Disclosures

• **Practice Gap:** Lack of awareness on how to provide specialty care services to under-served populations in the region.

• **Desired Outcome:**
  – Providers will be able to apply knowledge acquired from the conference to better provide care using telemedicine to patients across the region.
  – Providers will be able to solve problems within their practice using telemedicine.
  – Providers will be able to identify the services available for their patients via telemedicine within their region.
  – Providers will be able to recognize the changes in telemedicine and how best to continue improving their practices during change.

• **Disclosure of relevant financial relationships in the past 12 months:**
  I have no relevant financial relationships with commercial interests that may have a direct bearing on the subject matter of this CME activity.
Providence Heritage

• Emilie Gamelin, a young widow living in Montreal in the 1840s, dedicated herself to the city’s many poor, sick, orphaned and elderly people. She became foundress of the religious community known as the Sisters of Providence.

• Providence Health & Services was founded in 1856 when five pioneering Sisters of Providence arrived in Vancouver, Washington and began establishing schools, hospitals and orphanages throughout the Northwest.

• Providence is firmly rooted in charitable works which started 158 years ago by the Sisters of Providence.

• The commitment to serving those who are poor and vulnerable demonstrated by the sisters remains an inspiration for those who continue to do the work of Providence today.
Snapshot of Providence

- Providence Health & Services include 34 hospitals, 475 physician clinics, senior services, supportive housing, hospice, home health and many other health and educational services. The health system and its affiliates employs more than 70,000 people across five states – Alaska, California, Montana, Oregon and Washington.

- Recent Affiliations
  - Swedish Health Services – 2012
  - Facey Medical Group – 2012
  - St. John’s Health Center – 2014
  - Pacific Medical Centers – 2014
  - Kadlec Health System – 2014

- We’ve been operating as a multi-state health system for more than 10 years. We utilize structure to keep routine processes moving forward, in order to focus on what’s most important.
<table>
<thead>
<tr>
<th>Service/Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregivers (all employees)</td>
<td>73,018</td>
</tr>
<tr>
<td>Employed physicians</td>
<td>3,389</td>
</tr>
<tr>
<td>Employed advanced practice clinicians</td>
<td>923</td>
</tr>
<tr>
<td>Registered nurses</td>
<td>25,478</td>
</tr>
<tr>
<td>Physician clinics</td>
<td>475</td>
</tr>
<tr>
<td>Acute care hospitals</td>
<td>34</td>
</tr>
<tr>
<td>Acute care beds (licensed)</td>
<td>7,932</td>
</tr>
<tr>
<td>Providence Health Plan members</td>
<td>390,596</td>
</tr>
<tr>
<td>Hospice and home health programs</td>
<td>19</td>
</tr>
<tr>
<td>Home health visits</td>
<td>633,364</td>
</tr>
<tr>
<td>Hospice days</td>
<td>640,409</td>
</tr>
<tr>
<td>Assisted living and long-term care facilities (free standing and co-located)</td>
<td>22</td>
</tr>
</tbody>
</table>
| Supportive housing                                   | Facilities: 14  
               Units: 693   |
| Unique patients served                               | 2,483,462|
| Community benefit and charity care costs             | $951 million |
| Total net operating revenue                          | $11.1 billion |
| Total net operating income                           | $37.7 million |
| Total net income                                     | $253.3 million |
| Total net assets                                     | $7.3 billion |

Data is consolidated for Providence and its affiliates based on financial reporting.
History of Telehealth at Providence

• First telehealth program started in 2005

• Number of partner hospitals: 89

• Telehealth services offered: 26 currently
Telehealth Services Offered by Providence and its Affiliate Brands

- TeleBrain Injury
- TeleCase Management
- TeleCardiology
- TeleDiabetes
- TeleEEG
- TeleEKG
- TeleGI
- TeleHand Trauma
- TeleHospitalist
- TeleIntensivist
- TeleNeonatal Resuscitation
- TeleNeurology (General, Movement, Stroke)
- TeleNeurosurgery
- TeleOncology
- TelePediatrics (Endocrine, Gastro, Psych)
- TelePsychiatry
- TeleSane
- TeleSleep
- TeleSpeech
- TeleSocial Work
- TeleStroke
- TeleWound
Role of the Telepresenter

Pita Nims, RN MN
Regional Clinical Program Manager
March 30th, 2015
Objectives

- Role/Responsibilities of the Telepresenter
  - Why this role was adopted
  - Who can act as a Telepresenter
  - Background regarding adoption of this role in other areas of the country

- Training needs for Telepresenters

- Things to consider when selecting staff for this role

- Things to consider when starting a Telepresenter training program
Telepresenter

• **Who?**
  – Education level
  – Scope of licensure

• **What?**
  – Training

• **Why?**
  – Facilitated exams versus non-facilitated

• **Where?**
  – Acute care setting
  – Ambulatory care
American Telemedicine Association

ATA National Guidelines

• Clinical Core Standards

• Technical Core Standards

• Preparing the Patient
Planning a TeleHealth Program

Know your Resources

http://www.americantelemed.org/practice
Telepresenter Role

The role of the Telepresenter is to support and facilitate communication of both the patient and evaluating provider throughout the tele-encounter process (American Telemedicine Association, 2011)

- Clinical
- Verbal/non-verbal communication
Telepresenter Responsibilities

Responsibilities of Telepresenter

• Schedule telemedicine consultations
• Demonstrate clinical and technical competencies
• Prepare for telemedicine consultations
  – Patient
  – Room
  – Equipment
  – Medical records (external sites)
• Exam facilitation
• Follow up documentation & scheduling
Technological Requirements

Cart and Peripherals

- Digital ophthalmoscope
- Digital otoscope
- Digital stethoscope
- Digital exam camera
Training

- Technology
  - Cart and peripheral devices
  - Troubleshooting

- Protocols
  - Specialty
Caregivers Etiquette

- Facilitation
- Body positioning
- HIPAA
Documentation

Provider
- “This exam was initially conducted via secure 128-bit AES encrypted bi-directional video session”

Telepresenter
- What is used
- Who attended (provider and patient)
- Time of exam
Staff Selection

Skill sets:

- Communication
- Technology
- Clinical expertise
- Emotional intelligence
- Soft skills
Scope of Practice

“Facilitate remote physical assessment and clinical data transfer from remote patient setting, e.g. telepresenter is frequently present, to address the challenges that the consulting provider faces when conducting a physical examination using telemedicine and to ensure efficient information exchange. The presenter is located at the patient remote site and provides support to the patient and the telemedicine-consulting provider in completing the physical examination and/or telemedicine activity.”

(excerpt from draft, Department of Health Interpretative Statement, 2012)
Scope of the Team

• Inclusion of expanded RN role
• Scope of Licensure
• MA, ED Technician, and a Lay Person
TeleHospitalist

• Hospital based admitting service – nighttime admissions
• Key elements
• Mirroring an in-person internal medicine exam remotely
  – Telepresenter
  – Technology
Ambulatory Care Environment

• Key elements

• Mirroring in-person examinations remotely
  – Telepresenter – who to designate
  – Technology – what technology needs to be in place
Things to Consider

• Collaboration with your partners (internal and external)
  – Agreements

• Staff/provider buy in
  – Program champion
  – Facility culture

• Technology

• Managing resources
References/Resources

• American Telemedicine Association
  http://www.americantelemed.org/

• University of Minnesota – Telepresenter Certification Course
  http://cce.umn.edu/School-of-Nursing-Telehealth-Nurse-Presenter/

• Northwest Regional Telehealth Resource Center
  http://www.nrtrc.org/

• Telepresenter Video
  http://www.youtube.com/watch?v=n3_XPP0Qu6A