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**TELEHEALTH**  
RESOURCE CENTERS

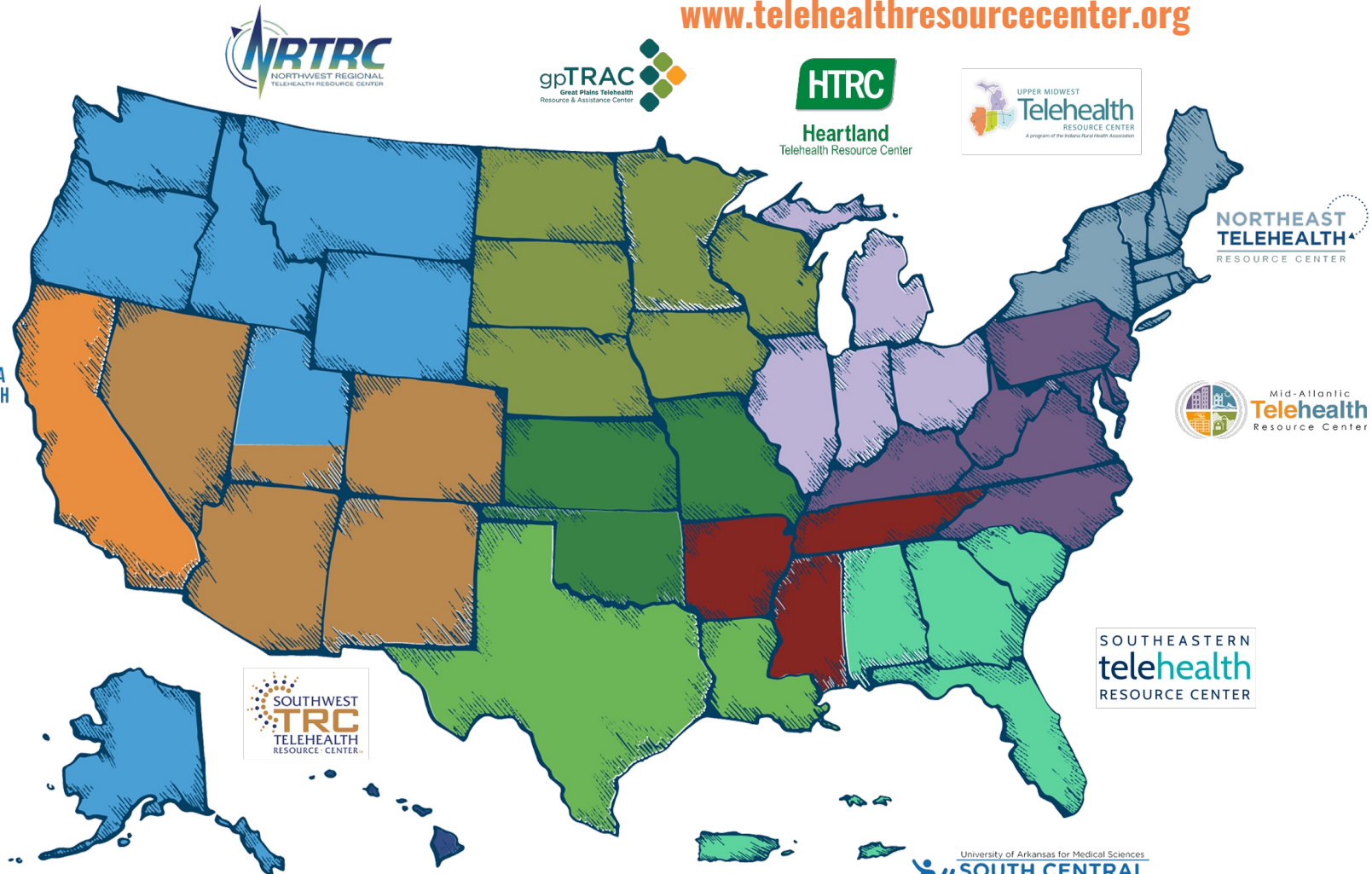
**Utilizing Innovations In  
Telehealth To Advance The Care  
Of Patients In Congregate  
Settings**

February 16, 2023



# HRSA Funded Telehealth Resource Centers

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



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

**12 REGIONAL RESOURCE CENTERS**




**2 NATIONAL RESOURCE CENTERS**



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# 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>





# **Utilizing Innovations in Telehealth to Advance the Care of Patients in Congregate Settings**

**An Oral History  
Webinar Presentation**

**National Consortium of Telehealth Resource Centers  
February 16, 2023  
2:00pm EST**

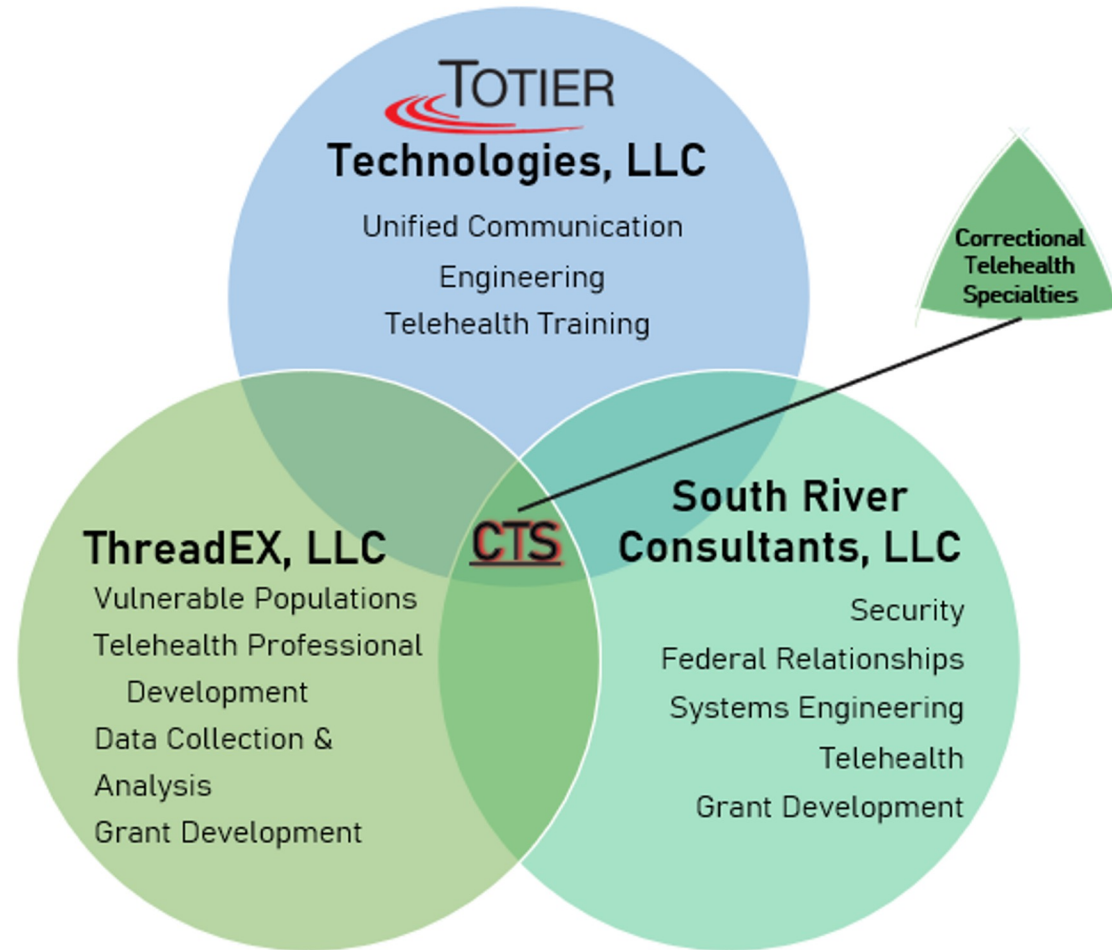


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# Totier Technologies Partners (TTP) EXPERTISE



The TTP represents over 75 years of combined telehealth program development.

# Aims of Presentation

- To share our Covid telehealth experience within congregate facilities
- To detail problems in reaching the most vulnerable populations
- To review innovations in service - what worked; what didn't work
- To provide lessons learned
- To charge the telehealth community to advance congregate care

# The Problems: March 11, 2020

Party Like it's 1999

- Intense time pressures
- Palpable community fear
- Uneven levels of preparedness and communication
- Untested and unavailable technologies
- Limited broadband connectivity and alignment
- Concerns over how Covid was spreading
- Limited personal protective gear and national shortages
- No clear telehealth technology cleaning protocols
- Lack of clear clinical protocols, priorities and training
- Uncertain policy directives, platforms and contracts



*We're trying to keep our heads above water without drowning. We are scared. We're trying to fight for everyone else's life, but we also fight for our lives as well.* A NYC ED Physician, March 2020



# The Settings

- Long term care facilities
- Assisted living
- Intensive care
- Regionals jails and statewide correctional facilities
- Homeless shelters
- Programs for people with developmental disabilities
- Group homes



A congregate setting is an **environment where a number of people reside, meet or gather in close proximity for either a limited or extended period of time.**

Examples of congregate settings include homeless shelters, group homes, prisons, and detention centers. - CDC



# Our VIP Patients: Vulnerable, Isolated Populations

- The frail elderly
- The incarcerated
- The homeless
- People with disabilities
- Rural & urban populations
- Staff in congregate settings



# “Grubhub Telehealth”

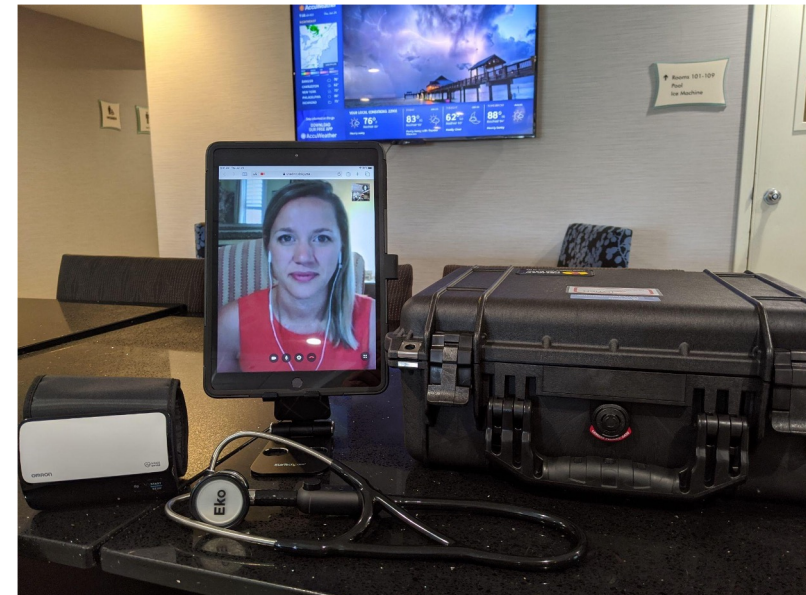
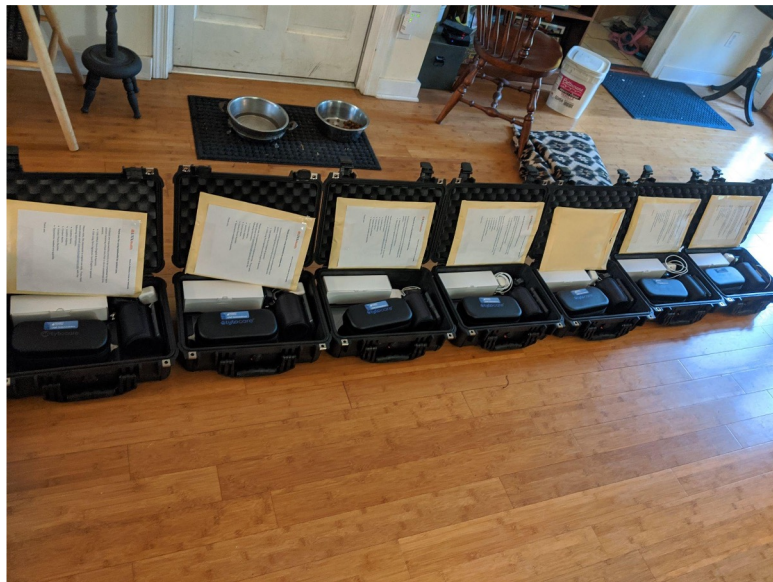
L. Archbald-Pannone, D. Harris, R. Steele, J. Kaur, K. Albero, J. Mutter, D. Cattell-Gordon, K. Rheuban. **Virtual Daily Rounding for COVID-19 Facility Outbreaks: A standardized, telehealth-centered approach may reduce hospital transfers and mortality.** *Telemedicine and e-Health*, August: 27(8): August 2021.

<https://doi.org/10.1089/tmj.2021.0108>



# “Grubhub Telehealth”

Harris D, Archbald-Pannone L, Kaur J, Cattell-Gordon D, Rheuban K, Ombres R, Albero K, Steele R, Bell T, Mutter J, “Rapid **Telehealth-Centered Response to COVID-19 Outbreaks in Post-acute and Long-Term Care Facilities.**” *Telemedicine and e-Health*, January; 27(1): Jan 2021.102-106.  
<http://doi.org/10.1089/tmj.2020.0236>



# What Worked Well

- Quick team formation - Deep commitment
- Rapid delivery of technologies - Simple, easy to use
- Break the rules - Protect what is important
- Change the paradigm - Moving from fixed to mobile
- Use applied technologies - Push novel solutions
- Create new roles - Nurse innovators

# What Didn't Work Well

- Digital stethoscopes
- Complex technologies
- Contracts
- Firewalls, broadband & settings
- Customer service
- Security
- Training
- Data collection and analysis

# Lessons Learned

- Use simple technologies
- Let frontline staff and nurses lead
- Follow local community emergency response - Fire Marshall
- Have boots on the ground - techs, nurses, clinicians
- Be prepared - Do we have a plan for the next pandemic?
- Know telehealth policy
- Simplify contracts
- Test, test, test
- Train, train, train

By February 2022, **93 percent** of all Covid-19 deaths in the United States were among people over 50

Older adults, people with disabilities, vulnerable people of all kinds and especially those with underlying medical conditions continue to account for the highest proportion of Covid-19 related deaths. The Center for Disease Control

# What's Next?

- Advance the role of Clinical Innovators
- Find solutions to technology challenges
- Boots on the ground - Grubhub Telehealth
- Advocate for policy changes
- Increase awareness of telehealth
- Systematic response to telehealth in congregate settings
- Party like it's 2020

*The White House said last week that **it will stop classifying COVID-19 as a national emergency on May 11**. Allowing the emergency declarations to expire will unravel an array of federal policies*

*The most important takeaway is that large pandemics like Covid 19 and the Spanish Flu are very likely. We must be prepared. William Pan, MD Duke University Program in Global Environmental Health*



*The question now is whether Covid-19 can serve as a long-overdue wake-up call to ensure care and safety for vulnerable individuals. The start of the pandemic's third year can, and should be, the point at which our collective record on health care for individuals in congregate settings measurably improves.*

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Virginia Department of Health, Virginia Long-Term  
Care Infrastructure Pilot Project (VLIPP)

<https://www.vdh.virginia.gov/haiar/virginia-long-term-care-infrastructure-pilot-projects-vlipp/>.

# Our Next Webinar

The NCTRC Webinar Series

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

**Telehealth Topic: Leveraging Telemedicine to Eliminate Outcome Disparities for Rural-born Newborns**

**Hosting TRC: Northeast Telehealth Resource Center (NETRC)**

**Date: March 16, 2023**

**Times: 11 AM – 12 PM (PT)**

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



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

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

