Essentia Health Telehealth Update – Yr. 5

Governor’s Broadband Task Force
Essentia Health Pine Medical - Sandstone, MN
July 19, 2017

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System Director of Telehealth, Essentia Health
Duluth, Minnesota
Dr. Park Using Telehealth
Six Tele-Hospital Based Services

- Emergency Room Rural Hospital to Duluth or Fargo ER
- Pediatric ER
- Hospitalist
- Stroke Care
- Toxicology
- Behavioral Health Crisis
- Infectious Disease
20 Tele-Clinic Based Services

- Allergy
- Audiology – Infant Diagnostic Testing
- Behavioral Health Therapy
- Cardiology -- (CHF, EP)
- Chronic Pain Management
- Dermatology
- Dietitian Services
- Gastroenterology
- Home Monitoring
- Infectious Disease

  - Medical Weight Loss
  - Medication Therapy Mgmt.
  - Nephrology
  - Oncology
  - Opioid Tapering
  - Podiatry – Wound Care
  - Psych – Child & Adult
  - Pulmonology
  - Speech
  - Urology
Essentia Health Telehealth Growth

Telehealth Encounters by Year

Total Encounters - FY12 thru FY 2017 = 15,118
Essentia Health Uses an Internal Business Model for Telehealth

- “One Mission, One Essentia”
- Largest Rural Health Care Provider in MN - ACO
- Over 17,000 employees in 4 states-MN, WI, ND and ID
- 1500 Physicians and Advanced Practice NP/PAs
- Bring specialists to rural sites and share between regional sites
- Support Primary Care Providers
- Telehealth capability in every Essentia clinic, hospital and nursing home
- Close to 5,000 Telehealth Visits/FY17
- Over 350 Telehealth Providers
Internal Business Model

- Professional Fees are billed by the specialist provider
- Reimbursed the same as in-person
- Rural Site bills the Facility Fee
- Each facility purchases their own equipment-standardized and maintenance is centralized
- Help Desk is centralized in Telehealth for the visits
### The ROI of Telemed for 1 Clinic - Altru

<table>
<thead>
<tr>
<th>Revenue</th>
<th>1223 encounters</th>
<th>Revenue related to Telemedicine encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility fee</td>
<td>$28.00 x 1223 encounters</td>
<td>$34,244.00/ yr</td>
</tr>
<tr>
<td>Lab fees kept local as ordered by Telemed*</td>
<td>$5,808/month</td>
<td>$69,696.00/yr</td>
</tr>
<tr>
<td>Imaging</td>
<td>48 Ortho patients /yr</td>
<td>?</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td><strong>$103,940.00/ yr</strong></td>
</tr>
</tbody>
</table>

*only accounts for labs same day as telemedicine encounter
## ROI for 10 Clinics over 1 year - Altru

<table>
<thead>
<tr>
<th>Revenue</th>
<th>3087 Altru Clinic encounters in 2016*</th>
<th>Revenue related to Telemedicine encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility fee</td>
<td>$28.00 x 3087 encounters</td>
<td>$86,436.00/ yr</td>
</tr>
<tr>
<td>Lab fees kept local as ordered by Telemed for 1 month April 2016 for 10 clinics*</td>
<td>$5808.00/month</td>
<td>$333,352.00/yr</td>
</tr>
<tr>
<td>Imaging</td>
<td>48 Ortho patients /yr</td>
<td>?</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$419,968.00/ yr</strong></td>
</tr>
</tbody>
</table>

*5223 total encounters at all locations in 2016
### ROI for Nursing Home or Rural Hospital - Altru

<table>
<thead>
<tr>
<th>Cost Savings</th>
<th>$$$$$$</th>
</tr>
</thead>
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<tr>
<td>1 less van ride</td>
<td>Van driver; aide; gas/wear 86 yr old transported 2.5 hrs dx: Dementia and anxiety for 15 min visit med check</td>
</tr>
<tr>
<td>1 less ambulance ride</td>
<td>Driver, aide or 2</td>
</tr>
<tr>
<td>Professional Networking and care planning</td>
<td>Invaluable</td>
</tr>
<tr>
<td>Revenue by keeping 1 patient at home in LTC?</td>
<td>$$$$$$</td>
</tr>
</tbody>
</table>
How Are Patients Identified

- Specialty department notes patient’s city of residence and offers the option
- Patient’s know of the service and request to use telehealth
- Initial Visit defines who can be referred for follow up visits using telehealth
- Clinics offer the option at referral….travel or use telehealth
- Established Standards of Care
  - Tele-Hospitalists to Aurora
  - Tele-ER Protocols for NP use
Adding Programs

• Requests for telehealth services come from:
  – Specialty departments (Gastroenterology, Oncology)
  – Rural or Regional hospitals and clinics
  – Strategic Initiatives…(Elder Care-LTC & Medical Weight Loss)
  – External Partnerships -…. (Stroke, Gillette Children’s, Mpls. Heart)
Telehealth Supports Primary Care

- Medical Weight Loss
- Dietitian
- Medication Therapy Management/Opioid Tapering
- Chronic Pain Management
- Dermatology
- Infectious Disease
- Tele-Home Monitoring
- Psychiatry

Essentia Health
Here with you
Addressing Health Equity Across Essentia Health

- HPSAs
- Serving Native Americans – MN & WI (Deer River – 33% Native American)
- Poverty areas
- Mental Health Services
- Rural equity
Tele-Opioid Tapering
Sobering Statistics

78 Americans die every day from an opioid overdose.

At least half of all opioid overdose deaths involve a prescription opioid.

Source: Centers for Disease Control and Prevention
An American Issue

80% of the world’s prescription opioid supply is consumed in the U.S.

Source: Manchikanti, Laxmaiah, MD Pain Physician 2007; 10:399-424 • ISSN 1533-3159
Provider to PharmD Process

• Process Flow
  – Provider determines appropriate patient to taper and sends referral for PharmD taper
  – PharmD creates taper plan, meets with patient and communicates plan to provider
  – PharmD meets with patient every 1-4 weeks until goal achieved
  – PharmD visit to Provider visit ratio is 6:1
  – Provider visits for COAT tapers could triple without PharmD assistance
Tele-Home Monitoring
Why Heart Failure?

Prevalence
- Affects 5.8 million in the U.S.
- Over 650,000 new patients annually
- The lifetime risk of developing HF is 20% for Americans ≥40 years of age.
- HF is the most frequent cause of hospitalization in elderly (> 65 y/o)

Prognosis
- 1/2 of people who develop HF die within 5 years of their diagnosis
- Less than 25% are alive at 10 years
Patient Outcomes: Admissions to a higher level of care

Control

TelehomeCare

0% 20% 40% 60%
Future Trends

• Direct to Consumer
• Schools
• Tele-Home-Monitoring
• Consumer Convenience/access
• “Hospital at Home”
References


Questions…

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