



NATIONAL CONSORTIUM OF  
**TELEHEALTH**  
RESOURCE CENTERS

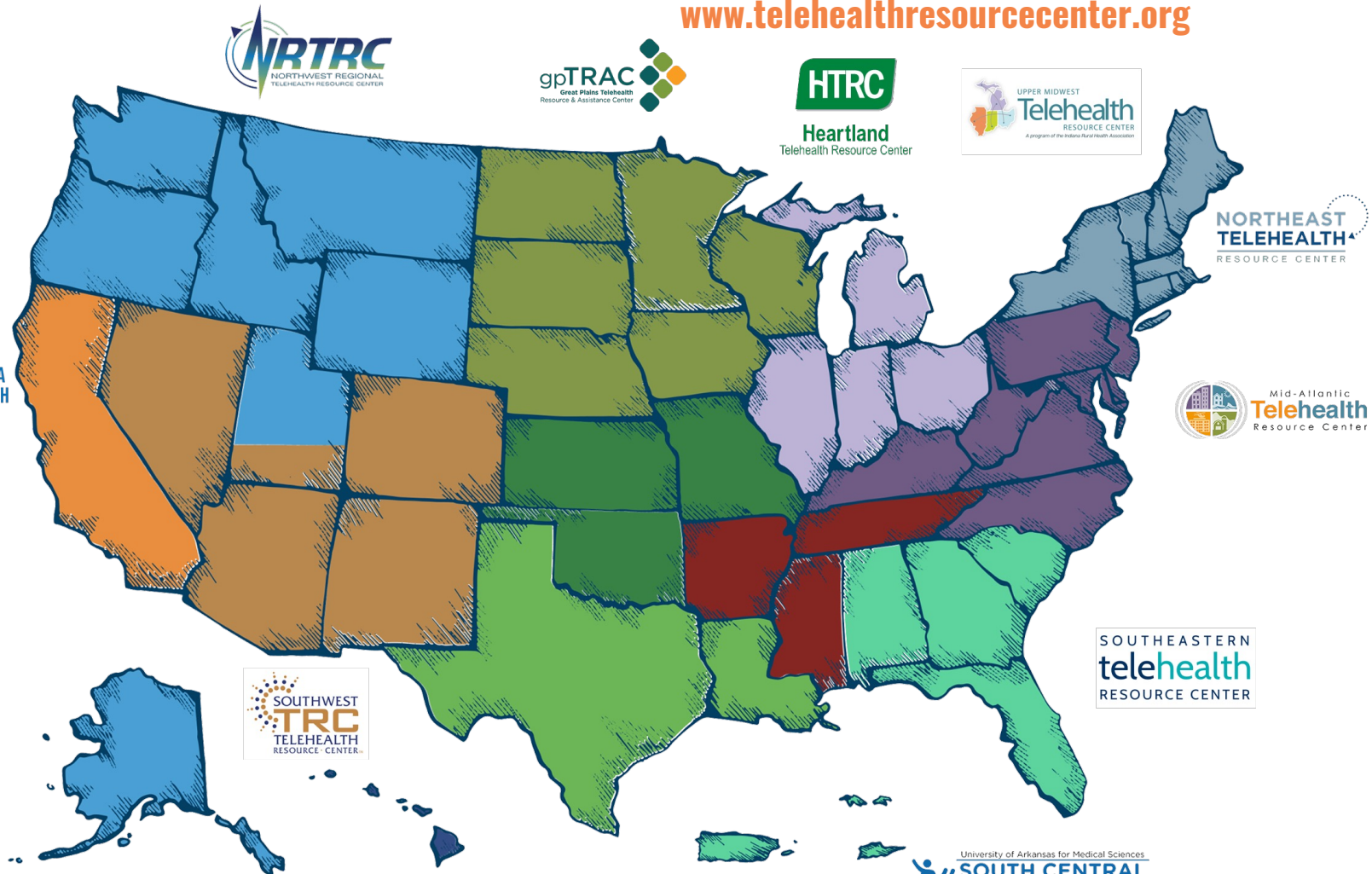
**Lifeline Pediatric Teledental  
Program for Nicklaus Children's  
Health System**

October 20, 2022



# HRSA Funded Telehealth Resource Centers

[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)



NTRC	gpTRAC	NETRC
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PBTRC	TexLa	SETRC

**12 REGIONAL RESOURCE CENTERS**




**2 NATIONAL RESOURCE CENTERS**



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<https://telehealthresourcecenter.org/contact-us/>
- Please fill out the post-webinar survey.
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- Recordings will be posted to our YouTube Channel:  
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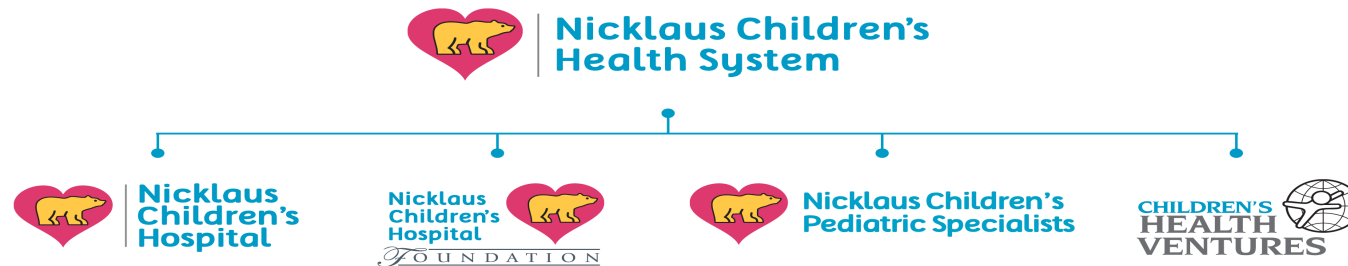
# Nicklaus Children's Pediatric Virtual Care



**Nicklaus  
Children's  
Hospital**

**Evelyn Terrell, OTD, MHSA, OTR/L**  
Director of Telehealth and Special Projects  
10/20/22

# What is Nicklaus Children's Health System?



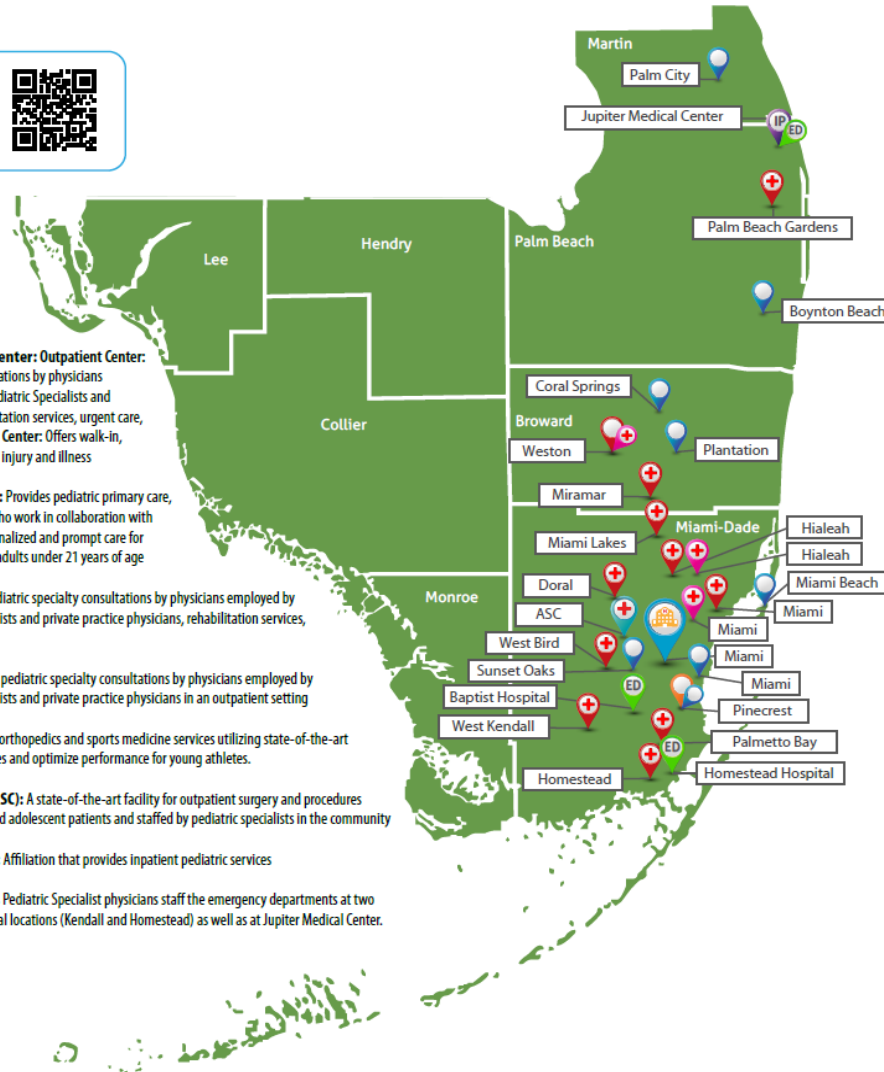
\***Nicklaus Children's Health System** encompasses **Nicklaus Children's Hospital** and its **outpatient centers**, **Nicklaus Children's Hospital Foundation** and **Nicklaus Children's Pediatric Specialists**, the health system's physician group practice. The health system also has a for-profit arm, **Children's Health Ventures** which includes an ambulatory surgery center.

# Locations of Service

For the most up-to-date information on locations, please scan this QR code:



- 
**Main Hospital**
- 
**Outpatient and Urgent Care Center: Outpatient Center:** Provides pediatric specialty consultations by physicians employed by Nicklaus Children's Pediatric Specialists and private practice physicians, rehabilitation services, urgent care, diagnostics and more. **Urgent Care Center:** Offers walk-in, after-hours pediatric care for minor injury and illness
- 
**Pediatric Primary Care Center:** Provides pediatric primary care, led by board-certified physicians who work in collaboration with pediatric residents to provide personalized and prompt care for babies, children, teens and young adults under 21 years of age
- 
**Outpatient Center:** Provides pediatric specialty consultations by physicians employed by Nicklaus Children's Pediatric Specialists and private practice physicians, rehabilitation services, urgent care, diagnostics and more
- 
**Specialty Care Center:** Provides pediatric specialty consultations by physicians employed by Nicklaus Children's Pediatric Specialists and private practice physicians in an outpatient setting
- 
**Sports Health Center:** Provides orthopedics and sports medicine services utilizing state-of-the-art technology to identify sports injuries and optimize performance for young athletes.
- 
**Ambulatory Surgery Center (ASC):** A state-of-the-art facility for outpatient surgery and procedures designed especially for pediatric and adolescent patients and staffed by pediatric specialists in the community
- 
**Inpatient External Affiliation:** Affiliation that provides inpatient pediatric services
- 
**ED Affiliation:** Nicklaus Children's Pediatric Specialist physicians staff the emergency departments at two Baptist Health South Florida hospital locations (Kendall and Homestead) as well as at Jupiter Medical Center.



# Vision, Mission, Values



**VISION:** To create a healthy future for every child.

**MISSION:** To inspire hope and promote lifelong health by providing the best care to every child.

**VALUES:** Collaboration | Responsibility | Empowerment | Advocacy | Transformation | Empathy

**OPERATING STATEMENT:** We are a passionate team using the most advanced methods to care for children and support their families.



# 2021 Statistical Data

309

Licensed Beds

13,734

Total Admissions  
(including inpatient and  
observation)

13,832

Total Surgical Cases

92,947

Emergency  
Department Visits

470,789

Outpatient Visits

678,023

Physician Visits

4,076

Employees



Nicklaus  
Children's  
Hospital



# Nicklaus Children's Hospital

- Medical staff of more than **800** physicians and over **500** pediatric sub-specialists
- Over **250** mid-levels (including nurse practitioners and physician associates)
- More than **250** providers employed by Nicklaus Children's Pediatric Specialists
- **46** pediatric subspecialties
- **86** percent of physicians are board-certified
- Renowned for excellence in all aspects of pediatric medical care from birth through adolescence
- Employed and private practice physicians across a multitude of specialties work together to provide comprehensive, multidisciplinary care



○ Updated June 2022

# Hospital Highlights



- Only licensed specialty hospital in South Florida *exclusively* for children.
- National and International referral center for the tiniest and most critically ill infants.
- Features **309** pediatric and neonatal beds, more than any other provider of pediatrics in Florida.
- The LifeFlight Critical Care Transport Program transports more than **5,000** patients annually from other hospitals in the region and beyond.
- The Emergency Department is one of the most visited in the nation and home to South Florida's only freestanding pediatric trauma center.
- The hospital is the site of numerous medical firsts, innovative procedures and leading-edge research.

# The Advanced Pediatric Care Pavilion



- The Advanced Pediatric Care Pavilion (APCP) is a six-story bed tower that houses the hospital's critical care units, a hematology-oncology unit and a neurology-neurosurgery unit. It opened in Oct. 2016.
- Of the hospital's 309 beds, 189 are located in the APCP. The pavilion provides spacious family-centric rooms with parental accommodations for sleeping and showering among other amenities.
- The tower features the latest in state-of-the art technology including an intraoperative MRI, Steris booms to support minor procedures at the bedside, eSignage outside all patient rooms and a pneumatic tube delivery system to transport lab specimens and prescription medications between hospital floors, the lab or pharmacy.

# Institutes Highlights



- Neurology & neurosurgery services, part of the **Brain Institute**, are ranked 25th in the nation within *U.S. News & World Report's* 2022-2023 “Best Children’s Hospitals” rankings.
- **The Orthopedic, Sports Medicine and Spine Institute** performs over 1,400 surgical procedures each year and evaluated an additional 34,000 outpatient visits annually. The institute is world-renowned for spinal surgery.
- **The Heart Institute** is a world leader in pediatric cardiology and cardiovascular surgery and is the site of many first-in-the-world procedures pioneered by its renowned team.
- **The Cancer and Blood Disorders Institute** is the region’s leader for the diagnosis and treatment of cancer and blood disorders in children.

# Teaching Program



Nicklaus Children's Hospital has established itself as a world leader in medical education and is home to the **largest pediatric teaching program** in the southeastern United States.

84 Pediatric Residents and 2 Chief Residents  
43 Subspecialty Fellows  
10 Pediatric Dental Residents

**Partners:**

Florida International University  
Nova Southeastern University  
St. George's University

# U.S. News & World Report: Tied for #1 Children's Hospital in Florida



**Five Nicklaus Children's** subspecialty programs are among the best in the nation, according to *U.S. News & World Report's* 2022-23 "Best Children's Hospitals" rankings.

The hospital is in a tie as the overall number one-ranked children's hospital in Florida and is the only top-ranked children's hospital in South Florida.

Updated June 2022



# Telehealth Program



# Telehealth Metrics, Results and Outcomes

24

Pediatric  
Specialties

72,589

Virtual Visits  
March 2020-August 2022

190+

Virtual Care Providers

88%

Patient Satisfaction

○ Updated June 2022

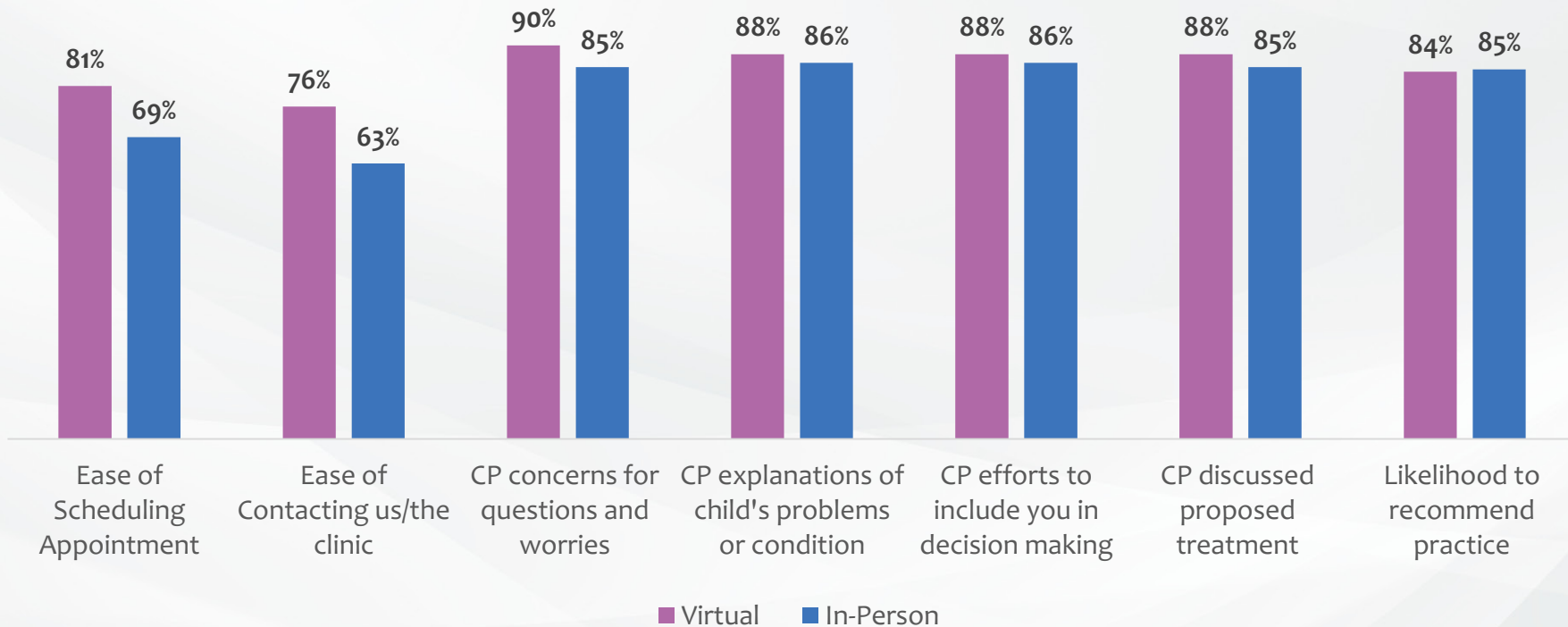


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# Patient Satisfaction and Cost Savings

## Virtual and In-Person Visit Satisfaction Comparison



**Distance Traveled Tool**



**Total miles saved:**  
**1,257,535 miles**



**Total Savings:**  
**\$397,472**



**Total time saved:**  
**47,755 hours**

*Note: Round-trip cost-savings calculated 2021 YTD*

Source: Press Ganey

Note: Satisfaction Results depicted for NCPS Medical Practices

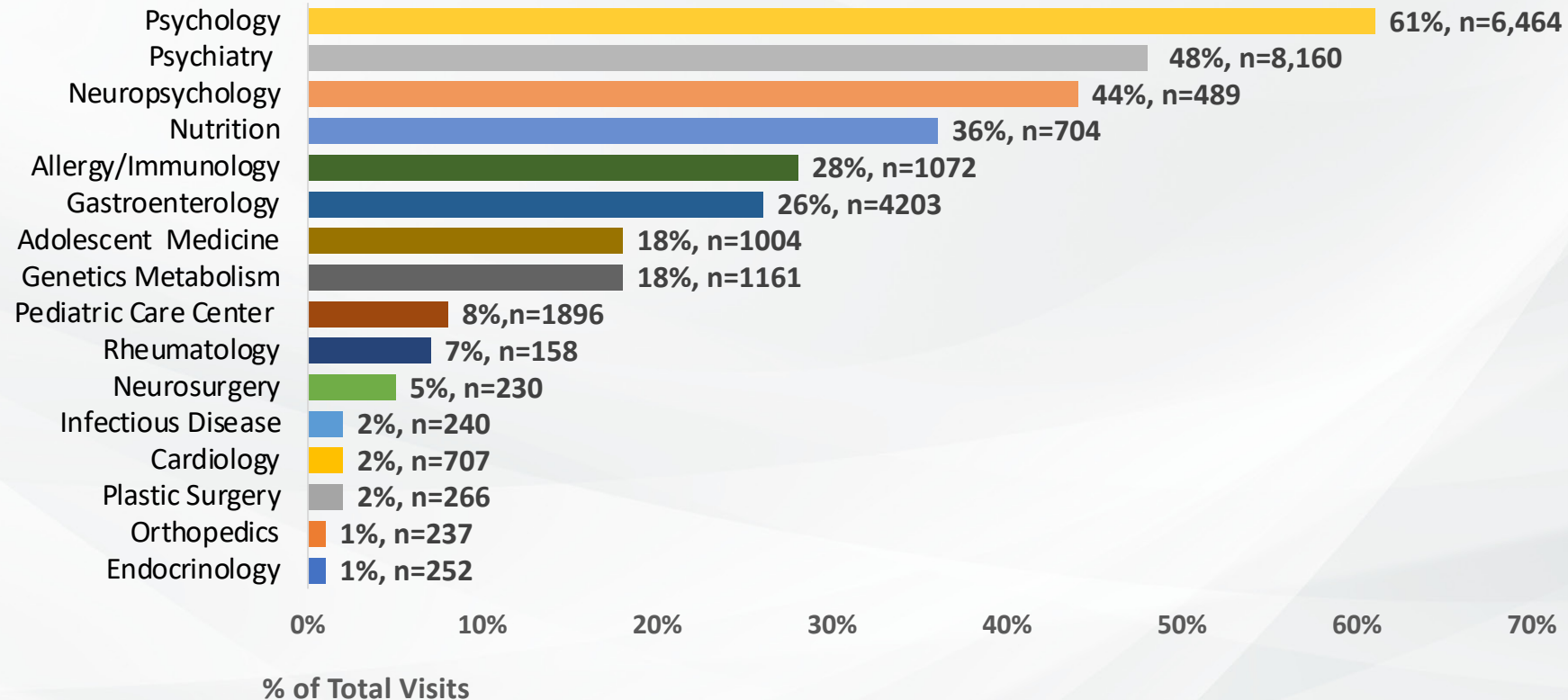
Time Period: 2021 YTD



**Nicklaus Children's Hospital**

# Telehealth Volume by Specialty

% Telehealth by Specialty (FY 2021)



Source: GL People Soft

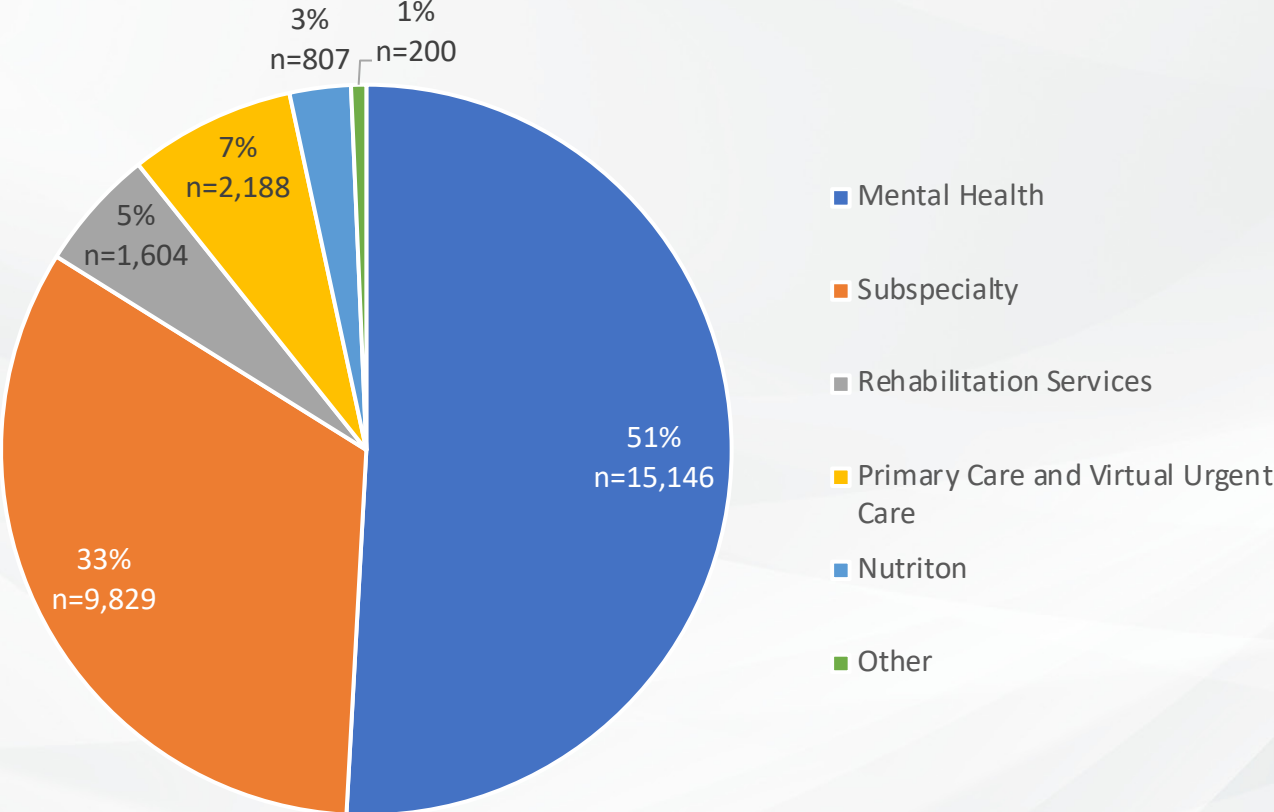
Note: Pediatric Care Center includes all locations. Telehealth visits comprised 4% of overall physician visits (includes all NCPS visits rolling up to cost centers by specialty).



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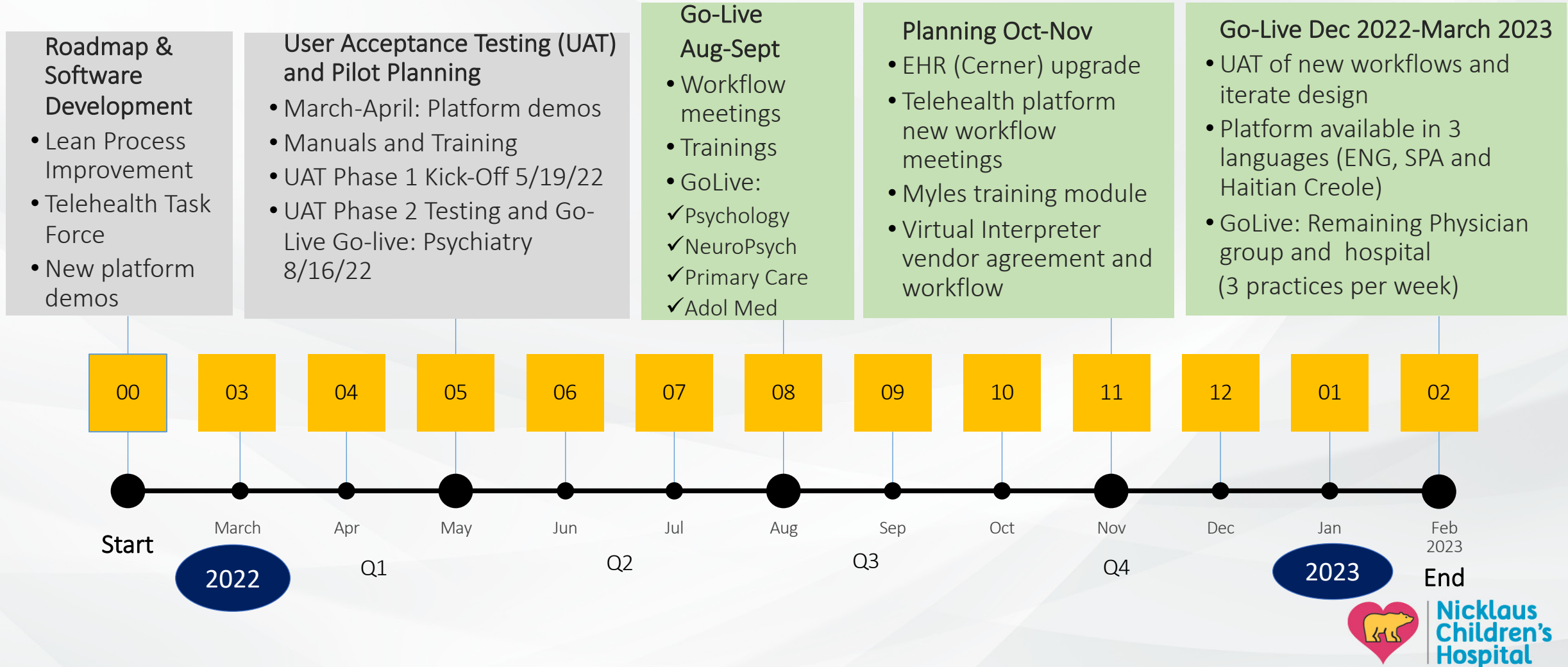
# Telehealth Volume by Specialty

Volumes by Specialty (2021)

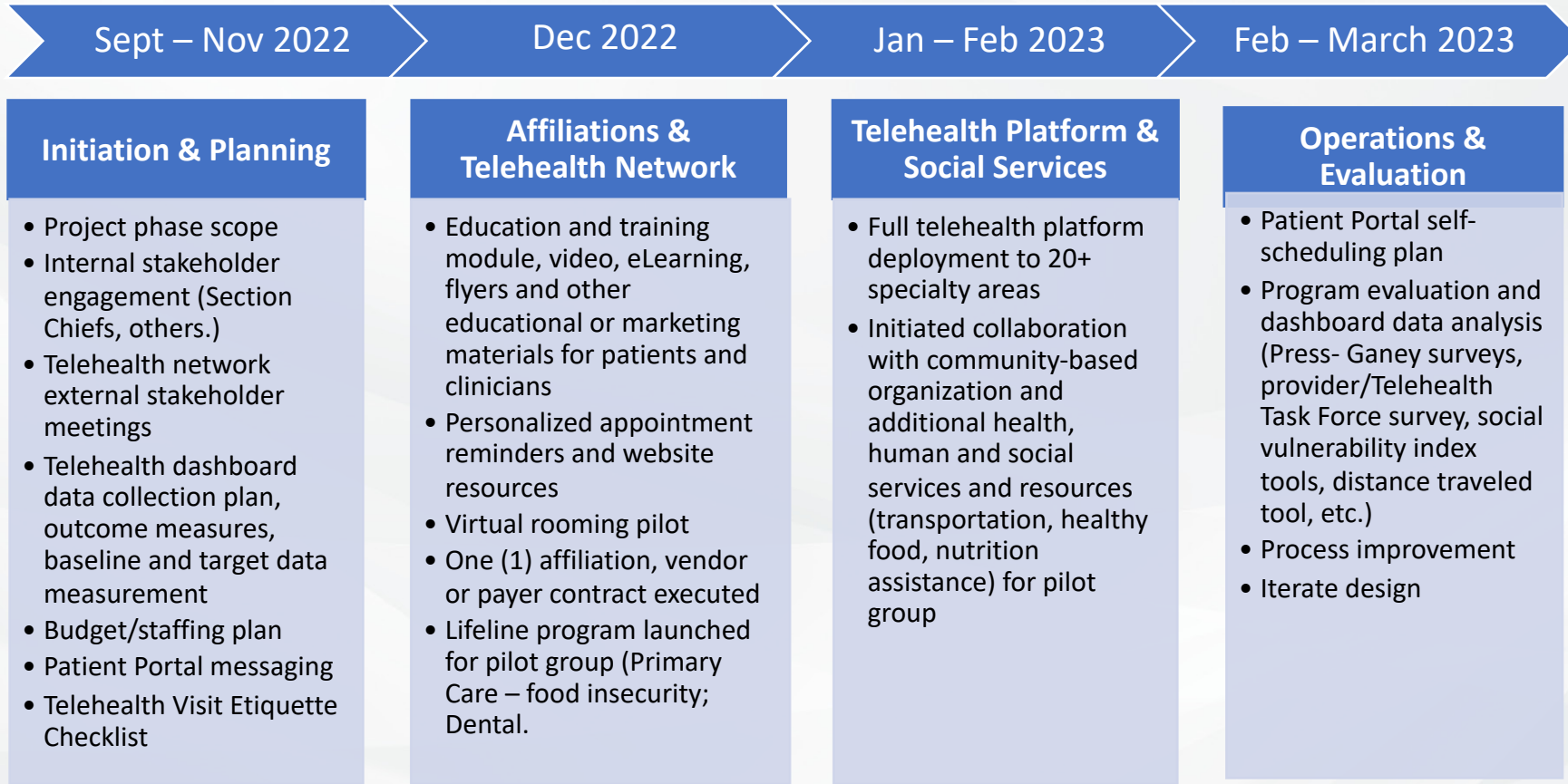


# Implementation Plan – Telehealth Platform Roadmap

**Goal:** Enhance the organization’s proprietary HIPAA compliant telehealth platform, integrate and streamline workflows with the electronic health record, and implement additional features to address social determinants of health. Full deployment to 20+ physician group practices and hospital departments is anticipated by March 2023.



# Implementation Plan and Key Milestones



## Metrics:

- 1) Volume of patients in expanded telehealth platform = 9,000 unique patients in phase 2.
- 2) On-board 20+ practices and hospital departments to the new telehealth platform.
- 3) Access to care – virtual visits scheduled within 7 days or less, 50% of the time.
- 4) Reduction in distance traveled (miles), hours, and associated \$ cost savings for patients.
- 5) % change for Medicaid patients receiving virtual care services, as compared to patients with commercial insurance and in-person care.





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# Our Next Webinar

The NCTRC Webinar Series

Occurs 3<sup>rd</sup> Thursday of every month.

**Telehealth Topic:** Telehealth Development and Expansion at Specialty Pediatric Health System

**Hosting TRC:** Southwest Telehealth Resource Center

**Date:** November 10, 2022

**Times:** 11 AM – 12 PM (PT)

**\*Please check the NCTRC website for more information on the upcoming webinar.**



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