Integrating Technology into Changing Models of Care

One Individual at a Time

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www.nhsonline.org
"Don't tell people how to do things, tell them what to do and let them surprise you with their results." George S. Patton
Technology has changed our lives - How do we incorporate technology into the lives of the people we support?

• Presentation objectives
  ▫ Create a governing structure and a strategic roadmap to ensure sustainability
  ▫ Develop a systemic approach to implementation of telehealth and assistive technology
  ▫ Measure outcomes and satisfaction through evidence based tools
Why Change our Model of Care?

- Emerging trends in care
- The Triple Aim Plus One
  - Improve the health of populations
  - Improve the patient experience of care
  - Reduce the per capita costs of care for population
  - Improve the work-life of healthcare workers
Why Change our Model of Care?

- Extend lifespan and growing opportunities for people with disabilities
- Increase imbalance between people’s needs and the availability of or access to qualified staff
- Change in legislation
2017 Legislation*

- **42 States have telehealth health parity laws**
- Numerous Federal Laws CONNECT for Health Act
  - FAST Act
  - CHRONIC Care Act
  - HEART Act
  - Hallways to Health Act
  - Telehealth Innovation and Improvement Act

*Source: REACHHealth Webinar presented by Allison Wils of Cozen O’Connor Public Strategies, July 27, 2017

**IT Tip**
You can stay up-to-date on any of these items by creating a Google Alert

[www.google.com/alerts](http://www.google.com/alerts)
Why Technology?

• The wave has arrived - moving from pilots to daily practice
  ▫ It is anticipated there will be 7 million patient users of telehealth; up from 350,000 patient users in 2013, according to an IHS Technology report.

• And it’s working
  ▫ Recent studies on the use of telehealth show that 74% of U.S. consumers would use telehealth (1)
  ▫ 86% of physicians surveyed said they were satisfied with the quality of care provided while utilizing a telehealth system (2)

(1) - http://isalushealthcare.com/blog-all/postid/371/20-telemedicine-statistics-private-practices-should-know
(2) - (http://www.aha.org/research/reports/tw/15jan-tw-telehealth.pdf)
Why Technology? Behavioral Health at NHS

- Health Kiosk at Integrated Care Clinic
  - CSI 9KBH Health System, specifically designed for the Behavioral Health industry, provides clinically accurate blood pressure, heart rate, weight and BMI
  - Can be expanded to Cholesterol and Glucose, A1c Diabetes, and INR Coumadin level measurement
  - Results automatically loaded in EHR (live in September)
  - Patient receives comprehensive printout of their results from the current visit, as well as the past ten visits
Why Technology?
Behavioral Health at NHS

• Telepsychiatry
  ▫ Video-based visits using Polycom infrastructure
  ▫ Consumers and psychiatrists can be remote using tablets
  ▫ Improves access to care
  ▫ Addresses shortage of psychiatry services
Why Technology? IDD Technologies

• Communication Technology
  ▫ Innovative Partnerships
  ▫ Outcomes
  ▫ Video
Why Technology?
IDD Technologies

- Remote Patient Support
  - Hub and Spoke Model
  - Outcomes
Steps for a Successful Change

• Create a governing structure and a strategic roadmap to ensure sustainability

• Develop a systemic approach to implementation of telehealth and assistive technology

• Measure outcomes and satisfaction through evidence based tools
Findings and Lessons Learned

• Planning
• Execution
• Evaluation
Project Closure

• Project Completion
  ▫ Identify that all project objectives have been met

• Formal Documentation
  ▫ Document historical information and lessons learned for future endeavors

• Peaceful Transition of Power
  ▫ Convert the “project” to “standard operating procedures” and transfer responsibility to those who manage day-to-day operations
Project Sustainability

- Convert from “Project” to “Standard Operating Procedures”
- Demonstrate Return On Investment (ROI)
- Recognize and engage in activities that support the current Technology Legislation
What’s Next?

- Expand Communication Technology to three new locations & more

- Install kiosk at Outpatient Clinic for biometric monitoring

- Incorporate Remote Patient Supports (RPS) in a new care model

- Continue innovative partnership with AbleLink and expand communication capabilities

- Fully integrate into and utilize Avatar to effectively meet payer and regulatory needs

- Launch RPS pilot, expand throughout IDD, and incorporate this as our new Model of Care