Telemedicine's Impact on Rural Hospitals and Vulnerable Patient Populations

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Learning Objectives

- Describe successful strategies to establish telemedicine as an option for vulnerable populations in rural settings.

- Outline services that can be utilized within a telehospitalist program.

- Describe how utilization of nonelectronic health record data can provide broader context as to how patients make care decisions.

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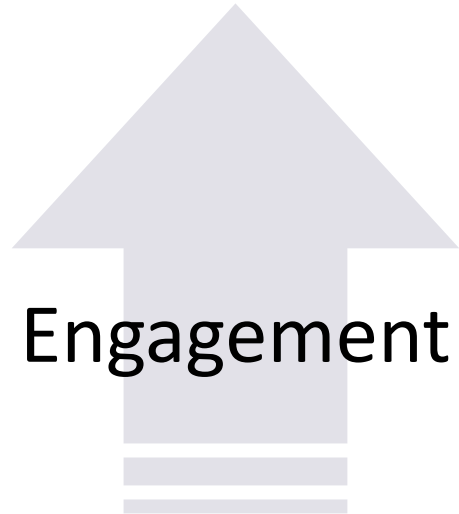Intermountain Healthcare

Background

Major shift to
telemedicine visits

> What about our
> vulnerable populations?

Telemedicine Works for Medicaid Patients

Engagement

No-Shows

Cancellations

BUT…

Images inherent to PowerPoint

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The Larger Story

Biopsychosocial Model: ACS & SVI

→

Patients get care how it works for them

→

Now What?

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Intermountain Healthcare

Utah-based, not-for-profit community healthcare system

Mission: *Be a model health system by providing extraordinary care and superior service at an affordable cost*

- Based in Salt Lake City, UT with facilities in ID and NV

- Aligned with Select Health Insurance with ~1M members

- SCL Merger expanded Intermountain to 33 hospitals, 385 clinics, 58,000 employees

TeleHealth Service Provide by Intermountain Healthcare

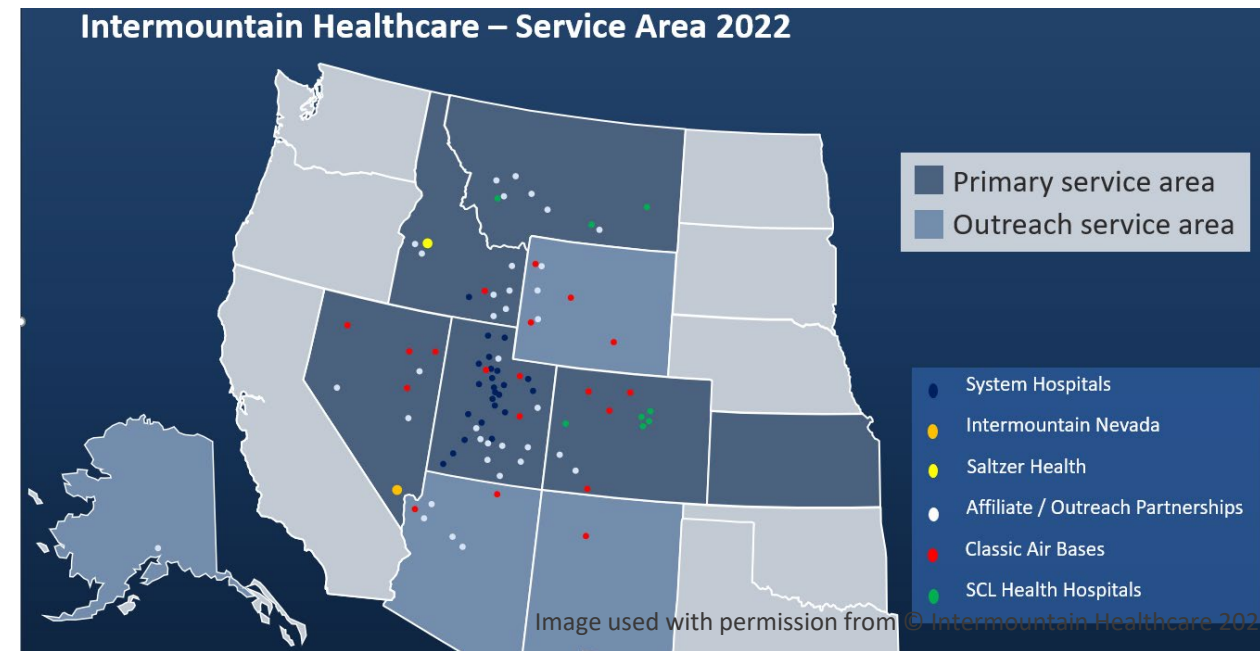Graph developed with PowerPoint SmartArt

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TeleHospitalist

24 x 7 On-demand Management ; Nocturnist services

- ✓ Nocturnal Admits for Rural Facilities
  - ✓ Admissions and cross-cover calls during nighttime hours
  - ✓ Currently live at 5 Hospitals
- ✓ Skilled Nursing Facility (SNF) High Risk Rounding
  - ✓ Assess all new admissions for hospital readmission risk. Provide consultation for those with highest risk
  - ✓ 24/7 availability for on demand consultation
  - ✓ Currently live at 5 SNFs
- ✓ TeleHospitalist Consultation
  - ✓ Provide consultative service for rural sites
  - ✓ Can partner with TeleCritical care for high complexity cases
- ✓ Intermountain @Home
  - ✓ Provide inpatient level of care at home for select group of patients
  - ✓ Daily virtual rounding with TeleHospitalist
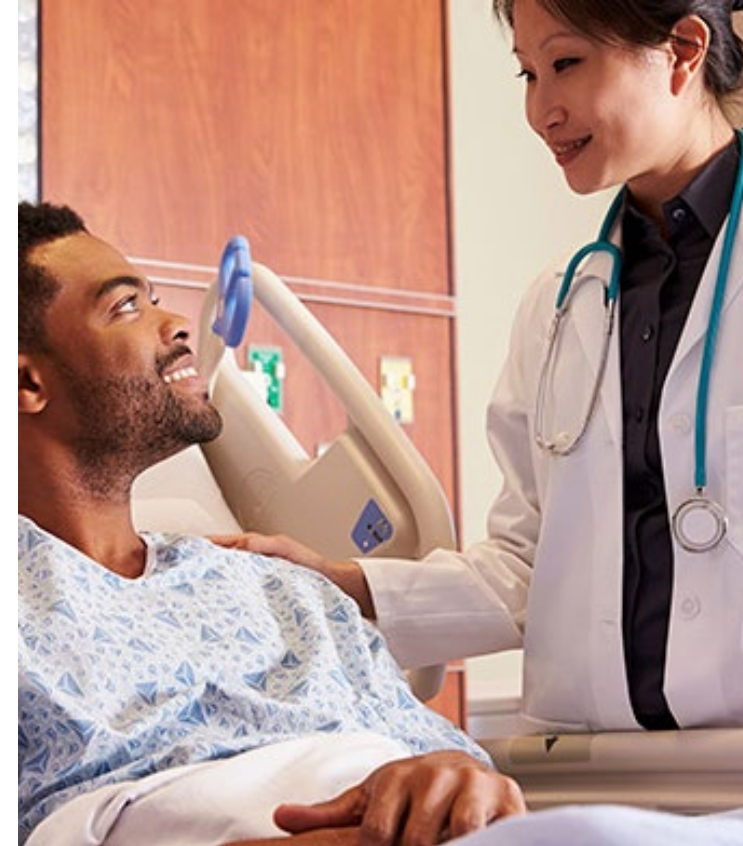 - ✓ Partner with Home Health for in person needs

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TeleHospitalist Impact on Rural Communities

24/7 Access to Internal Medicine Trained Physicians

- *Over 2000 patients have been admitted through our telehealth service since 2018*
- *Nearly 10K unique patient interactions through out telehealth platform*
- *Allows rural facilities access to specialty trained physicians at the touch of a button*

24/7 Nurse Coordinator Support

- *Provides nursing level support to physicians to allow them to practice at top of license*
- *RNs at rural sites can consult with RN coordinators at any time*
- *"Phone a Nurse" program for new graduates that have nursing questions, but may not have the support in their facilities*

Allowing patients to remain in their communities

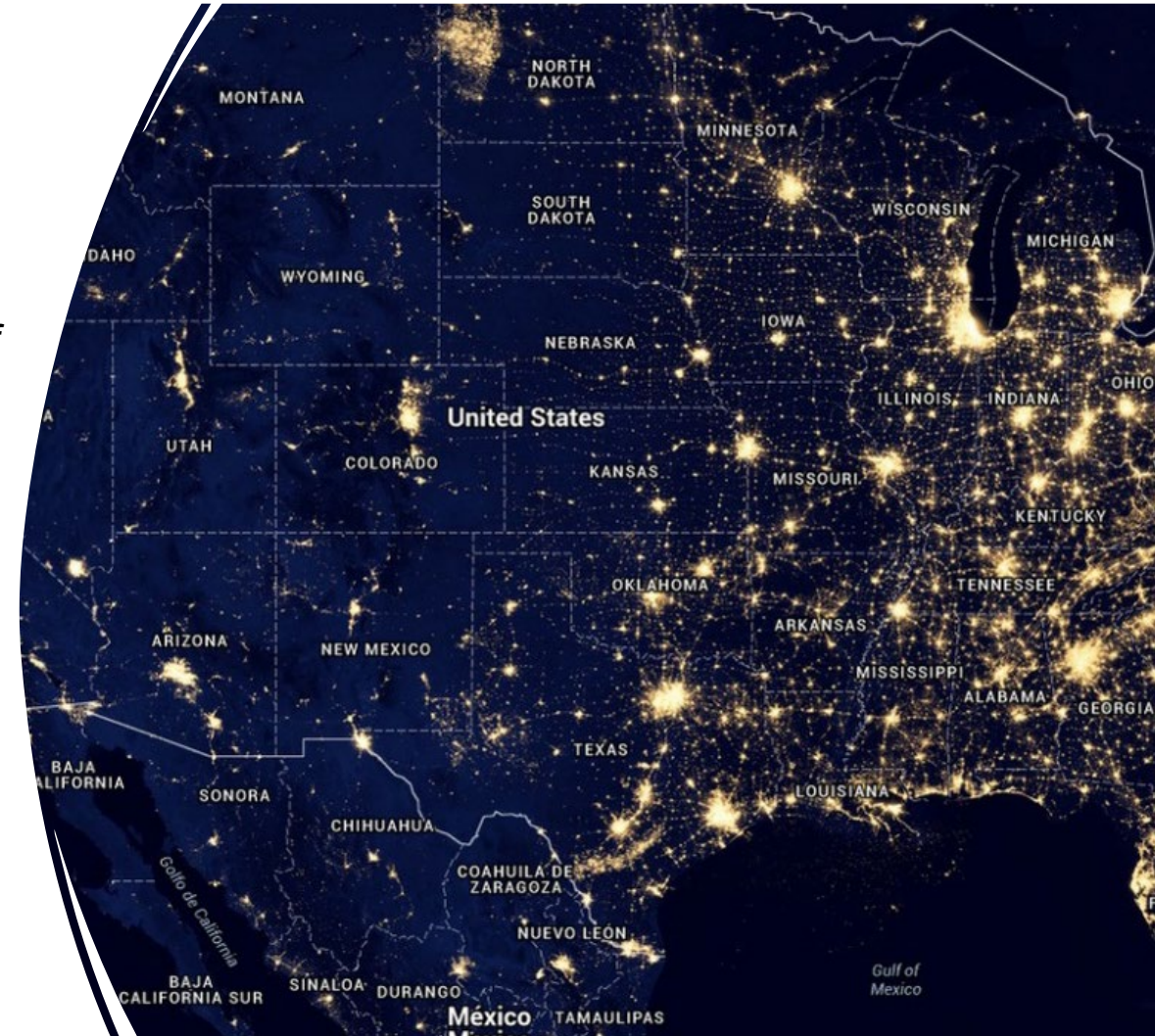- *Reduced the percentage op patients transferred from admitting facility from 19%-17%*

Image courtesy of Google Earth

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Lessons Learned

- Treat operations shifts as opportunities to challenge assumptions and myths.

- Leveraging technology can bridge gaps rather than widen them.

Key Takeaways

- Use external community data to understand your populations better.

- Reframe telemedicine as not only another option for access, but one that is essential to providing equitable care.

- Meet patients where they are.

Questions?

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