

Get by With a Little Help From: Telehealth Centralized Support

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BACKGROUND

- As clinics reopened for in person visits post pandemic, many clinics and providers discontinued the virtual visit option for patients.
- Clinic care team members shifted focus to in person patients and had difficulty coordinating the care of virtual patients and virtual visits while supporting in person visits.

PURPOSE

- Describe the development and composition of a **Telehealth Centralized Support** team supporting ambulatory virtual visits.
- To maintain high quality care in a post-pandemic world of elevated virtual care use, forward-leaning health systems must provide cost-efficient support infrastructure for virtual visits.

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METHODS

- Observed decreased offerings of virtual visits when patient satisfaction scores reflected positive satisfaction with virtual visits.
- The Telehealth implementation team conducting interviews with key stakeholders from the ambulatory setting
- An overwhelming number of ambulatory providers and team members verbalized:
 - Lack of standardization with virtual visits
 - Clinical staffing shortages that impacted clinical support with the virtual visits.

RESULTS

- In October of 2021, the **Telehealth Central Support (TCS)** team was established to support virtual visits
- October 2021:**
 - 35** Virtual Visits Daily
 - 1** TCS Team Member
- October 2023:**
 - Over **500** Virtual visits Daily
 - 12** TCS Team Member
- 2 years post implementation of the TCS Team, over **134,000** visits were completed with support from the team, with close to **1,500** providers serving over **69,000** unique patients.

Conclusion

- The TCS team was successfully deployed enterprise wide and has been well received across the health system.
- It has proven to be a scalable model to support enterprise-level virtual health care delivery.
- Results of its early implementation suggest great promise for improved telehealth patient and provider satisfaction, the more equitable delivery of virtual services, and more cost-effective means for supporting virtual care.

