12 Essential Steps to Building a Telemedicine Program

August 17, 2016. Start time is 3:00 PM EST (2:00 EST)
What We Will Cover

- How to get started with telemedicine and easily grow your program (12 steps).
- What it takes to be a remote provider of telemedicine services.
- Understand the full potential and impact telemedicine makes at a rural facility for stroke patients.
12 Essential Steps to Building a Telemedicine Program

Featured Presenters

David C. Johnson  
Telemedicine Program Coordinator  
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Medical Director  
Upstate University Hospital  
Comprehensive Stroke Center
How to Implement Telemedicine Programs

- About FDRHO, population served
- Specialties addressed with telemedicine
- Application areas served with telemedicine
- From 1 to 22! How progress was made to expand telemedicine projects (12 steps)
The North Country Infrastructure
22 Active Current Projects

- Telepsychiatry
- Telepsychology
- Teleneurology – Parkinson’s Disease
- TeleMedication Reconciliation
- TeleVocational Counseling
- TeleStroke
- Remote Patient Monitoring
Program Expansion – from 40 to 926!

Tracked Patient Encounters

Cumulative Total Tracked Patient Encounters

- 926
- 40 (2014)
- 315 (2015)
- 571 (2016)

Y/y growth:
- 687%
- 81%
12 Step Program

Define service

Find specialist

Connect spoke & hub site staff

Select program start date

Equipment drop off, room setup & test

Refine P&Ps

Complete appropriate paperwork

Equipment acquisition & prep

Schedule patients

Test processes (repeat as needed)

Commence program

Evaluate & adjust
Step #1 – Define Service

- What does your healthcare practice need?
- What can your healthcare practice provide?
Step #2 – Find Specialist

- Define service
- Find specialist
- Connect spoke & hub site staff
- Select program start date
- Equipment drop off, room setup & test
- Refine P&Ps
- Complete appropriate paperwork
- Equipment acquisition & prep
- Schedule patients
- Test processes (repeat as needed)
- Commence program
- Evaluate & adjust

- Willing parties
- Who has capacity to take this on?
- Outside service providers
Step #3 – Connect Spoke & Hub Site Staff

- Define service
- Find specialist
- Connect spoke & hub site staff
- Select program start date

- Equipment drop off, room setup & test
- Refine P&Ps
- Complete appropriate paperwork
- Equipment acquisition & prep

- Schedule patients
- Test processes (repeat as needed)
- Commence program
- Evaluate & adjust

❖ Involve 3 major champions:
- Clinical
- IT
- Administrators
Step #4 – Select Program Start Date

When do you want to see everything accomplished?

- 4-6 months to implement
What will it take to accomplish our service goals?
What medical peripherals will you need?
Credentialing

Requirements of Dept. of Health

MOUs
Step #7 – Refine Policies & Procedures

- How does it work?
- Clinical considerations
- What types of patients you will see
- Referrals
- Emergencies
Know what you are going to do with it before it arrives
Step #9 – Schedule Patients

- Test patients
- Get used to the technology
Step #10 – Test Processes

- Define service
- Find specialist
- Connect spoke & hub site staff
- Select program start date
- Equipment drop off, room setup & test
- Refine P&Ps
- Complete appropriate paperwork
- Equipment acquisition & prep
- Schedule patients
- Test processes (repeat as needed)
- Commence program
- Evaluate & adjust

- Test!
- Test!
- Test!
Step #11 – Commence Program

- Define service
- Find specialist
- Connect spoke & hub site staff
- Select program start date
- Equipment drop off, room setup & test
- Refine P&Ps
- Complete appropriate paperwork
- Equipment acquisition & prep
- Schedule patients
- Test processes (repeat as needed)
- Commence program
- Evaluate & adjust

- Go live
- Market telemedicine services
Step #12 – Evaluate & Adjust

- Bring back champions
- What’s working
- What’s not
- What to do next
12 Step Program

1. Define service
2. Find specialist
3. Connect spoke & hub site staff
4. Select program start date
5. Equipment drop off, room setup & test
6. Refine P&Ps
7. Complete appropriate paperwork
8. Equipment acquisition & prep
9. Schedule patients
10. Test processes (repeat as needed)
11. Commence program
12. Evaluate & adjust

Refine P&Ps

Complete appropriate paperwork

Commence program

Evaluate & adjust
Telemedicine Saves Lives

- Types of consults that are appropriate for telemedicine consults
- What it takes to be a remote provider of telemedicine services
- How telemedicine has saved lives (stroke patient story)

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Telestroke Consult Criteria

- Currently limited to 0-6 hour Acute telestroke consultation

- Consult criteria
  - Last Known Well (LKW) within 6 hours
  - CT brain negative for hemorrhage
  - Persistent symptom (NIHSS > 0)

- Patients not meeting criteria will have regular phone consultation
Being a Remote Provider

- 24/7 availability when on call
- Off-HUB: Carries a laptop with mobile broadband
- In-HUB: within 5 minutes of Telestroke station
- During consultation
  - Access spoke patient imaging
  - Access telemedicine cart for televideo consultation
  - Access Hub EMR for consult documentation, routing to spoke
87 F w diff talking/R weak

5/29
18:50 Px developed difficulty talking with R sided weakness
19:39 Arrived at Spoke Hospital (River)
20:02 Telestroke consultation
20:24 IV-TPA recommended
21:03 **IV-TPA started**
22:25 Patient left for HUB (Upstate)

5/30
01:00 Arrived at Upstate, work-up started

6/07
11:00 Discharged to rehab, improved
Patient #1 Outcome

87 F w diff talking/R weak
Patient #2 Story

66M with speech diff/L side w

7/16
11:30  Telestroke consultation
      Px deemed NOT TPA candidate due to >4.5 hours time window
      Emergency transfer via Air Med transport
13:23  Arrived at Hub (Upstate)
      Large vessel occlusion identified
      Patient had Mechanical thrombectomy

7/28
- Discharged to Rehab, improved.
Patient #2 Outcome

66M with speech diff/L side w
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Equipment & Technology Preparation
Types of Technology & Equipment Available
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Types of Technology & Equipment

Encounter Management Software
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Types of Technology & Equipment

Medical Devices & Equipment
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Types of Technology & Equipment

The Packaging:
Mobile Carts,
Portable Cases,
Wall Mount Units,
Desktop Set Ups
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**Important Considerations**

- Medical specialties servicing
  - What will it take to accomplish your service goals?
  - What medical peripherals do you need?
- Training required of users
- Integration w/ existing IT infrastructure
- Connecting to your EMR
- Environment of equipment
Contact Information

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