

Webinar Series Special

Hospital Best Practices in Standing Up Telehealth During COVID-19

Tuesday, June 30, 3pm-4pm EST

Presenters:

Kerry Anderson, RN, MSN, CNL, CPXP
Process Manager, Service Excellence
McLeod Health

Vinod Jona, MD
Chief of Staff
McLeod Health

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Process Manager, Service Excellence
McLeod Health



This webinar is being recorded.

Please mute your phones to eliminate background noises.

*The webinar recording and presentation
will be available after the webinar.*





HEARTS AND HEROES – HERE

VINOD JONA, MD, PULMONOLOGIST
CHIEF OF STAFF, MCLEOD HEALTH

FOR YOU

KERRY ANDERSON, RN, MSN, CNL, CPXP
PROCESS MANAGER, SERVICE EXCELLENCE

LISA PIERCE, CPXP
PROCESS

MANAGER, SERVICE EXCELLENCE



PULMONARY TELECONSULTS: *BRINGING HEROES CLOSER TO HOME*

VINOD JONA, MD, PULMONOLOGIST, CHIEF OF STAFF – MCLEOD HEALTH

- April, 2018 Telehealth Pulmonary Consults were established.
- Prepared to care for our COVID-19 patients.
- Treating the sickest of the sick.



HELP FOR RURAL COMMUNITIES

McLeod Health Cheraw



A 59-bed facility, built in 1980, purchased by McLeod Health in 2015.

McLeod Health Darlington



A 49-bed skilled nursing facility, opened in 1948 by Dr. John Wilson, purchased by McLeod Health in 1994.

McLeod Health Dillon



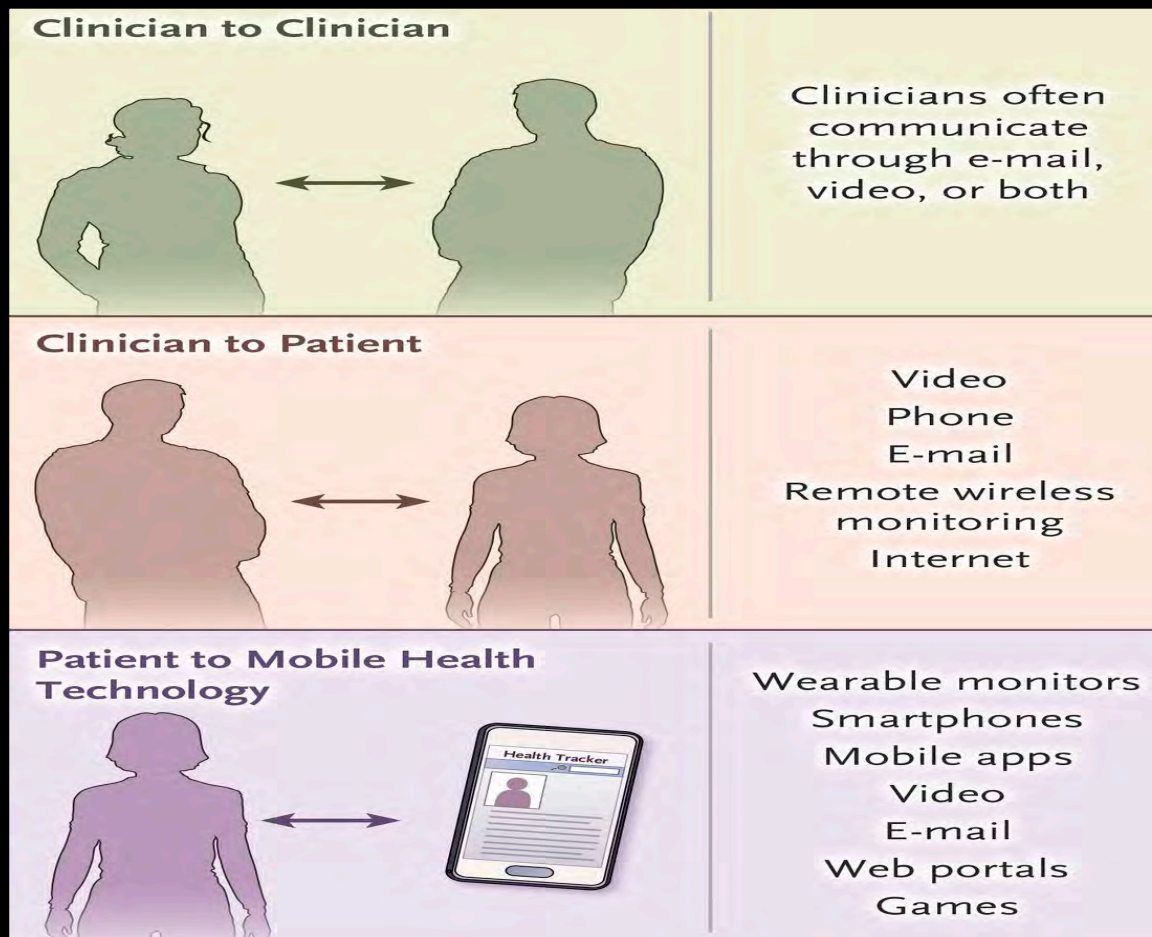
A 79-bed facility, built in 1943 by the Sisters of St. Mary, purchased by McLeod Health in 1998.

McLeod Health Clarendon



An 81-bed facility, built in 1951, McLeod Health purchased the hospital in 2019.

TELEHEALTH CONNECTIONS AND TOOLS



MAKING THE CONNECTION

Telehealth Mobile Cart

- Polycom Software
- Iron Bow Healthcare Solutions CLINiC
- Logitech Bcc950 Camera
- Eko Stethoscope
- JEDMED Horus HD Digital Scope System





TOGETHER – APART . . . A Safer Consultation

- Telehealth modalities create an immediate connection to specialists, providing the highest quality care to all patients regardless of where they live.
- With the mobile telehealth cart, we are able to see the patient, talk with the patient, and assess the patient using the stethoscope and other peripherals.



- We also use the cart to consult with the hospitalists and nursing staff, work cooperatively on the best treatment plan, and get feedback on the patient's progress.
- Telehealth was and will continue to be the solution for treating patients with COVID-19 and other highly contagious diseases.





THE PULMONOLGY TEAM



FRONT: *Dr. Vinod Jona, Pulmonologist, Chief of Staff*

BACK: *Rachel Player, RN*

Dr. Carmen Taype-Roberts, Pulmonologist

Danielle Gasque, LPN


- COVID-19 patients with underlying conditions such as COPD, CHF and other respiratory and heart conditions were especially at risk. These patients were quickly elevated for a pulmonary specialist teleconsult.
- With the unknowns we experienced and the ever-changing protocols and treatment recommendations, COVID-19 providers faced new challenges everyday.
- One of the most emotionally difficult situations we saw with COVID-19 was when a patient seemed to be fine one day and the next day they would start to decompensate very quickly, needing to be placed on a ventilator or life support.



RURAL HEALTHCARE HEROES

Dr. Nicholas Wallace, Hospitalist

Candice Tyler, RN, Patient Representative



“Telehealth allows Dr. Jona and Dr. Taype-Roberts to consult with our patients at McLeod Health Dillon. The pulmonologists can visually see the patient, talk with the patient, auscultate the lungs with the Eko stethoscope, visualize the monitor and review all medical records. These services allow for effective real-time assessments and support. Patients are pleased with the services. They are also glad they can stay local and receive quality care.”

- Candice Tyler



McLeod Health



THE HEART OF HEALTHCARE – OUR PATIENTS

- Donald “Allen” Evans arrived at the McLeod Dillon ER, having rheumatoid arthritis, a history of recurring pneumonia, and testing positive for COVID-19.
- Mr. Evans was hanging by a thread and given a 50% chance of recovery. The situation was dire and he was immediately placed on a ventilator.
- We continuously monitored Mr. Evans via video, conducted teleconsults with him daily, provided constant treatment updates to the hospitalists and nursing staff, and talked with Mr. Evan’s wife, Samantha, on his progress.



Allen Evans

COVID-19 DAMAGE

HEALTHY LUNGS



Normal CT

COVID-19 DAMAGE



Ground Glass Opacities

- After 4 days on the ventilator, we started to see remarkable improvements in Mr. Evans' condition. Mr. Evans was on the ventilator a total of 9 days but he continued to be monitored and consulted until he was able to be discharged 30 days after arriving at the McLeod Dillon ER.

NOTE: Images are not from a McLeod patient



COMFORT DURING CHAOTIC TIMES





HOME IS WHERE THE HEART IS



The Evans Family





OUR HERO . . .

Savannah

(23 years old)



My dad is strong, genuine, kind hearted, and has taught us so much about life. We are so very thankful for him and all he means to us.

Sarah

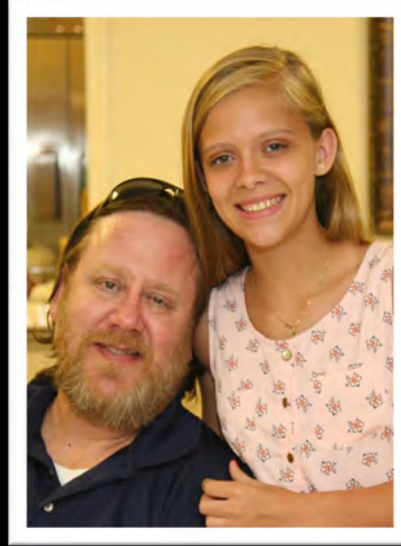
(21 years old)



I'm so grateful that I have my dad back home to spend time with him and create more memories together.

Madelyn

(16 years old)



I love my dad; he's my best buddy, and since his sickness I definitely have learned to appreciate spending time with him even more.

Kyley

(14 years old)



I love my dad, and we were so worried when he was sick. I'm so happy he is back home and getting better!

McLeod Health



MCLEOD FAMILY CONNECT: *CONNECTING HEARTS TO HOME*

KERRY ANDERSON, RN, MSN, CNL, CPXP
PROCESS MANAGER, SERVICE EXCELLENCE

LISA PIERCE, CPXP
PROCESS MANAGER,
SERVICE EXCELLENCE

Shortly after the COVID-19 outbreak, McLeod Health Loris and McLeod Health Seacoast developed a Virtual Care Team, led by Service Excellence. This resource spread through the system and became known as **McLeod Family Connect**.

The McLeod Family Connect Team is a group of healthcare professionals trained to assist patients, visitors, and their loved ones to connect virtually via technology.

Connecting patients with their loved ones virtually does not replace physical presence but makes a huge impact on their well-being and state of mind.



WHY?

McLeod Health understood the anxiety our patients, family, and friends were feeling as a result of the visitation restrictions following the COVID-19 Pandemic. In an effort to reduce anxiety, combat loneliness, and provide support to patients and their loved ones, the McLeod Family Connect team was established to connect patients and family through technology.

WHO?

Pictured from left to right: Kerry Anderson, Melissa Brock, Morgan Hayes, and Lisa Pierce. Kerry, Melissa and Lisa make up the MPMC Family Connect Team.

Morgan is an MICU Nurse who has championed connecting patients and their loved ones through technology.

Multiple units were provided with tablets and trained on how to facilitate visits.





WHAT?

- The **McLeod Family Connect** team uses Smart Devices (Android Tablets). These devices are used to connect patients with family using Polycom and Telehealth Instant Visit.
- If the patient's visitor does not have access to a smart device, the team will meet them in our designated area with a device for their use.
- If the patient does not have a smart device but their visitors do, we will visit with patients to help them access their visitors.



McLeod TeleHealth Hello, Chris!

Request Visit

Location *
 South Florence

Facilitator *

First Name *
 First Name

Last Name *
 Last Name

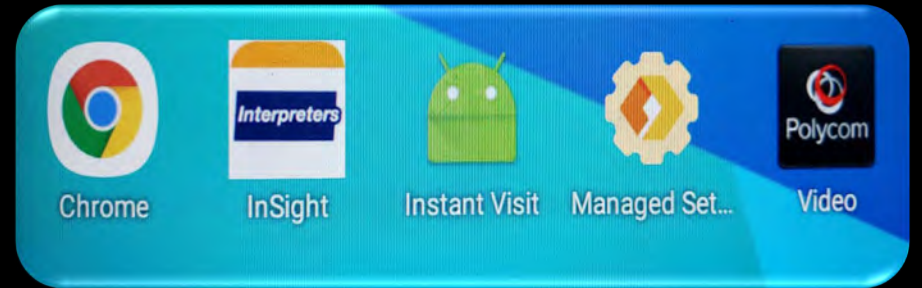
Email Or Mobile Phone *
 Visitor@email.com/123-456-7890

Appt Time *
 9:44 AM

Visits		
Name	Time/Location	Conference

Completed Visits	
Name	Time/Location

McLeod Health - Provider On Demand



McLeod TeleHealth Hello, Mike!

Request Visit

Location *
 Home

Facilitator *
 Mike Heverling

First Name *
 First Name

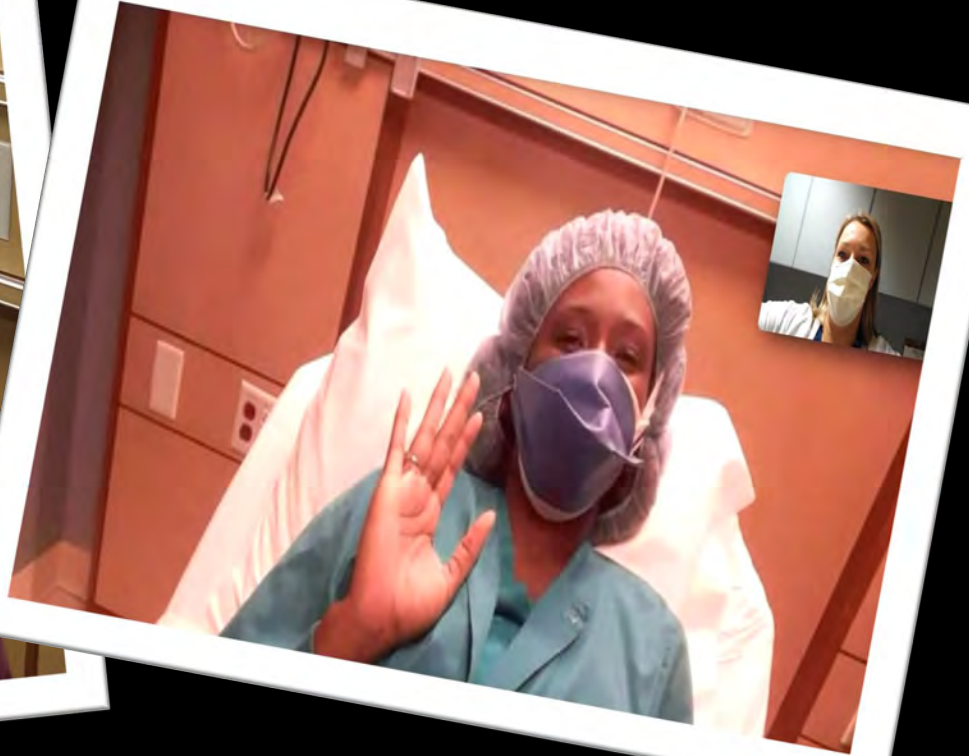
Last Name *
 Last Name

Email Address *
 Visitor@email.com

*Required

Visitors		
	Name	Visit Time
<input checked="" type="checkbox"/>	Test@test.com Patient, Test	11:06

McLeod Health



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How?

- Triaged requests are received via Inpatient Comfort Calls, staff, operator page, or direct calls.
- Coordinate date, time, email, instructions, and troubleshooting with patient's loved one.
- Check in with patients' nurse via call to verify if patient is on precautions, off the floor/unit, or has procedure scheduled.
- Schedule visit. Utilize Outlook Calendar to document details of visit.
- Perform Visit. Follow instructions for instant visit or Polycom.
- Sanitize device and hands per Infection Prevention Protocol.
- Document If contact or patient requests another visit. Place follow-up on Outlook Calendar.



OTHER PROCESS DETAILS

- More critical and high demand areas were provided with devices and trained to facilitate visits for their patients.
- Collaboration with Hospitality Services to meet requests for after hours and weekend visits.
- Eventual hand off to Patient Representatives for sustainment.

Family Connect Stories



Wed, May 13, 8:26 AM

Hey girl, I just want to say thank you for helping me and doing these virtual visits. My grandma coded last night, she went 30 minutes with no oxygen or pulse and today she's on a vent which is doing most of the breathing for her. We know she has brain damage but aren't sure of the extent and she's bleeding internally. She looked and sounded like my grandma yesterday, so if that was the last time I get to see her or talk to her, then I'm ok with that because she was the grandma I know and remember.

Oh No! Im so sorry 😞 I told her she looked so much better after we got off the call yesterday and told her that I knew you and we talked for a little while. How are you and your family??

She did look so much better yesterday and she sounded so

I'm sorry you're not able to hear us, I'm not sure what's going on

We are gonna go ahead and let you see her, not sure why you cant hear i apologize

Im sure it will still do your heart good to see her and for her to see you! And we can hear you!

That was the greatest experience, I love y'all

Can you send me the recording

I do wish i could however the visits are archived for privacy and im not sure how. I will look into that. Im so grateful you were able to see her. Feel free to contact me monday for help. They try to cluster care and go in rooms at 8a, 12p, 4p during the day

God bless you so much



Text Message





QUESTIONS . . .

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