



Statewide **Healthcare
Innovation** Plan

Idaho Telehealth Equipment Selection for Primary Care Clinics

HEALTH MANAGEMENT ASSOCIATES

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Idaho Telehealth Webinar Series

Purpose: In alignment with SHIP, provide a telehealth curriculum to primary care practices to enhance capacity in specialty care and behavioral health service delivery.

- Wednesday Sept. 28th - Demand Analysis
- Tuesday October 11th - Readiness Self-Assessment
- Wednesday November 2nd - Reimbursement, Billing and Coding
- **Tuesday November 8th - Equipment Selection**
- Wednesday December 14th - Program Development
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All webinars will be held at 11:30am PT/12:30pm MT



Learning Objectives

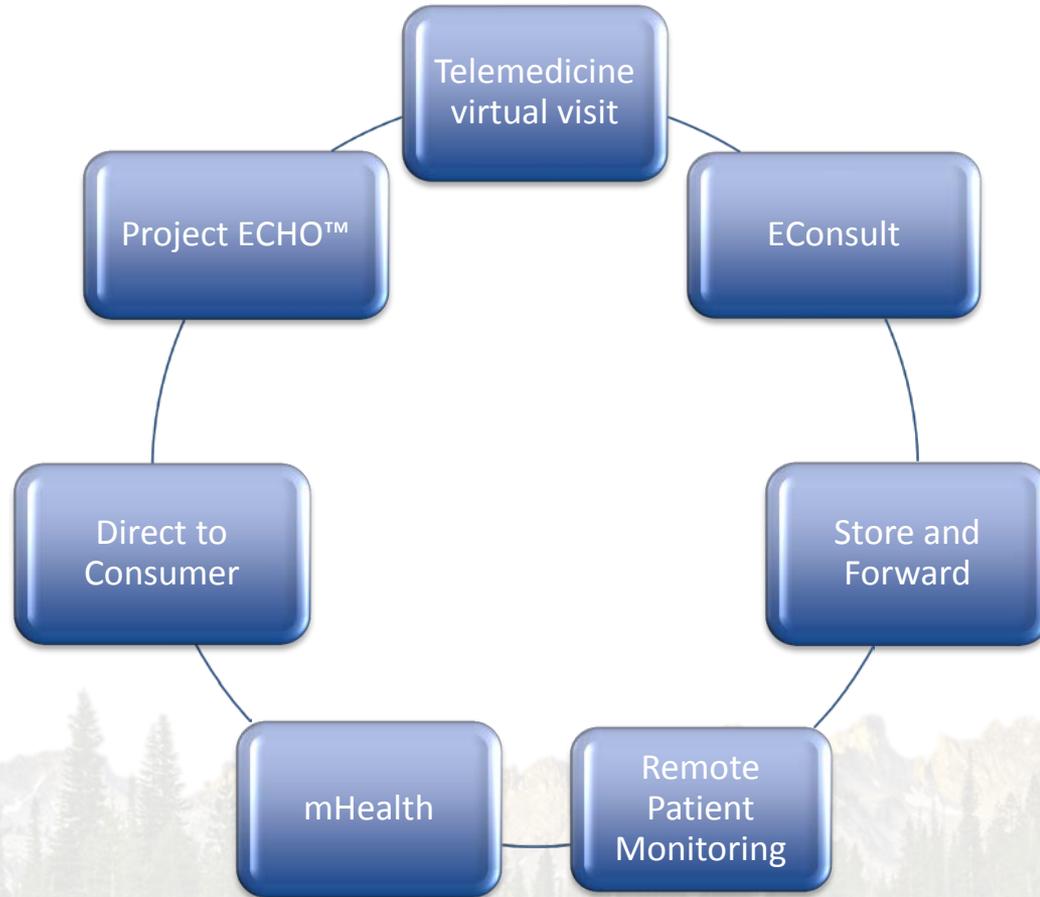
- Review the components of the Roadmap to Telehealth Adoption in Primary Care
- Factors to consider in equipment selection
- Creating the evaluation team
- Working with vendors
- Q&A



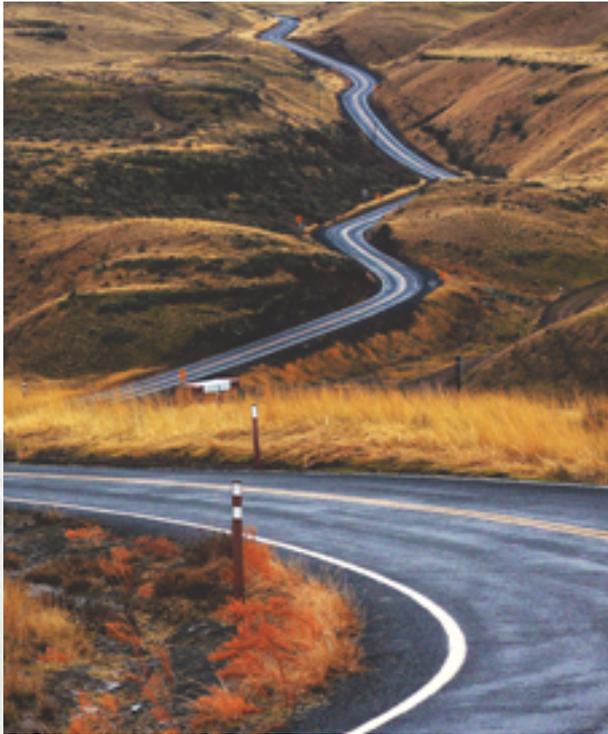
HMA: Our Firm

- We are a leading independent, national health care research and consulting firm providing technical and analytical services.
- We specialize in publicly-financed health programs, system reform and public policy.
- We work with purchasers, providers, policy-makers, program evaluators, investors and others.
- We are currently participating in the implementation of the SHIP through the PCMH Transformation component.

What is Telehealth?



Roadmap to Telehealth Adoption in Primary Care



- Determine need in practice or community
- Evaluate external barriers
- Establish SMART goals
- Assess financial impact/ROI
- Assess internal readiness
- Determine specialty partners and structured relationship
- Develop clinical and administrative workflows
- Evaluate technology and equipment requirements
- Staff and PCP training
- Patient engagement and community marketing
- Evaluation
- Pulling it all together: Business Plan or Project Charter



Demand Analysis

September 28, 2016 webinar and tool



Readiness Assessment

Section IV: Equipment Selection

A. CHOOSING EQUIPMENT

Equipment selection requires specific expertise and dedicated time. Commitments to acquire specific equipment should be reserved for later stages of the program development once all other business requirements have been addressed.

	NO	PARTIAL	YES		NO	PARTIAL	YES
Do you have a process for equipment selection such as a tool or checklist when evaluating different vendors and pieces of technology equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have you identified a designated space with an appropriate layout to conduct a virtual visit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there team members experienced in this process included in the evaluation and selection of the equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the designated space adequate for a private conversation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you obtained references from other clients/customers of the potential vendor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the security and privacy of the transmission been evaluated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a secure location to store the equipment when not in use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the video quality adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a plan for maintenance and ongoing IT support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the lighting adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you developed a training module for the use of the equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	For home use- like vital monitoring- is the reading/language appropriate for your patients?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a workflow or contingency plan for equipment failure or connectivity failure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do patients have adequate support at home to take advantage of the service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Have you considered how the encounter will be documented, saved or downloaded if necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Readiness Assessment

Section IV: Equipment Selection

B. WORKING WITH VENDORS

Having a vendor relationship strategy will maximize your time and resource allocation when evaluating multiple tools and technology solutions.

	NO	PARTIAL	YES
Do you have a lead identified who will be the point of contact for managing vendor relations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a nondisclosure agreement in place if you need one?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a process for identifying which vendors and solutions to evaluate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a contracting officer who should be included in vendor discussions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a vendor assessment tool with minutes and scoring for each demo, taking into account real end user perspectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you had the opportunity to test the equipment, software or service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a plan for initial and ongoing training and support from the vendor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Assemble a (sub)team

RA Team Members	Background and Skill Set
Telehealth program manager	Engaged at every step
Executive and clinical champions	Champions and decision makers need to have input and visibility in the process
Technical support	Familiar with organization's information technology capability.
Nurse/clinic manager	On the ground leader familiar with how equipment will integrate into the clinic workflow
Clinicians	Clinician to test quality of patient interaction or of incoming data
Medical Assistant and other clinic staff	MA to assess general usability, functionality



Question 1

Dr. Korangy is going to talk about strategies for working with vendors.

Do you have an NDA (nondisclosure agreement) and BAA (Business associates agreement) from your organization ready to share with vendors?

1. Yes- definitely
2. No
3. I don't know

Working with Vendors

- Requirements for selecting vendor
 - What is your need?
- Who is the direct contact with the vendor?
- Non-Disclosure Agreement
- Business Associates Agreement
- Select a vendor that sells to your needs
- Does vendor provide training and support?
- References

Space Assessment

- Dedicated space or mobile cart
- Lighting - bright environment without direct overhead lights
- Privacy – treat consults as if the patient was there physically
- Backdrop – consider what the patient sees around the provider
- Noise level – consider the amount of noise the patient will hear or if it will be hard to hear the patient

Question 2

- Do you have adequate space for a telemedicine videoconference visit- a space with adequate lighting, sound and privacy as it just described?
 1. Yes- we have a space that should work
 2. Probably- but we'd have to work on it
 3. No- this would really be an issue for us

Technical Assessment

- After addressing the space, consider the technical requirements
- Wireless network assessment
- Ethernet as a backup
- Firewall requirements





Question 3

Do you have concerns about your internet connectivity in regards to connecting and supporting a high quality videoconferencing telemedicine visit?

- No concerns- our connectivity is good
- Yes- big concerns- we always seem to have issues
- I don't really know about this

Selecting Technology

- Software
- Telehealth Cart
- Remote Monitoring



Selecting Technology

Telehealth Software

- Software should match the clinical needs – documentation, peripheral devices, etc
- Create a checklist of requirements
- Don't go overboard, but plan for success
- Solution should be scalable
- Consider any internal IT requirements/processes for new technology
- Mobility



Selecting Technology

Telehealth Carts

- Technology should match the clinical needs – documentation, peripheral devices, etc.
- Clinical requirements
- Create a checklist of hardware requirements
- Don't go overboard, but plan for success
- Solution should be scalable
- Consider any internal IT requirements/processes for new technology



Selecting Technology

Remote Monitoring

- Technology should match the clinical needs – documentation, peripheral devices, etc.
- Clinical requirements
- Create a checklist of devices
- Don't go overboard, but plan for success
- Solution should be scalable
- Consider any internal IT requirements/processes for new technology

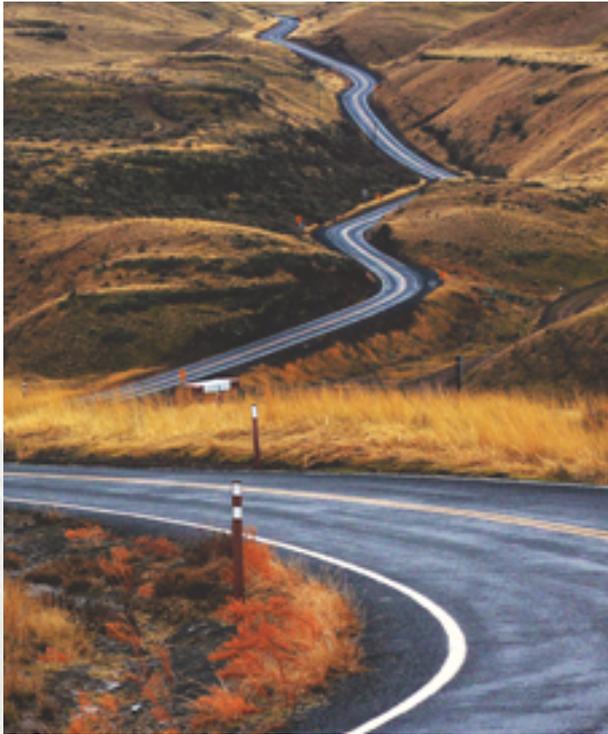




Technical Support

- Vendor support – added cost versus added value
- Internal support – buy in, manpower
- Support process – establish support processes and procedures
- Establish a training process and documentation

Roadmap to Telehealth Adoption in Primary Care



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Questions?

Comments?



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