

The National Telehealth Webinar Series

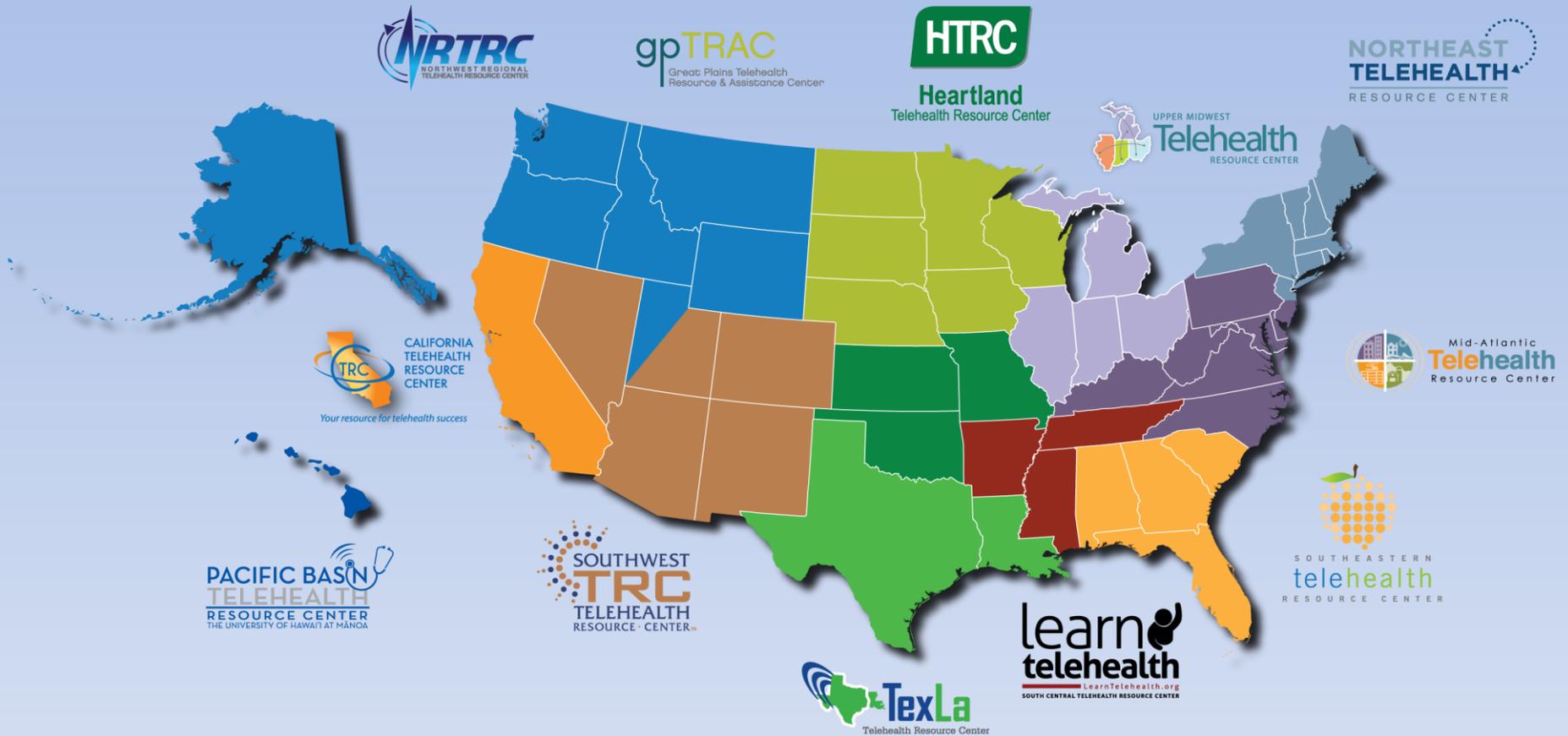
August 17, 2017



TELEHEALTH
RESOURCE CENTERS

Presented by
The National Consortium of
Telehealth Resource Centers

TelehealthResourceCenters.org



2 National Resource Centers

NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

12 Regional Resource Centers

Webinar Tips & Notes

- Your phone &/or computer microphone has been muted
- Time is reserved at the end for Q&A
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted to our YouTube Channel
<https://www.youtube.com/channel/UCOzpvd1OZ221AWBSF3QK-yg>





TELEHEALTH
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Remote Patient Monitoring: A Toolkit for Success

Presenters

- **Kim Schwartz**, CEO, Roanoke-Chowan Community Health Center
- **Bonnie Britton**, MSN, RN, ATA Fellow, Reconnect4 Health
- **Jay Ostrowski**, MSCP, Behavioral Health Innovation

Objectives

Participants Will:

1. Learn About the HRSA OAT Grant Funded Three-Year Remote Patient Monitoring (RPM) Program that Laid the Foundation for the Toolkit
2. Gain Insights on Lessons-Learned and Best Practices for Successful Program Implementation
3. Get a glimpse of a new toolkit aimed at helping organizations implement an RPM program.



Program Overview: HRSA OAT Grant Partners



Program Overview: Focused Service Area

A New Application: The Mosaic Medical Community

Health Disparities

Cardiovascular Disease

Diabetes Mellitus

Hypertension

Barriers to Care

Transportation

Economic Status

Low health literacy

Population

20,000 patients served in 2014

12% uninsured

62% OHP

14% Medicare

12% private insurance



Program Results

- Over the 3 years the grant supported 426 unduplicated patients
- A total of 455 patients considering duplicates on program at different points of time
- Key lessons learned were gathered on standing conference calls in all areas of the program: administrative, clinical, process, and technology.

• **BLOG:** <http://cotnexperience.blogspot.com>



➤ RPM Tool Kit

Broad Components

- Administration
- ROI & Sustainability Plan
- EHR Integration
- Staffing
- Training
- Communication
- Outcomes
- Devices

➤ ADMINISTRATION

- Goals & Objectives
- Project Planning/Management
- Patient Population
- Program Resources
- Patient Consent & Competency Validation Forms

➤ ADMINISTRATION

- Inclusion/Exclusion Criteria
- Referral, Enrollment & Installation Workflow
- Alert Escalation Workflow
- Patient Education
- Documentation
- Deinstallation Workflow



ROI & Sustainability Plan

- Develop Financial Evaluation Plan
- Analyze Financial Data
- Identify Sustainable Patient Populations
- Present ROI to C-Suite



➤ EHR Integration

- Partner Early with EHR Vendor
- Time Intensive
- All Alerts Need to Flow into an RPM Encounter that Can Be Routed to the PCP
- On-site Support when “Go Live”
- Create Smart Phrases for RNs & PCPs to Respond to an Encounter

➤ Staffing

- Design Conceptual Model
- Cross-Train Staff
- Determine Skill Sets
- Define Job Description
- Nurse to Patient Staffing Ratio
- Clinical Champion
- Consistent Management Continuity

➤ Training

- Clinical Staff
 - Explain RPM
 - Review Clinical Workflows
 - Hands-on Training for Device Hardware
 - Hands-on training for Software
 - In-home Patient Installations



➤ Communication

- Internal
- External
- Provider
- Patient



➤ In-Home Installation/Patient Education

- Patient
 - Explain How to Use RPM Devices
 - Provide Demonstration
 - Patient Provides Return Demonstration
 - Competency Validation
- Review Patient Medications
- Set Patient Goals
- RN Visit Checklist

➤ Outcomes

- Patient Satisfaction
- Provider Satisfaction
- Health Clinical Outcomes
- Meeting Budget

➤ Devices

- Start with New Devices
- Device Management
 - Receive, inventory, tag and storage
 - Installation
 - De-installations & refurbishment
 - Inventory Management

Tool Kit Demo





TELEHEALTH
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The National Telehealth Webinar Series

3rd Thursday of every month

Next Webinar:

Telehealth Topic: Telehealth Connect Working for You: Use Cases That Help with Reporting, Engagement, and Collaboration

Presenter: Northeast Telehealth Resource Center

Date: Thursday, September 21, 2017

Times: 8:00AM HST, 10:00AM AKDT, 11:00AM PDT, 12:00PM MDT, 1:00PM CDT, 2:00PM EDT



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Your opinion of this webinar is valuable to us.

Please participate in this brief perception survey:

<https://www.surveymonkey.com/r/HTT97R9>

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