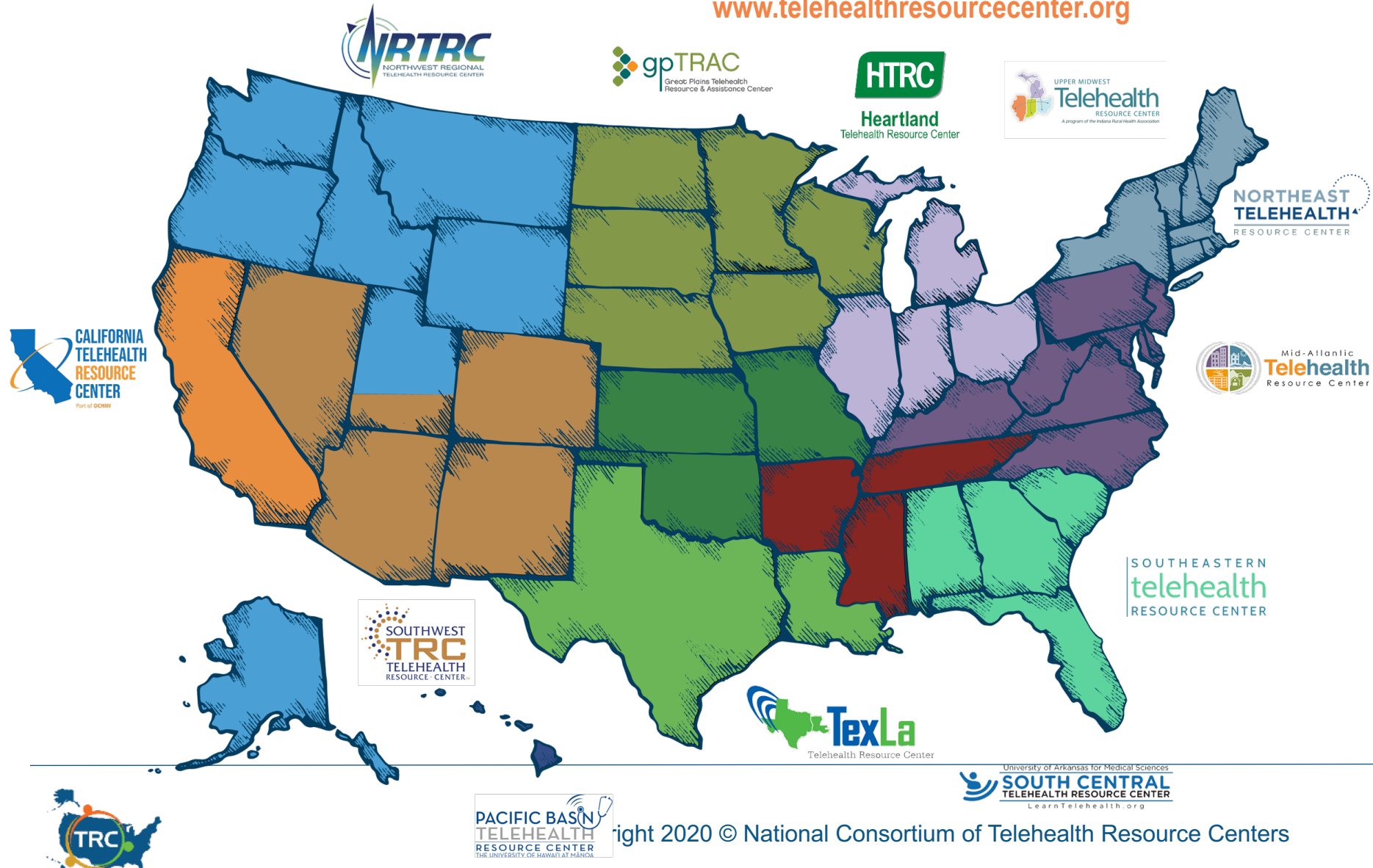**Delaware Libraries Telehealth and Teleservices Initiative**

August 19th, 2021

HRSA Funded Telehealth Resource Centers

www.telehealthresourcecenter.org

NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

12 REGIONAL RESOURCE CENTERS

2 NATIONAL RESOURCE CENTERS

Webinar Tips and Notes

- Your phone &/or computer microphone has been muted.

- If we do not reach your question, please contact your regional TRC. There may be delays in response time: https://telehealthresourcecenter.org/contact-us/

- Please fill out the post-webinar survey.

- Closed Captioning is available.

- Please submit your questions using the Q&A function.

- The webinar is being **recorded**.

- Recordings will be posted to our YouTube Channel:

  https://www.youtube.com/c/nctrc

Delaware Libraries Telehealth and Teleservices Initiative

NCTRC Webinar
August 19, 2021 - 11:00am PST

Nick Martin
Emerging Technology Consultant
Delaware Division of Libraries
nick.martin@lib.de.us

Dr. Vishal Patel
Associate Medical Director
Center for Virtual Health, ChristianaCare
vishal.patel@christianacare.org
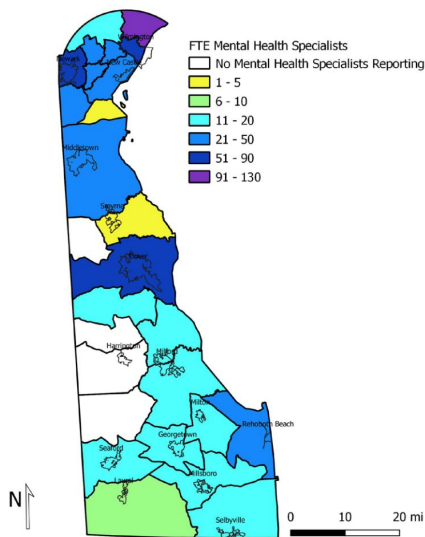
DelawareLibraries

ChristianaCare™

Public Service Announcement

Initial Motivation

- In Delaware,
  - Increase in depression (33%) and drug overdose deaths (109%)[1]
  - Lack of mental health specialists
  - Lack of access to Internet (16%) and devices (~10%)[2]

- Libraries are universally valued for accessing health information
  - 87% of respondents[3] affirmed that libraries are at least somewhat useful in "seeking health information"

Figure 4.2
Number of Mental Health Specialist FTEs by Census County Division, Delaware, 2019

FTE Mental Health Specialists
- ☐ No Mental Health Specialists Reporting
- 1 - 5
- 6 - 10
- 11 - 20
- 21 - 50
- 51 - 90
- 91 - 130

N

0   10   20 mi

Sources:
1. myhealthycommunity.dhss.delaware.gov/locations/state
2. census.gov
3. https://www.pewresearch.org/internet/2015/09/15/who-uses-libraries-and-what-they-do-at-their-libraries/
Map Source: Delaware Department of Health and Social Services, Division of Public Health, Mental Health Professionals in Delaware, 2019.

DelawareLibraries.org

Volume 6 | Issue 3
September 2020

Delaware Journal of
Public Health

A publication of the Delaware Academy of Medicine / Delaware Public Health Association

Partners.   Working together.

Community.

**Public Libraries
& Public Health**

Featured in this issue   Dolly Parton's Imagination Library | delawarelibraries.org/imagination
Inspire a love of reading! Kids who read, succeed!

DELAWARE ACADEMY of MEDICINE   DPHA   APHA
www.delamed.org | www.delawarepha.org

Read this issue here:
https://issuu.com/dam-dpha/docs/delaware_journal_of_public_health_-_public_librari

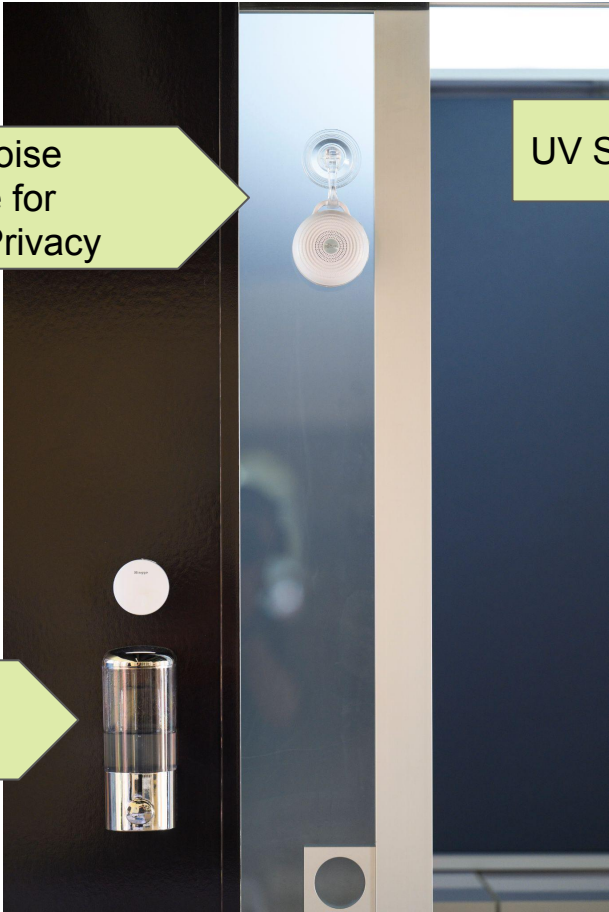How can we continue to meet the needs of our patrons,
during COVID-19 & beyond?

1. **Booths for Social Services**
   ○ Telehealth, legal, employment, etc.
   ○ Soundproof, 2-3 person capacity, connected to high-speed Internet
   ○ Staffed by Navigators
   ○ Currently available at three rural libraries
   ○ Surveys
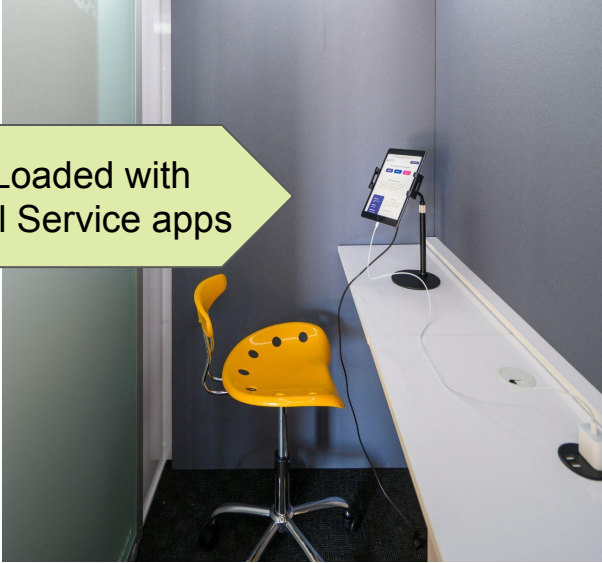   ○ Collaboration with ChristianaCare Center for Virtual Health

White Noise Machine for Added Privacy

UV Sanitation

Hand Sanitizing Station

iPad Loaded with Social Service apps

DelawareLibraries.org

2. Device Loaning

- ○ Chromebooks, WiFi hotspots
- ○ Loaned out for 1-week at a time (up to one month total assuming no wait list)
- ○ No late fees, but replacement cost enforced for lost/stolen items
- ○ Comes with case and necessary charging cables
- ○ Information on access to telehealth and social service resources
- ○ Surveys

getconnected.delawarelibraries.org

DelawareLibraries

LANGUAGES ▾   GET LIBRARY CARD

How may we help you #GetConnectedDE?

Chromebook and WiFi Hotspots   **Telehealth and Teleservices**   **Other Resources**

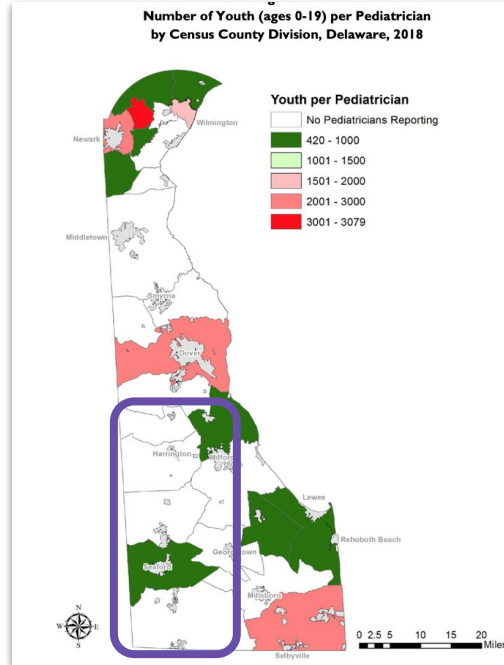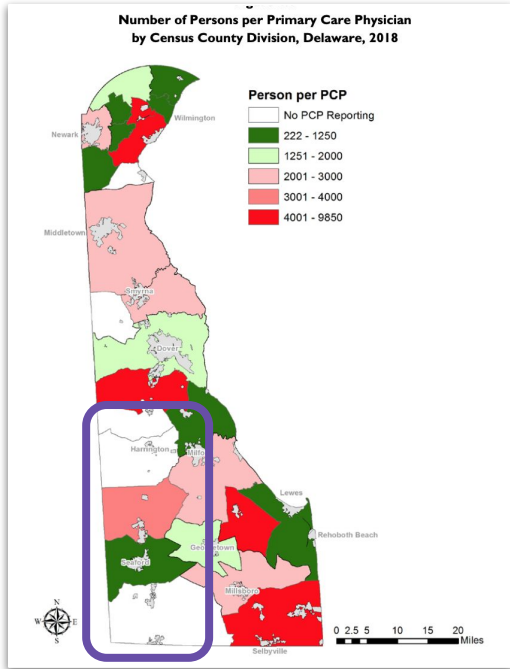## Schedule Appointments With:

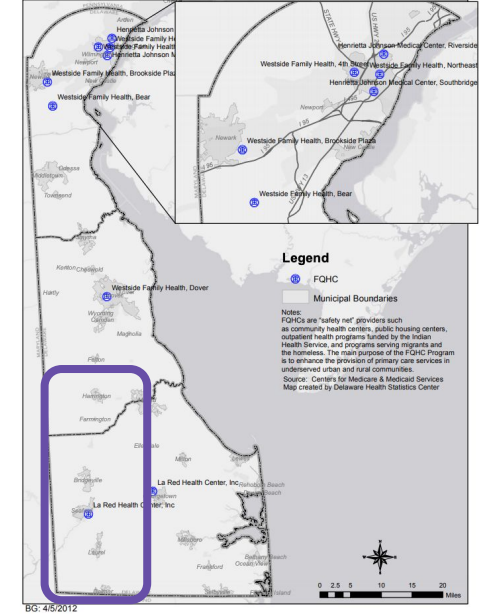**Social Workers**   **Employment Specialists**   **Teleservice Kiosk**

About Delaware Libraries

At Delaware Libraries, we connect you with the technology or social service resources you need. We offer loanable devices, technology assistance, and kiosks that provide privacy to take job interviews or talk to health professionals. You can also access useful information regarding behavioral health and substance abuse, veteran affairs, employment, education, family courts, immigration, and food assistance. For more information about each of our services, continue browsing our website.

3. Traveling Nurse
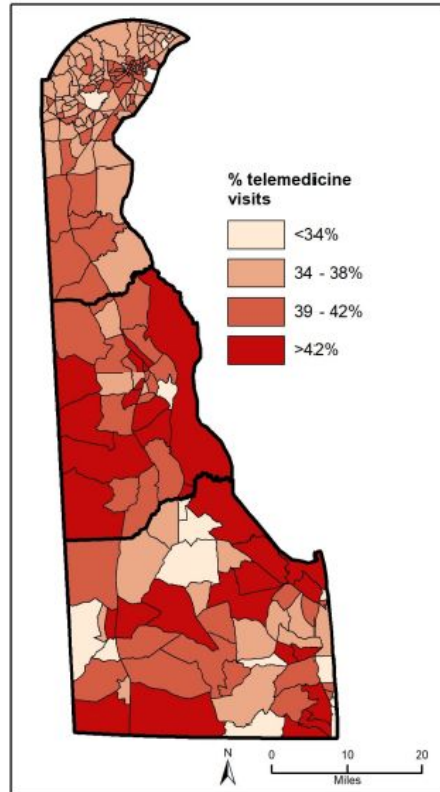
Sources:
1. Delaware Department of Health and Social Services, Division of Public Health, Delaware Primary Care & Specialist Physicians Survey 2018
2. Centers for Medicare & Medicaid Services Map created by Delaware Health Statistics Center

Telemedicine visits and population characteristics

% Telemedicine Visits, 2020

% telemedicine visits

- <34%
- 34 - 38%
- 39 - 42%
- >42%

Socioeconomic Vulnerability

Socioeconomic vulnerability

- Low vulnerability
- High vulnerability

ChristianaCare

Telemedicine visits and population characteristics
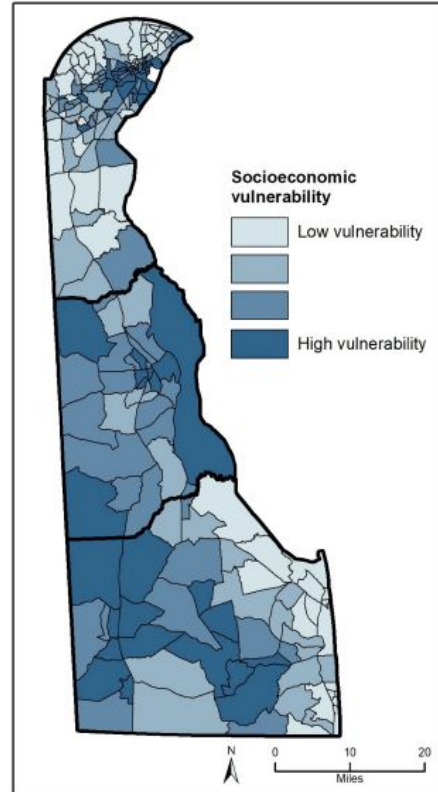
% Telemedicine Visits, 2020

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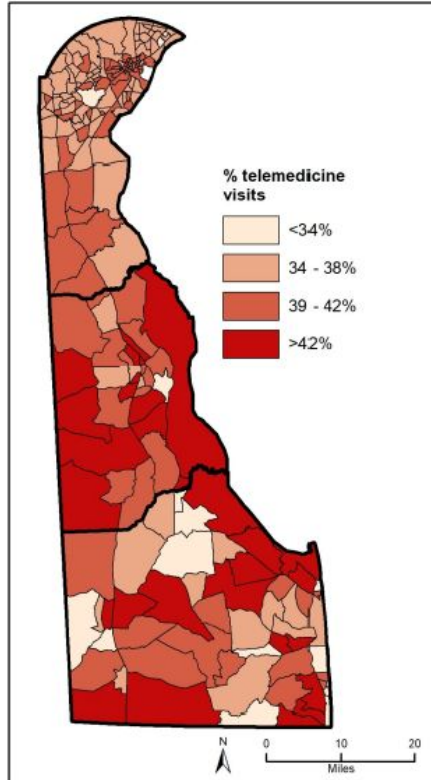
Lack of Broadband Internet
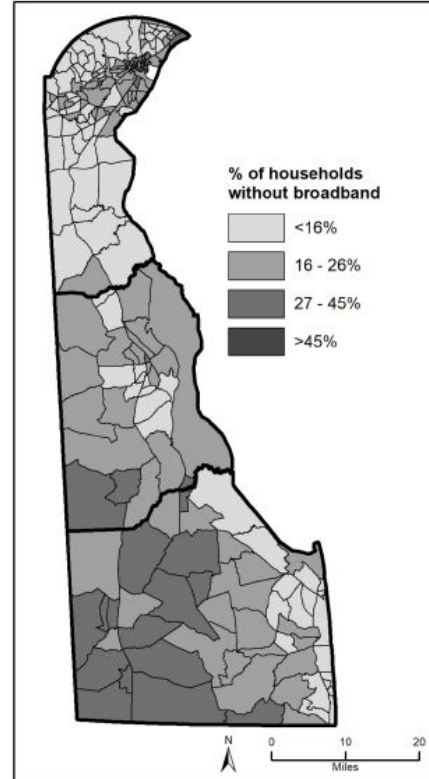
% of households without broadband
- <16%
- 16 - 26%
- 27 - 45%
- >45%
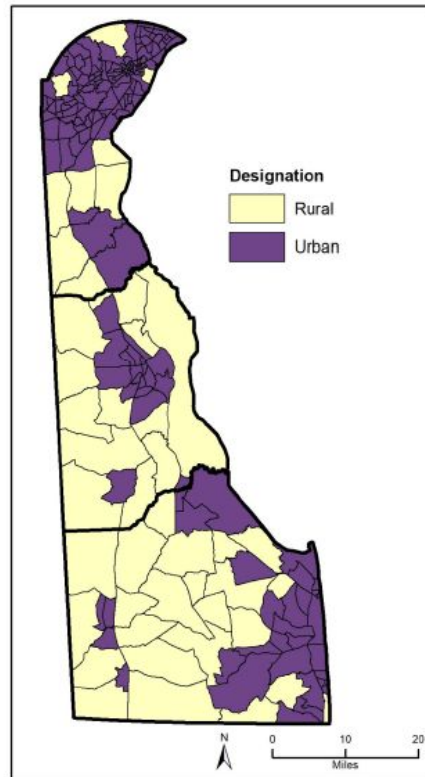
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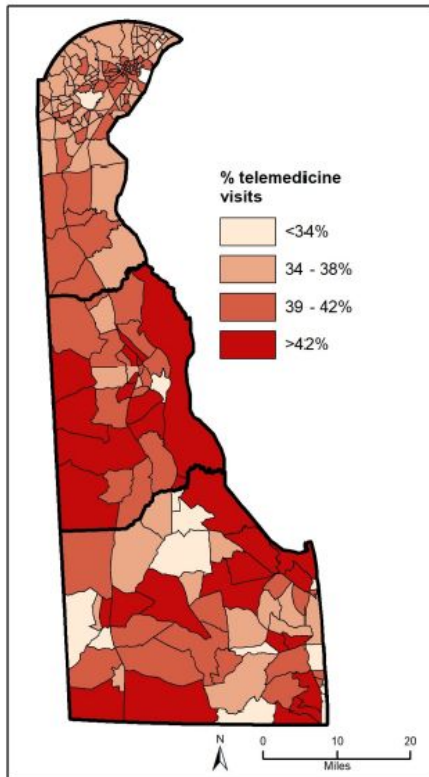
Rural/Urban Designation

Designation
- Rural
- Urban

ChristianaCare™

Harnessing the power of virtual care

We bring the care to you
- Convenient, accessible
- Virtual appointments, check-ins, chats
- Proactive, longitudinal (4-2-1)

Because life happens outside of exam rooms
- No need to wait for an appointment
- 24/7 access to medical advice, clinical care
  — even when you're not sick
- Open 7 days a week (M-F 7A – 8P; Sat-Sun 9 a.m. – 1 p.m.
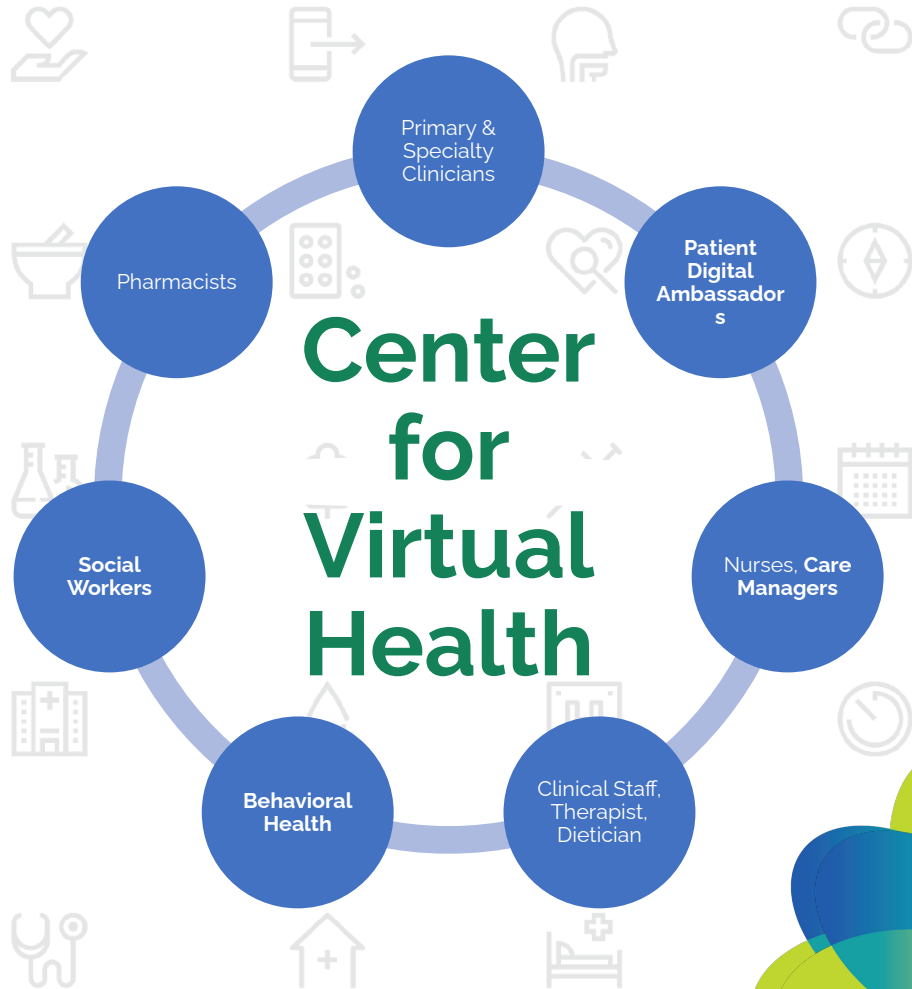
Virtual Care is a Team Sport
- Primary Care Clinician, Nurse, Patient Digital Ambassador; Behavioral Health Specialist,
  Social Worker, Clinical Pharmacist, Health   Coaches

ChristianaCare™
Center for Virtual Health

Our virtual health vision creates **differentiation** because it focuses on **comprehensive holistic care**, not just visits

Personalized care:
The virtual team provides the right care by the right professional at the right time in the right place.

ChristianaCare™
Center for Virtual Health

Center for Virtual Health

- Primary & Specialty Clinicians
- Patient Digital Ambassadors
- Nurses, **Care Managers**
- Clinical Staff, Therapist, Dietician
- **Behavioral Health**
- **Social Workers**
- Pharmacists

ChristianaCare Community Access Points

- Assistance with connection to virtual care
- On-site assessments and procedures with medical diagnostic devices
- Social worker and on-site community health worker
- Nurse-driven clinical visits & services
- Diagnostics and other Point of Care testing
- Pharmacy and behavioral health consultation services
- Deployment of biometric devices
- Immunization administration

ChristianaCare™
Center for Virtual Health

Expected Outcomes of Program

1. Increase access to remote health and human services
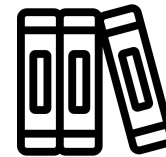
2. Access to tech devices and WiFi

3. Decreased lead time to see a healthcare provider

4. Increase in technology knowledge and education

5. Increase in impact of library to community during COVID-19

Key Findings & Plans Moving Forward

❖ Library foot traffic has slowed in general

➤ Experiment with new marketing tactics

❖ Most people are hearing about the devices and kiosk **at the library**

➤ Continue equipping staff to explain services, attract more people to come into the library

❖ Digital literacy is low

➤ Northstar Digital Literacy deployment

➤ Education on emerging technology platforms (mHealth, contactless payment, Zoom, InstaCart, etc.)

Key Findings & Plans Moving Forward

- ❖ Uneven distribution of demographics using services
  - ➢ Grassroots marketing (places of worship, community leaders, community events)
- ❖ Wide variety of kiosk uses
  - ➢ Focus on partnerships to provide wrap-around support (SDOH)
  - ➢ Embed learning and services into entertainment
- ❖ More community interest in devices than kiosks
  - ➢ Services at home (i.e. mHealth) with libraries as information hubs, healthcare system partnerships

Final Thoughts

1. Breaking the mental health stigma is difficult, even for public libraries

2. Changing the public's perception about libraries and library services takes time

3. Accessing health and social services are moving to the home

4. Partnerships are key for a successful community-based telehealth program

5. Adaptability, empathy, and creativity are the key to this team's success

Collaborative Partners

- Christiana Care Health System
- Nemours A.I. duPont Hospital for Children
- Highmark Health Delaware
- AmeriHealth Caritas
- Jewish Family Services
- NERDiT Now and the NERDiT Foundation
- Delaware Dept. of Health and Social Services
- Delaware Division of Public Health
- DART Microtransit
- New Outlook Pioneers
- Haitian Coalition

- Children and Families First (CFF)
- SUN Behavioral
- Sussex Montessori School
- Beebe Healthcare
- La Esperanza
- Delaware Guidance
- Goodwill of DE
- Dover Behavioral
- Colonial School District IT
- New Castle County IT
- La Red Health Center

Kiosk participating Public libraries

Thank you to our funders!

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Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Telehealth Topic: Telehealth Implementation: A Guide & Case Study for Critical Access Hospitals
Hosting TRC: Northwest Regional Telehealth Resource Center (NRTRC)
Date: September 16th, 2021
Times: 11 AM – 12 PM (PT)

*Please check the NCTRC website to register for the upcoming webinar.

Please Complete Our Survey

Your opinion of this webinar is valuable to us.

Please participate in this brief perception survey (will also open after webinar):

https://www.surveymonkey.com/r/XK7R72F