medical group)
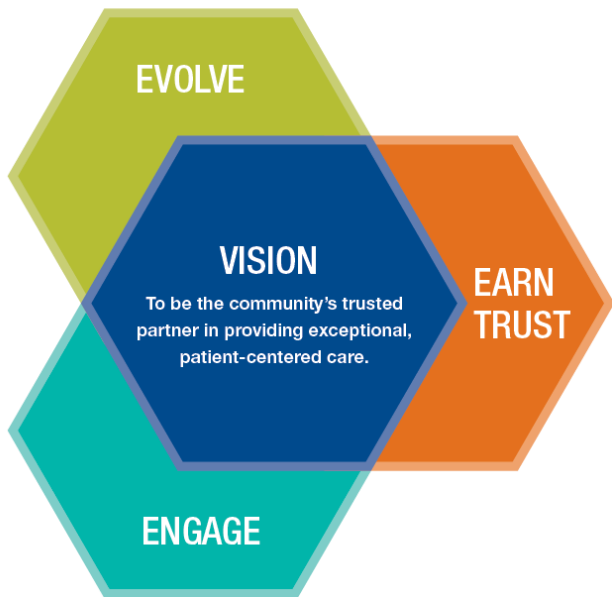- **St. Luke's Virtual Care Center**

Network Operations (St. Luke's Health Partners)

- 2,400 financially and clinically integrated providers
- 162,000+ Members

People served by St. Luke's & it's partners: 550,000+

St. Luke's Strategy

EVOLVE

VISION
To be the community's trusted partner in providing exceptional, patient-centered care.

EARN TRUST

ENGAGE

STRATEGIC OBJECTIVES

POPULATION HEALTH

We will transform how we work to deliver on population health by improving outcomes and lowering costs.

ST. LUKE'S HEALTH PARTNERS

We will be our communities' preferred provider by delivering coordinated, affordable and accessible care.
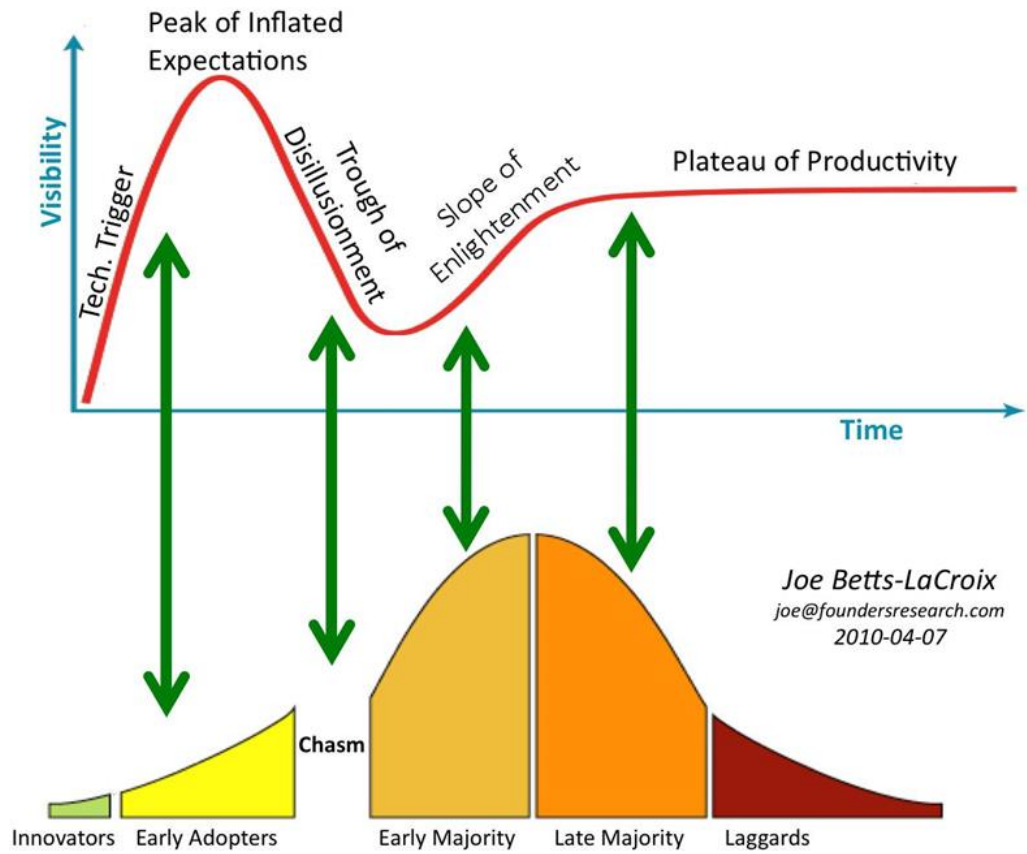
COMMUNITY HEALTH

We will be a trusted partner as we work with our neighbors and friends to support healthy communities.

Virtual Care Guiding Principles

1. Improve access to care
2. Improve health outcomes
3. Improve operational efficiency & productivity
4. Lower the total cost of care

Peak of Inflated Expectations — Tech. Trigger — Trough of Disillusionment — Slope of Enlightenment — Plateau of Productivity — Visibility — Time — Chasm — Innovators — Early Adopters — Early Majority — Late Majority — Laggards — Joe Betts-LaCroix — joe@foundersresearch.com — 2010-04-07

Opposites attract...right?

The Drug Development Process

Step 1
Discovery and Development

Discovery and Development
Research for a new drug begins in the laboratory.

More Information

Step 2
Preclinical Research

Preclinical Research
Drugs undergo laboratory and animal testing to answer basic questions about safety.

More Information

Step 3
Clinical Research

Clinical Research
Drugs are tested on people to make sure they are safe and effective.

More Information

Step 4
FDA Review

FDA Review
FDA review teams thoroughly examine all of the submitted data related to the drug or device and make a decision to approve or not to approve it.

More Information

Step 5
FDA Post-Market Safety Monitoring

FDA Post-Market Safety Monitoring
FDA monitors all drug and device safety once products are available for use by the public.

More Information

U.S. Department of Health and Human Services

Time To Reach 50 Million Users

Radio: 38 years

Internet: 4 years

Television: 13 years

Facebook: 200 million users in less than a year

Source: **Socialnomics**

8
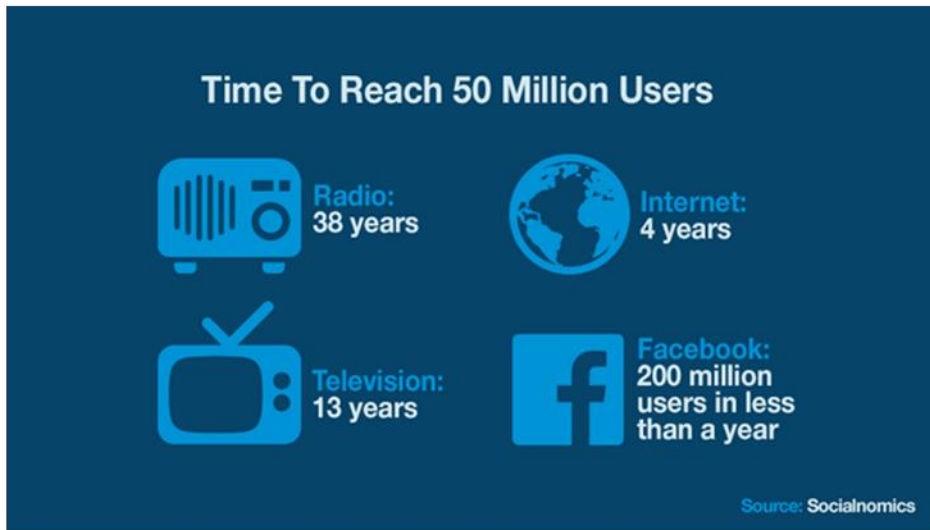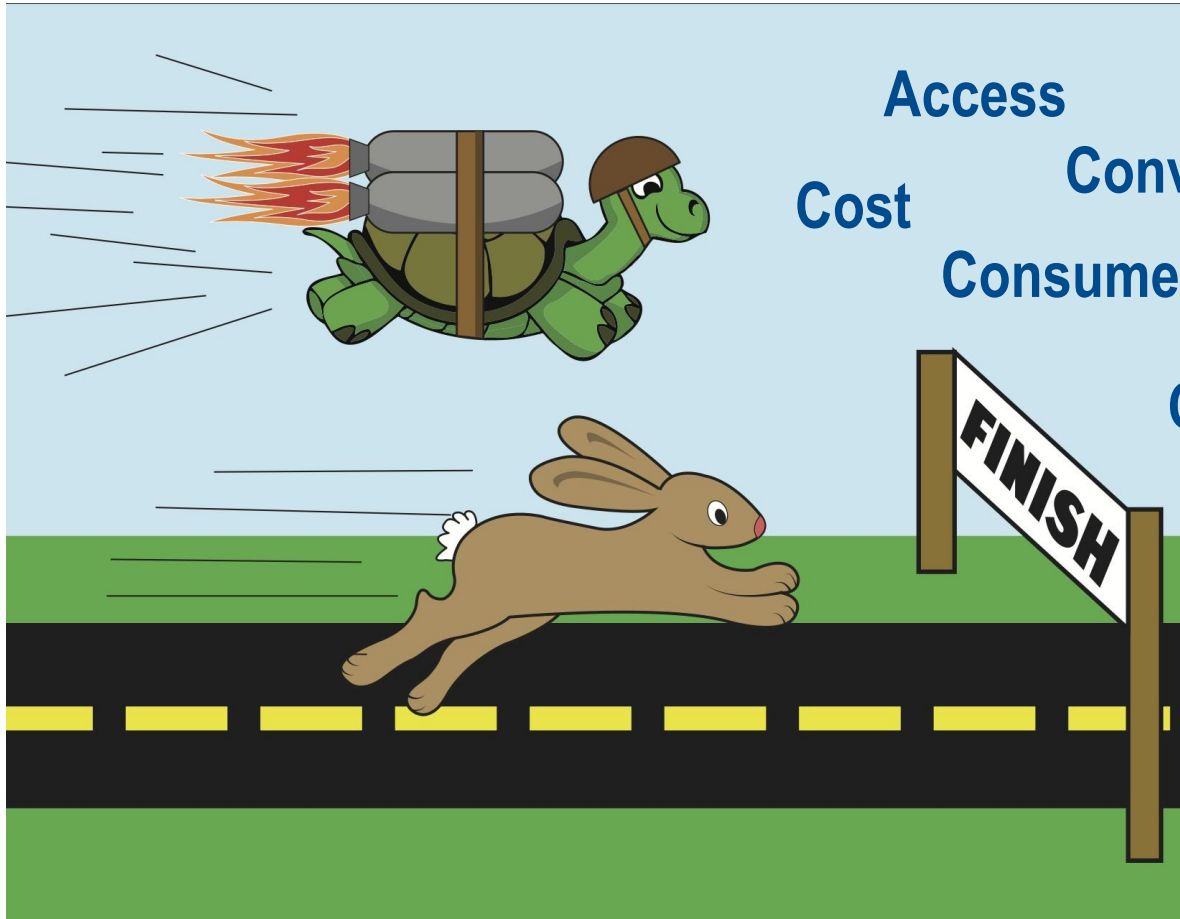
Access

Convenience

Cost

Consumer Demand

Choice

turmoil *noun*

tur·moil | \ˈtər-ˌmȯi(-ə)l ◀)) \

Definition of *turmoil*

: a state or condition of extreme confusion, agitation, or commotion

Definition courtesy of :
https://www.merriam-webster.com/dictionary

Failure is simply the opportunity to begin again, this time more intelligently.

Henry Ford

Where Do We Invest ?

Gartner Hype Cycle with Technology Adoption Lifecycle. Labels on the curve: Tech. Trigger, Peak of Inflated Expectations, Trough of Disillusionment, Slope of Enlightenment, Plateau of Productivity. Axes: Visibility (vertical), Time (horizontal). Adoption groups: Innovators, Early Adopters, Chasm, Early Majority, Late Majority, Laggards.
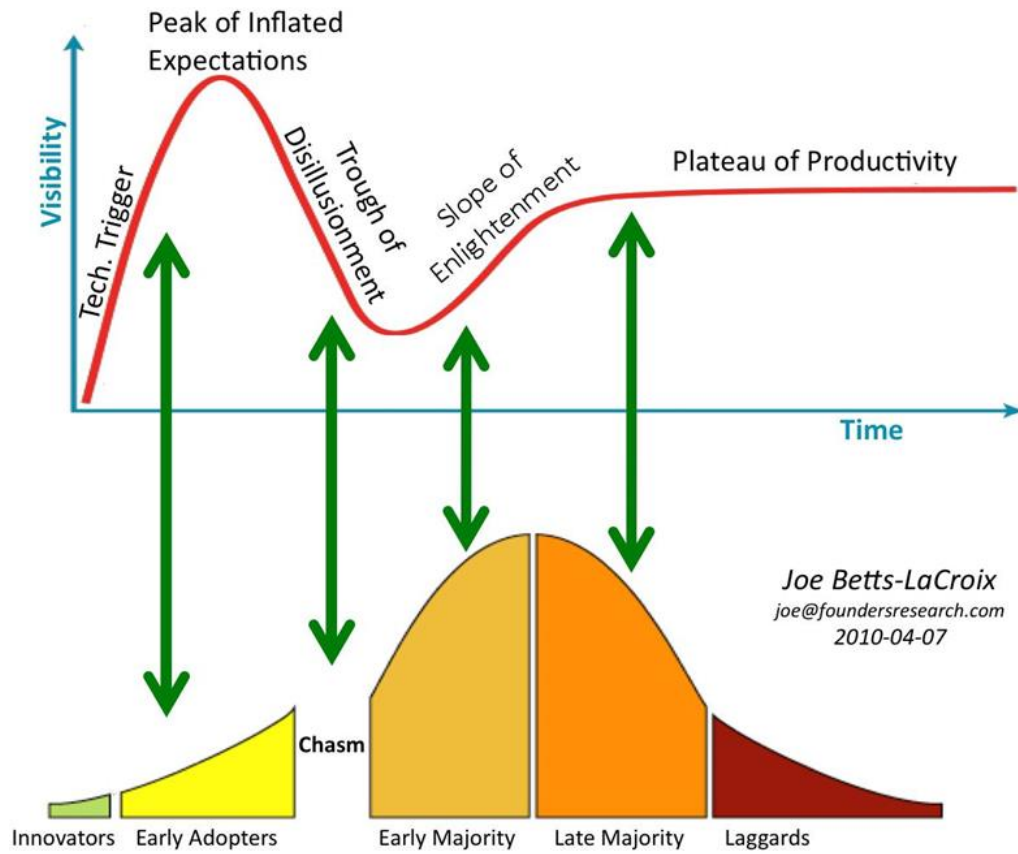
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2010-04-07

Virtual Care Services

Ambulatory Care	Acute Care	Post Acute Care

• Telenephrology
• Teleurology
• Telepost surgical follow up-pediatrics
• Teledevelopmental pediatrics
• Telecardiology
• Telesleep
• Teleoncology care
• Telegenetics
	• TeleICU
	• Transfer Center
	• Bed Placement
	• Teleneurology/Telestroke
		• Remote Patient
		  • Management for chronic disease
		  • Home Care

Ambulatory Telehealth Services

Cost Reduction

Reduction
8600 Miles Saved
$26,000 Provider Stipend
$9,500 Provider Travel

Revenue Increase
139 telehealth visits @ approximately $225
45 Additional Appointments /month

Improving Access to Care

8 Services offering telehealth
139 Telehealth appointments

Patient Feedback:

"I think the telehealth visits are very beneficial…same great healthcare without having…a day in the car!

"Convenient!"

"So very nice not to have to drive and battle traffic for a 15 minute appointment. Thank you for the opportunity!"

Acute Telehealth Services

TeleICU

(all sites, since 1/1/2018)

87 Lives Saved
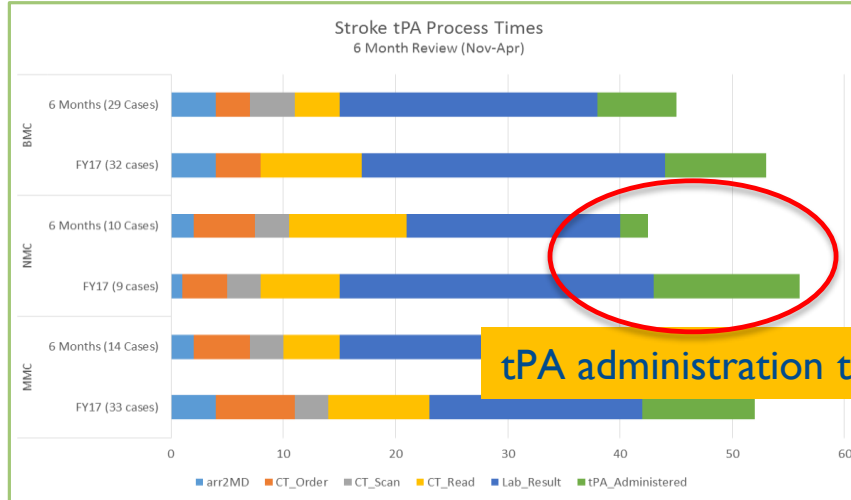
7,155 ICU Days Saved

581 Total Interventions

Pt Safety Interceptions

15 Falls

10 Med Errors

89 Alarms Off

6 Prevented extubations

Teleneurology

Two sites since 11/1/2017)

15 Inpatient beds

4 ED beds

1 Cart

Teleneuro Consults

52 Video

233 Phone

Stroke tPA Process Times
6 Month Review (Nov-Apr)

BMC
- 6 Months (29 Cases)
- FY17 (32 cases)

NMC
- 6 Months (10 Cases)
- FY17 (9 cases)

MMC
- 6 Months (14 Cases)
- FY17 (33 cases)

0 10 20 30 40 50 60

■ arr2MD ■ CT_Order ■ CT_Scan ■ CT_Read ■ Lab_Result ■ tPA_Administered

tPA administration time

Post Acute Telehealth Services

Connecting the patient & provider daily
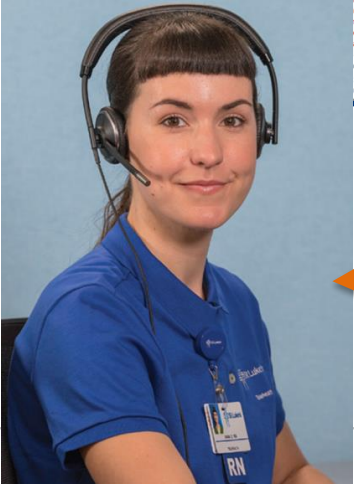
The drivers of demand…

The Patient

- Access
  - ✓ *Convenient*
  - ✓ *Affordable*
  - ✓ *Quality*
  - ✓ *Personal*

The drivers of demand….

The Provider

- Access
  - ✓ *Convenient*
  - ✓ *Maintains a relationship*
  - ✓ *Enhances work life balance*
  - ✓ *Helps me see more patients*
  - ✓ *Demonstrates positive outcomes*

You as an influencer *(and an agent for change)*

- Create a culture that accepts some risk
  - ✓ *Failure is an option, and perhaps a good one*
- Educate and gain acceptance of a new ROI
  - ✓ *Avoidance and cost saving metrics are key*
  - ✓ *Knowledge we expect to gain*
- Demonstrate results
  - ✓ *Energize the consumer*
  - ✓ *Energize the providers*
  - ✓ *Incorporate the emotion of what the program means to the patient, provider and organization*

Lessons learned

- Innovation vs. culture
  - ✓ *requires a passion for complexity and a tolerance for ambiguity*
  - ✓ *challenges the natural order of things*
- Reimbursement should not drive the value proposition
- Build the foundation……go slow to go fast
  - ✓ *Thoughtfully invest in people, process, technology/vendor solutions*
  - ✓ *When it come to infrastructure, solve for today but plan for tomorrow*
- Be prepared to take the right programs to scale