

Wyoming Telehealth Consortium
2021 Meeting Minutes

January – none

February – none

March 30, 2021

April 27, 2021

May - none

June 29, 2021

July 27, 2021

August 31, 2021

September 28, 2021

October 26, 2021

November 30, 2021

December - none

Wyoming Telehealth Consortium

March 30, 2021 Minutes

Attendees: Deb Anderson, Tim Caswell, Daniel Barbakoff, Jeff Clark, Ramsey Scott, James Bush, Kevin Bohnenblust, Lisa Finkelstein, Ray Brand, Emily Genoff, Danielle Marks, Rex Gantenbein, Julie Breedlove, Andrea Bailey, Eighmey Zeeck, Bee Cordle, Courtney Mason, Ben Kifer, Tom Lacock

Facilitator: Canyon Hardesty & Julie Breedlove

Staff: Andrea Shipley, Tai Baker

Minutes: Cede Angel

Welcome and Introduction (Canyon Hardesty)

Final Recommendations and Summary of Report for Strategic Plan (Julie Breedlove)

Strategic plan is only as good as what the consortium decides to do with it

- Short Term Goals
 - Implement governance structures
 - Develop a plan for awareness and advocacy for the consortium
 - Define quality of telehealth experiences that meets the needs of providers and patients
 - Actively engage legislators by developing a legislative agenda
 - Actively engage additional stakeholders (education and aging)
 - Seek additional funding
 - Increase number of providers in consortium
 - Start an advisory group of consumers
 - Continue to work collaboratively with key stakeholders to expand accessibility of broadband
- Long Term Goals
 - Active and engaged consortium through:
 - Regular attendance and participation at consortium and committee meetings using governance structures to achieve outcomes for telehealth
 - Diversifying consortium membership
 - Diversifying consortium funding

- Anticipated Outcomes
 - Wyomingites having access to telehealth services
 - Ability to identify consumer barriers to services and problem solve
 - Create a central repository of providers, including a virtual hospital
 - Reduce cost of healthcare services in Wyoming due to use of telehealth
 - 95% of households in Wyoming have affordable access to broadband

Governance Structure

- Steering committee:
 - Executive Leadership Team: Chairperson, Vice-chair, Secretary, Treasurer
 - Strategic Partners Chair, Outreach Chair, Finance Chair, Up to five additional members at large, Consumer Representatives (Powder River Resource Council, Healthy Wyoming, Liberty Group, Primary Care Association, MS Society, Alzheimer’s Association)
- Committees:
 - Strategic Partnerships Committee: responsible for developing relationships with potential sponsors, partners, and legislators. This includes looking at broadband issues with providers, partnering with schools and aging, and other identified strategic partners.
 - Outreach/Education Committee: responsible for education and outreach to providers and consumers.
 - Finance Committee: responsible for seeking additional funding opportunities, fundraising, potential membership funding structures.

Feedback: discussion on next steps of strategic plan (Canyon Hardesty)

Other task forces with similar aims/overlapping missions: where do we cross over for opportunity for collaboration with these groups?

- As we build region model, telehealth will become a big part of that regionality
- Telehealth will be a tool available to governor’s task force
- How can we make those connections so we are seen as the do-ers (build connections and reduce duplications)

Where could we potentially consolidate committees if we think 3 committees is too much?

Consider adding to long term goals → innovating and working collaboratively across the state: convergence of health information and technology of innovations

What are our next steps to achieve these short term goals?

- Once we have the final document, disseminate to consortium members
- Compare what was provided previously to what was provided for new strategic plan
- Next consortium meeting, get formal approval of the document and call for nominations for positions
- Think about what role you would like to play moving forward

Wyoming Telehealth Consortium (WTC)

April 27, 2021 Minutes

3:00pm – 4:00pm

Attendees: Deb Anderson, Tim Caswell, James Bush, Kevin Bohnenblust, Lisa Finkelstein, Ray Brand, Emily Genoff, Danielle Marks, Rex Gantenbein, Bee Cordle, Andrea Summerville, Faith Jones, Morris McGaugh, Lori Brand, Kevin Smith, Eric Boley

Facilitator: Canyon Hardesty

Staff: Andrea Shipley, Tai Baker

Minutes: Cede Angel

Welcome and Introduction (Canyon Hardesty)

WyTN Update (Tai Baker)

- WyTN has had an impact on over 14 million participants (anyone who has joined a meeting that was ran with a WyTN Zoom license account) over the past 14 months
- Note: these are NOT unique participants and these numbers include instances such as WyTN webinars, UW ECHOs, etc.

2021 Power of Rural Conference (Tai Baker)

- May 17th and 18th, May 24th and 25th, from 11:45am – 4:00pm MDT
- Register Here: <https://www.accelevents.com/e/PoR21>
- Sponsored by Wyoming Telehealth Network, Wyoming Institute for Disabilities, Equality State Research Network, Wyoming Primary Care Association, and Office of Rural Health
- Save the Date will be attached in the email with these minutes

Governance Discussion (James Bush & Lori Brand)

- In 2009, law was passed that created the Wyoming Telehealth Consortium into legislature, which states that members of consortium will be appointed by the Director of the Department of Health
- Dr. Bush and Lori looked over the law and documents and felt that to keep within the spirit of the law, WTC should go through a process to:
 - Change the charter and bylaws that requires the votes of 2/3 of the voting members
 - Have members nominate themselves or other stakeholders that should be involved
- Dr. Bush would receive nominations to review and send to the director for formal appointment to the WTC
- Lori Brand (legal advisor for Medicaid) would work with Dr. Bush to review items that should be struck or added to the bylaws and the charter document, which would then be brought to WTC members to discuss and vote on
- Meeting would remain open to stakeholders and the public to attend
 - Anyone can still come to meetings and give input and speak up
 - When it comes down to take votes, they would stay within the voting members

WTC Member Nomination Form

- Simple and straight forward – contact information and why do you want to be WTC member/or why should the person you are nominating be a WTC member
- Form link will be in the email with these minutes, as well as below
- Over the course of the next month, we hope to get everyone nominated and formally appointed to the board
- Link to membership request form:
<https://redcap.uwyo.edu/surveys/?s=FJ3CTEMYW4>
- Form link can also be found on the WyTN's website:
<http://wyomingtelehealth.org/consortium/>

Question: what will time requirement look like for WTC moving forward?

- Hopeful to take consortium meetings down from 2 hours to 1 hour

- Meetings would continue to be held once a month

Public Knowledge Study Findings

- PDF will be attached in the email with these minutes
- Comments are welcome, so there will be an open comment period (instructions on how to provide comments to come)

Next Meeting: Tuesday, May 25, 3:00pm

Wyoming Telehealth Consortium

June Session Minutes

Date: Tuesday, June 29, 2021

Time: 3:00pm – 4:00pm MDT

Location: Zoom (<https://zoom.us/j/371954998>)

Attendees:

- **James Bush** (State Medicaid Medical Director, Wyoming Department of Health)
- **Tai Baker** (Program Manager, Wyoming Telehealth Network)
- **Andrea Shipley** (Project Coordinator, Senior, Wyoming Telehealth Network)
- **Cede Angel** (Project Coordinator, Assistant, Wyoming Telehealth Network)
- **Vivian Swallow** (Population Health Supervisor, Wind River Family and Community Health Care System)
- **Deb Anderson** (Health Information Technology Consultant, Mountain Pacific Quality Health)
- **Sue Wilson** (Representative, the State of Wyoming)
- **Kyle Cameron** (Program Manager, Wyoming Department of Health)
- **Kevin Bohnenblust** (Executive Director, Wyoming Board of Medicine)
- **Nicki Perisho** (Program Director, Northwest Regional Telehealth Resource Center)
- **Jaleen Johnson** (Program Manager, Northwest Regional Telehealth Resource Center)
- **Alex Urosevich** (Account Executive, US Northwest, Teledoc)
- **Michelle Hilaire** (Associate Dean for Student Affairs, University of Wyoming)
- **Mike Yin** (Representative, the State of Wyoming)
- **Traci Blevins** (Outpatient and Telehealth Director, Wyoming Behavioral Institute)
- **Bee Cordle** (Experience Manager - Provider Solutions and Operations, Cigna)
- **Rex Gantenbein** (Board of Trustees Chair for Ivinson Hospital)
- **Andrea Bailey** (HIT Outreach Coordinator/Initial Health Risk Assessment Program Manager, Wyoming Department of Health, WYFI)
- **Courtney Mason** (Data and Health Informatics Manager, Wyoming Primary Care Association)
- **Faith Jones** (Director of Care Coordination and Lean Consultant, HealthTechS3)
- **Kurt Johnson** (Regional Medical Director, Corizon Health)
- **Daniel Barbakoff** (AmeriCorps VISTA, Wyoming Department of Health Aging Division)
- **Jeff Clark** (Manager, Wyoming Department of Health Aging Division)
- **Mirabel Frank** (Associate Vice President of Telehealth and Outreach, Banner Health Wyoming Medical Center)
- **Morris McGaugh** (Director of Provider Networks, Mountain Health CO-OP)
- **Sharon Weber** (Wyoming Department of Health Rural Health)
- **Timothy Caswell** (Data Analyst, Wyoming Department of Health Medicaid/Wyoming Frontier Information HIE)
- **Tom Lacock** (Associate Staff Director, AARP Wyoming)
- **Emily Genoff** (Director of Business Development, Wyoming Behavioral Institute)
- **Kristen Glennie** ('21-'22 AmeriCorps VISTA, Wyoming Department of Health Aging Division)

Facilitator: Wyoming Telehealth Network

Minutes: Cede Angel

Welcome and Overview

Tai Baker

- If you need to be added to the mailing list for the WTC to receive Outlook invites and meeting materials, please contact Cede Angel at mangel1@uwyo.edu
- The new strategic plan process is bringing the WTC back to a more formal format (Strategic plan: <http://www.uwyo.edu/wind/files/docs/wytn-doc/strategic-plan.pdf>)

WTC: Appointed Members and Next Steps

Dr. James Bush

- The Wyoming Telehealth Consortium used grant money to hire Public Knowledge to come up with a new strategic plan
- Telehealth growth: \$400,000 spending for telehealth services in a year to now \$8 million spending
- CMS has clearly demonstrated the importance of telehealth and congress is taking steps to increase telehealth access
- July WTC meeting: members will vote on steering committee
- Review the positions and nominate yourself and/or others by emailing Cede Angel (mangel1@uwyo.edu)
- Positions include: chairperson, vice chair, secretary, treasurer, strategic partners chair, outreach chair, finance chair, and up to five additional members at large (see page 12 of strategic plan)
- WTC is also still receiving nominations to become a voting member (fill out voting membership form here: <https://redcap.uwyo.edu/surveys/?s=FJ3CTEMYW4>)

Wyoming Telehealth Network Update

Andrea Shipley

- Upcoming webinar: Wednesday, June 30, 12:00pm-1:00pm
 - Title: Telecourt During COVID-19 and Beyond: Involuntary Hospitalization
 - Presenter: Dr. David Martorano, Wyoming Behavioral Institute
 - Register here: <https://events.r20.constantcontact.com/register>
 - If you have received a survey to Wyoming hospitals from the Wyoming Hospital Associate, please take some time to fill it out
 - WyTN Community Health Special Interest Group: the first Friday of every month, from 12:00pm – 1:00pm
 - The Community Health SIG is for all community health professionals, including public health nurses and sites interested and/or taking part in telehealth services
 - Telemental Health Special Interest Group date/time change: the last Thursday of the month, from 12:00pm-1:00pm
 - Telehealth Awareness Week: September 19 – 25 (Sponsored by The American Telehealth Association)
 - <https://www.americantelemed.org/events/telehealth-awareness-week/>
 - Nursing Homes and telehealth: how can we bridge the gap?
 - While the WyTN has data on the providers who utilize a Zoom license through the WyTN, it cannot identify what specific nursing homes are participating in telehealth due to individual providers
-

linking in to provide care to their private patients (in nursing homes)

- Feel free to reach out to Andrea Shipley (ashiple4@uwyo.edu) with any questions or comments about the WyTN

Northwest Regional Telehealth Resource Center Overview

Nicki Perisho
Jaleen Johnson

- The NRTRC services a seven-state region (AK, ID, MT, OR, UT, WA, and WY) to advance the development, implementation and integration of telehealth through sharing information, leveraging resources, and creating a synergistic telehealth community
- NRTRC Website: <https://telehealthresourcecenter.org/>
- Wyoming NRTRC Page: <https://nrtrc.org/about/region/wyoming.shtml>
- Center for Connected Health Policy (CCHP): <https://www.cchpca.org/>
- National Telehealth Technology Assessment Center (TTAC): <https://telehealthtechnology.org/>
- Patient Resources: <https://nrtrc.org/covid/patient.shtml>
- Provider Resources: <https://nrtrc.org/covid/provider.shtml>
- Committees (include Tribal, Technology, Policy, etc.): <https://nrtrc.org/about/committee.shtml>
- Telehealth Online Training: <https://nrtrc.catalog.instructure.com/>
- Telehealth Funding Opportunities: <https://nrtrc.org/resources/funding.shtml>
- Licensing Resource: <https://nrtrc.org/resources/licensure.shtml>
- NRTRC Events: <https://nrtrc.org/events/calendar.php>
- Contact NRTRC: <https://nrtrc.org/contact-us.php?refer=event>

Action Items for Next Meeting

1. **Review Strategic Plan** (http://www.uwyo.edu/wind/_files/docs/wytn-doc/strategic-plan.pdf) and provide comments/input to Cede (mangel1@uwyo.edu) by Monday, July 19, 2021
2. **Review positions and nominate yourself and/or others** by emailing Cede Angel (Nominees will be presented in July to the voting members of WTC)
3. **Review broadband legislation** (<https://www.ncsl.org/research/telecommunications-and-information-technology/broadband-2020-legislation.aspx>) and be prepared to discuss relevance to Wyoming at July meeting

Next WTC Meeting: Tuesday, July 27, 2021, 3:00pm – 4:00pm

Wyoming Telehealth Consortium

July Session Minutes

Date: Tuesday, July 27, 2021

Time: 3:00pm – 4:00pm MDT

Location: Zoom (<https://zoom.us/j/371954998>)

Attendees:

- **Alex Urosevich** (Account Executive, US Northwest, Teladoc)
- **Andi Summerville** (Executive Director, WAMHSAC - Wyoming Association of Mental Health and Substance Abuse Centers)
- **Andrea Bailey** (HIT Outreach Coordinator/Initial Health Risk Assessment Program Manager, WDH, WYFI)
- **Andrea Shipley** (Project Coordinator, Senior, Wyoming Telehealth Network)
- **Bee Cordle** (Experience Manager - Provider Solutions and Operations, Cigna)
- **Brad Spangler** (Teladoc Health Representative)
- **Canyon Hardesty** (Associate Director, Wyoming Institute for Disabilities)
- **Cede Angel** (Project Coordinator, Assistant, Wyoming Telehealth Network)
- **Courtney Mason** (Data and Health Informatics Manager, Wyoming Primary Care Association)
- **Deb Anderson** (Health Information Technology Consultant, Mountain Pacific Quality Health)
- **Emily Genoff** (Director of Business Development, Wyoming Behavioral Institute)
- **Faith Jones** (Director of Care Coordination and Lean Consultant, HealthTechS3)
- **James Bush** (State Medicaid Medical Director, Wyoming Department of Health)
- **Jamie Vosberg** (Provider Relations Representative, Optum)
- **Jena Smith** (Founder and CEO, WIM Tracking LLC)
- **Jill Tripp** (Teladoc Health AVP for the West for the Hospital and Health System)
- **Kevin Bohnenblust** (Executive Director, Wyoming Board of Medicine)
- **Kevin Smith** (Telehealth Program Manager, Cheyenne Regional Medical Center & Wyoming Institute of Population Health)
- **Kristen Glennie** ('21-'22 AmeriCorps VISTA, Wyoming Department of Health Aging Division)
- **Kyle Cameron** (Program Manager, Wyoming Department of Health)
- **Lisa Finkelstein** (Medical Director of Telehealth and Urologist, St. John's Medical Center)
- **Lori Brand** (Legal Analyst, Wyoming Department of Health)
- **Maribel Frank** (Associate Vice President of Telehealth and Outreach, Banner Health Wyoming Medical Center)
- **Michelle Hilaire** (Associate Dean for Student Affairs, University of Wyoming)
- **Mike Yin** (Representative, the State of Wyoming)
- **Morris McGaugh** (Director of Provider Networks, Mountain Health CO-OP)
- **Ray Brand** (IT Coordinator/Enterprise Architect, State of Wyoming - Enterprise Technology Services/Office of the CIO)
- **Rex Gantenbein** (Board of Trustees Chair for Ivinson Hospital)
- **Robert Cope** (Community Therapist, Noco Behavioral Health LLC)
- **Sharon Weber** (Wyoming Department of Health Rural Health)
- **Shawna Pena** (Unit Manager, Office of Rural and Frontier Health, Public Health division, WDH)
- **Sue Wilson** (Representative, the State of Wyoming)
- **Tai Baker** (Program Manager, Wyoming Telehealth Network)
- **Traci Blevins** (Outpatient and Telehealth Director, Wyoming Behavioral Institute)
- **Vivian Swallow** (Population Health Supervisor, Wind River Family and Community Health Care System)

Facilitator: Wyoming Telehealth Network – Tai Baker

Minutes: Cede Angel

Welcome and Overview

Tai Baker

- Reminder: please review the strategic plan and provide any input or feedback that you may have before the August meeting (Strategic plan: <http://www.uwyo.edu/wind/files/docs/wytn-doc/strategic-plan.pdf>)

WTC: Appointed Members and Steering Committee Nominations

Dr. James Bush

- Committees: Steering, Strategic Partners, Outreach, and Finance
- **Steering Committee Nominations**
 - Chair: James Bush
 - Vice Chair: Ray Brand
 - Secretary: Tai Baker
 - Treasurer: Sheila Bush
 - At-Large Members: Rex Gantenbein, Sheila Bush, David Wheeler, Andi Summerville, Robert Cope, Lisa Finkelstein, Kevin Smith
- **Strategic Partners Committee Nominations**
 - Chair: Tom Lacock
 - SP Committee Members: Bee Cordle, Kevin Smith, Traci Blevins, Deb Anderson
- **Outreach Committee Nominations**
 - Chair: Rex Gantenbein
 - Outreach Committee Members: Robert Cope, Kevin Bohnenblust, Lisa Finkelstein, Morris McGaugh, Michelle Hilaire
- **Finance Committee Nominations**
 - Chair: El Cameron
 - Finance Committee Members: Faith Jones, Vivian Swallow, Sharon Weber

*If anyone would like to nominate themselves for a committee or needs to make a change to the information above, please reach out to Cede Angel (mangel1@uwyo.edu)

Wyoming Telehealth Network Update

Andrea Shipley

- WyTN Values and Strategic Areas of Focus:
 1. **Enhance Collaboration** (newsletters, announcements, website, presentations/conferences, outreach, etc.)
 2. **Strive for Continuous Improvement** (webinars, educational opportunities, technical assistance and support)
 3. **Expand Access** (HIPAA-secure Zoom licenses, funding opportunities)
 4. **Create Collective Impact** (special interest groups, networking, Wyoming Telehealth Consortium)
 - Full report is attached to these minutes (below)
 - Feel free to reach out to Andrea Shipley (ashiple4@uwyo.edu) with any questions or comments about the WyTN
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**Broadband &
Telehealth Review**
Canyon Hardesty

- [Broadband 2020 Legislation \(NCSL\)](#)
- What areas are we (WY) missing? What should we address? How should the consortium move forward?
- How can the WTC make access through broadband no longer an issue
- Feel free to reach out to Canyon: canyon@uwyo.edu

- Significant portions of the rural population still don't have access which is concerning when it comes to mental health and substance abuse – if telephonic care doesn't continue, there will be large gaps in access to care
- Telephonic care has been supported, not due to broadband issues, but due to poverty in some populations on the Reservation and no-show rates have decreased

- Question: are satellites a potential solution?

Teladoc Overview
Alex Urosevich

- Slides are attached to these minutes (below)
- Addition information from Teladoc:
 - Teladoc Solo:
<https://view.highspot.com/viewer/61015cddb7b73947f7cce65a>
 - Teladoc Chronic Disease Management:
<https://view.highspot.com/viewer/61015d9da4dfa03b2e37c0c5>
 - Teladoc/Microsoft Partnership Announcement:
<https://view.highspot.com/viewer/6101d6973f65f676c8a04e93>

**Action Items for
Next Meeting**

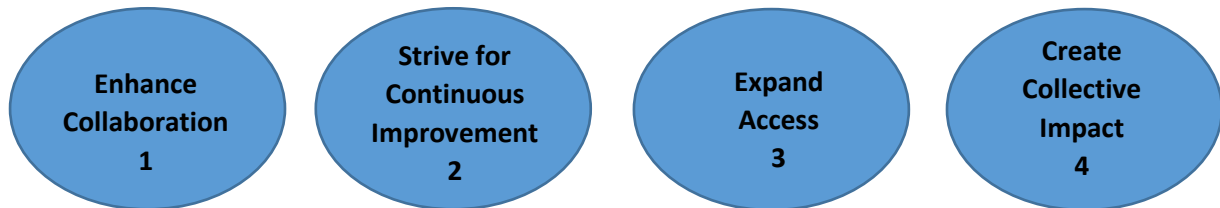
1. **Review Strategic Plan** and provide comments/input to Cede (mangel1@uwyo.edu) before August WTC meeting

Next WTC Meeting: Tuesday, August 31, 2021, 3:00pm – 4:00pm

July 2021 Wyoming Telehealth Consortium WyTN Project Coordinator Report

Our Mission: The Wyoming Telehealth Consortium (WTC) exists to enhance collaboration and alignment between collaboration organizations, key stakeholders, and consumers to promote telehealth initiatives in order to improve equity in and access to health services in Wyoming.

WyTN Values and Strategic Areas of Focus



1. Newsletters, Announcements, Website, Presentations, Conferences, Outreach, Etc.
2. Webinars, Educational Opportunities, Technical Assistance and Support
3. HIPPA-secured Zoom ® licenses, Funding Opportunities
4. Special Interest Groups, Networking and Wyoming Telehealth Consortium

Enhance Collaboration

- Presentation at the Wyoming Association of Athletic Trainers in Gillette on July 8th
- Participation on the NRTRC 2022 conference planning committee
- Join 988 Coalition and attend CAMS telehealth information meeting for utilization in suicide prevention
- Set new dates and times for telemental SIG and community health SIG. Send postcards to approximately 100 potential new attendees to the community health SIG

Strive for Continuous Improvement

- July webinar-COVID-19 Disparities and Vaccine Confidence: Ways Telehealth Can Help Support the COVID-19 Vaccine Rollout
- Next month's webinar will kick off a 3-part series on patient engagement
- Created a quick guide to telehealth billing for Athletic Trainers, met with Kip Farnum and Holly Hink at the Kid Care Clinic in Gillette and am sending along research on tytocare carts
- Begin understanding why, how and which nursing homes are providing telehealth and why most are not billing for originating site fees
- Re-enrollment process will continue through September 1st to insure providers are utilizing Zoom® licenses for their intended purposes and to weed out those who have left their jobs

Expand Access

- Review 2020 broadband legislative policies in states across the county
- Continue efforts to develop a video educating patients on using telehealth
- Create a Facebook WyTN posting toolkit for partners to continue to raise awareness
- Analyze data from hospital survey to understand who is receiving or providing telehealth

Create Collective Impact

- Create a Telemental SIG call to action to suggest that members might comment on the Health Standards of K-12 policy on suicide prevention

- Develop a media campaign for the first ever Telehealth Awareness Week, Sept. 19-25



Virtualizing Care Together

July 27, 2021



Teladoc Health is the global leader in comprehensive virtual care

Virtual Care Delivery



70M+

U.S. lives with access to legacy Teladoc Health solutions

10.6M

Visits delivered by Teladoc Health clinicians & therapists in 2020

>40%

Fortune 500 companies using Teladoc Health

Provider Enablement



11K+

Care locations as of 4Q20

3.5M+

Visits enabled by Teladoc platform solutions in 2020

~600

Health system clients

Chronic Care Empowerment



540K+

People with chronic conditions served as of 3Q20

1B+

Member data points

1500+

Livongo clients

The Future of Health & Care is Digital First, But NOT Digital Only



Trust and The Healthcare Consumer



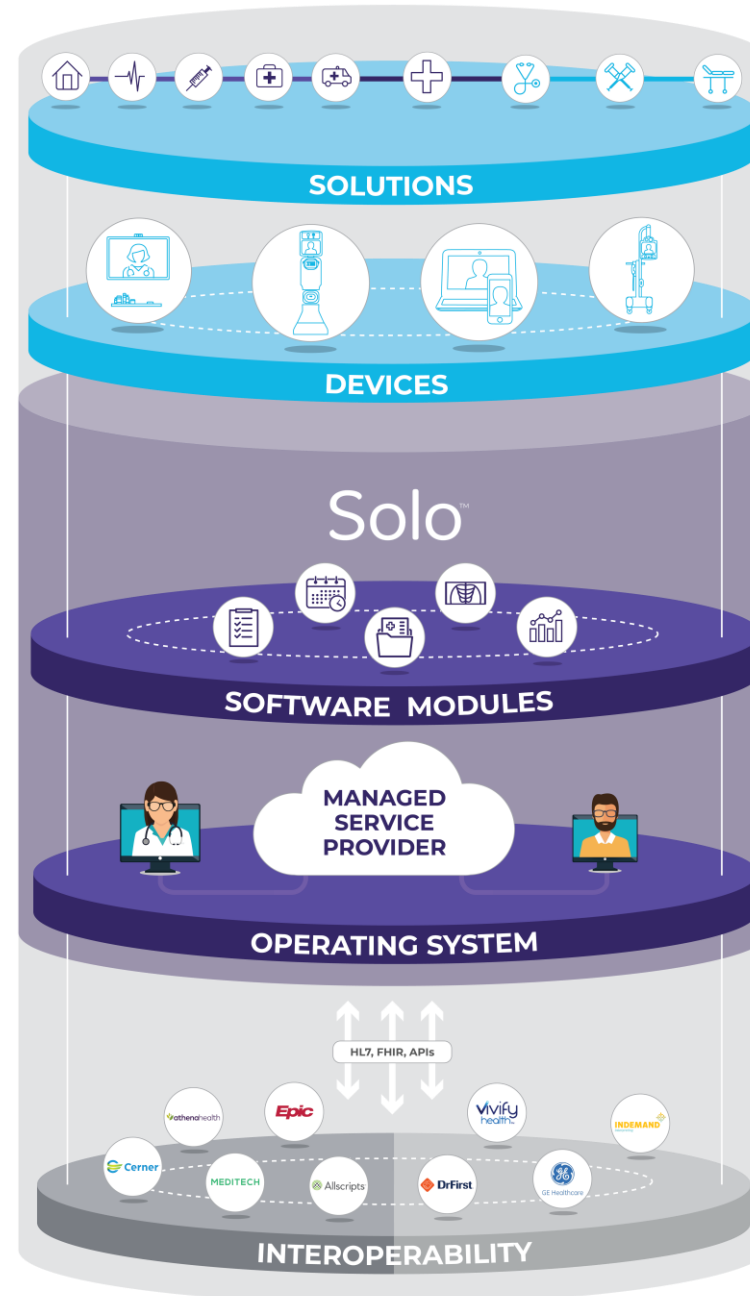
Health systems and local providers
are uniquely positioned to earn this role

- Healthcare is fragmented
- National retailers, big tech, health plans and new entrants are all vying for this position
- Providers must meet each consumer where they are in a hyper-personalized way

Integrated and scalable virtual care experience

Designed to scale for enterprise virtual care strategies, our platform ensures greater access to high-quality care and better health outcomes – enabling a connected care experience:

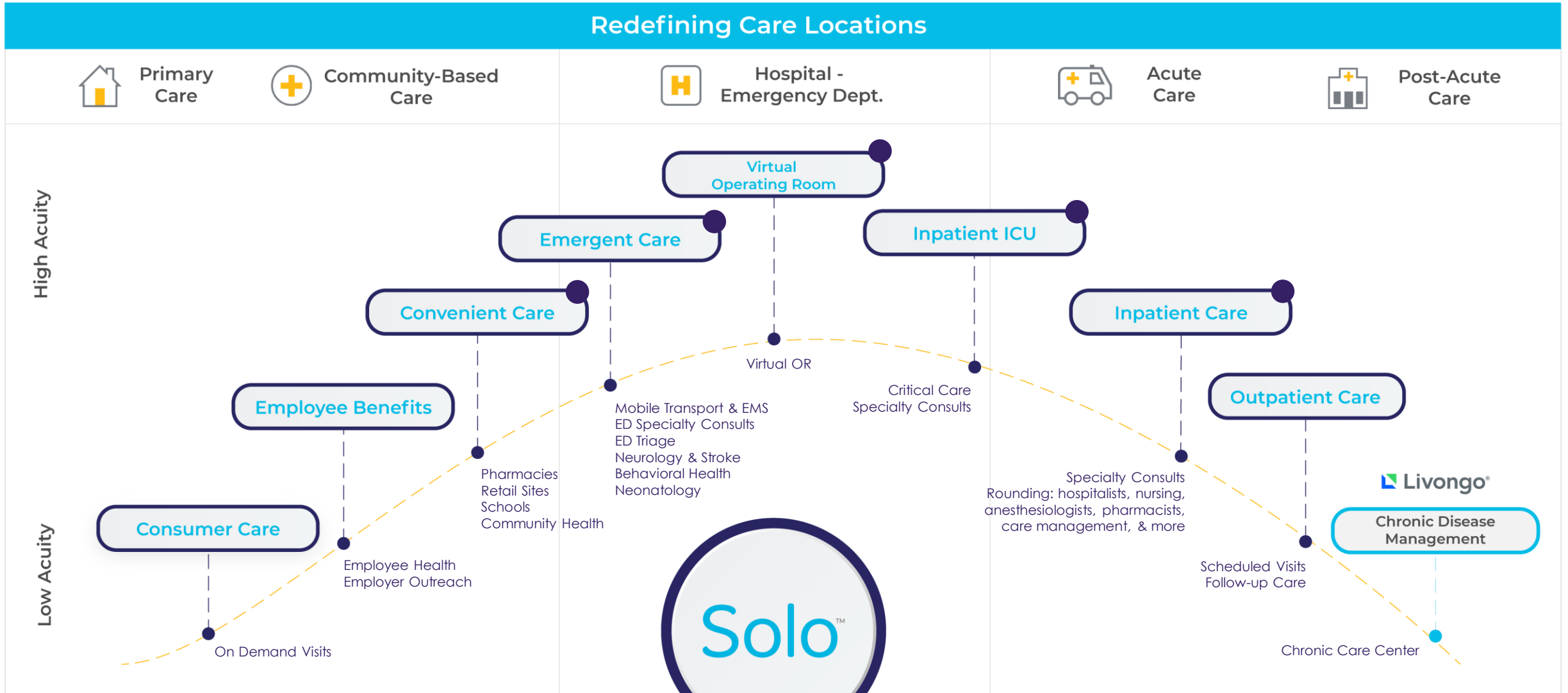
- A fully integrated, reliable enterprise platform
- Industry-leading support
- Extensive national provider network



Leverage your provider network of choice:

- Teladoc Health Medical Group
- Your providers
- Optional secondary network

Serving the full Continuum of Care



● Require Care Locations

Teladoc **meets all core requirements** for an embedded solution plus has **additional features** to provide the best patient experience

	TDH Solo Embedded	Zoom Embedded	Vidyo Embedded	Microsoft Teams	Twilio	
Core Components	A/V Link Between Patient and Provider	✓	✓	✓	✓	✓
	HD Video and Audio	✓	✓	✓	✓	✓
	Link Directly to Video Session from EMR	✓	✓	✓	✓	✓
	Supports Direct-to-Consumer/Patient EMR Integrated Visits	✓	✓	✓	✓	✓
	Patient Access from EMR Patient App on Mobile or Web	✓	✓	✓	✓	✓
	Access via Web, iOS, Android, EMR App	✓	✓	✓	✓	✓
	Web Client Connectivity (vendor hardware not required)	✓	✓	✓	✓	✓
	In-call Messaging	✓	✓	✓	✓	✓
	Multi Party Calling	✓	✓	✓	✓	—
	Screen Sharing	✓	✓	✓	✓	—
	Supports Site-to-Site IP/Ambulatory EMR Integrated Visits	✓	✓	✓	—	✓
Differentiators	SIP-Device Connectivity (telemedicine carts, etc.)	✓	—	✓	—	—
	Integrated A/V Translation & Interpretive Services	✓	—	—	—	—
	Ability for Provider to Invite a Non MyChart Patient *	✓	—	—	—	—
	Invite Parties from <u>Within On-Going Calls</u> via SMS **	✓	—	—	—	—
	Invite Parties from <u>Within On-Going Calls</u> via email **	✓	—	—	—	—
	"Patient on Hold" Provider Consulting Mode	✓	✓	—	—	—
	Integrates with Peripherals (cameras, stethoscopes, etc.)	✓	—	—	—	—

Accelerating Value Through Deep Collaboration

Purpose Built for Healthcare
Trusted and Proven Solutions
Global Leader in Virtual Care

Teladoc[™]
HEALTH



 **Microsoft**

Trusted Global Cloud Partner
Communications and
Collaboration expertise
Partner-first company



DEEP IMPACT

Delivering a seamless, integrated, enterprise solution for clinicians that makes
healthcare better across the care continuum

Thank You

Alex Urosevich
Account Executive US Northwest
Teladoc Hospitals and Healthcare Systems
aurosevich@teladochealth.com; 719-367-7968



Wyoming Telehealth Consortium

August Session Minutes

Date: Tuesday, August 31, 2021

Time: 3:00pm – 4:00pm MDT

Location: Zoom (<https://zoom.us/j/371954998>)

Attendees:

- **Andrea Shipley** (Project Coordinator, Senior, Wyoming Telehealth Network)
- **Barbara Sessions** (President, Silver Star Communications)
- **Becky Dooley** (VP/General Manager, Range)
- **Canyon Hardesty** (Associate Director, Wyoming Institute for Disabilities)
- **Cede Angel** (Project Coordinator, Assistant, Wyoming Telehealth Network)
- **Courtney Mason** (Data and Health Informatics Manager, Wyoming Primary Care Association)
- **Deb Anderson** (Health Information Technology Consultant, Mountain Pacific Quality Health)
- **Emily Genoff** (Director of Business Development, Wyoming Behavioral Institute)
- **Eric Boley** (President, Wyoming Hospital Association)
- **Jack Walkenhorst** (Director of Strategic Partnerships, All West Communications)
- **James Bush** (State Medicaid Medical Director, Wyoming Department of Health)
- **Jeff England** (Chief Financial Officer, Silver Star Communications)
- **Kevin Bohnenblust** (Executive Director, Wyoming Board of Medicine)
- **Kevin Smith** (Telehealth Program Manager, Cheyenne Regional Medical Center & Wyoming Institute of Population Health)
- **Kristen Glennie** ('21-'22 AmeriCorps VISTA, Wyoming Department of Health Aging Division)
- **Lisa Finkelstein** (Medical Director of Telehealth and Urologist, St. John's Medical Center)
- **Lori Brand** (Legal Analyst, Wyoming Department of Health, Division of Healthcare Financing)
- **Maribel Frank** (Associate Vice President of Telehealth and Outreach, Banner Health Wyoming Medical Center)
- **Mark Kelly** (Health Program Specialist, WDH Aging Division, Community Living Section)
- **Marty Carollo** (All West Communications)
- **Michelle Hilaire** (Associate Dean for Student Affairs, University of Wyoming)
- **Michelle Motzkus** (Legal and Regulatory Administrator, Silver Star Communications)
- **Mike Mores** (Senior Manager, Government Affairs, Charter Communications)
- **Mike Yin** (Representative, the State of Wyoming)
- **Nicki Perisho** (Program Director, Northwest Regional Telehealth Resource Center)
- **Ramsey Scott** (Wyoming Chapter Alzheimer's Association)
- **Ray Brand** (IT Coordinator/Enterprise Architect, State of Wyoming - Enterprise Technology Services/Office of the CIO)
- **Rex Gantenbein** (Board of Trustees Chair for Ivinson Hospital)
- **Richard Wardell** (CEO, Tri County Telephone)
- **Sam Gardner** (State Director, WY, American Heart Association)
- **Sharon Weber** (Wyoming Department of Health Rural Health)
- **Shawna Pena** (Unit Manager, Office of Rural and Frontier Health, Public Health division, WDH)
- **Sheila Bush** (Executive Director, Wyoming Medical Society)
- **Sue Wilson** (Representative, the State of Wyoming)
- **Tai Baker** (Program Manager, Wyoming Telehealth Network)
- **Tom Lacock** (Associate Staff Director, AARP Wyoming)

Facilitator: Wyoming Telehealth Network – Tai Baker

Minutes: Cede Angel

**Wyoming Telehealth
Network Update**
Andrea Shipley

- Upcoming Networking and Conference Opportunities
 - [Wyoming Hospital Association Annual Conference](#) (Sept. 8-9)
 - [Wyoming Suicide Prevention Symposium](#) (Sept. 16)
 - [Wyoming Coalition on Aging Annual Conference](#) (Sept. 22-24)
 - [Wyoming Nurses Association Annual Conference](#) (Sept. 24)
- Information on upcoming webinar, SIGs, TAW Week, and more in full report (attached in these minutes below)
- Feel free to reach out to Andrea Shipley (ashiple4@uwyo.edu) with any questions or comments about the WyTN

**Steering Committee
Update: Vote to
Approve Changes to
Strategic Plan**

**Committee Chairs,
Members, etc.**

Dr. James Bush

- Proposed changes to WTC Strategic Plan:
 - 4.2 Challenges (p. 9)
 - PROPOSED: Add Telehealth Efficacy to the challenges of the Strategic Plan
 - 4.3 Short Term Goals (p. 10)
 - PROPOSED: Add language stating that the Strategic Partners and Outreach Committee will be in charge of starting an advisory group of consumers
 - 4.4 Long Term Goals (p. 10)
 - PROPOSED: Change 3rd bullet (create a central repository of providers, including a virtual hospital) and add “develop an in-state network of providers for the use of telehealth services in order to give preferential services to Wyoming providers”
 - 5.2 Committees (p. 14)
 - PROPOSED: The Strategic Partners & Outreach will be one committee - Tom Lacock will be the chair for the committee
 - Within the SP&O Committee, there will be a subcommittee (Outreach) that will develop materials and strategies for the SP&O Committee
 - Outreach Subcommittee Chair: Rex Gantenbein
- WTC Voting Members present accepted amendments to the Strategic Plan
- Adoption of amended Strategic Plan – passed
- **Review of WTC Committee Chairs and Members are attached in these minutes below**

**Finance Committee
Update**

Cede Angel (on
behalf of Kyle
Cameron)

- If anyone is interested in joining the Finance Committee, please reach out to kyle.cameron@wyo.gov
 - The WTC is a legal entity with no budget of its own at this time
 - Always want to diversify where funds are coming from
 - Questions: What is the Consortium’s biggest financial need? Any concerns, thoughts, or suggestions from the group?
-

**Strategic Partners
and Outreach
(SP&O) Committee
Update**

Rex Gantenbein &
Tom Lacock

- **Purpose:** The purpose of the Strategic Partners and Outreach Committee (SPOC) is to bring together representatives of Wyoming's health care community and help address the goals of the Wyoming Telehealth Consortium
- **Mission and Objectives:** The mission of the SPOC is to enhance collaboration among Wyoming health care providers and consumers to advance telehealth in the state. This mission will be accomplished through the identification of appropriate organizations and other partners through which telehealth education and advocacy materials will be developed and delivered
- **Roles and Responsibilities:** The Chair will serve on the Consortium Steering Committee and will provide updates on SPOC activities at the monthly Steering Committee meeting. The Chair will also lead monthly meetings of the SPOC and develop the agenda for these meetings
 - The Outreach Subcommittee Chair will serve as committee chair in the absence of the Chair at committee meetings.
 - The SPOC members will identify appropriate partners and strategies through which education and advocacy materials will be delivered to providers and consumers in Wyoming. These materials will be developed by the Outreach subcommittee, with assistance from the staff of the Wyoming Telehealth Network

**Broadband Industry
Panel Discussion**

Jack Walkenhorst, Director of Strategic Partnerships, All West Communications

- All West strives to expand their footprint and services so that any customer in their areas can get the best internet access available
- All West serves areas including Uinta, Evanston, Sweet Water, Rock Springs, Green River, and more
- All West participated in the Emergency Broadband Program
 - When the pandemic started, the federal government set aside money for low income families to get up to \$50/month for internet access
- <https://www.allwest.com/>

Becky Dooley, VP/General Manager, Range

- WYTA: Wyoming Telecommunications Association
 - Range Communications is building infrastructure in the state – they want to make sure that clinics, hospitals, schools, teachers, students, etc. have access
 - Range serves over 30 cities and towns across Wyoming, including Pine Bluffs, Newcastle, Worland, and more
 - Range is participating in NTIA grants that are being funded for broadband deployment – putting in for territories they have yet put enhanced services into and will find out if they will be awarded in November
 - NTIA: National Telecommunications and Information Administration
 - <https://www.range.net/wytavideorange/>
-

Richard Wardell, CEO, Tri County Telephone

- Tri County Telephone serves the Northwest corner of Wyoming
- Tri County proactively upgraded medical facilities in the beginning of the pandemic
- Met with superintendents and principals to discuss giving students access to services when schools were not in session
- Connect Wyoming initiative: Gov. Gordon has authorized CARES dollars to this program to pay for broadband projects across WY
- <https://www.wyomingbusiness.org/connectwyoming>
- Tri County Telephone is looking at NTIA grants and monitoring infrastructure bills closely
- Tri County Telephone looks forward to being able to do more to increase access and broadband expansion for years to come
- <https://www.tct.net/>

Barbara Sessions, President, Silver Star Communications**Michelle Motzkus, Legal and Regulatory Administrator, Silver Star Communications**

- Silver Star serves Western Wyoming and Eastern Idaho
- Silver Star continues to invest millions of dollars in its fiber optic network to deliver cutting edge communications solutions including fiber optic, DSL and wireless Internet, voice, mobile phone and business solutions products and services
- Silver Star took on almost \$16 million in CARES money for projects in 2020 for main cable bills and fiber to the home
- Priority around fiber buildout and expansion in Wyoming market to sustain and support the growing needs for broadband capacity
- Will continue to work hard to get broadband to those who don't have it yet
- <https://www.silverstar.com/>

Mike Mores, Senior Manager, Government Affairs, Charter Communications

- Charter Communications based in Cheyenne
- Spectrum: trade name of Charter Communications to market consumer and commercial cable television, internet, telephone, and wireless services provided by the company
- Spectrum internet assist: low cost internet for seniors and households that qualify
- Looking at NTIA grant money
- Charter believes that every Wyomingite should have access to internet
- <https://corporate.charter.com/>

Question asked to telecom providers: What can the consortium do to help advocate, educate, and support increasing broadband access?

- Pass along what we (WTC) hear – what areas and groups are struggling? Have partners across the state share what everyone is learning
-

-
- Something to consider: major barriers could arise if telephonics (telehealth) get cut from funding – could be helped by broadband getting to as many places as possible
 - In order for organizations to be granted funding, the NTIA requires partnerships – companies will need to partner to gain access to funds to find out and explore what they can do with those funds
 - Different buckets of money to be used between Tribal lands, healthcare, schools, etc.
 - In conclusion, the tele-com companies don't know what they don't know
 - The most important thing the Wyoming Telehealth Consortium can do is continue to communicate and let tele-com companies know what is needed
 - **Communication is key**

As tele-com providers, do you feel you have a good sense of what types of internet services are needed for clinical providers and patients?

- As providers are looking at new infrastructure and upgrading existing structures, planning systems are reared around meeting today's needs and needs in the future
- Fiber is a median that has been in place for a long time and is future proof of a median – there are other medians that are used in different circumstances and we are continuing to learn about the limitations there
- Keep discussions going so that healthcare and internet providers can continue to talk the same language so it can continue to work for clinical purposes and do what it is needed to do

Open Discussion

Question: why are the HIPAA-secure Zoom licenses provided at no charge?

- The University had originally had a contract for 500 Zoom licenses
- The licenses are a Safety Net License: intent is to give the licenses to those who need it quickly in order to provide care
- The goal was to not limit access to telehealth because of lack of access to a HIPAA-secure Zoom license
- Pre-pandemic: licenses were incentive to increase telehealth adoption – this all changed when the pandemic hit and numbers skyrocketed for who requested to utilize these licenses

For areas in Wyoming that may not ever have broadband access, developing community sites would be beneficial

- Places to carve out space: senior center, libraries, schools, etc.
- "Originating sites"
- How can we empower public health nursing sites to jump on board with something like this – it is unknown how things will be affected in terms of billing after the pandemic

Something to consider with Remote Patient Monitoring: the more clinical data there is, the more broadband needs are going to increase

**Action Items for
Next Meeting**

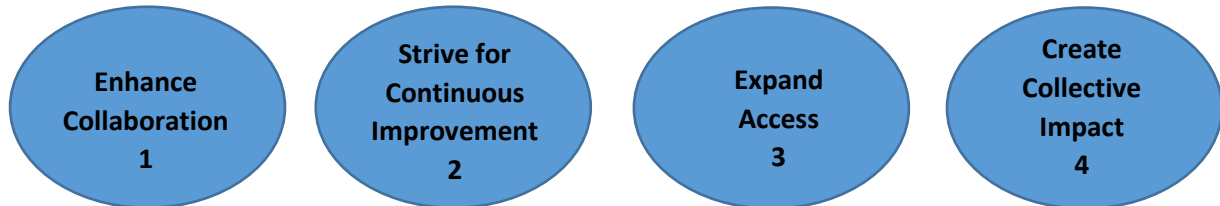
1. Note the time change for monthly meetings: the WTC will meet from 3:00-4:30pm
2. Review: <https://www.range.net/wytavideorange/>

Next WTC Meeting: Tuesday, September 28, 2021, 3:00pm – 4:30pm

Wyoming Telehealth Consortium WyTN Project Coordinator Report

Our Mission: The Wyoming Telehealth Consortium (WTC) exists to enhance collaboration and alignment between collaboration organizations, key stakeholders, and consumers to promote telehealth initiatives in order to improve equity in and access to health services in Wyoming.

WyTN Values and Strategic Areas of Focus



1. Newsletters, Announcements, Website, Presentations, Conferences, Outreach, Etc.
2. Webinars, Educational Opportunities, Technical Assistance and Support
3. HIPPA-secured Zoom ® licenses, Funding Opportunities
4. Special Interest Groups, Networking and Wyoming Telehealth Consortium

1. ENHANCING COLLABORATION

Newsletter and Announcements Data

August announcement: 27% open rate, 6% click rate

August newsletter: 23% open rate, 6% click rate

Networking with Medical Associations:

- September 8-9: Wyoming Hospital Association Annual Conference:
<https://www.wyohospitals.com/convention/>
We will be hosting a table at this event in Casper and drumming up support for TAW by encouraging people to snap a pic of their #TelehealthIsHealth Eileen's Cookie and posting it to social media and offering hospitals access to a table tent for their cafeterias during the event.
- September 16: Wyoming Suicide Prevention Symposium:
<https://health.wyo.gov/publichealth/prevention/wivpp/suicide-prevention/2021-wyoming-suicide-prevention-symposium/>
WyTN will be a virtual presenter on School Based Telemental Health and suicide mitigation.
- September 22-24: Wyoming Coalition on Aging Annual Conference:
http://www.uwyo.edu/wycoa/educational_and_training_opportunities/wyoming-conference-on-aging.html
WyTN will be presenting about its programs at this virtual event.
- September 24: Wyoming Nursing Association Annual Conference:
<https://wyonurse.nursingnetwork.com/page/95874-2021-wna-nursing-summit-convention>
WyTN will be hosting a table at this event in Casper and drumming up support for TAW.

Networking with Organizations:

WyTN recently attended an Alzheimer's Association community forum and has formed a team for their annual walk in Laramie. This year's Walk to End Alzheimer's on September 18th. Registration starts at 9

am at LaBonte Park. A ceremony will start at 10 am the walk will start at 10:30 am. There is no fee to register.

If you are interested in joining our team and walking with us, you can join our WyTN team here: http://act.alz.org/site/TR?fr_id=15145&pg=personal&px=19911862

2. STRIVE FOR CONTINUOUS IMPROVEMENT

Upcoming Webinars:

WyTN is currently hosting Part Two of a Three-Part Series on Patient Engagement: Caregiver and Patient Engagement Through Telehealth. Join us Wednesday, September 29, 2021 from 12:00pm-1:00pm

Presenter: **Kerian Duncan**, PT, DPT, MSc, Founder of The Intuitive Parents Physical Therapy LLC

3. EXPAND ACCESS

Re-Enrollment Process:

Re-Enrollment will end on September 1st though we will not official release unenrolled licenses until October. A full re-enrollment update will be available in October.

4. CREATE COLLECTIVE IMPACT

Hospital Administration SIG: The hospital survey is complete with 9 out of 28 responses collected. At a glance, we learned that the majority of hospitals are receiving telehealth services and would like to provide more. Additionally, all responding hospitals are interested in a conversation about coordinated telemental services for ERs. Each respondent has been added to the Hospital Administration SIG to further that conversation.

Telemental SIG: This is a small but mighty SIG currently. The group is actively working on discovering the best ways to engage with 211 to expand outreach of the directory to patients seeking telemental care. Additionally, the group is embarking on a way to better understand communities that have broadband in their cities and towns but do not have access in all clinics. The purpose is to find public places (libraries, senior centers, etc.) where rural folks can access telemental care in their town.

Community Health SIG: Once called the Public Health Nursing SIG, this group has expanded to invited all community health workers. An invitation postcard was sent, but attendance is still flat. This group is currently strategizing how to revitalize its attendance and begin work on aging issues and mental health issues in the state.

Early Childhood SIG: A new resource is being created for this to help both providers and patients become more familiar with telehealth during this SIG and beyond. This will help us frame the SIG and then find out what providers need to learn from us at each of the upcoming meetings to reduce barriers.

Telehealth Awareness Week Sept. 19-25

Proclamation signing in Governor Gordon's Ceremonial Conference Room at the Wyoming State Capital Building on Wednesday, September 1, from 9:45-10 am. We will send a video of the signing for all those who cannot attend in person. **Learn more about how to get involved in this week of activities here:** <http://wyomingtelehealth.org/telehealth-awareness-week/>

WTC Committees

8/20/21

Steering Committee

Monthly Meeting: 3rd Thursday of every month, 9:00-10:00am

CHAIR: James Bush

VICE CHAIR: Ray Brand

STRATEGIC PARTNERS AND OUTREACH CHAIR: Tom Lacock

OUTREACH SUBCOMMITTEE CHAIR: Rex Gantenbein

TREASURER, FINANCE COMMITTEE CHAIR: Kyle Cameron

SECRETARY: Tai Baker

AT-LARGE MEMBERS:

- Andi Summerville
- Canyon Hardesty
- David Wheeler
- Kevin Smith
- Lisa Finkelstein
- Rex Gantenbein
- Robert Cope
- Shawna Pena
- Sheila Bush

Strategic Partners and Outreach Committee

CHAIR: Tom Lacock

MEMBERS:

- Bee Cordle
- Deb Anderson
- Kevin Bohnenblust*
- Kevin Smith
- Lisa Finkelstein*
- Michelle Hilaire*
- Morris McGaugh*
- Robert Cope*

- Traci Blevins
- Andrea Shipley

OUTREACH SUBCOMMITTEE CHAIR: Rex Gantenbein

***SUBCOMMITTEE MEMBERS**

Finance Committee

CHAIR (TREASURER): Kyle Cameron

MEMBERS:

- Faith Jones
- Sharon Weber
- Vivian Swallow
- Andrea Shipley

Wyoming Telehealth Consortium

September Session Minutes

Date: Tuesday, September 28, 2021

Time: 3:00pm – 4:30pm MDT

Location: Zoom (<https://zoom.us/j/371954998>)

Attendees:

- **Andrea Shipley** (Project Coordinator, Senior, Wyoming Telehealth Network)
- **Brenda Cordle** (Experience Manager - Provider Solutions and Operations, Cigna)
- **Canyon Hardesty** (Associate Director, Wyoming Institute for Disabilities)
- **Cede Angel** (Project Coordinator, Assistant, Wyoming Telehealth Network)
- **Courtney Mason** (Data and Health Informatics Manager, Wyoming Primary Care Association)
- **Danielle Marks** (Unit Manager, Maternal and Child Health Unit, WDH)
- **David Wheeler** (Neurologist, Medical Director, Wyoming Neurologic Associates, Wyoming Medical Center Telestroke)
- **Deb Anderson** (Health Information Technology Consultant, Mountain Pacific Quality Health)
- **El Cameron** (Program Manager, Wyoming Department of Health)
- **Emily Genoff** (Director of Business Development, Wyoming Behavioral Institute)
- **Eric Boley** (President, Wyoming Hospital Association)
- **Faith Jones** (Director of Care Coordination and Lean Consultant, HealthTechS3)
- **James Bush** (State Medicaid Medical Director, Wyoming Department of Health)
- **Jeff England** (Chief Financial Officer, Silver Star Communications)
- **Kevin Bohnenblust** (Executive Director, Wyoming Board of Medicine)
- **Kevin Smith** (Telehealth Program Manager, Cheyenne Regional Medical Center & Wyoming Institute of Population Health)
- **Lisa Finkelstein** (Medical Director of Telehealth and Urologist, St. John's Medical Center)
- **Lori Brand** (Legal Analyst, Wyoming Department of Health, Division of Healthcare Financing)
- **Maribel Frank** (Associate Vice President of Telehealth and Outreach, Banner Health Wyoming Medical Center)
- **Mark Kelly** (Health Program Specialist, WDH Aging Division, Community Living Section)
- **Michelle Hilaire** (Associate Dean for Student Affairs, University of Wyoming)
- **Morris McGaugh** (Director of Provider Networks, Mountain Health CO-OP)
- **Ramsey Scott** (Wyoming Chapter Alzheimer's Association)
- **Ray Brand** (IT Coordinator/Enterprise Architect, State of Wyoming - Enterprise Technology Services/Office of the CIO)
- **Rex Gantenbein** (Board of Trustees Chair for Iverson Hospital)
- **Robert Cope** (Telehealth Youth and Family Therapist, Private Practice)
- **Robert Johnston** (Wyoming Health Council)
- **Sharon Weber** (Wyoming Department of Health Rural Health)
- **Shawna Pena** (Unit Manager, Office of Rural and Frontier Health, Public Health division, WDH)
- **Sheila Bush** (Executive Director, Wyoming Medical Society)
- **Stacey Tait Goodale** (Director of Business Development, Avera eCARE)
- **Tai Baker** (Program Manager, Wyoming Telehealth Network)
- **Tom Lacock** (Associate Staff Director, AARP Wyoming)
- **Traci Blevins** (Outpatient/Telehealth Director, Wyoming Behavioral Institute)

Facilitator: Wyoming Telehealth Network – Tai Baker

Minutes: Cede Angel

Welcome and Overview

- Reminder that the consortium will meet from **3:00pm – 4:30pm**

**ECHO Orientation
Training Opportunity**
Tai Baker

- **Orientation to UW Project ECHO:** attend to learn how you can use the ECHO model to train professionals on best practices to improve outcomes in health and education
- October 4, 2021, 1:00pm – 3:00pm MT
- [Register Here](#) (Zoom link and agenda will be emailed upon registration)
- Discussion will include:
 - What challenges/issues could be addressed using ECHO and why
 - How the lack of access to this specialty knowledge results in poor outcomes
 - What organizations and partners could be involved to address challenges
 - Flyer attached to these minutes below

**Wyoming Telehealth
Network Update**
Andrea Shipley

- Telehealth Awareness Week was a success! Thank you to all who participated in one way or another
- Some overall results of the campaign include:
 - Governor signed proclamation declaring September 19-25, 2021 Telehealth Awareness Week in Wyoming
 - 3 presentations at healthcare conferences to increase awareness of telehealth
 - 298 new website users in September on the WyTN website
 - See attached Telehealth Awareness Week graphic for the full list of results

**Steering Committee
Update**
Dr. James Bush

- Dr. Bush had a good discussion with the Nursing Association – Leading Age: when asked how many nursing homes were using telehealth, no one raised their hand – still using telephonic
 - Nursing homes had not thought about the scenario of billing for consults and getting originating site fees
 - Agreement that continuity of care is not supported by constant trips to the ER in an ambulance

 - Discussion around how technology is the missing link for why places (nursing homes for example) are not utilizing telehealth
 - Keeping equipment as simple as possible (iPads or laptops vs. carts) will most likely bring more success since it takes away some unfamiliarity

 - Dr. Bush will be meeting soon with a company that might be able to help build a scheduling app based off the DoxyMe platform that might be able to be used to build a statewide network (hoping to use American Recovery Plan Act* funds for this project)
 - 3 main areas of focus for this system: mental health, primary, and specialty care
 - *ARPA = CARES act part 2 with different parameters that have more to do with building infrastructure and stimulating the economy
-

-
- How can we keep our primary care docs doing telehealth to their primary care patients in Wyoming so they aren't going elsewhere and those dollars are leaving the state?
 - What dollar amount should WTC strive towards in ARPA funds to get the scheduling app/"TeleApp" off the ground? \$5 million could be a good start
 - Discussion around exploring systems that are already available, approaching this from the simplest implementation first, considering a survey to explore the degree of need from providers/patients, etc.
 - Goal is to create an environment that will drive telehealth in WY
 - **WY TeleApp work group:** a group to give momentum and direction for the vision of the TeleApp within Wyoming
 - Email wy-telehealth@uwyo.edu if interested in volunteering on this work group

**Strategic Partners
and Outreach
Committee (SPOC)
Update**

Tom Lacock & Rex
Gantenbein

- SPOC voted on and approved the committee's charter
- Question about conflict of interest document: do committee's need their own? Committees can plan to model their conflict of interest after the WTC's
- Send Conflict of Interest drafts to Lori Brand (lori.brand1@wyo.gov)
- Conversations around getting patients to understand what telehealth looks like to them and putting pressure on their providers to engage in telehealth
- Asking the question: where do you get your healthcare and where is it best to get healthcare? How a cold can be handled with telehealth vs. a visit to the ER, etc.
- Plan to invite Board of Directors to start attending WTC meetings, as well as the WyTN's Hospital Administration Special Interest Group
- Another question we should be asking: how do we reach people to engage in telehealth? Going straight to the consumer will be the best way to do so
 - Hospital advisory councils, boards, groups, etc.
 - Patient Family Advisors in the state

**Finance Committee
Update**

El Cameron

- Upcoming meeting on Friday, October 8, 9:45am
 - Want to identify 3 possible funding opportunities that are out of the box
 - Have gathered that the main needs of the Consortium include:
 - Education for providers, including credentialing, support, extra income
 - Funding money for education for consumers
 - System for scheduling
 - Email El if you have ideas, thoughts, concerns, or would like to become a part of Finance Committee – el.cameron@yahoo.com
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- Question: if Finance Committee looks for grants, what would be the entity applying for those grants? Is the consortium an entity that is allowed to apply?
 - Answer: the Finance Committee can look for funds as long as they are applicable to the WTC
 - Finance Committee will consider:
 - What else can the group do to get money?
 - What is the committee raising funds for?
 - What is the WTC prioritizing?
 - On donations: WTC could possibly get donations through something such as the Wyoming Community Foundation

WTC Conflict of Interest and Nondisclosure Statement Draft

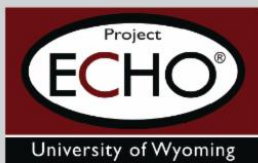
Dr. Bush & Lori Brand

- The Disclosure was written mainly around if the Consortium gets RFPs, contracts, or people making decisions that has funding involved
- Individual committees can model the WTC's Conflict of Interest & Nondisclosure form in their own committee
- Conflict of Interest/Nondisclosure draft is attached below

Action Items for Next Meeting

1. Email wy-telehealth@uwyo.edu if you are interested in being a part of the WY TeleApp work group

Next WTC Meeting: Tuesday, October 26, 2021, 3:00pm – 4:30pm



Orientation to UW Project ECHO

University of Wyoming (UW) ECHO Networks provide trainings on best practices for educators, healthcare providers, and families in a rural state where specialized knowledge is not always locally available. By removing these barriers to specialized knowledge, outcomes for students, patients, and families are improved.

Attend to learn how you can use the ECHO model to train professionals on best practices to improve outcomes in health and education.

**October 4, 2021
1:00pm - 3:00pm MT**

Zoom link and agenda will be emailed upon registration.

Register for UW Project ECHO Orientation

We'll Discuss the Purpose of an ECHO

What challenges/issues could be addressed using ECHO? Why?
How does the lack of access to this specialty knowledge result in poor outcomes?
What organizations or partners could be involved to address challenges?



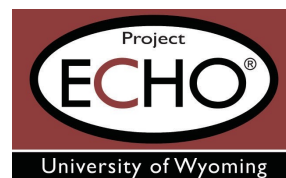
ECHO Participant Guide

Read through our [ECHO participant guide](#) to learn more about joining and participating in an existing ECHO network.

[UW ECHO](#) | [WIND](#) | projectecho@uwyo.edu



College of Health Sciences
Wyoming Institute
for Disabilities



TELEHEALTH WEEK

AWARENESS WEEK™

Overall Results of Campaign

- One signed governor's proclamation declaring September 19-25, 2021 Telehealth Awareness Week in Wyoming
- One state health plan email to all employees about Telehealth Awareness Week
- One letter to the editor published by special interest group member
- 3 presentations at healthcare conferences to increase awareness of telehealth
- 100+ individual conversations with providers to increase telehealth awareness
- 7 published opinion editorials statewide
- 298 new website users in September on the Wyoming Telehealth Website
- 174 new website users during Telehealth Awareness Week
- 3,756 total reach of Facebook campaign
- 13 total post shares
- 62 total post likes



WYOMING
TELEHEALTH
NETWORK

Wyoming Telehealth Consortium
CONFLICT OF INTEREST AND NON-DISCLOSURE STATEMENT

SCOPE

This conflict-of-interest and non-disclosure statement shall apply to all members of the Wyoming Telehealth Consortium (Consortium). Members have been appointed by the Director of the Wyoming Department of Health pursuant to W.S. § 9-2-117(a)(vi)(A).

INTENT

This statement is intended to clarify the responsibilities of the Consortium members in the context of actual or possible conflicts of interest and to acknowledge the confidential nature of requests for proposal submitted to the Consortium under consideration.

POLICY

All members of the Consortium have the obligation to make full disclosure of all interests, actions, and relationships that might result in, or have the appearance of, a conflict of interest in carrying out the activities of the Wyoming Telehealth Consortium as a whole.

All members of the Consortium have an obligation to safeguard confidential and proprietary information submitted in proposals made to the Consortium, and to not disclose such information except as allowed under Wyoming law.

CONSORTIUM MEMBER

I hereby certify that neither I, nor any member of my immediate family has a material, personal, or financial interest in, or fiduciary relationship to, any offeror or to a direct competitor of any offeror under consideration by the Wyoming Telehealth Consortium. I further certify that no other relationship with or bias towards any offeror exists that will prevent me from evaluating any proposal solely on its merits.

I understand that all information contained in the proposals and information received by the Wyoming Telehealth Consortium in the context of award decision making is confidential and may be proprietary and as such cannot be released or discussed in any manner with other offerors or with individuals not involved in any proposal process, except as allowed under Wyoming law.

I certify that I have read and understand the above:

Signature of Consortium Member & Date: _____

Print Name and Title: _____

Name of Group/Department you represent: _____

Phone Number & Email address: _____

Wyoming Telehealth Consortium

October Session Minutes

Date: Tuesday, October 26, 2021

Time: 3:00pm – 4:30pm MDT

Location: Zoom (<https://zoom.us/j/371954998>)

Attendees:

1. **Andrea Bailey** (HIT Outreach Coordinator/Initial Health Risk Assessment Program Manager, WDH, WYFI)
2. **Andrea Shipley** (Project Coordinator, Senior, Wyoming Telehealth Network)
3. **Brenda Cordle** (Experience Manager - Provider Solutions and Operations, Cigna)
4. **Canyon Hardesty** (Associate Director, Wyoming Institute for Disabilities)
5. **Cede Angel** (Project Coordinator, Assistant, Wyoming Telehealth Network)
6. **Danielle Marks** (Unit Manager, Maternal and Child Health Unit, WDH)
7. **Emily Genoff** (Director of Business Development, Wyoming Behavioral Institute)
8. **James Bush** (State Medicaid Medical Director, Wyoming Department of Health)
9. **Kevin Bohnenblust** (Executive Director, Wyoming Board of Medicine)
10. **Kevin Smith** (Telehealth Program Manager, Cheyenne Regional Medical Center & Wyoming Institute of Population Health)
11. **Lisa Ammons** (Community Engagement Manager, Unite Us)
12. **Lori Brand** (Legal Analyst, Wyoming Department of Health, Division of Healthcare Financing)
13. **Maribel Frank** (Director of Operations for the Western Region, Banner Health, Wyoming Medical Center)
14. **Marty Carollo** (Govt Relations & Strategic Partnerships, All West Communications)
15. **Michelle Hilaire** (Associate Dean for Student Affairs, University of Wyoming)
16. **Morris McGaugh** (Director of Provider Networks, Mountain Health CO-OP)
17. **Ray Brand** (IT Coordinator/Enterprise Architect, State of Wyoming - Enterprise Technology Services/Office of the CIO)
18. **Rex Gantenbein** (Board of Trustees Chair for Ivinson Hospital)
19. **Rob Johnston** (Wyoming Health Council)
20. **Sharon Weber** (Wyoming Department of Health Rural Health)
21. **Tai Baker** (Program Manager, Wyoming Telehealth Network)
22. **Tom Lacock** (Associate Staff Director, AARP Wyoming)
23. **Traci Blevins** (Outpatient/Telehealth Director, Wyoming Behavioral Institute)

Facilitator: Wyoming Telehealth Network – Tai Baker

Minutes: Cede Angel

Welcome and Overview

Process for WTC Agenda Items

Tai Baker

- Agenda updates vs action items: the secretary (Tai Baker) proposes that chairs pull out specific items when they are giving updates from their committee meetings that need actual action or guidance from the consortium as a whole (separate agenda item)
 - For example, finance committee has chatted about pursuing funding – the update from the committee would be “here is what we are considering” and the action item would be a separate agenda item for WTC to vote on to move action items forward
-

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- As committees start moving forward and you need consent from the voting consortium members, please bring agenda items forward
 - If you want support for initiatives, etc. it can also be added to the agenda
 - Email Cede Angel (mangel1@uwyo.edu) by the Monday before the monthly consortium meeting

 - As a reminder, there is a form that you need to fill out to become a voting consortium member, if that is something you are interested in: <https://redcap.uwyo.edu/surveys/?s=FJ3CTEMYW4>
 - If you have any questions, reach out to Tai or Cede
 - Secretary Tai Baker: taiw@uwyo.edu
 - Cede Angel: mangel1@uwyo.edu

Wyoming Telehealth Network Update

Andrea Shipley

- WyTN has been networking with a variety of orgs, including:
 - ALZ Association
 - American Heart Association
 - WAMHSAC

- October webinar: Wednesday, October 26, 12:00-1:00pm
- Title: Part Three of a Three-Part Series on Patient Engagement: Health Equity and Access to Telehealth
- Presenter: Kevin Smith, Telehealth Program Manager, Cheyenne Regional Medical Center
- [Register here](#)

- Expanding access efforts include distributing the free Zoom licenses, creating and finding billing and coding guides for a resource to providers, etc.

- The full report is attached to these minutes below

Steering Committee Update

Dr. James Bush

- The consortium used to be funded by tobacco settlement funds of \$100,000 per year (however legislature eliminated that funding)
 - When those went away, WDH realized how important telehealth is, so each division in WDH has contributed to the budget which flows through Office of Rural Health since they all benefit from the consortium's work
 - State funding continues to be unpredictable, so the Finance Committee was established to seek additional sources of funding for the Consortium to make it sustainable

 - Want to avoid usage fees – other opportunities include money from SAMHSA, FCC, HSS, etc.

 - Discussion around funding for specific projects vs raising money just to have it
 - Specific project ideas that funds could be raised for:
 - Educational campaign
-

-
- Helping providers if they have needs
 - Patient education related to a telehealth appointment
-
- App has become priority for Governor's Healthcare Task Force
 - Want to get people the mental health help they need in a timely manner
 - Idea has been moved forward to strike team, which are gathering ARPA requests – once there are some funds that can be allocated, discussions will continue
 - Once we know we have this, we want to reach out to providers to make sure there is equal opportunity to participate
-
- Array has a potential app they could build within a year to address
 - mental health
 - Estimated at \$1.4 million to build – can we use AARPA funds or
 - maybe it could apply to other grants
 - Should we set up an RFP?
 - PDF from Array is included in the email with these minutes
-
- NRTRC website has lots of useful materials, including training materials (<https://nrtrc.org/resources/index.shtml>)

**Strategic Partners
and Outreach
Committee (SPOC)
Update**

Tom Lacock & Rex
Gantenbein

- Outreach to various interest groups has included:
 - Parkinson's groups
 - MS Society
 - ALZ Association
 - American Heart Association
 - The SPOC has welcomed new members and looks forward to getting their perspectives
 - Josh Hannes (Wyoming Hospital Association, Leading Age)
 - Dr. Ryan Jackson (Governor's Healthcare Task Force)
 - Heather Roe Day (Blue Cross Blue Shield)
 - Wyoming Hospital Association will be helping identify point people at hospitals to become involved in the Wyoming Hospital SIG to help boost participation
 - Student advocacy and what is being done:
 - The College of Health Sciences has received a grant through the Heywood Foundation to focus on telehealth through a course approach
 - There will soon be courses built in for telehealth implementation (either as an ECHO or a course to be taken)
 - WyTN works with students providing practicums to have the free Zoom license (counseling, psychology, SLP, pharm have been actively engaging)
 - Tech Training for MA's and CNA's for Telehealth Set Up
-

-
- Dr. Jackson offered to help where needed: has experience in helping others implement telehealth
 - The WyTN is going to be working with Dr. Wheeler to create a training on implementing telehealth (this is still in the beginning stages)

Finance Committee

Update

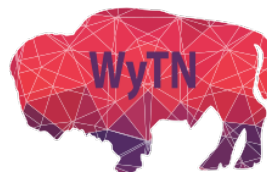
Tai Baker

- The Finance Committee has been focusing on determining priorities and what funding is needed
- Infrastructure and capacity is in the lower end to bring in certain funding, so we are exploring partners across the state to apply to funding
- When looking at grants, there needs to be an actual plan laid out (logic model with outputs, timeframe, etc. to reach outcomes and a work plan to apply for grants that meet needs)
- Discussion around the benefits to constructing plans through multiple stakeholders (HRSA grants for example – build on workgroups to look ahead for these grants to put some money on the ground)
- See above information from Steering Committee for further discussion had on funding for the WTC

Action Items for Next Meeting

1. If you are interested in joining a committee (Finance, Strategic Partners and Outreach, or Steering (as an at-large member)), please reach out to Tai Baker or Cede Angel
2. If you have an agenda item you want included for the next consortium meeting (or any WTC meeting), please email Cede Angel (mangel1@uwyo.edu) at least one day before the consortium meeting occurs
3. For those interested in becoming a voting consortium member, please fill out this form: <https://redcap.uwyo.edu/surveys/?s=FJ3CTEMYW4>

Next WTC Meeting: Tuesday, November 30, 2021, 3:00pm – 4:30pm



**WYOMING
TELEHEALTH
NETWORK**

College of Health Sciences

WyTN Project Coordinator, Senior Report October 2021

Our Mission: The Wyoming Telehealth Consortium (WTC) exists to enhance collaboration and alignment between collaboration organizations, key stakeholders, and consumers to promote telehealth initiatives in order to improve equity in and access to health services in Wyoming.

WyTN Values and Strategic Areas of Focus

1. **ENHANCE COLLABORATION:** Newsletters, Announcements, Website, Presentations, Conferences, Outreach, Etc.
2. **STRIVE FOR CONTINUOUS IMPROVEMENT:** Webinars, Educational Opportunities, Technical Assistance and Support
3. **EXPAND ACCESS:** HIPPA-secured Zoom ® licenses, Funding Opportunities
4. **CREATE COLLECTIVE IMPACT:** Special Interest Groups, Networking and Wyoming Telehealth Consortium

1. ENHANCING COLLABORATION

Networking with Organizations:

- Meet with ALZ Association
- Meet with American Heart Association
- Meet with WAMHSAC
- Participate in Wyoming Advocates for Suicide Prevention (WASP) Group 3: Treatment and Access to grow telemental SIG participation
- Present virtually at Wyoming Counseling Association on Friday, November 5th from 2:40-3:30 pm
- Present virtually at quarterly Diabetes Self-Management Education and Support (DSMES) group and grow community health SIG with new participants

2. STRIVE FOR CONTINUOUS IMPROVEMENT

Upcoming Webinars: WyTN is currently hosting Part Three of a Three-Part Series on Patient Engagement: Health Equity and Access to Telehealth. Join us Wednesday, October 27, 2021 from 12:00pm-1:00pm

Presenter: **Kevin Smith**, CRMC Telehealth Program Manager

Organize panel discussion with broadband providers for final webinar of the year on Wednesday, December 15, 2021 from 12-1 pm.

3. EXPAND ACCESS

Re-Enrollment Process: Re-Enrollment continues as we contact individual providers who utilize their Zoom ® license but have not yet re-enrolled.

Billing and Coding Guides: Create diabetes prevention and management billing and coding quick guide for DSMES group

Begin planning yearly update of website resources and pages to be completed by 2022.

4. CREATE COLLECTIVE IMPACT

Support the efforts of the Wyoming Telehealth Consortium by attending committee meetings and assisting in the completion of committee goals and information gathering. Continue supporting the growth of the Consortium by adding 3 new members this month.

Continue to strategize ways to grow SIG participation including:

- Organizing an art therapy session to grow community health SIG
- Wyoming Hospital Association assists in creating telehealth coordinator contacts in hospitals to grow hospital administration SIG
- Participation in WASP Group 3 to grow telemental SIG
- Continued presentations to a wide variety of groups to grow SIG participation

Website, Newsletter, and Announcements Data

The newsletter had an average open rate of 25% and an average click rate of 5.3% for this period. The announcements had an average open rate of 27.3% and an average click rate of 9%. Web pages were updated to support COVID specific information. The email list on Constant Contact has 2,382 contacts.

Individuals primarily accessed the WyTN main page (870 views), the Enrollment page (300 views), the Provider Directory (232 views), and the Telehealth Awareness Week page (188 views), and Provider Resources (182 views).

array

Telemedicine Mobile App

FOR WYOMING PROVIDERS





Array School of Technology and Design

The Array School of Technology and Design (Array) is Wyoming's first private accelerated coding school and fully-integrated technology ecosystem. Array calls the heart of downtown Cheyenne its home in a historic building at the corner of Central Avenue and Lincolnway.

We design our curriculum and classroom to take students of any age or experience level and transform them into professional junior web and mobile engineers.


Array is also a professional apprenticeship studio specializing in mobile application and web development, UI/UX design, and additional technology-related projects. Students from the bootcamp have the opportunity to join the studio and work on real-world projects to get hands-on experience.


Our team consists of some of the most exceptional local leaders, entrepreneurs, and tech industry veterans. We pride ourselves on delivering a world-class educational experience that gives our students and apprentices a new skill set to start their careers in the technology industry.

Info

 www.arrayschool.com

 office@arrayschool.com

 (307) 274-4500

 106 E. Lincolnway, Cheyenne
WY 82001

ABOUT

Deliverables

To build a telemedicine mobile application connecting Wyoming patients to Wyoming providers.

- Desktop version and two mobile applications, Android and iOS
- Provider Login/View
- Patient Login/View
- Clinic Login/View
- Patients can schedule appointments or request to be seen on demand
- Providers can add availability for scheduling or in real time to take episodic telemedicine calls
- Provider can take on-demand calls using the application's telemedicine platform or utilize preexisting telemedicine platforms.
- In-app messaging between Provider & Patient
- Patients can connect to their Primary Care Physician (PCP) if the PCP is a registered user and available.
- PCP's can build out their own network of Preferred Providers if they are not available.
- Location based algorithm allowing patients to connect with their PCP or nearest available Provider who is available.
- Initial focus will be for Mental Health Providers and PCP with scaling capability for specialists in future iterations.
- Optical character recognition (OCR) to identify patient ID and insurance.
- Credit Card payment processing for copays and self pay Patients.
- Sync with WyFi.
- Potential interoperability with most common electronic medical records.
- Advanced security features, HIPAA compliance, and multi-factor authentication for Providers.





Team

Array will assemble a team of technology and development professionals with expertise in the following fields:

- HIPAA
- Security
- Software Architecture
- Database specialists
- Scaling for users and providers
- Scaling for mobile devices

Array will also utilize Wyoming trained technology apprentices to assist in the development of the project.

Timeline Estimates

- 12-14 months to prototype
- 14-18 months for finished product

Budget

- \$1,128,000-\$1,500,000
- Monthly maintenance for database, messaging, APIs, etc. TBD.

THANK YOU

Wyoming Telehealth Consortium

November Session Minutes

Date: Tuesday, November 30, 2021

Time: 3:00pm – 4:30pm MDT

Location: Zoom (<https://zoom.us/j/371954998>)

Attendees:

1. **Amy Surdam** (FNP, Nova Health Urgent Care)
2. **Andrea Shipley** (Project Coordinator, Senior, Wyoming Telehealth Network)
3. **Brenda Cordle** (Experience Manager - Provider Solutions and Operations, Cigna)
4. **Canyon Hardesty** (Associate Director, Wyoming Institute for Disabilities)
5. **Cede Angel** (Project Coordinator, Assistant, Wyoming Telehealth Network)
6. **Claire Hurley** (FCC Subsidy for Rural Healthcare Providers)
7. **Danielle Marks** (Unit Manager, Maternal and Child Health Unit, WDH)
8. **David Wheeler** (Neurologist, Medical Director, Wyoming Neurologic Associates, Wyoming Medical Center Telestroke)
9. **Deb Anderson** (Health Information Technology Consultant, Mountain Pacific Quality Health)
10. **El Cameron** (Program Manager, Wyoming Department of Health)
11. **Emily Genoff** (Director of Business Development, Wyoming Behavioral Institute)
12. **Eric Boley** (President, Wyoming Hospital Association)
13. **Faith Jones** (Director of Care Coordination and Lean Consultant, HealthTechS3)
14. **Jaleen Johnson** (Program Manager, Northwest Regional Telehealth Resource Center)
15. **James Bush** (State Medicaid Medical Director, Wyoming Department of Health)
16. **Jeff Clark** (Manager, Wyoming Department of Health - Aging Division)
17. **Kevin Bohnenblust** (Executive Director, Wyoming Board of Medicine)
18. **Kevin Smith** (Telehealth Program Manager, Cheyenne Regional Medical Center & Wyoming Institute of Population Health)
19. **Kristen Glennie** (21-'22 AmeriCorps VISTA, WDH - Aging Division)
20. **Lisa Ammons** (Community Engagement Manager, Unite Us)
21. **Lisa Finkelstein** (Medical Director of Telehealth/Urologist, St. John's Medical Center)
22. **Lori Brand** (Legal Analyst, Wyoming Department of Health, Division of Healthcare Financing)
23. **Maribel Frank** (Director, Regional Telehealth Operations, Banner Health)
24. **Michelle Hilaire** (Associate Dean for Student Affairs, University of Wyoming)
25. **Molly Palmer** (Manager, Healthcare Provider Engagement, National MS Society)
26. **Morris McGaugh** (Director of Provider Networks, Mountain Health CO-OP)
27. **Nate Stevens** (Market Lead, National Outreach Services, Intermountain Healthcare)
28. **Nicki Perisho** (Program Director, Northwest Regional Telehealth Resource Center)
29. **Quique Girones** (Executive Director, Alzheimer's Association)
30. **Ray Brand** (IT Coordinator/Enterprise Architect, State of Wyoming - Enterprise Technology Services/Office of the CIO)
31. **Rex Gantenbein** (Board of Trustees Chair for Ivinson Hospital)
32. **Ryan Harmon** (Community Health Center Central Wyoming)
33. **Sam Gardner** (State Director, Wyoming, American Heart Association)
34. **Samantha Jurkowski** (University of Wyoming Student, Psychology, Honors minor)
35. **Sharon Weber** (Wyoming Department of Health Rural Health)
36. **Sheila Bush** (Executive Director, Wyoming Medical Society)
37. **Tai Baker** (Program Manager, Wyoming Telehealth Network)
38. **Tom Lacock** (Associate Staff Director, AARP Wyoming)
39. **Traci Blevins** (Outpatient/Telehealth Director, Wyoming Behavioral Institute)
40. **Vivian Swallow** (Population Health Supervisor, Wind River Family and Community Health Care System)

Facilitator: Wyoming Telehealth Network – Tai Baker

Minutes: Cede Angel

Welcome and Overview

Tai Baker

- There will be no December Consortium meeting: the next meeting will be on Tuesday, January 25, 2022
-

Steering Committee Update

Dr. James Bush

- Wyoming Telehealth Consortium consists of committees, which include the Steering Committee, the Strategic Partners and Outreach Committee, and the Finance Committee
 - The Finance Committee discussed a bank account for the WTC (there are no acquired funds yet so no point in having an account at this moment)
 - The Office of Rural Health is willing to pay for document storage and communication tool but Finance Committee must bring forward a strong proposal
 - The Finance Committee plans on holding a discussion about how to help insure other facilities can receive funding through the Department of Health as well and how the Consortium can be a conduit for this
 - Discussion about what actions proposed by committees needs an approval vote from the Steering Committee – ideas from committees will be brought to the Steering Committee, who will then bring the idea to the Consortium as a whole
 - Things that require a vote will be presented at Consortium meeting and voted on by voting members of the Consortium
 - Wyoming Provider Telehealth App: the primary goal is for a client-facing app to make telehealth easier and to build a network across Wyoming, especially in regards to mental health
 - Governor’s healthcare Task Force has determined that an app that would make it easier to build an in-state network is most important priority – has gone to strike force
 - The app should be tested by providers for usage feedback
 - How hard is it going to be to get providers on board?
 - o This will need to be as simple as possible for providers for those who don’t want to change EHR/scheduling
 - Question on the app: what happens if there aren’t enough providers on board to provide care for patients who utilize it?
 - Out of state care will be utilized if capacity is reached in state
 - RFP is open for anyone to apply who can meet criteria
-

Strategic Partners and Outreach Committee (SPOC) Update

Tom Lacock

- Representatives from various insurance groups have joined this committee and their perspectives have been very beneficial
 - Outreach that is being done by SPOC:
 - o Rex: Parkinson’s groups
-

-
- o Andrea: National MS Society, American Heart Association, Alzheimer's Association
 - Josh Hannes from the Wyoming Hospital Association is helping gather telehealth contact information for hospitals across the state
 - <https://drivethrive.wyo.gov/goals-and-proposals/goal-5>
 - Drive and Thrive Goal 5: Encourage the work of the Governor's Health Care Task force in ascertaining the most significant problems Wyoming citizens, especially children, adolescents, and the elderly, face with access to health care, mental health care, and substance abuse treatment services and support the recommendations of the Health Care Task Force with regard to the best solutions
 - WIND has received Heywood Funding to begin creating telehealth curriculum for students in health sciences programs

Finance Committee Update

El Cameron

- Next meeting is on Thursday, December 9, 2021 from 11:00am – 12:00pm
- If you want to attend or are interested in learning more, please email El Cameron at kyle.cameron@wyo.gov
- Bank account situation: budget string through Department of Health – what is that number and how do we obtain it? Is it eligible for donations? Will work with the AG office to make sure the process is done correctly
- Question of who will be an applicant if it is through the Department of Health

Northwest Regional Telehealth Resource Center Overview and Resources

Nicki Perisho

Jaleen Johnson

- Website: <https://nrtrc.org/>
- Wyoming's region page: <https://nrtrc.org/about/region/wyoming.shtml>
- CAH Telehealth Guide and Tools: <https://nrtrc.org/resources/resources.shtml#cah>
- Online Training: <https://nrtrc.catalog.instructure.com/>
- Telehealth Funding Opportunities: <https://nrtrc.org/resources/funding.shtml>
- NRTRC Newsletters: <https://nrtrc.org/resources/newsletters.shtml#nrtrc>
- Mailing List Sign Up: https://nrtrc.org/mailling_list.shtml
- Find Telehealth Map: <https://findtelehealth.nrtrc.org/map>
- WIM Tracking Information: <https://wimtracking.com/telehealth/>
 - o (Jena Smith of WIM tracking has been commissioned to develop the data base, upon which the NRTRC is developing a geospatial mapping tool and telehealth services directory – jena@wimtracking.com)
- NRTRC Events Calendar: <https://nrtrc.org/events/calendar.php>
- Presentation is attached to these minutes below

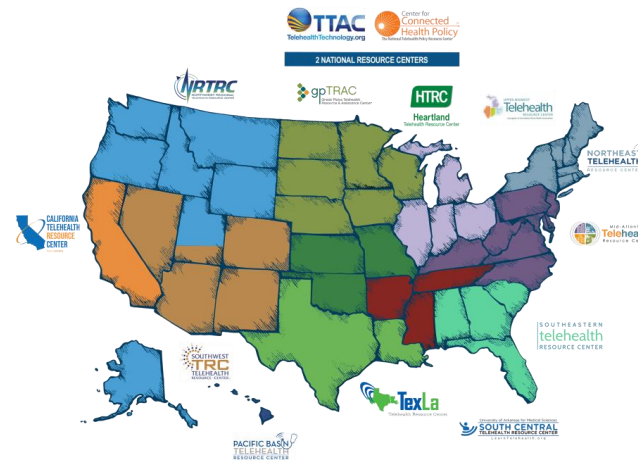
**Capstone Honors
Photovoice**
Samantha Jurkowski

- Samantha is in the honors program at the University of Wyoming
- She is passionate about rural healthcare and underserved populations
- Samantha's photovoice presentation is centered around the "call" for healthcare providers to stay in Wyoming/rural areas in the country
- "Photovoice = an established method developed initially by health promotion researchers (Wang and Burris, 1997). By utilizing photographs taken and selected by participants, respondents can reflect upon and explore the reasons, emotions and experiences that have guided their chosen images"
- PDF is attached in these minutes

Adjournment

1. December meeting cancelled. Happy holidays!

Next WTC Meeting: Tuesday, January 25, 2021, 3:00pm – 4:30pm



The Northwest Regional Telehealth Resource Center

Nicki Perisho, Program Director
nicki@utn.org

Jaleen Johnson, Program Manager
Jaleen@utn.org
www.NRTRC.org

"This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under G22RH31114 Telehealth Resource Center's Grant Program. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government."

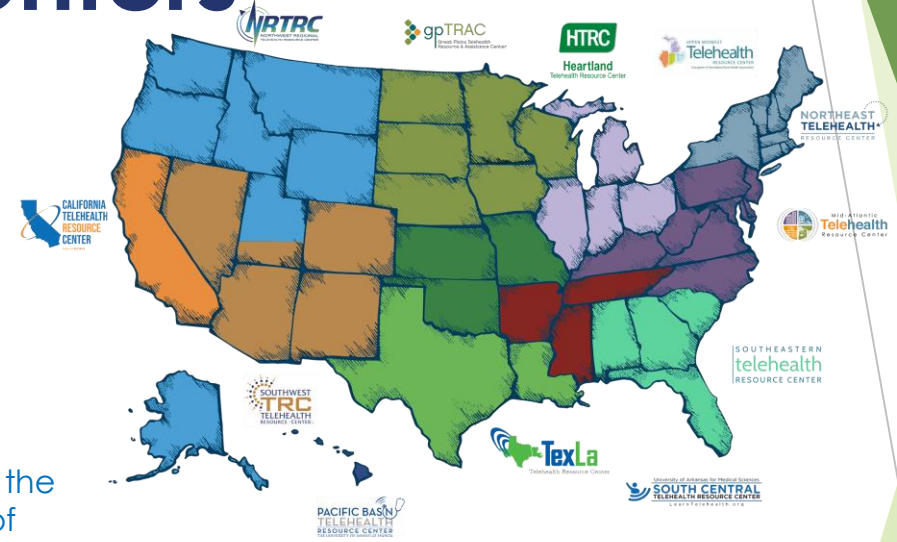
The National Consortium of Telehealth Resource Centers



Regionals



Nationals

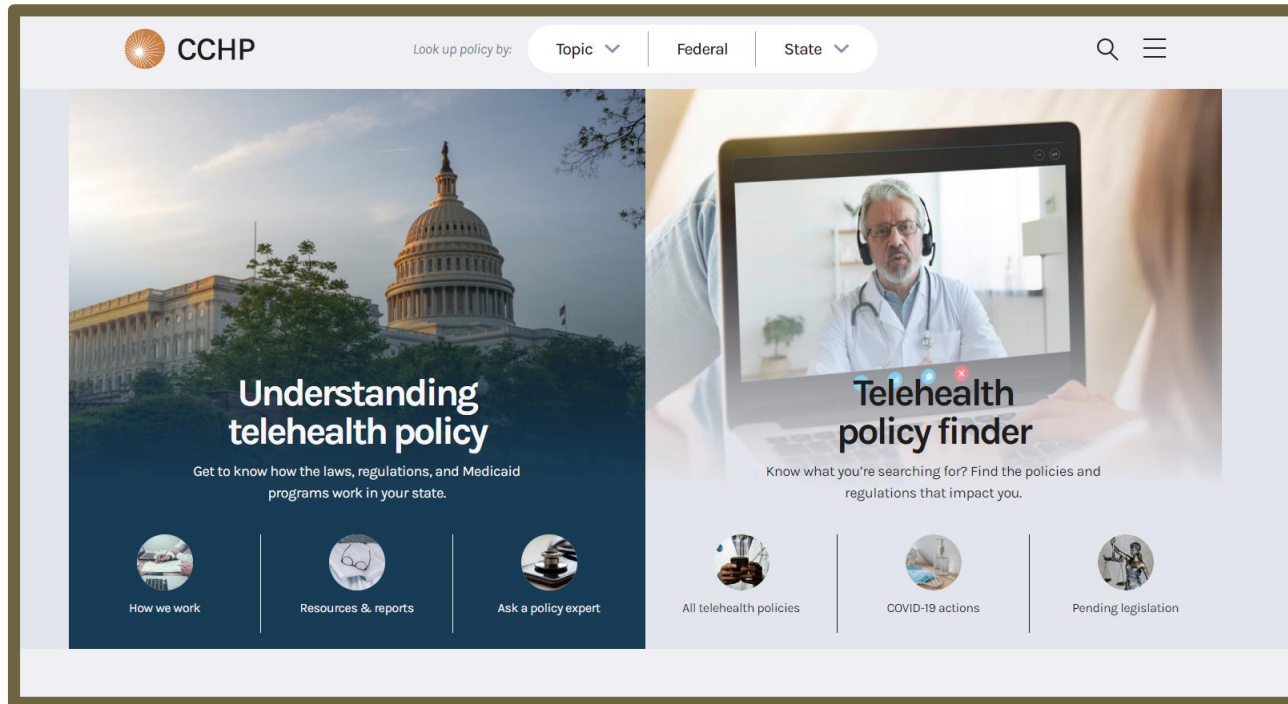


The NRTRC is a part of the National Consortium of Telehealth resource centers (NCTRC).

The NRTRC is a collaboration of 12 regional and 2 national Telehealth Resource Centers, committed to implementing telehealth programs for rural and underserved communities. Funded by the Office for Advancement of Telehealth, The Office of Rural Health Policy and Health Resources and Services Administration, the objective is to provide timely and accurate information on telehealth across the nation. See [link](#) for details.



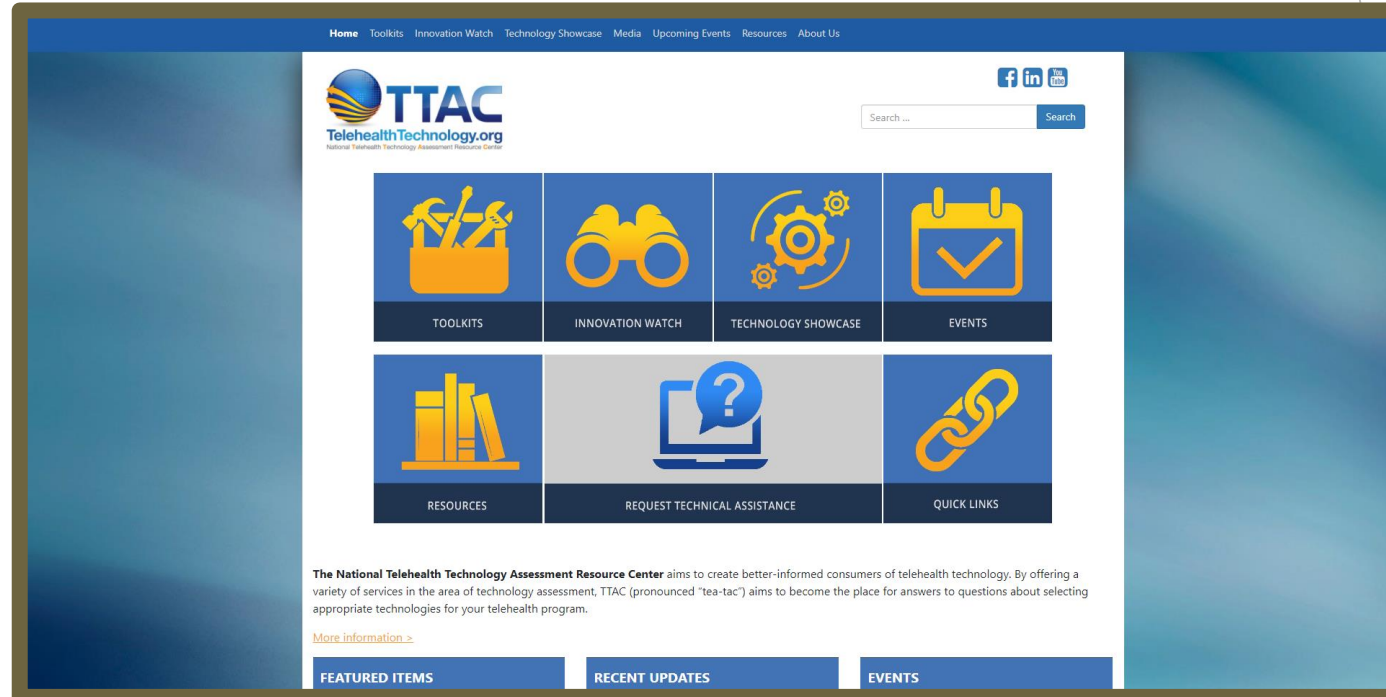
Center for Connected Health Policy



For information on federal and specific state policy, the Center for Connected Health Policy (CCHP) is a nonprofit, nonpartisan organization working to maximize telehealth's ability to improve health outcomes, care delivery, and cost effectiveness. Their expertise in telehealth policy was recognized in 2012, when they became the federally designated National Telehealth Policy Resource Center.

National Telehealth Technology Assessment Center

The National Telehealth Technology Assessment Resource Center (TTAC) aims to create better-informed consumers of telehealth technology. By offering a variety of services in the area of agnostic technology assessment, TTAC aims to become the place for answers to questions about selecting appropriate technologies for your telehealth program.



The NRTRC covers a seven-state region. Click each photo to learn more about telehealth in each state.

Alaska



Idaho



Montana



Oregon



Utah



Washington



Wyoming



Patient Resources



This Photo by Unknown Author is licensed under [CC BY-SA](#)

The COVID-19 pandemic has expanded opportunities for patients to engage in telehealth. The NRTRC strives to help those seeking care through telehealth.

- ▶ See the links below for our patient resources
 - ▶ [20 things you should know about a telehealth visit](#)
 - ▶ [Patient Telehealth Checklist](#)
 - ▶ [What to Expect from a Telehealth Visit](#)

Provider Resources



This Photo by Unknown Author is licensed under [CC BY-SA](#)

Providers adjusted and adapted quickly to changes in care delivery. The NRTRC is proud to serve those working on the frontline.

- ▶ See the links below for our provider resources
 - ▶ [NRTRC Telehealth Quick Start Guide for Providers](#)
 - ▶ [Telehealth Best Practices for Providers](#)
 - ▶ [Telehealth Fact Sheets](#)
 - ▶ [Telehealth Implementation Guide](#)

Telehealth Funding Opportunities



This Photo by Unknown Author is licensed under [CC BY-SA](#)

Visit [this link](#) for a list of current grant opportunities from HRSA, the FCC, the USDA and more.

Events Calendar



This Photo by Unknown Author is licensed under [CC BY-NC](#)

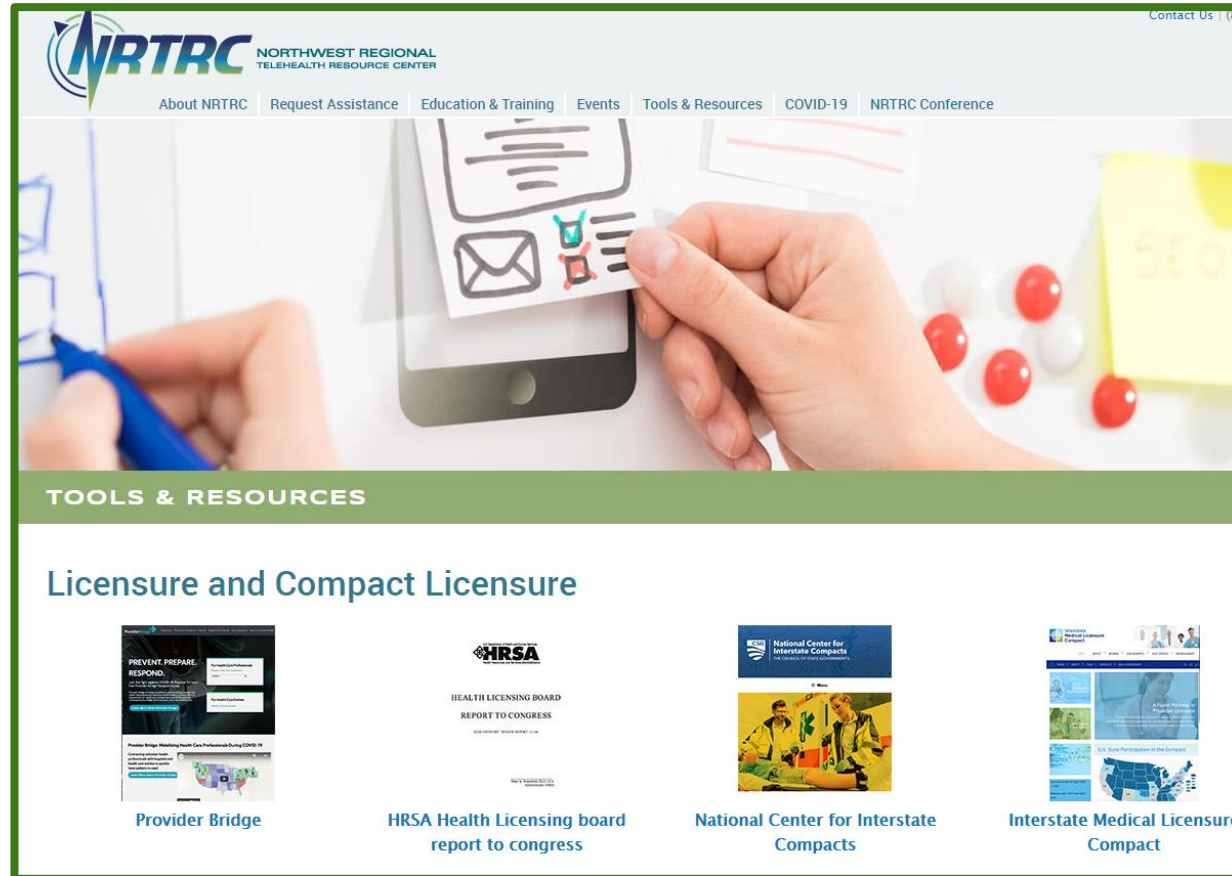
The NRTRC events calendar lists webinars, conferences and events related to telehealth that are offered virtually and in person throughout the region. See [the link](#) for the most up to date telehealth events.

Telehealth Professional Development

The NRTRC is proud to offer a series of online telehealth education course, all of which are free of cost and some offer CME credit hours. See [the link](#) and register today.

The screenshot displays the NRTRC website interface. At the top left is the NRTRC logo (Northwest Regional Telehealth Resource Center). Below it is a search bar. The main content area features three course cards, each with a 'FREE' badge in the top left corner. The first card is for 'Washington State Healthcare Professional Telemedicine Training' by Washington State Telehealth Collaborative, starting Dec 4, 2020. The second card is for 'NRTRC Telehealth 101 Online Training', starting Nov 2, 2020. The third card is for 'TeleBehavioral Health 101 Series' by Behavioral Health Institute Harborview Medical Center (UW Medicine, King County), starting Dec 14, 2020. Each card includes a brief description of the course and a right-pointing arrow icon.

Licensure and Compact Information



The screenshot shows the NRTRC website header with the logo and navigation menu. Below the header is a banner image of hands holding a smartphone and a notepad. The main content area is titled 'TOOLS & RESOURCES' and features a sub-section 'Licensure and Compact Licensure'. This section contains four links to external resources:

- [Provider Bridge](#)
- [HRSA Health Licensing board report to congress](#)
- [National Center for Interstate Compacts](#)
- [Interstate Medical Licensure Compact](#)

The NRTRC is here to assist with complex questions about cross-state licensure. See [this link](#) for more details.

Emergency Declarations

Need the latest information on PHE information? Visit [this link](#) to find out more about each state.

The screenshot shows the NRTRC website with a navigation menu and a main content area. The main content area features a large image of a coronavirus particle and a section titled "COVID-19 AND TELEHEALTH RESOURCES". Below this, there is a section for "Emergency Declarations" with six entries, each featuring a state seal icon, a title, and a brief description of the emergency declaration status.

State	Emergency Declaration Status
Federal	Emergency ends October 20, 2021
Alaska	Emergency no longer in effect
Idaho	Emergency ends September 16, 2021
Montana	Emergency no longer in effect
Oregon	Emergency in effect until December 31, 2021
Washington	Emergency in effect until rescinded

NRTRC Telehealth Map

The screenshot displays the NRTRC Telehealth Map interface. On the left, there is a sidebar with the following elements: a hamburger menu icon, the NRTRC logo, and the text "Find Telehealth". Below this, the "My location" is set to "Pocatello, ID, USA". A "Distance in miles to search" slider is set to 5 miles. The "Type of visit" is set to "Telehealth", and the "Service" is set to "Any". A section titled "15 facilities found" is visible, along with links for "HOW TO USE THIS FINDER" and "DISCLAIMER". The main area shows a map of Pocatello, ID, with several telehealth facility icons marked on the map. The map includes street names like New Day Pkwy, E Chubbuck Rd, W Quinn Rd, and Yellowstone Ave, and highway markers for 91 and 30.

For fall of 2021, the NRTRC is excited to bring the northwest region a telehealth locator map. This tool can be utilized by patients and providers to see which facilities offer telehealth service in the region.

Visit [this link](#) and find a telehealth provider near you.

CAH Guide

Critical Access Hospital Telehealth Guide

August, 2021



NATIONAL
RURAL HEALTH
RESOURCE CENTER

525 South Lake Avenue, Suite 320
Duluth, Minnesota 55802
(218) 727-9390 | info@ruralcenter.org | www.ruralcenter.org

INFO [this link](#).

The CAH Telehealth Guide provides practical guidance on implementing and sustaining telehealth to optimize health care delivery, expand access, and enhance care coordination. The guide primarily focuses on Medicare outpatient telehealth services but includes Medicaid coverage and remote services that may not strictly be considered telehealth.

Telehealth Services and Codes Table



Telehealth Services and Codes

The table below includes all current (as of 2021) Category 1, 2, and 3 services and codes plus the interim codes that are available through the end of the COVID-19 public health emergency (PHE). These are the same codes that are found on the full [CMS List of Telehealth Services](#). In the table, all telehealth services and codes are grouped and include brief descriptions and the CMS prices (national payment amount for the non-facility price) for the Category 1 and Category 2 codes only.

Category 1: Services that are similar to professional consultations, office visits, and office psychiatry services.

Category 2: Services that do not fall into the description of the Category 1 codes but that may provide demonstrated benefit to patients.

Category 3: This category was added in the Calendar Year 2021 Physician Fee Schedule Final Rule. These services are added on a temporary basis following the end of the PHE and will likely provide clinical benefit when furnished via telehealth, but there is not yet sufficient evidence available to consider the services for permanent addition under the Category 1 or Category 2 criteria. Category 3 services need to meet the criteria under Category 1 or 2 in order to be permanently added to the Medicare telehealth services list. Currently, they will remain on the list of telehealth services through December 31, 2023.

Interim Services: Currently there are 135 services that are added on an interim basis. These services may only be delivered by telehealth through the end of the PHE.

See your CPT® Professional codebook for full descriptions and additional requirements. None of the content herein can be construed as billing advice. If you have feedback, suggestions or corrections, please let us know at info@NRTRC.org

In the table below:

- **Categories 1 and 2 (in black font)** are on the permanent CMS list of telehealth services – 109 services as of October 2021
- **Category 3 (in blue font)** will likely be available through at least December 31, 2023, provided the current proposed changes in the [Calendar Year 2022 Physician Fee Schedule Proposed Rule](#) are finalized – 58 services as of October 2021.
- **Codes in italics** are added only on an interim basis and will not be available after the end of the PHE¹ - 104 services as of October 2021.

Service	CPT/HCPCS Code(s)	
Evaluation & Management (E/M) Visits - Outpatient		
Office or other outpatient visits for new patients (99202-99205) and established patients (99211-99215).	99202(\$74) 99203(\$114) 99204(\$170) 99205(\$224)	99211(\$23) 99212(\$57) 99213(\$92) 99214(\$131) 99215(\$184)
<i>Telephone E/M service by a physician or other qualified health care professional who may report E/M services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 99441 - 5-10 minutes (min) of medical discussion, 99442 - 11-20 mins of medical discussion, 99443 - 21-30 mins of medical discussion</i>		99441 99442 99443
<i>Home visit for the E/M of a new patient, counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. 99341 - usually, the presenting problem(s) are of low severity. Typically, 20 min are spent face-to-face with the patient and/or family, 99342 - usually, the presenting problem(s) are of moderate severity. Typically, 30 min are spent face-to-face with the patient and/or family, 99343 - usually, the presenting problem(s) are of moderate to high severity. Typically, 45 min are spent face-to-</i>		99341 99342 99343 99344 99345

NRTRC Annual Telehealth Conference



NCTRC Virtual Technology Showcase



TTAC



TRC

VIRTUAL SHOWCASE SESSION

BROUGHT TO YOU BY NRTRC, TEXLA & SETRC

Keys to Creating a Successful School-Based Telehealth Program



Don't Get Left in the Shadows!

February 2-3, 2022

NRTRC



TEXAS TELEHEALTH CENTER

SOUTHEASTERN telehealth RESOURCE CENTER

Questions?

CONTACT US
Today info@nrtrc.org



THE WAIT

What you see is what you get.

A listless hospital room,
while you wait for a bed
that doesn't exist,
for a provider who may not be there.

A danger to yourself?

To others?

A home that isn't a home?



Bed 40 (4/20)

We're sorry...

• WBI - Packet sent @ 12:00 - Waitlist
might have rm ~~tom~~ this afternoon

• Wasatch Canyon (Salt Lake)

- Closed till @ 1430 for training

• Huntsman (Salt Lake)

- Packet sent @ 1226 (801-587-3192)

- Extremely limited, look @ case + calendar

• Aurora HealthOne (Previously admitted here)

- Full now, but call back after 3pm

• Mountain Creek

- Packet sent @ 1237

• Denver Springs

- No bed

• Denver Childrens

- No beds

• Highlands behavioral

- No beds

we can't find placement for you.

The choice is now yours.

To wait for a bed that may never empty,

or to find the way on your own...

• IMA - No beds

• Denver Springs - No beds,
call this afternoon ^{9/22} if

we haven't found placement
They may be able to get
him there tmrw. packet sent @

• Denver Childrens - No beds

• Aurora Medical center -

• WBI - No beds - packet sent
for waitlist 1023



124,000 less
physicians by 2034.

But we already face
provider shortages,

in areas where mental health disabilities
are winning.

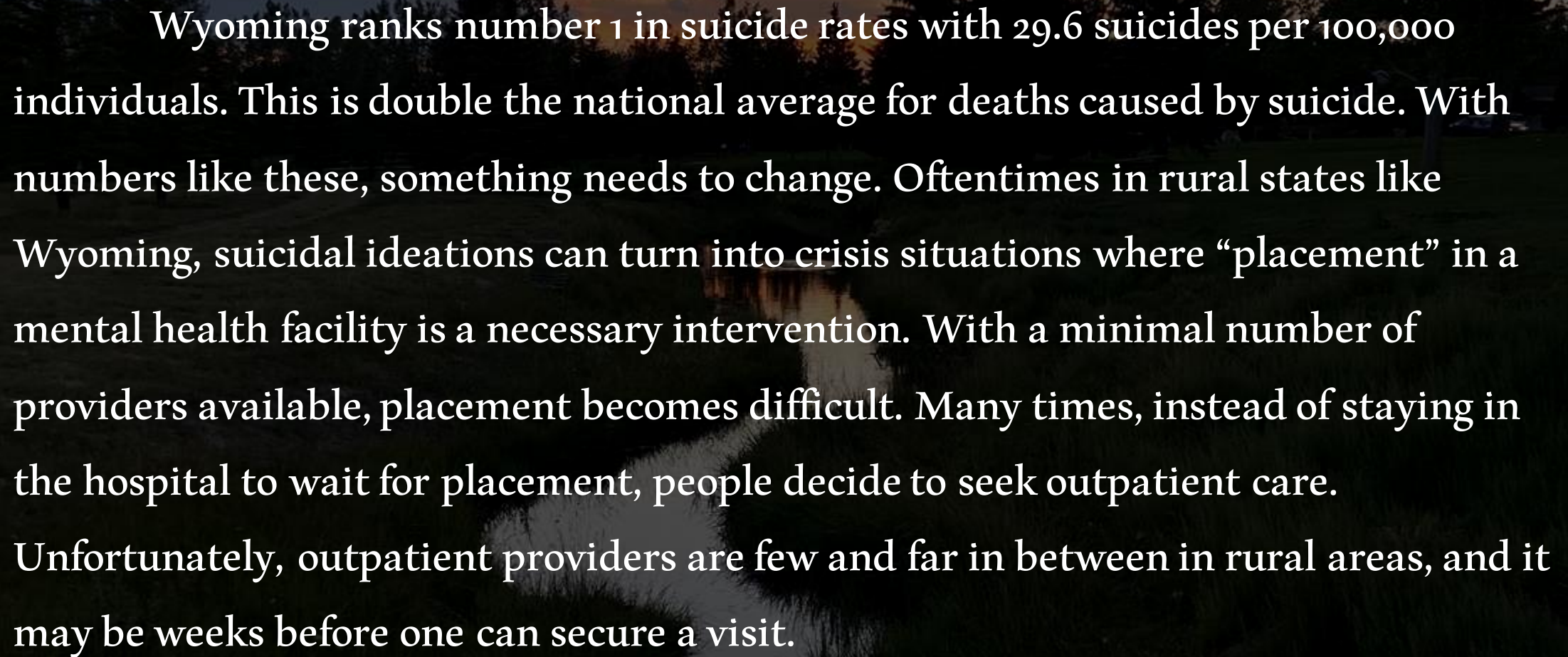
What if the preceding hours had been spent on prevention rather than abjection?

A primary care provider,
an accessible mental health facility,
a counselor,
a friend.

Someone to help shrink the gap to a more healthful mental and physical status.

Someone like you.





Wyoming ranks number 1 in suicide rates with 29.6 suicides per 100,000 individuals. This is double the national average for deaths caused by suicide. With numbers like these, something needs to change. Oftentimes in rural states like Wyoming, suicidal ideations can turn into crisis situations where “placement” in a mental health facility is a necessary intervention. With a minimal number of providers available, placement becomes difficult. Many times, instead of staying in the hospital to wait for placement, people decide to seek outpatient care. Unfortunately, outpatient providers are few and far in between in rural areas, and it may be weeks before one can secure a visit.

We need providers of all kinds to live in and serve these underserved populations. You are the future generation of providers who could make the necessary changes to improve both the mental and physical wellbeing of those living in rural areas. I ask you to choose to be this difference. Choose to stay.



This project is affiliated with the Wyoming Youth and Young Adult Council who advocate for the physical and mental wellbeing of the adolescent and emerging adults in our state. For more information about YaYA please visit our website at:

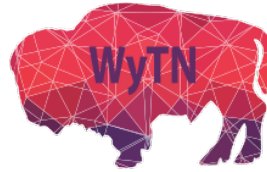
<https://yayawy.com/>

Thank you.

Works Cited

"Suicide Prevention - Wyoming Department Of Health". Wyoming Department Of Health, 2021,
<https://health.wyo.gov/publichealth/prevention/wivpp/suicide-prevention/>.

Heiser, Stuart. "AAMC Report Reinforces Mounting Physician Shortage". *AAMC*, 2021,
<https://www.aamc.org/news-insights/press-releases/aamc-report-reinforces-mounting-physician-shortage>.



**WYOMING
TELEHEALTH
NETWORK**

College of Health Sciences

WyTN Project Coordinator, Senior Report November 2021

Wyoming Telehealth Consortium Values and Strategic Areas of Focus

1. **ENHANCE COLLABORATION:** Newsletters, Announcements, Website, Presentations, Conferences, Outreach, Etc.
2. **STRIVE FOR CONTINUOUS IMPROVEMENT:** Webinars, Educational Opportunities, Technical Assistance and Support
3. **EXPAND ACCESS:** HIPPA-secured Zoom ® licenses, Funding Opportunities
4. **CREATE COLLECTIVE IMPACT:** Special Interest Groups, Networking and Wyoming Telehealth Consortium

1. ENHANCING COLLABORATION

Networking with Organizations:

- Met with National MS Society
- Met with Healthy U Program coordinator at WyCOA
- Met with Amy Spieker to procure a copy of the Campbell County School District #1 MOU for School Based Healthcare to provide to Laramie County School District #1 for use in their new partnership to provide services to schools in Cheyenne through the use of a mobile unit provided by HealthWorks. Their plan will incorporate telehealth in the future. Also connecting LCSD#1 to VA program that provides mobile units utilizing telehealth and will tour their mobile units together and learn more about the VA telehealth program.
- Perform SWOT analysis for Wyoming Advocates for Suicide Prevention (WASP) Group 3: Treatment and Access to grow tele-mental SIG participation
- Presented virtually at Wyoming Counseling Association on Friday, Nov. 5th from 2:40-3:30 pm
- Presented virtually at MPHQ cares fair in Lander
- Attending 988 Suicide Prevention meetings to understand 988 barriers to providing telehealth

2. STRIVE FOR CONTINUOUS IMPROVEMENT

November webinar cancelled for Thanksgiving.

Upcoming Webinars: WyTN is currently hosting “The State of Broadband Service in Wyoming.” Join us Wednesday, December 15, 2021 from 12:00pm-1:00 pm

Presenters:

Richard Wardell, CEO, TCT Communication

Jeff England, CFO, Silver Star Communications

Jack Walkenhorst, Director of Strategic Partnerships, All West Communications

- Organizing a panel discussion with billing and coding payees for first webinar of the year on Wednesday, January, 2021 from 12-1 pm.
- Attended annual AUCD Conference
- Attended Wyoming Counseling Association Conference

2021 Webinar Evaluation Data Highlights: 75 respondents and 80% of those utilize telehealth

- The good: nearly 90% of respondents agreed to some capacity that the webinar was useful and they would be sharing the information they received from the webinar. Overall respondents increased their knowledge by attending the webinars.
- To be improved: 9% of respondents either reported neutral thoughts or did not believe the webinar was useful
- Take Aways for Next Year: Include more relevant slides when able to keep attendees attention. Attendees want another billing and coding series, deeper understanding of RPM, home health and chronic care management using telehealth

3. EXPAND ACCESS

Re-Enrollment Process: Re-Enrollment continues as we contact individual providers who utilize their Zoom ® license but have not yet re-enrolled.

Billing and Coding Guides: The following guides were added to the website's toolkit from NRTRC:
<https://nrtrc.org/resources/downloads/Telehealth-Services-Codes.pdf>
https://nrtrc.org/resources/downloads/Telebehavioral_Codes_Services_2021.09.pdf

Begin planning yearly update of website resources and pages to be completed by 2022. Please email feedback to ashiple4@uwo.edu.

4. CREATE COLLECTIVE IMPACT

Support the efforts of the Wyoming Telehealth Consortium by attending committee meetings and assisting in the completion of committee goals and information gathering. Continue supporting the growth of the Consortium by adding 3 new members this month.

Continue to strategize ways to grow SIG participation including:

- Organizing an art therapy session in February grow community health SIG
- Wyoming Hospital Association assists in creating telehealth coordinator contacts in hospitals to grow hospital administration SIG
- Participation in 988 Coalition and WASP Group 3 to grow telemental SIG
- Continued presentations to a wide variety of groups to grow SIG participation

Website, Newsletter, and Announcements Data

The newsletter had an average open rate of 23.8% and an average click rate of 8% for this period. The announcements had an average open rate of 24.9% and an average click rate of 7%. Web pages were updated to support COVID specific information. The email list on Constant Contact has 2,384 contacts.

The website was viewed 947 times in October. Individuals primarily accessed the WyTN main page (355 views), the Provider Directory (65 views), Patient Resources (70 views), Provider Resources (76 views), and the Provider Directory (86 views).