# Telemedicine: Developing a New Home Care Standard of Practice

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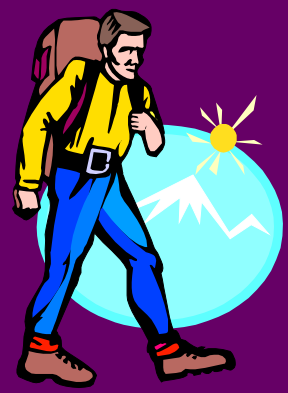
# America's Health Care Dilemma

- Increased Cost for Providers and Payors
  - Shortage of Health Care Employees
  - "Graying of America"
- Changes in Payment System
  - Acute Care
  - Continuum
- Incentive for Efficiency

# Early Adopters

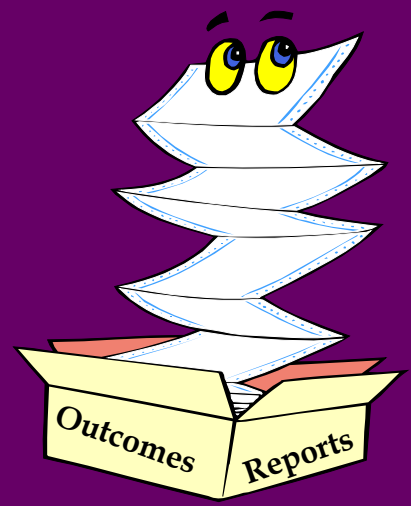
- Vision of the Future
  - Ahead of the Market



- Pioneers Often Must Search for the Right Trail
  - Determination A.K.A “Pig Headedness”
  - Do the Right Thing

# Making Telemedicine Work In Home Health Care

- Efficiency AND Efficacy
  - Management of Resource Utilization
  - Achieve Positive Patient Outcomes



# Making Telemedicine Work In Home Health Care

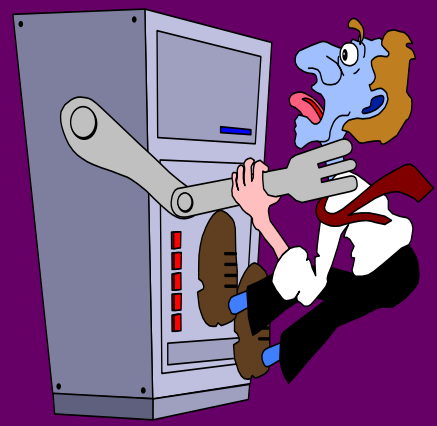
- Basic Assumptions
  - Clinicians Will Love Telemedicine
  - Nurses Will Become Our “Sales Force”
  - Physicians Will Embrace All Available Data
  - Home Care Will Function As a Data Gatherer for Patients and Physicians

# Reality

- Clinicians Have Many Reservations About Telemedicine
- Nurses Generally Do Not Like to “Sell” to Patients
- Physicians Have Specialized Needs
- Data Gathering Without Analysis Is Not Useful

# Barriers to Implementation

- Fear of Replacement by “Technology”
- Productivity Requirements
- Additional Time in the Home for Teaching
- Stereotype of Telemedicine Patient



# Eliminating Barriers

- Educate Staff
  - The Primary Goal of Telemedicine
  - Assessment and Care Management Is Key
- Eliminate the “Downside”
  - Account for Monitor Placement in Productivity
  - Align Incentives As Applicable

# Clinician's Tool

- Telemedicine As a Standard of Care
  - Used by Nurses for ALL Patients
  - Develop a Care Plan That Includes Teaching
  - *Visits Are Made When the Patient Needs Them*
  - Increase Nursing Case Capacity

# Traditional Homecare Nursing Schedule

## with 2 visits per week per patient

Total visit capacity is 6 visits per day, 5 days per week or 30 total visits per week.
Patient capacity is 15 at 2 visits per patient.

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|
| Sally Smith | Bill Rogers | Betty Baker | Ethyl Moore | Marsha Cole |
| David Cooper | Myrtle Hightower | Roger Brown | Carolyn Carpenter | Sarah Miles |
| Susan Murphy | Ethyl Moore | Susan Murphy | Patty Peterson | Myrtle Hightower |
| Patty Peterson | Terrance Davis | David Cooper | Sally Smith | Roger Brown |
| Tommy Lewis | Marsha Cole | Sarah Miles | Terrance Davis | Bill Rogers |
| Tina Martin | Carolyn Carpenter | Tina Martin | Tommy Lewis | Betty Baker |

# New Model of Home Care Schedule

with 1 visit per week per patient to 15 patients

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|
| | | | Ethyl Moore | |
| | Myrtle Hightower | Roger Brown | | Sarah Miles |
| Susan Murphy | | | | |
| Patty Peterson | Terrance Davis | David Cooper | Sally Smith | |
| Tommy Lewis | Marsha Cole | | | Bill Rogers |
| | Carolyn Carpenter | Tina Martin | | Betty Baker |

# New Model of Home Care Schedule

with 1 visit per week per patient to 15 patients
and a ratio of 50% repeat or PRN visits

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|
| | | PRN Sarah Miles | Ethyl Moore | PRN Tommy Lewis |
| PRN Betty Baker | Myrtle Hightower | Roger Brown | | Sarah Miles |
| Susan Murphy | PRN Bill Rogers | | PRN Patty Peterson | |
| Patty Peterson | Terrance Davis | David Cooper | Sally Smith | PRN Carolyn Carpenter |
| Tommy Lewis | Marsha Cole | PRN Susan Murphy | PRN Myrtle Hightower | Bill Rogers |
| | Carolyn Carpenter | Tina Martin | | Betty Baker |

# New Model of Home Care Schedule

with 15 fixed visits to 15 patients and an additional 8 PRN visits the same patients
The remaining time slots in the schedule are filled with 7 New Patients

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|
| NEW PATIENT | NEW PATIENT | PRN Sarah Miles | Ethyl Moore | PRN Tommy Lewis |
| PRN Betty Baker | Myrtle Hightower | Roger Brown | NEW PATIENT | Sarah Miles |
| Susan Murphy | PRN Bill Rogers | NEW PATIENT | PRN Patty Peterson | NEW PATIENT |
| Patty Peterson | Terrance Davis | David Cooper | Sally Smith | PRN Carolyn Carpenter |
| Tommy Lewis | Marsha Cole | PRN Susan Murphy | PRN Myrtle Hightower | Bill Rogers |
| NEW PATIENT | Carolyn Carpenter | Tina Martin | NEW PATIENT | Betty Baker |

# Central Station

- Can Collect Data From up to 500 Patients
- Critical Role in Home Care
- Data Analysis and Identification of Problems or Potential Problems Is Critical
- Process for Communicating Information Is Necessary
- Process for Patient Management Is Key

# Value Added Service To Physicians

- Educate Physicians About Telemedicine As a Standard of Your Practice
- Design Processes to Provide Value Added Service
  - Data Analysis
  - Patient Assessment
  - Physician Communication

# Quality of Care

- Focus on Positive Patient Outcomes
  - Daily Monitoring Versus Standard Visits 3x a Week
  - Assuring That the Patient Has a Visit When Needed
  - Early Intervention When Trends Are Noted
  - Decrease Re-hospitalization Rates
  - Patient Empowerment & Compliance

# Utilization of Resources

- Will Decrease!
  - Positive Outcomes
  - Trust in System