

# Essentia Health Telehealth Update – Yr. 5



**Governor's Broadband Task Force**  
**Essentia Health Pine Medical - Sandstone, MN**  
**July 19, 2017**

**Maureen Ideker, RN, BSN, MBA**  
**System Director of Telehealth, Essentia Health**  
**Duluth, Minnesota**



**Essentia Health**  
Here with you



# Dr. Park Using Telehealth



**Essentia Health**  
Here with you

# Six Tele-Hospital Based Services

- Emergency Room Rural Hospital to Duluth or Fargo ER
- Pediatric ER
- Hospitalist
- Stroke Care
- Toxicology
- Behavioral Health Crisis
- Infectious Disease



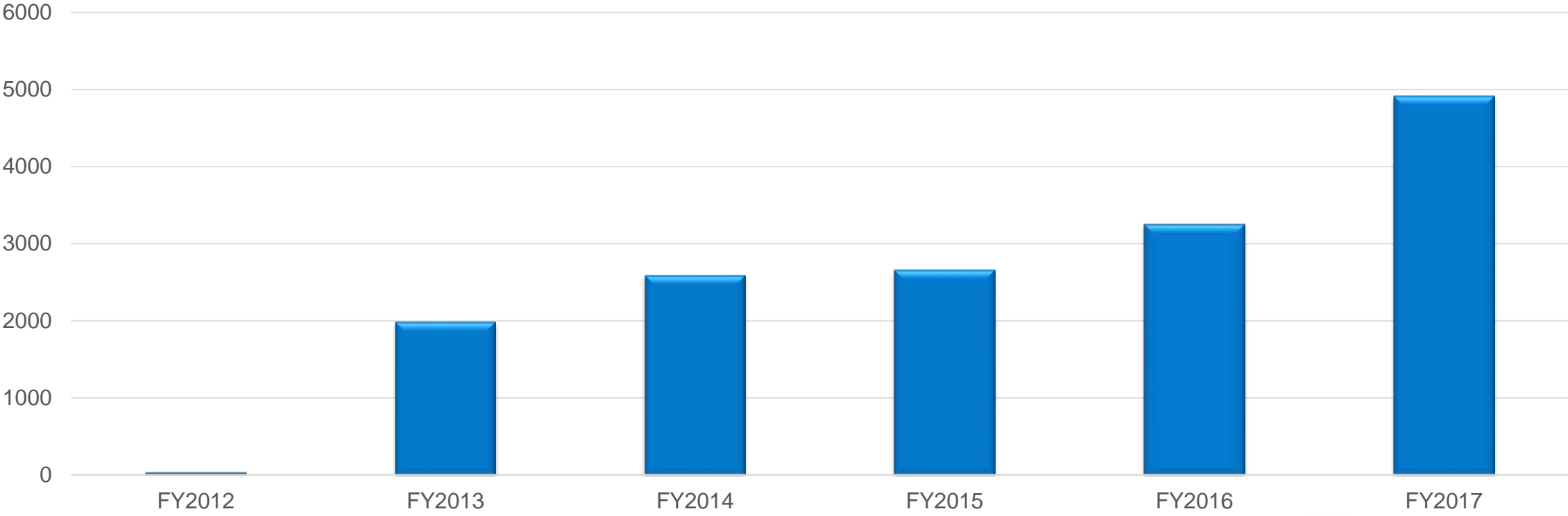
# 20 Tele-Clinic Based Services

- Allergy
- Audiology – Infant Diagnostic Testing
- Behavioral Health Therapy
- Cardiology -- (CHF, EP)
- Chronic Pain Management
- Dermatology
- Dietitian Services
- Gastroenterology
- Home Monitoring
- Infectious Disease
- ▶ Medical Weight Loss
- ▶ Medication Therapy Mgmt.
- ▶ Nephrology
- ▶ Oncology
- ▶ Opioid Tapering
- ▶ Podiatry – Wound Care
- ▶ Psych – Child & Adult
- ▶ Pulmonology
- ▶ Speech
- ▶ Urology



# Essentia Health Telehealth Growth

## Telehealth Encounters by Year



**Total Encounters - FY12 thru FY 2017 = 15,118**



# Essentia Health Uses an Internal Business Model for Telehealth

- “One Mission, One Essentia”
- Largest Rural Health Care Provider in MN - ACO
- Over 17,000 employees in 4 states-MN, WI, ND and ID
- 1500 Physicians and Advanced Practice NP/PAs
- Bring specialists to rural sites and share between regional sites
- Support Primary Care Providers
- Telehealth capability in **every** Essentia clinic, hospital and nursing home
- Close to 5,000 Telehealth Visits/FY17
- Over 350 Telehealth Providers



**Essentia Health**  
Here with you

# Internal Business Model

- Professional Fees are billed by the specialist provider
- Reimbursed the same as in-person
- Rural Site bills the Facility Fee
- Each facility purchases their own equipment-standardized and maintenance is centralized
- Help Desk is centralized in Telehealth for the visits



# The ROI of Telemed for 1 Clinic - Altru

| Revenue                                    | 1223 encounters           | Revenue related to Telemedicine encounters |
|--|---------------------------|--|
| Facility fee                               | \$28.00 x 1223 encounters | \$34,244.00/ yr                            |
| Lab fees kept local as ordered by Telemed* | \$5,808/month             | \$69,696.00/yr                             |
| Imaging                                    | 48 Ortho patients /yr     | ?  |
|  |                           |  |
| <b>Total</b>                               |                           | <b>\$103,940.00/ yr</b>                    |

\*only accounts for labs same day as telemedicine encounter

# ROI for 10 Clinics over 1 year - Altru

| Revenue  | 3087 Altru Clinic encounters in 2016* | Revenue related to Telemedicine encounters |
|--|---------------------------------------|--|
| Facility fee   | \$28.00 x 3087 encounters             | \$86,436.00/ yr                            |
| Lab fees kept local as ordered by Telemed for 1 month April 2016 for 10 clinics* | \$5808.00/month                       | \$333,352.00/yr                            |
| Imaging  | 48 Ortho patients /yr                 | ?  |
|  |                                       |  |
| <b>Total</b>   |                                       | <b>\$419.968.00/ yr</b>                    |

\*5223 total encounters at all locations in 2016

# ROI for Nursing Home or Rural Hospital - Altru

| Cost Savings                                       | \$\$\$\$\$\$                  |  |
|--|-------------------------------|--|
| 1 less van ride                                    | Van driver;<br>aide; gas/wear | 86 yr old transported 2.5 hrs dx:<br>Dementia and anxiety for 15 min<br>visit med check                            |
| 1 less ambulance ride                              | Driver, aide or<br>2          | What does it cost hospital when they<br>lose out on admit because<br>ambulance is out of town?                     |
| Professional<br>Networking and care<br>planning    | Invaluable                    | Rural care team and FAMILY is<br>involved in reviewing the behavioral<br>logs, med logs, developing a care<br>plan |
| Revenue by keeping<br>1 patient at home in<br>LTC? | \$\$\$\$\$                    | Omitting the inpt admit and the med<br>changes and re-acclimated to LTC<br>routine                                 |



# How Are Patients Identified

- Specialty department notes patient's city of residence and offers the option
- Patient's know of the service and request to use telehealth
- Initial Visit defines who can be referred for follow up visits using telehealth
- Clinics offer the option at referral....travel or use telehealth
- Established Standards of Care
  - Tele-Hospitalists to Aurora
  - Tele-ER Protocols for NP use



# Adding Programs

- Requests for telehealth services come from :
  - Specialty departments (Gastroenterology, Oncology)
  - Rural or Regional hospitals and clinics
  - Strategic Initiatives...(Elder Care-LTC & Medical Weight Loss)
  - External Partnerships -.....(Stroke, Gillette Children's, Mpls. Heart)



# Telehealth Supports Primary Care

- Medical Weight Loss
- Dietitian
- Medication Therapy Management/Opioid Tapering
- Chronic Pain Management
- Dermatology
- Infectious Disease
- Tele-Home Monitoring
- Psychiatry



**Essentia Health**  
Here with you

# Addressing Health Equity Across Essentia Health

- HPSAs
- Serving Native Americans – MN & WI (Deer River – 33% Native American)
- Poverty areas
- Mental Health Services
- Rural equity



**Essentia Health**  
Here with you

# Tele-Opioid Tapering



**Essentia Health**  
Here with you

# Sobering Statistics

78

Americans die every day from an opioid overdose.

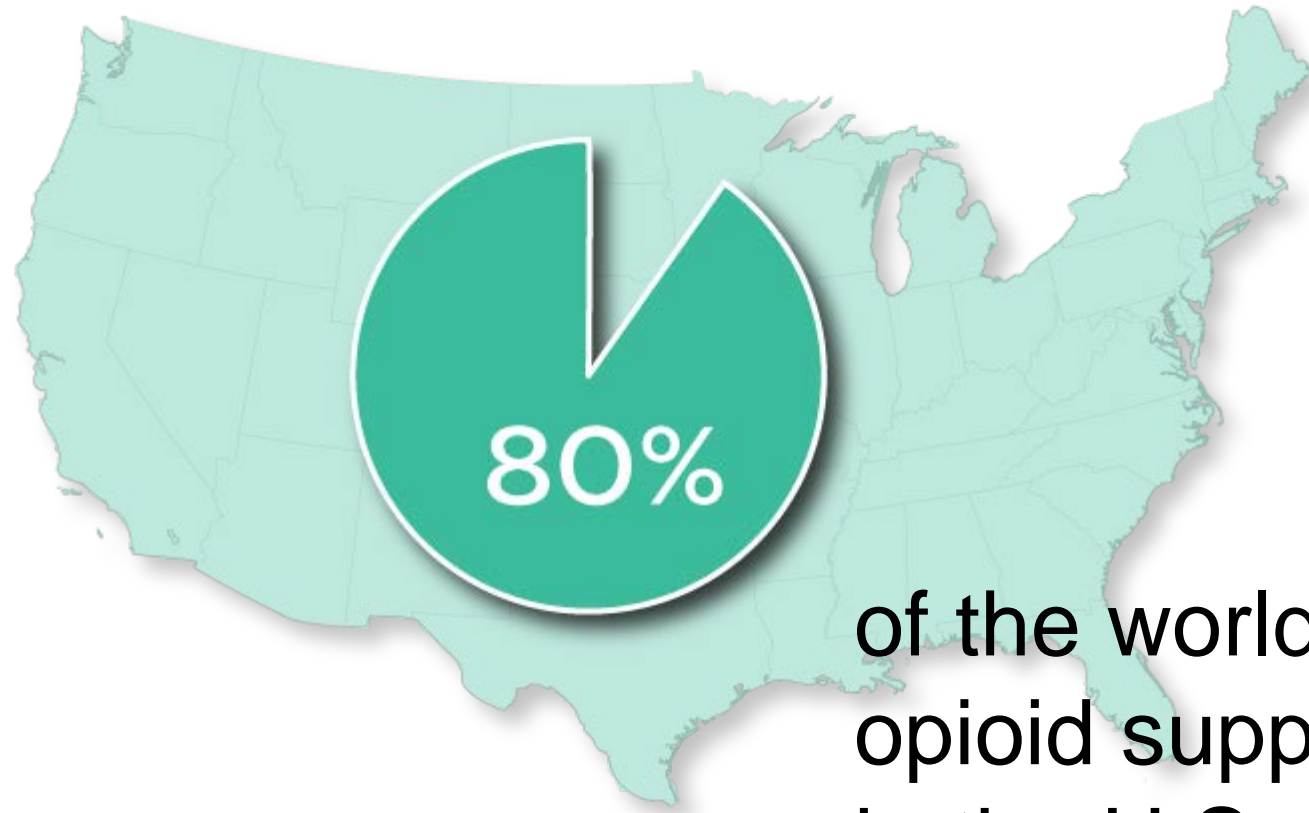
At least half of all opioid overdose deaths involve a prescription opioid.

Source: Centers for Disease Control and Prevention



**Essentia Health**  
Here with you

# An American Issue



of the world's prescription  
opioid supply is consumed  
in the U.S.

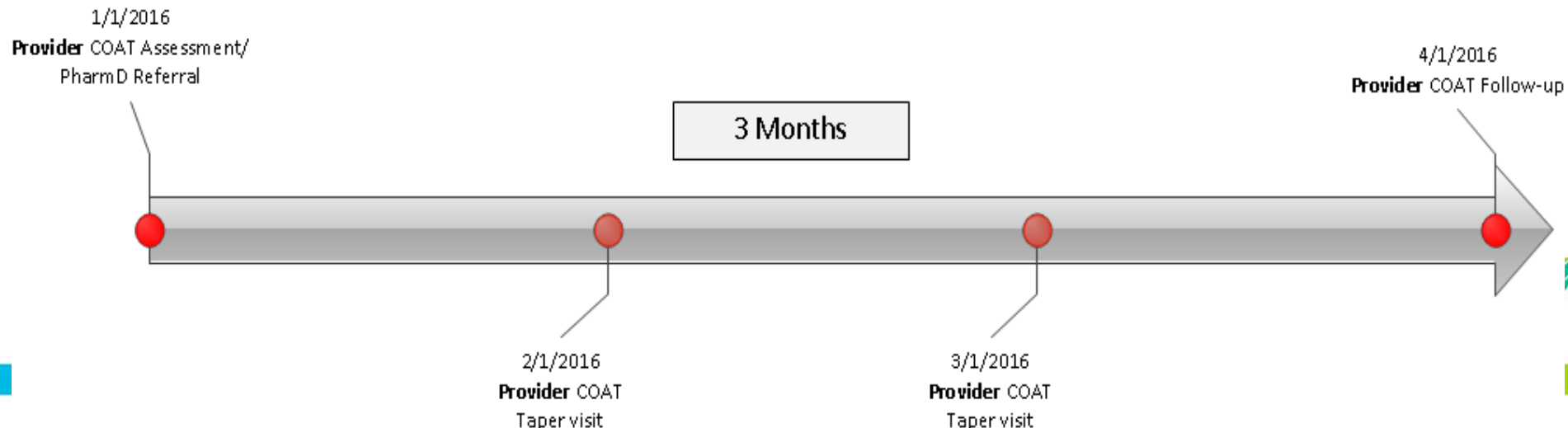
Source: Manchikanti, Laxmaiah, MD Pain Physician 2007; 10:399-424 • ISSN 1533-3159



**Essentia Health**  
Here with you

# Provider to PharmD Process

- Process Flow
  - Provider determines appropriate patient to taper and sends referral for PharmD taper
  - PharmD creates taper plan, meets with patient and communicates plan to provider
  - PharmD meets with patient every 1-4 weeks until goal achieved
  - PharmD visit to Provider visit ratio is **6:1**
  - **Provider visits for COAT tapers could triple without PharmD assistance**



# Tele-Home Monitoring



**Essentia Health**  
Here with you



**Essentia Health**  
Here with you

# Why Heart Failure?

## Prevalence

- Affects 5.8 million in the U.S.
- Over 650,000 new patients annually
- The lifetime risk of developing HF is 20% for Americans  $\geq 40$  years of age.
- HF is the most frequent cause of hospitalization in elderly ( $> 65$  y/o)

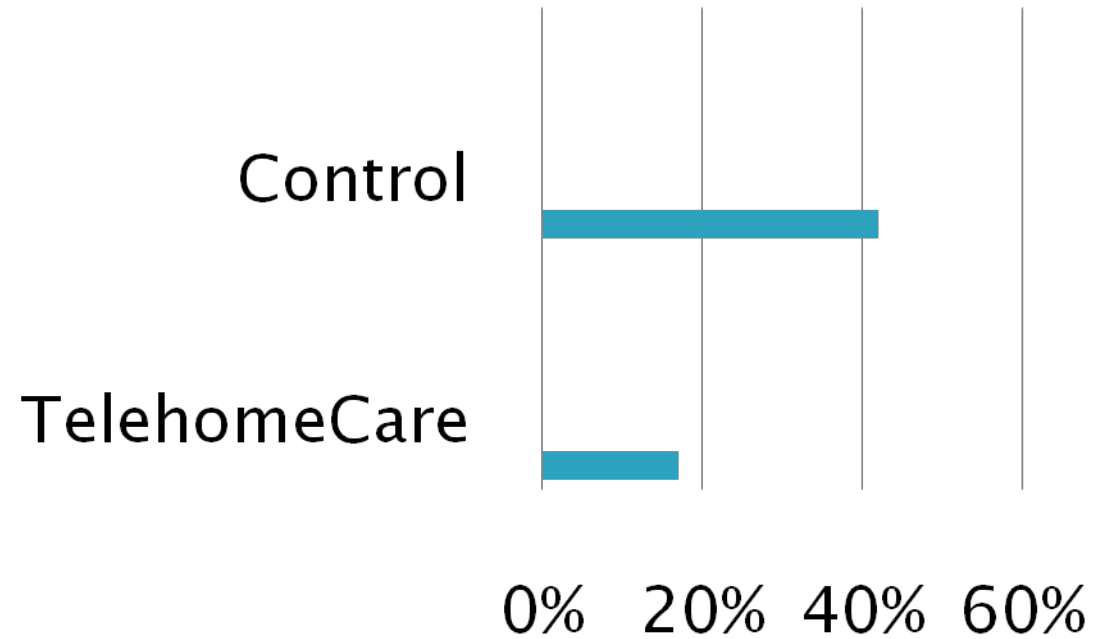
## Prognosis

- 1/2 of people who develop HF die within 5 years of their diagnosis
- Less than 25% are alive at 10 years





# Patient Outcomes: Admissions to a higher level of care



# Future Trends

- Direct to Consumer
- Schools
- ↑ Tele-Home-Monitoring
- ↑ Consumer Convenience/access
- “Hospital at Home”



**Essentia Health**  
Here with you

# References

- American Hospital Association. Telehealth: Helping Hospitals Deliver Cost-Effective Care, pgs1-7, 4/22/16. [www.aha.org](http://www.aha.org)
- Erickson C, Ideker M, Fauchald S. Integrating Telehealth Into the Graduate Nursing Curriculum. The Journal for Nurse Practitioners 2015; e1-5.
- Finkelstein S, Speedie S, Potthoff, . Home telehealth Improves Clinical Outcomes at Lower Cost for Home Healthcare. Telemedicine and e-Health Vol 12, NO 2, 2006: 128-136.
- Johns Hopkins Medicine. A Typical Hospital at Home Program Follows these Steps. <http://www.hospitalathome.org/about-us/how-it-works.php>
- Johnston B, Wheeler L, Deuser J, Sousa KH. Outcomes of the Kaiser-Permanente Tele-Home health research project. Arch Fam Med 2000;9:40-45.



# Questions...

- [Maureen.Ideker@essentiahealth.org](mailto:Maureen.Ideker@essentiahealth.org)



**Essentia Health**  
Here with you