HRSA Funded Telehealth Resource Centers

www.telehealthresourcecenter.org
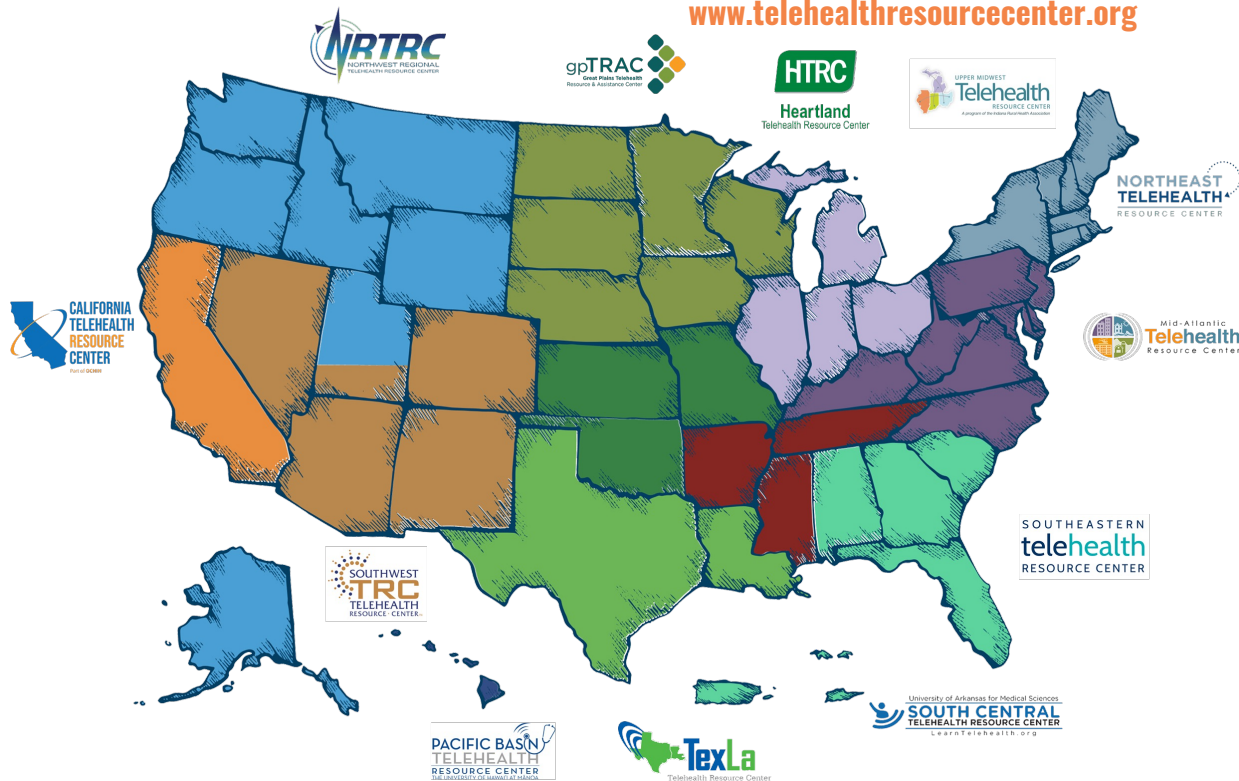
NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC
12 REGIONAL RESOURCE CENTERS		

TTAC TelehealthTechnology.org	CCHP
2 NATIONAL RESOURCE CENTERS	

Webinar Tips & Notes

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

- *Time is reserved at the end for Q&A*

- *Please fill out the post-webinar survey*

- *Webinar is being recorded*

- *Recordings will be posted to our YouTube Channel:*

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

NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

Telehealth for Older Adults:
Principles, Guidelines and Lessons Learned

Presenter(s)

Michael Kurliand, MS, BSN, RN-BC

West Health Institute

Laurie Archbald-Pannone, MD, MPH

University of Virginia
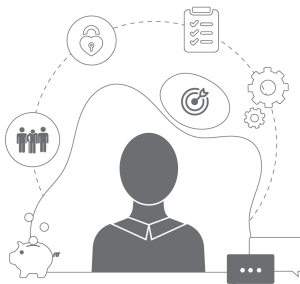
David Fletcher, MBA

Geisinger Health System

Rebecca Harless

Charleston Area Medical Center Health System

NATIONAL CONSORTIUM OF
TRC TELEHEALTH
RESOURCE CENTERS

Telehealth for Older Adults:

Principles and Guidelines

OLDER ADULT-FRIENDLY TELEHEALTH SHOULD BE **PERSON-CENTERED** IN THAT IT...

- Accounts for older adults' healthcare goals, care preferences, and 'what matters'
- Promotes high-value use cases that drive older-adult-focused goals, incorporating payer and provider perspectives
- Supports coordination and continuity of care
- Ensures that older adults and their caregivers are prepared and understand what to expect from a telehealth encounter
- Promotes opportunities to use telehealth to increase access to care while reducing avoidable costs
- Reduces time to see providers across healthcare settings
- Incorporates older adults' families and caregivers when appropriate and consistent with the older adults' wishes

OLDER ADULT-FRIENDLY TELEHEALTH SHOULD BE **EQUITABLE AND ACCESIBLE** IN THAT IT...

- Accounts for older adults' physical and cognitive differences
- Accounts for cultural and linguistic differences of older adults and their caregivers
- Accounts for technology literacy and readiness of older adults and their caregivers
- Uses telehealth to address needs across all settings, including the home, as promptly as possible
- Ensures that staff and providers engage in ongoing education on best practices for using telehealth with older adults
- Account for differences in access to technology and connectivity

OLDER ADULT-FRIENDLY TELEHEALTH SHOULD BE **INTEGRATED AND COORDINATED** IN THAT IT...

- Facilitates access to older adults' health history for telehealth providers
- Facilitates safe, coordinated transitions of care
- Is integrated into care continuum/provider practice
- Connects crucial stakeholders throughout the entire process
- Supports staff working at the top of their licenses to drive efficiency

01 👥 Person-Centered

The older adult being served should be at the center of all decision-making. The older adults' care preferences, goals, wishes, abilities, support system, and conditions should be accounted for.

David Fletcher, MBA

Geisinger Health System

Telehealth: Patient Satisfaction

01	Person-Centered	The older adult being served should be at the center of all decision-making. The older adults' care preferences, goals, wishes, abilities, support system, and conditions should be accounted for.

- All patient populations surveyed appreciated the availability of telehealth.

- Patients aged 65–79 consistently rated telehealth higher relative to that same age range nationally than younger patients, with >80% also expressing overall satisfaction.

- Patient >80 years of age reported a >75% overall satisfaction score with telemedicine as well.

- **Results debunk the assumption that telehealth is more easily adopted by younger generations.**

Survey comments from our patients

"This is a wonderful service. I am disabled and don't drive that far. I feel safer doing the video visits as well."
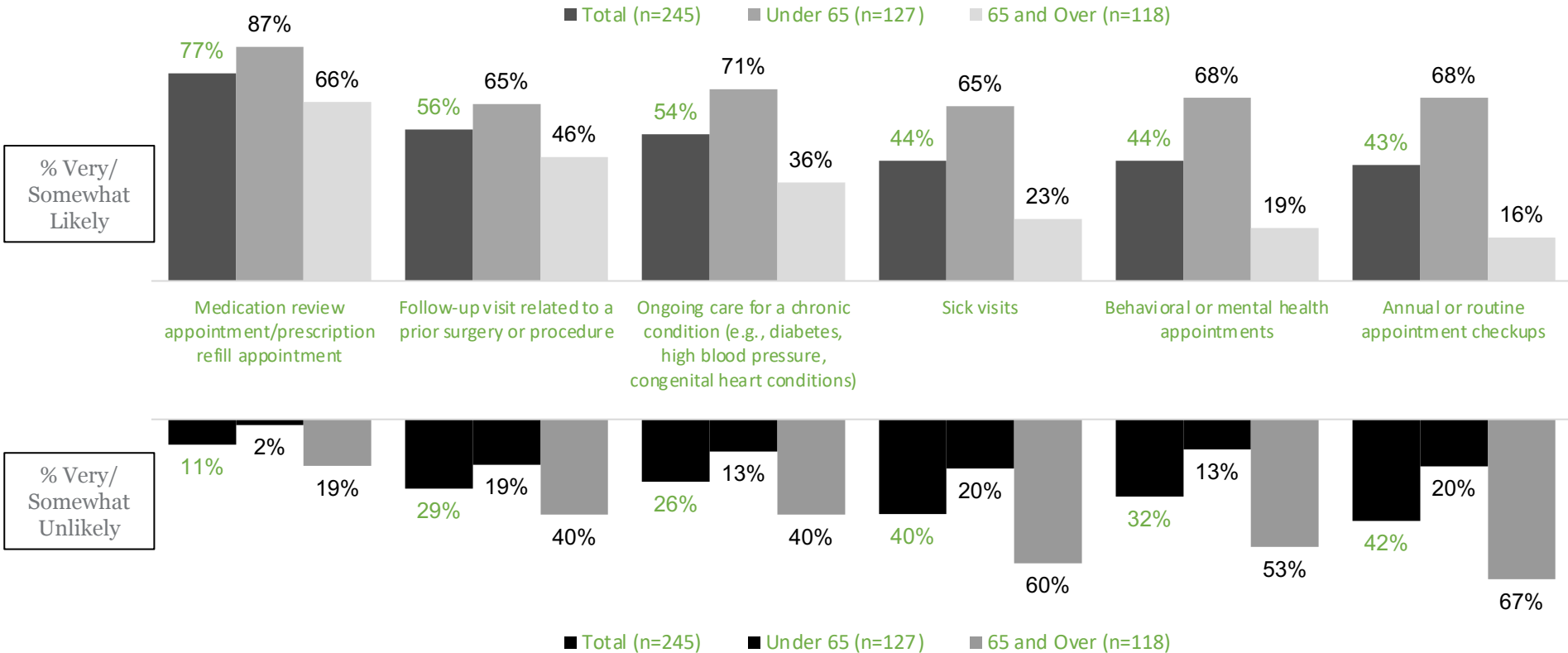
Neurology Patient

"This appointment was super simple to set up and much easier to go to than if it were in person."

Gynecology and Obstetric Patient

"I actually liked the video visit—was more relaxed."

Gastroenterology Patient

Likelihood of Care via Telemedicine (2 of 2, by Age)

■ Total (n=245) ■ Under 65 (n=127) ■ 65 and Over (n=118)

% Very/ Somewhat Likely

	Medication review appointment/prescription refill appointment	Follow-up visit related to a prior surgery or procedure	Ongoing care for a chronic condition (e.g., diabetes, high blood pressure, congenital heart conditions)	Sick visits	Behavioral or mental health appointments	Annual or routine appointment checkups
Total	77%	56%	54%	44%	44%	43%
Under 65	87%	65%	71%	65%	68%	68%
65 and Over	66%	46%	36%	23%	19%	16%

% Very/ Somewhat Unlikely

Total	11%	29%	26%	40%	32%	42%
Under 65	2%	19%	13%	20%	13%	20%
65 and Over	19%	40%	40%	60%	53%	67%

■ Total (n=245) ■ Under 65 (n=127) ■ 65 and Over (n=118)

Q8) How likely would you be to use telemedicine services for the following types of care, if needed?

01 Person-Centered

The older adult being served should be at the center of all decision-making. The older adults' care preferences, goals, wishes, abilities, support system, and conditions should be accounted for.

Telehealth in the Home - Assisted

02

Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

Rebecca Harless
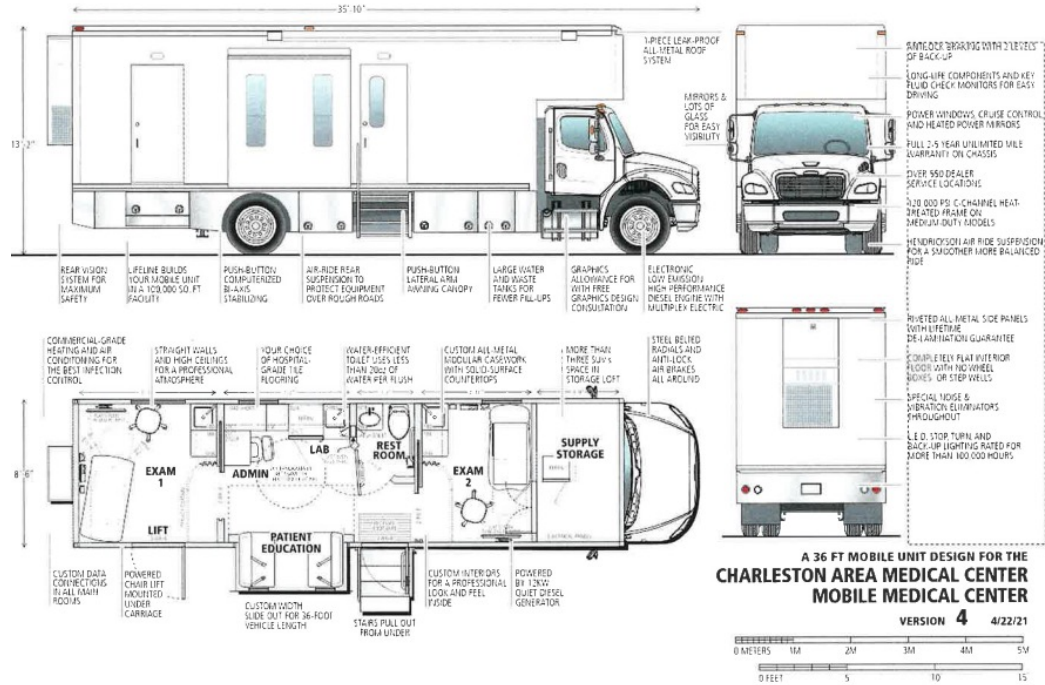**Charleston Area Medical Center Health System**

02

Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

CAMC Telemedicine Hub

- Meeting the Standard
  - Accounts for older adults' physical and cognitive differences
  - Accounts for cultural and linguistic differences
  - Accounts for technology literacy
  - Accounts for differences in access to technology
  - Addresses needs across all settings including the home

- Not Meeting the Standard
  - Staff and Providers engage in ongoing education on best practices for using telehealth with older adults

02 Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

Challenges
- Stand Alone vs. imbedded clinics
- Provider Practice Patterns/Preferences
- Complex scheduling workflow

Lessons
- Review referrals
- Ask why not? Referral rules too stringent?
- Competitive Partners

Successes
- Patient Testimonies
- Nurse Navigators
- Imbedded clinics
- Partner relationships
- Non-threatening approach to Provider practice changes
- Audio vs. Video/ Connectivity Issues
- Travel Burden, Tolls, meals
- Same interpreter service requirements as the hospital proper
- Downstream Revenue

02

Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

Coming Soon!!!

A 36 FT MOBILE UNIT DESIGN FOR THE
**CHARLESTON AREA MEDICAL CENTER
MOBILE MEDICAL CENTER**

VERSION **4** 4/22/21

02

⚖️ Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

CAMC Health System
6d · 🌐

CAMC Telemedicine Centers offer the benefits of an in-person doctor visit– without the travel! Visit camc.org/Telemedicine for more information.

"I usually drive two hours to my doctor's appointment, two hours home, and I have to take a day off work. At the CAMC Telemedicine Center in Lewisburg, I was given the same attention and quality care as if I was at my doctor's office. My doctor was very attentive and spent 35 minutes talking with me. The nurse at the center also showed me how she can check my ears and listen to my heart while the doctor in Charleston can hear my heartbeat. This is simply amazing."

Debra Fogus – White Sulphur Springs, WV

TELEMEDICINE
Charleston Area Medical Center

Current
2022
2022-2023
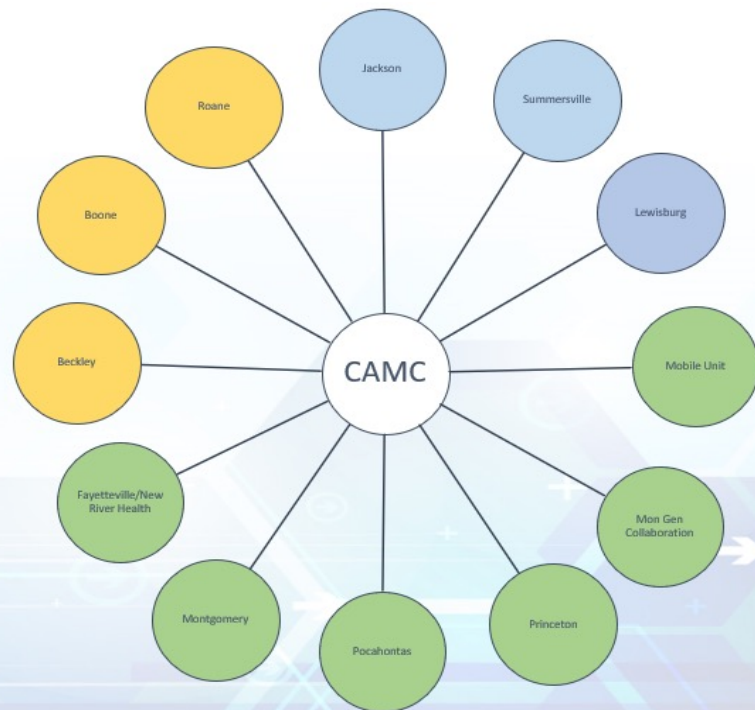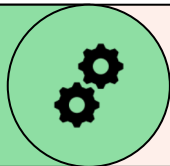
Roane
Jackson
Summersville
Boone
Lewisburg
Beckley
CAMC
Mobile Unit
Fayetteville/New River Health
Mon Gen Collaboration
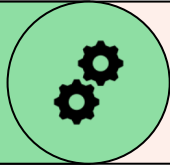Montgomery
Pocahontas
Princeton

03

Integrated & Coordinated

Systems should be set up to facilitate access to the info & support necessary to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

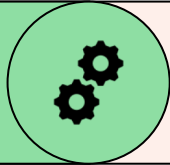Laurie Archbald-Pannone, MD, MPH
University of Virginia

03

Integrated & Coordinated

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

1. Facilitates access to older adults' health record for telehealth providers

2. Facilitates safe, coordinated transitions of care

3. Is integrated into the care continuum

4. Connects crucial stakeholders throughout the entire process

5. Supports staff working at the top of their licenses to drive efficiency

03 Integrated & Coordinated

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

GERI-PaL COVID-19 Response

GERI-PaL

Geriatric

Engagement

Resource

Integration for

Post-acute and

Long-term care facilities

- Project ECHO series

- Nursing liaison*

- Telemedicine consultation *

- Infection control advisory consultation

- Remote/ social connections

2020
HEALTH QUALITY
INNOVATOR
OF THE YEAR

Archbald-Pannone, JAMDA 2020

Clinical goal: Optimize clinical outcome

03 Integrated & Coordinated
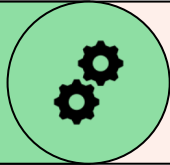
Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

Facilitate transfer

- **To hospital**
  - Transfer of information
    - Facility report, paperwork, GOC & med list
  - Transfer of patient
  - Accepting hospital-based team

- **To facility**
  - Alerted and prepared
  - Staffed appropriately

Treat in place

- **Identify & test**
  - Testing & testing assistance
  - Working with lab & HD for assistance with resulting

- **Treat and re-assess**
  - "COVID Kit" deployed
  - Telemedicine consultation
  - Virtual Daily Rounds

Virtual Daily Rounds - systematic approach

03
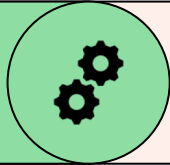
Integrated & Coordinated

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

- Efficient, HIPAA compliant communication
  - Included all clinical decision makers
    - nursing staff, PCPs, consultant MD
- Rapid identification clinical decline
  - Efficient identification patients for TM consult
- Facilitation care escalation
- Facilitation bidirectional transfers

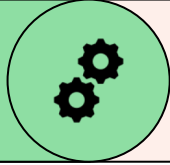**<u>6 week facility outbreak</u>**

82 CV+ (60%)

36 TM consult (44%)

70% GCC Treat in place

48% deaths in facility- GCC

Virtual Daily Rounds

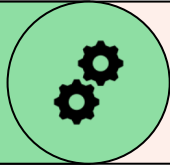| 03	⚙️	Integrated & Coordinated	Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

Process

- Acute issues/ Overnight concerns
- Detailed review of Vital signs for each impacted resident (T, HR, BP, RR, O2 sat)
- Identify telemedicine consultation requests
- In-patient updates/ Anticipated discharges
- Issues of concern or need

Participants

- Primary care providers
- Facility Nursing
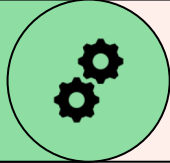- Hospital-based consultation team

03 Integrated & Coordinated

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

1. **Facilitates access to older adults' health record for telehealth providers**

2. **Facilitates safe, coordinated transitions of care**

3. **Is integrated into the care continuum**

4. **Connects crucial stakeholders throughout the entire process**

5. **Supports staff working at the top of their licenses to drive efficiency**

Summary and Lessons Learned

Integrated & Coordinated

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

- Beyond all that we've learned about COVID!

- Telemedicine can be beneficial - but not alone
  - Benefits: Quick assessment, shared-decision making, available when on-site care is limited
  - Challenge: facility staff at each visit

- Working together as a care community
  - Integrated communication is essential
  - Virtual Daily Rounds

01 Person-Centered

The older adult being served should be at the center of all decision-making. The older adults' care preferences, goals, wishes, abilities, support system, and conditions should be accounted for.
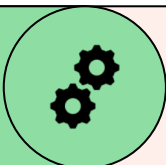
02 Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

03 Integrated & Coordinated

Systems should be set up to facilitate access to the info & support necessary to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders. ID

Join the mailing list today

Contact:
mkurliand@westhealth.org

It's easy to join our mailing list!

Do the below and reply with your email address!

Text
CE4TA
to **22828** to get started.

Message and data rates may apply.

Constant Contact®
Connect. Inform. Grow.

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Our Next Webinar

Telehealth Topic: Reimagining Reimbursements: Planning for Sustainability for Telehealth Practice
Presenter: HRTRC and Richelle Marting, JD, MSHA, RHIA, CPC, CEMC, CPMA, CPC-I, Healthcare Reimbursement and Regulatory Compliance Attorney
Date: Thursday, September 15, 2022
Times: 8:00AM HST, 10:00AM AKDT, 11:00AM PDT, 12:00PM MDT, 1:00PM CDT, 2:00PM EDT

NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

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