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Hospital Best Practices Standing up Telehealth During COVID-19

Amelia Bischoff, MHA
Director Digital Health Services

Topics

- Telehealth activities in response to COVID-19
- Challenges & observations: drivers for creative solutions
- Unique approaches and new implementations
- Automated COVID-19 chatbot & value data
- Learnings and continued best practices
- Questions

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Telehealth Programs Before COVID-19
(~20,000 visits per year, 85% Online Visits direct-to-consumer)

Ambulatory/Community

- Genetic Counseling
- Maternal Fetal Medicine
- Nutritional Counseling
- Pediatric Social Work
- Pediatric Subspecialty
- Post-Operative
- School-Based Care
- School-Based Education

Online Visits – Asynchronous Urgent Care

Hospital

- Infectious Disease
- Neonatal Resuscitation
- Pediatric Critical Care
- Psychiatry ED
- Psychiatry Inpatient
- Psychiatry Trauma
- Stroke

Provider Education/Patient Care

- Hepatitis C/ HIV
- Project ECHO MFM
- Project ECHO Psych

Remote Patient Monitoring

- Babyscripts
- Chronic & Acute - CHF, COPD, HTN
- ICU External Service

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Expanded Telehealth Activities in Response to COVID-19

Scaled

- Synchronous video visits
  - Scaled across all care settings and specialties
    - Ambulatory
    - Hospital
    - Post-Acute
  - Scaled across new clinical teams
    - Occupational therapists, PT, speech pathologists, lactation consulting
- Asynchronous e-visits
  - Content expansion: COVID-19 screening and care modules

Virtual Visit Summary March – June 18, 2020

Online Visits (Asynchronous)	21,188
Ambulatory Video Visits (Synchronous)	185,360
Total Virtual Visits	**206,548**

1,000% increase in 3 months!

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Challenges and Observations

- Education and experience in "webside" care
  - Rapid training – providers, care teams, call center, finance, and others
  - Learning – billing & reimbursement policies and COVID-19 changes

- Technology variation during merger
  - Device, software, workflow differences by region

- Technology architecture unprepared for rapid system-wide scaling
  - Webcam & headset shortages
  - Non-HIPAA compliant solutions worked better for many providers
  - Bandwidth expansion
  - Equipping at-home work environments

- Support infrastructure
  - Call center, ITS, digital health, informatics, patient experience

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Challenges and Observations (continued)

- Resource shortages & redeployment of resources in new areas

- Wrong resources utilized for certain support activities

- Cascading impact of volume surges and bottlenecks in access, triage and hand-off processes
  - Call center
  - RN triage

- Patients are ready for virtual care

Targets to Address Resource Shortages and Access Barriers

Access to Services	Clinical Support and Triaging	Ambulatory Care	Hospital Care	Remote Patient Monitoring
Broadband	Right team, right time	Expanded conditions treated	Help families connect with loved ones	Monitor and tracking of COVID-19
Better online presence	Automate education, help, clinical triaging	Provider redeployment & efficiency	Preserve PPE	
Stronger patient and provider wayfinding			Expand specialist capabilities smaller facilities	

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Solutions to Address Resource Shortages and Access Barriers

Access to Services	**Clinical Support and Triaging**	**Ambulatory Care**	**Hospital Care**	**Remote Patient Monitoring**
Broadband Expanded – more to go Better online presence myChart, web, app, search engine Stronger patient and provider wayfinding Education materials	Right team, right time Layered resources across escalation processes Automate education, help, clinical triaging Implemented a COVID-19 chatbot & symptom checker	Expanded conditions treated New e-Visit COVID-19 module Removed device restrictions on school tablets Provider redeployment & efficiency Repurposed providers for virtual staffing	Help families connect with loved ones Deployed 255 iPads Preserve PPE Deployed 255 iPads Expand specialist capabilities smaller facilities Deployed 255 iPads	Monitor and tracking of COVID-19 Implemented Epic's Care Companion COVID-19 tool for symptom and recovery monitoring

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COVID-19 Chatbot

Education. Automates health education for the "worried but well"

- Patients search for and get targeted answers to the questions they care most about

Quick, precise, effective triage. COVID-19 screening tool fast-tracks patients to RN triage team for testing. Others sent to best care option.

- Patients are more accurately directed to the right care venue to avoid duplicating processes & visits
- Care & support teams are more appropriately used to address resource shortages and efficiencies

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Text COVID19 to 83973

Symptom Checker Clinical Criteria:
1. CDC guidelines – updated within 24 hours
2. Primary symptoms
   a. Respiratory
   b. Fever
3. Secondary symptoms
4. Age
5. Comorbidities
6. Immune compromised

Symptom Checker Triaging Outcomes

Red Zone

- Factors: Primary symptoms & risk factors
- Primary symptoms + one of the other criteria
- **Outcome**: triage RN Hotline for direct COVID-19 test order

Yellow+ Zone

- Factors: primary symptom OR secondary symptom
- **Outcome**: triage to Online Visit (e-visit option) – stronger language to get evaluated now

Yellow Zone

- Factors: risk factors alone
- **Outcome**: care options if symptoms develop

Green Zone

- Factors: No symptoms or other known risk factors
- **Outcome**: educate, make aware of all care options including finding a PCP

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Data (since implementation in April)

- 14,935 people engaged in the chat
- 1,445 calls to RN Hotline
- 1,350 e-Visit link clicks

Indicates quantity of patients previously leveraging less optimal access points and resources OR not receiving information/care at all

Symptom prevalence:
- 32% fever
- 73% cough
- 42% shortness of breath

Learnings & Continued Best Practices

- We must build capabilities across the entire care continuum including supporting people and processes

- Continue to educate providers, care & support teams, patients and the community - build engagement for long-term adoption

- Enhance video workflows for providers and patients

- Stay informed on billing and reimbursement changes – be a voice and advocate

It takes a village! (care teams, ITS, operations, legal, compliance, finance, marketing, experience, informatics, and more)

Questions?