Lifeline Pediatric Teledental Program for Nicklaus Children's Health System

October 20, 2022
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Nicklaus Children’s Pediatric Virtual Care

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10/20/22
*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.
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

- 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 (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.
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
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

- Improved Access to Care
  - Early Intervention
  - Convenience
  - Extend Geographic Reach of Providers
  - Continuity of Care
  - Reduce Cost
  - Quality Outcomes
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
Patient Satisfaction and Cost Savings

Virtual and In-Person Visit Satisfaction Comparison

- Ease of Scheduling Appointment
- Ease of Contacting us/the clinic
- CP concerns for questions and worries
- CP explanations of child’s problems or condition
- CP efforts to include you in decision making
- CP discussed proposed treatment
- Likelihood to recommend practice

Virtual: 81%, 85%, 90%, 88%, 88%, 88%, 84%
In-Person: 69%, 63%, 85%, 86%, 86%, 85%, 85%

Distance Traveled Tool

Total miles saved: 1,257,535 miles
Total Savings: $397,472
Total time saved: 47,755 hours

Source: Press Ganey
Note: Satisfaction Results depicted for NCPS Medical Practices
Time Period: 2021 YTD

Note: Round-trip cost savings calculated 2021 YTD
Telehealth Volume by Specialty

% Telehealth by Specialty (FY 2021)

- Psychology: 48%, n=6,160
- Psychiatry: 36%, n=704
- Neuropsychology: 28%, n=1072
- Nutrition: 26%, n=4203
- Allergy/Immunology: 20%, n=403
- Gastroenterology: 18%, n=1004
- Adolescent Medicine: 18%, n=1161
- Genetics Metabolism: 18%, n=1161
- Pediatric Care Center: 8%, n=1896
- Rheumatology: 7%, n=158
- Neurosurgery: 5%, n=230
- Infectious Disease: 2%, n=240
- Cardiology: 2%, n=707
- Plastic Surgery: 2%, n=266
- Orthopedics: 1%, n=237
- Endocrinology: 1%, n=252

Source: GL PeopleSoft

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).
Telehealth Volume by Specialty (2021)

- Mental Health: 51% (n=15,146)
- Rehabilitation Services: 5% (n=1,604)
- Primary Care and Virtual Urgent Care: 7% (n=2,188)
- Nutrition: 3% (n=807)
- Other: 1% (n=200)

n=15,146
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.

Roadmap & Software Development
- Lean Process Improvement
- Telehealth Task Force
- New platform demos

User Acceptance Testing (UAT) and Pilot Planning
- March-April: Platform demos
- Manuals and Training
- UAT Phase 1 Kick-Off 5/19/22
- UAT Phase 2 Testing and Go-Live: Psychiatry 8/16/22

Go-Live Aug-Sept
- Workflow meetings
- Trainings
- GoLive:
  - Psychology
  - NeuroPsych
  - Primary Care
  - Adol Med

Planning Oct-Nov
- EHR (Cerner) upgrade
- Telehealth platform new workflow meetings
- Myles training module
- Virtual Interpreter vendor agreement and workflow

Go-Live Dec 2022-March 2023
- UAT of new workflows and iterate design
- Platform available in 3 languages (ENG, SPA and Haitian Creole)
- GoLive: Remaining Physician group and hospital (3 practices per week)

Start March 2022 Q1 Q2 Q3 Q4 End Feb 2023

2022 2023
## Implementation Plan and Key Milestones

### Initiation & Planning
- Project phase scope
- Internal stakeholder engagement (Section Chiefs, others.)
- Telehealth network external stakeholder meetings
- Telehealth dashboard data collection plan, outcome measures, baseline and target data measurement
- Budget/staffing plan
- Patient Portal messaging
- Telehealth Visit Etiquette Checklist

### Affiliations & Telehealth Network
- Education and training module, video, eLearning, flyers and other educational or marketing materials for patients and clinicians
- Personalized appointment reminders and website resources
- Virtual rooming pilot
- One (1) affiliation, vendor or payer contract executed
- Lifeline program launched for pilot group (Primary Care – food insecurity; Dental.

### Telehealth Platform & Social Services
- Full telehealth platform deployment to 20+ specialty areas
- Initiated collaboration with community-based organization and additional health, human and social services and resources (transportation, healthy food, nutrition assistance) for pilot group

### Operations & Evaluation
- Patient Portal self-scheduling plan
- Program evaluation and dashboard data analysis (Press Ganey surveys, provider/Telehealth Task Force survey, social vulnerability index tools, distance traveled tool, etc.)
- Process improvement
- Iterate design

### 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.
Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd 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)

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