

HRSA HIT Telehealth Workshop

Implementing telemedicine from idea to outcomes

Salt Lake City, Utah
September 10-11, 2009



Sponsored by: HRSA's Office of Health Information Technology (OHIT)

Presented by: the Northwest Regional Telehealth Resource Center (NRTRC), St Vincent Healthcare Foundation/Partners in Health, the Utah Telehealth Network, and the Association for Utah Community Health.



Workshop fee and registration deadline:

- Workshop fee: \$100 for the two day workshop, includes continental breakfast and lunch both days.
- Registration deadline: The workshop is limited to the **first 50 registrants** who have submitted payment **by August 26th**.

Lodging:

Also at the Salt Lake City Marriot University Park

480 Wakara Way

Salt Lake City, Utah 84108

Phone: 801-581-1000

<http://www.marriott.com/hotels/travel/slcup-salt-lake-city-marriott-university-park>

- Lodging room rate: \$89/night for the hotel. With tax, the rate is about \$100/night.
- Deadline: "*As soon as possible*"! This rate will be extended to participants on a first come, first served basis; mention the code "Telehealth" in order to get the workshop rate. A specific block of rooms has *not* been set aside, so please reserve rooms early.
- Parking: complimentary parking is available at the Marriot for workshop attendees

Located in the University of Utah's Research Park, the hotel is nestled at the foot of the Wasatch Mountains on the east side of Salt Lake City. While the Marriot has a restaurant serving three meals a day, it also offers free shuttle service to 23 different restaurants within a two mile radius.

Getting there:

A map and driving directions to the Salt Lake City Marriot University Park can be found at their website: <http://www.marriott.com/hotels/travel/slcup-salt-lake-city-marriott-university-park>

Participants driving to the Marriot should be aware that travel to the University of Utah, especially along Foothill Drive, tends to be congested with student traffic in the morning. *Please plan accordingly.*

For participants flying in, the hotel does not have its own airport shuttle. However, they recommend using Express Shuttle, www.expressshuttleutah.com, toll free 800-397-0773 or local 801-596-1600. Cost for the shuttle between the airport and the Marriot is \$18 one way. Express Shuttle has space at the "Ground Transportation Desk" in the baggage claim area of both terminals at Salt Lake International Airport. *For best service, they recommend making reservations 24 hours in advance.*



HRSA HIT / Telehealth Workshop
Salt Lake City Marriot University Park
Salt Lake City, UT
September 10-11, 2009

Agenda

DAY 1 – September 10th

7:30am – 8:00am	Registration – Ballroom #2 & #3 Coffee & a light, but healthy, continental breakfast will be provided.	
8:00am – 8:40am	Welcome and Introduction to Telehealth In welcoming participants, the purpose and agenda of the workshop will be reviewed and faculty introduced. Then, an overview of telehealth will be presented to create a common knowledge base and conceptual understanding. Topics will include definitions and a brief history of telehealth, its related equipment and methods of delivery, the current landscape, and the issues and challenges.	Deb LaMarche
8:40am – 9:45am	Why Telehealth? A Panel Discussion: Each panel member will briefly describe their community's needs, then discuss how telehealth is used to meet those needs, followed by an open discussion among attendees. <ul style="list-style-type: none"> • Community Health Centers • Public Health • Critical Access Hospitals • Tertiary Care Hospitals 	Denny Lordan, Moderator Libbey Chuy Nathan Peterson Vicki Gigliotti Marta Petersen, M.D.
9:45am – 10:00am	Break	
10:00am – 11:00am	Implementing a Telemedicine Program: from idea to outcomes Starting a Telehealth program? An in-depth planning process that guides your organization through the clinical, business and facility workflow considerations and implications involved in implementing a new telemedicine program to meet the organizational goals and clinical uses of Telehealth.	Cindy Leenknecht and Patricia Willis
11:00am – 12:15pm	Telehealth Technologies: Selection Criteria and Evaluation As much as we might wish it, telehealth is not plug, play and forget. There are significant investments to be made in infrastructure, telehealth equipment, technical training and support to maintain reliable, high-quality connectivity and broadcasts. This session will address the process of selecting the right technology necessary for effective telehealth use and delivery.	Denny Lordan, Moderator Chris Patricoski, M.D.
12:15pm -1:15pm	Lunch buffet (provided) <i>***Throughout lunch various telehealth technologies will be available for hands-on experience***</i>	



Association for
Utah Community Health
Supporting Health Care for the Underserved



St. Vincent Healthcare
Foundation



Partners in Health
Telemedicine Network

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- 1:15pm – 2:15pm **Remote Monitoring – The Medical Home Model – It’s not rocket science!** Kim Schwartz
Remote monitoring technologies offer new ways for health care providers to monitor and manage patients’ chronic disease from a distance. In this session, a community health center will describe their project, its outcomes, and what they have learned from the experience.
- 2:15pm – 2:30pm **Break**
- 2:30pm – 3:15pm **Evaluating your Telemedicine Program** Thelma McClosky Armstrong
How do you know if your telehealth initiative is succeeding and reaching intended outcomes? Start by establishing appropriate measures up front. Reviewing successes and failures is an important step in process improvement; the Lessons Learned can be shared to improve the delivery of telehealth services. Measuring impact and cost-effectiveness can tell a story that builds support for program sustainability. This session will cover practical ideas for implementing program evaluation.
- 3:15pm – 5:00pm **Roundtable Discussions: Two 45 minute rotations / topics repeated both days** Deb LaMarche, coordinator
Each roundtable will be facilitated by members of the workshop faculty. Designed to be interactive, these sessions will include a combination of prepared information along with the opportunity for workshop attendees to ask questions and brainstorm solutions to their program’s issues. To make sure that we offer the right topics, registered participants will be sent a survey in advance of the workshop asking for areas of interest. **Proposed topics:**
- Telehealth Program Development**
Site Readiness, Workflow analysis: Protocol Development, Site Assessment and Implementation
 - Hands on and Human Factors**
Hands-on experience with VC equipment, Human Factors, Tips on Videoconferencing
 - Continuing Education/Distance Learning**
Medical, Nursing, Allied Health, Annual Requirements, Methods of delivery
 - Remote Monitoring**
Defining the need, Model of care, Monitoring outcomes, Equipment selection, Hands on experience
 - Telemedicine Administrative Issues**
Reimbursement, Credentialing, Cross-state licensure, Costs vs. value
 - Technology**
Network design and implementation for telehealth, Information security considerations, Equipment selection criteria
- 5:30pm – 6:30pm **Networking social hour**
Appetizers will be provided along with a cash bar.

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DAY 2 – September 11th

7:30am – 8:00 am	Check in – Ballroom #2 & #3 Coffee & a light, but healthy, continental breakfast will be provided.	Joanne Rees
8:00am – 8:15am	Welcome	Deb LaMarche
8:15am – 9:00am	Building a relationship over distance: How to convey caring and empathy when videoconferencing? Discussion of the human factors for clinicians & the community to promote acceptance of videoconferencing.	Patricia Willis
9:00am – 10:15am	Telemedicine Protocol Development Break out into small teams to work through the process of developing a protocol for clinical telemedicine delivery using specific examples. Examples will be provided or participants may use their own.	Deb LaMarche and Workshop faculty
10:15am – 10:30am	Break	
10:30am – 12:00pm	Roundtable Discussions: Two 45 minute rotations / topics repeated both days Each roundtable will be facilitated by members of the workshop faculty. Designed to be interactive, these sessions will include a combination of prepared information along with the opportunity for workshop attendees to ask questions and brainstorm solutions to their program's issues. To make sure that we offer the right topics, registered participants will be sent a survey in advance of the workshop asking for areas of interest. Proposed topics: Telehealth Program Development Site Readiness, Workflow analysis: Protocol Development, Site Assessment and Implementation Hands on and Human Factors Hands-on experience with VC equipment, Human Factors, Tips on Videoconferencing Continuing Education/Distance Learning Medical, Nursing, Allied Health, Annual Requirements, Methods of delivery Remote Monitoring Defining the need, Model of care, Monitoring outcomes, Equipment selection, Hands on experience Telemedicine Administrative Issues Reimbursement, Credentialing, Cross-state licensure, Costs vs. value Technology Network design and implementation, Information security considerations, Equipment selection criteria	Deb LaMarche, coordinator Doris Barta Libbey Chuy Cindy Leenknecht Denny Lordan Thelma McClosky Armstrong Jeff Shuckra Kim Schwartz Patricia Willis
12:00pm – 1:00pm	Lunch (provided) <i>***Throughout lunch various telehealth technologies will be available for hands-on experience***</i>	

Agenda (page 4)

1:00pm – 1:45pm	Keeping it going: Sustainability There are those who think that the cost of telehealth ends with the purchase of equipment. In reality, it is only the beginning. When planning a telehealth project, it is important to begin to develop a sustainable model from the start. Anticipated operational costs, potential revenues and funding sources need to be addressed. This session will provide strategies for ongoing sustainability.	Doris Barta
1:45pm – 2:15pm	Questions: Last chance for anything you wanted to ask This is a final chance to ask questions about anything telehealth. It might be something that wasn't addressed or a clarification of topics discussed during the conference.	Workshop faculty
2:15pm – 2:45pm	Telehealth Tools & Resources So where do you turn after this workshop for additional resources, technical assistance and support? Staff from the Northwest Regional Telehealth Resource Center will share information on national and regional resources available to your organization to assist with telehealth program development.	Denny Lordan
2:45pm	Adjourn – Thank you for coming!	

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Presenters and Faculty

Presenters:

Northwest Regional Telehealth Resource Center (NRTRC) leverages the collective expertise of 35 telehealth networks in Alaska, Hawaii, Idaho, Montana, Oregon, Utah, Washington, Wyoming, and US-Affiliated Pacific Islands to share information and resources and develop new telehealth programs. www.nrtrc.org

St. Vincent Healthcare Foundation is the fund raising entity for St. Vincent Healthcare and is the recipient of this HRSA OHIT funding award. www.svfoundation.org

Partners in Health Telemedicine Network (PHTN) provides clinical, education and administrative services to hospitals and clinics in Montana and Wyoming. www.phtn.org

Utah Telehealth Network (UTN) connects hospitals, clinics, and health departments in Utah and the intermountain west in support of patient care, health professional training and education. www.utahtelehealth.net

Association for Utah Community Health (AUCH) is Utah's Primary Care Association and represents federally qualified health centers (FQHC) and others working to increase access to health care for medically underserved populations. www.auch.org

Faculty:

Doris Barta, MHA – Director, Grants Division, St. Vincent Healthcare Foundation, Billings, Montana. Ms. Barta has over 16 years experience working in the telehealth industry, and has helped secure over \$10 million in federal, state, and foundation support for telehealth in Montana and the Northwest Region.

Libbey Chuy, MS – Telehealth Coordinator, Association for Utah Community Health, Salt Lake City, Utah. Ms. Chuy works closely with Utah's Community Health Centers to provide diabetic retinopathy screening and to explore other telehealth opportunities, such as Medical Spanish classes.

Vicki Gigliotti, RN – Chief Clinical Officer, Allen Memorial Hospital, Moab, Utah. Allen Memorial was an early adopter of telehealth in rural Utah. Ms. Gigliotti has served a key role in bringing telehealth services, such as telestroke, telepharmacy, teleradiology, and training for health professional to this critical access hospital.

Deb LaMarche – Program Manager, Utah Telehealth Network, Salt Lake City, Utah. Ms. LaMarche has managed UTN's day-to-day operations and the development of telehealth services since 1996. Her focus in recent years has been on business development and sustainability of the network.



Cindy Leenknecht, MS, ACNS-BC, CCRP – Director, Partners in Health Telemedicine Network/Clinical Nurse Specialist, St. Vincent Healthcare, Billings, Montana. Ms. Leenknecht has experience in the identification and implementation of telemedicine opportunities across the continuum of care to include home monitoring, clinic and emergent applications and self-management of chronic diseases.

Denny Lordan BS – Executive Director, Northwest Regional Telehealth Resource Center, Spokane Washington, where his primary activity is to provide technical support to those new to telehealth. Mr. Lordan has been instrumental in a number of successful telemedicine and telehealth applications serving as national models in the area of TelePharmacy, TeleTrauma, and distance education for rural pre-hospital providers known as EMS-Live at Night.

Thelma McClosky Armstrong – Director of Eastern Montana Telehealth Network, Billings Clinic, Billings, Montana. Past President of the American Telemedicine Association (ATA), Ms. McClosky Armstrong runs a robust videoconferencing network. She was one of the early innovators in telehealth, especially in the delivery of mental health services, and is a well-respected national leader in the field.

Chris Patricoski, MD FAAFP – Clinical Director for Telehealth, Alaska Native Tribal Health Consortium (ANTHC), Anchorage Alaska. Dr. Patricoski practiced family medicine at a variety of rural settings and has worked for 10 years in research, design, training and implementation of telemedicine systems in Alaska.

Marta Petersen, MD – Director, Utah Telehealth Network, and Professor and Vice-chair of Dermatology, University of Utah. Dr. Petersen has led the University of Utah's telehealth efforts and been conducting teledermatology clinics since the mid-1990s.

Nathan Peterson, MPH – Until recently, Mr. Peterson served as the Telehealth Manager for the Utah Diabetes Prevention and Control Program, Utah Department of Health, Salt Lake City, Utah. He has been a leader in the use of telehealth for public health training, growing a Diabetes Brown Bag continuing education series to regularly include over 100 health care providers from several states each month.

Jeff Shuckra, MS – Videoconferencing and Network Engineer, Utah Telehealth Network, Salt Lake City, Utah. Mr. Shuckra is responsible for the technical design and implementation for all of UTN's telehealth projects, while also supporting the network and HIT security. He develops training modules and provides advanced troubleshooting to assist telehealth users.

Kim Schwartz – CEO, Roanoke Chowan Community Health Center, Ahoskie, NC and co-chair of the National Association of Community Health Centers OHIT Committee. Ms. Schwartz will share how Roanoke Chowan CHC has successfully utilized remote monitoring to improve care for patients with chronic conditions.

Patricia Willis, RN MS – Outreach Coordinator, Utah Telehealth Network, SLC, Utah and chair of the UTN Advisory Board Education and Clinical Subcommittees. Ms. Willis uses her background in nursing and informatics to facilitate the development of new clinical and educational telehealth applications, including several clinics to the Utah State Prison, Family Medicine Grand Rounds, and HIPAA training.

