Transforming Rural Health Care through Telemedicine Collaboration

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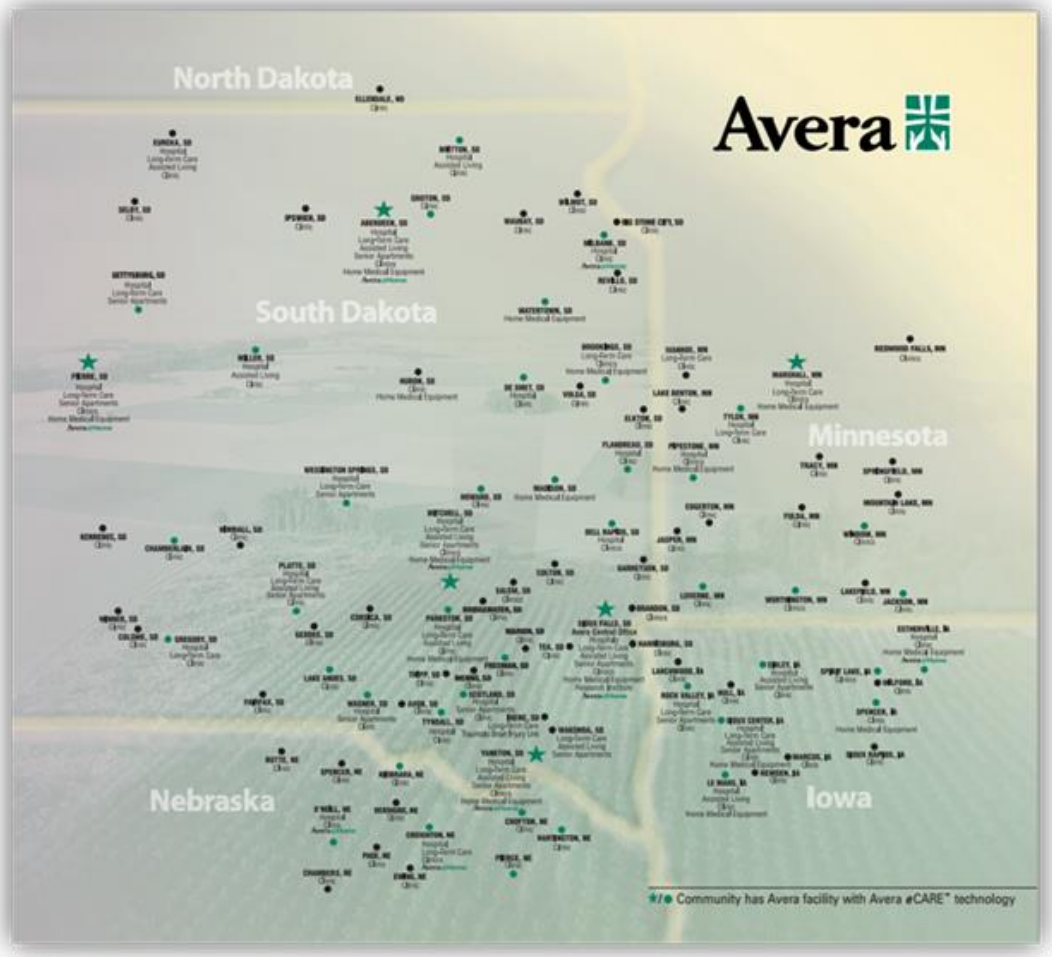
BACKGROUND

Avera Health

Avera is a health ministry rooted in the Gospel. Our ***mission*** *is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian Values.*



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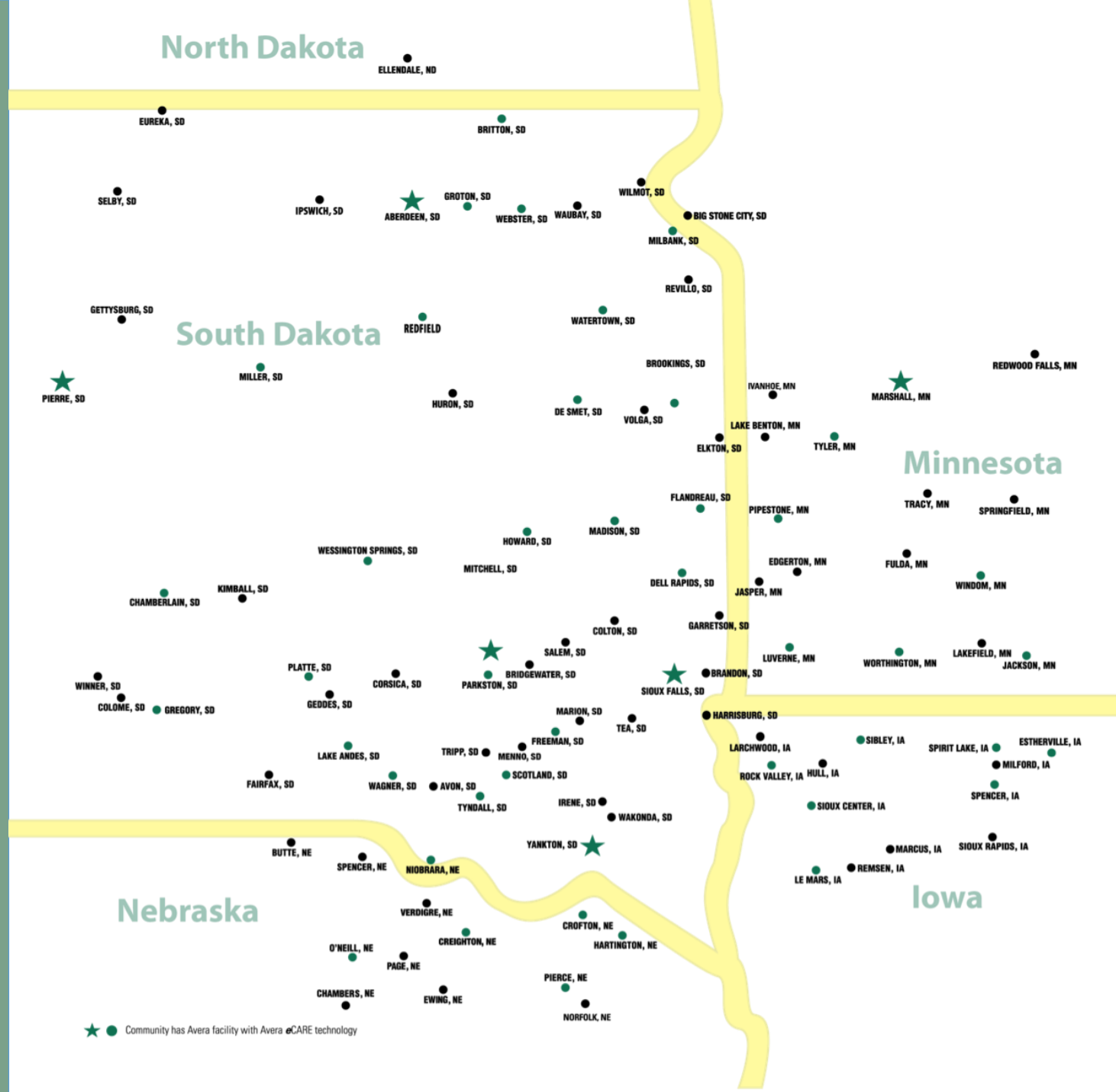
Avera Health

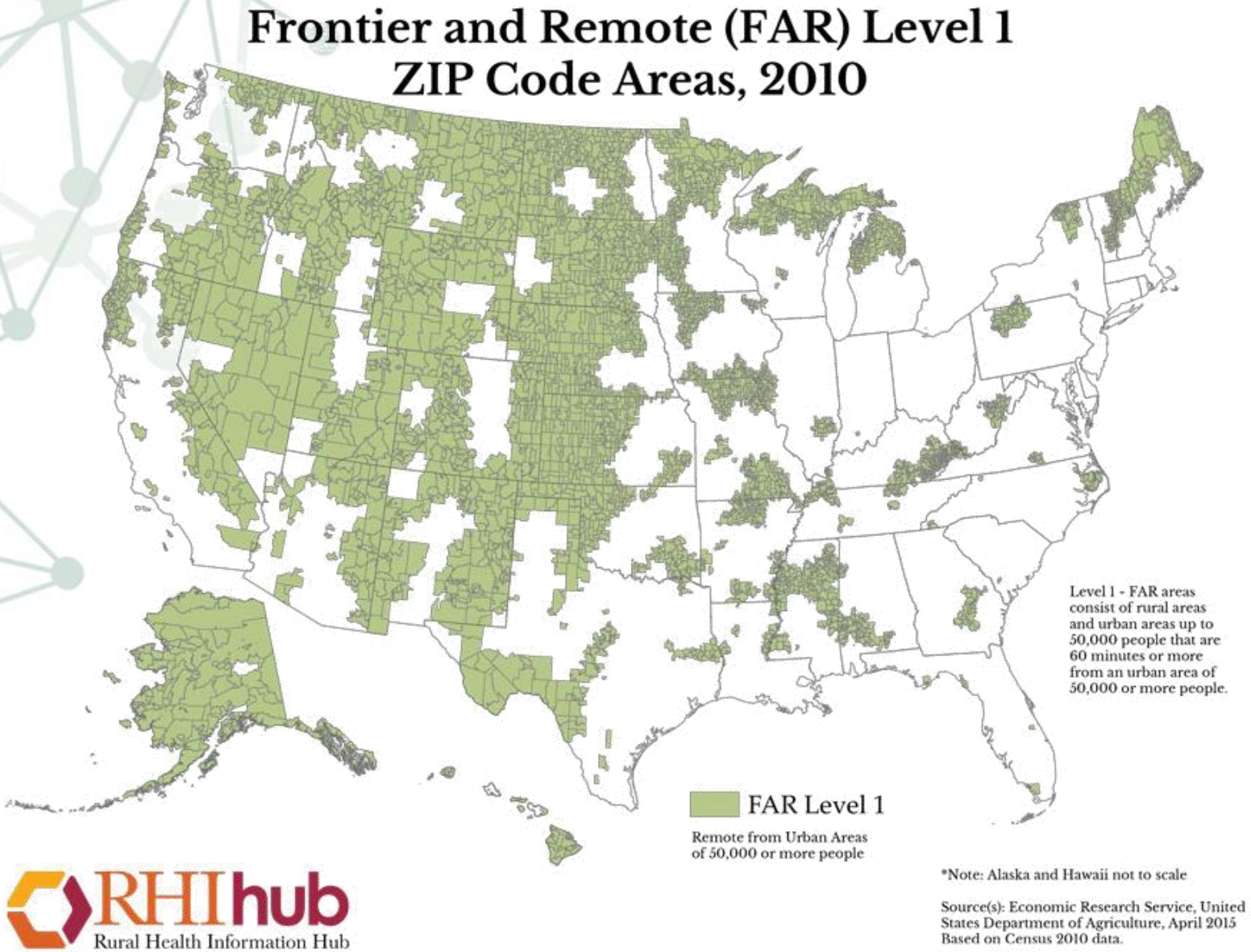
33

HOSPITALS

80%

CRITICAL ACCESS HOSPITALS





60 million
rural Americans
scattered over
95% of US
landmass

RHI hub
Rural Health Information Hub

Discover

Avera eCARE

Health care in rural America is critical to the communities overall wellbeing. It can comprise as much as 20% of the rural economy.

In an emergency, rural patients must travel twice as far as urban residents to the closest hospital. As a result, **60%** of trauma deaths occur in rural America, even though only **20%** Americans live in rural areas.

673 Rural Hospitals in Danger of Closing

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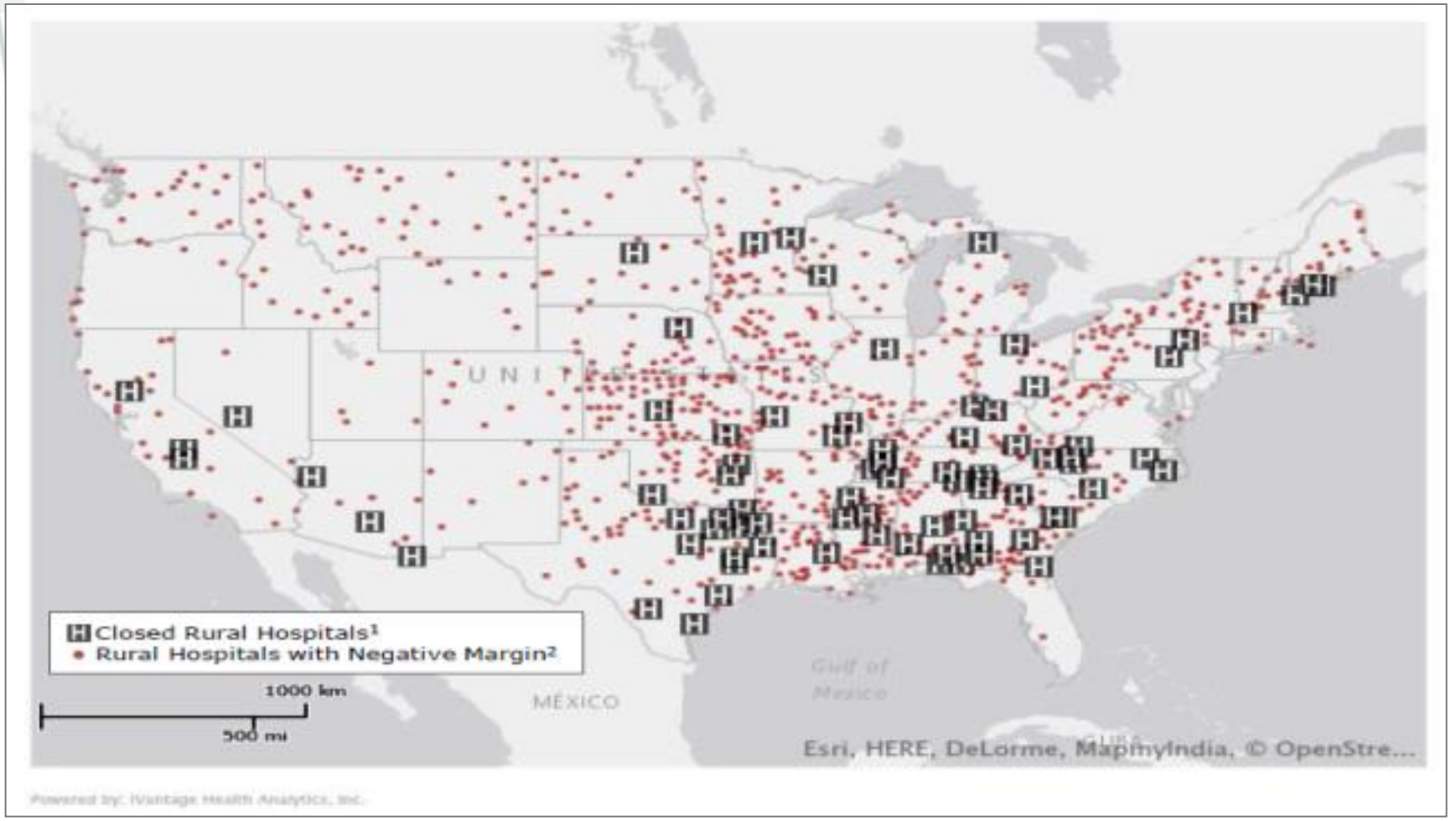
Closed & Negative Margin Rural Hospitals



Powered by: Ivantage Health Analytics, Inc.

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Impact of 673 Rural Hospital Closures

11.7 M

Loss of Patient Encounters

99,000

Healthcare Jobs Lost

137,000

Community Jobs Lost

$277B

Loss to GDP (10 years)

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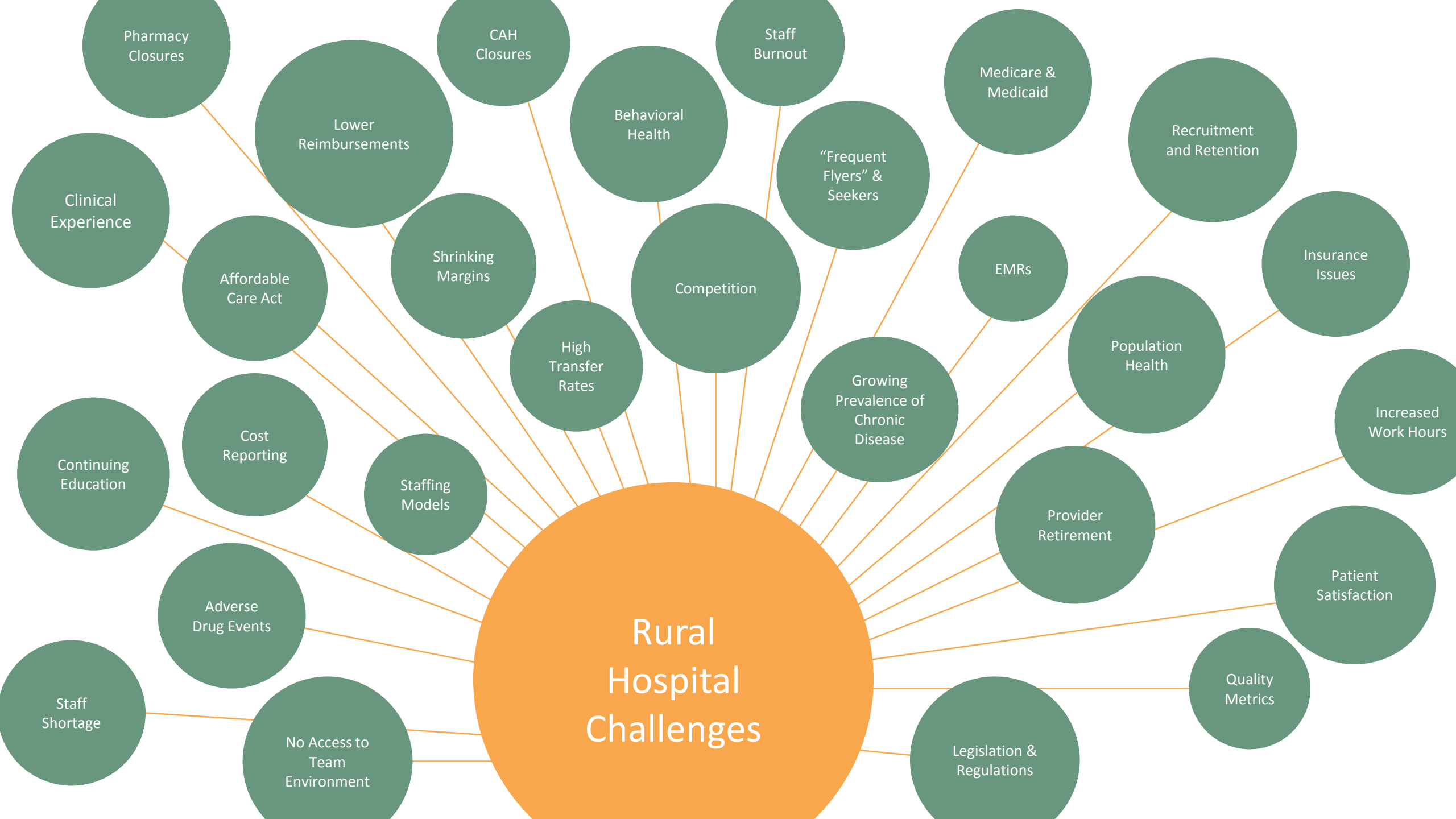

Rural Hospital Challenges
Pharmacy Closures
CAH Closures
Staff Burnout
Medicare & Medicaid
Recruitment and Retention
Lower Reimbursements
Behavioral Health
"Frequent Flyers" & Seekers
Clinical Experience
Affordable Care Act
Shrinking Margins
Competition
EMRs
Insurance Issues
High Transfer Rates
Growing Prevalence of Chronic Disease
Population Health
Cost Reporting
Continuing Education
Staffing Models
Increased Work Hours
Provider Retirement
Patient Satisfaction
Adverse Drug Events
Staff Shortage
No Access to Team Environment
Quality Metrics
Legislation & Regulations

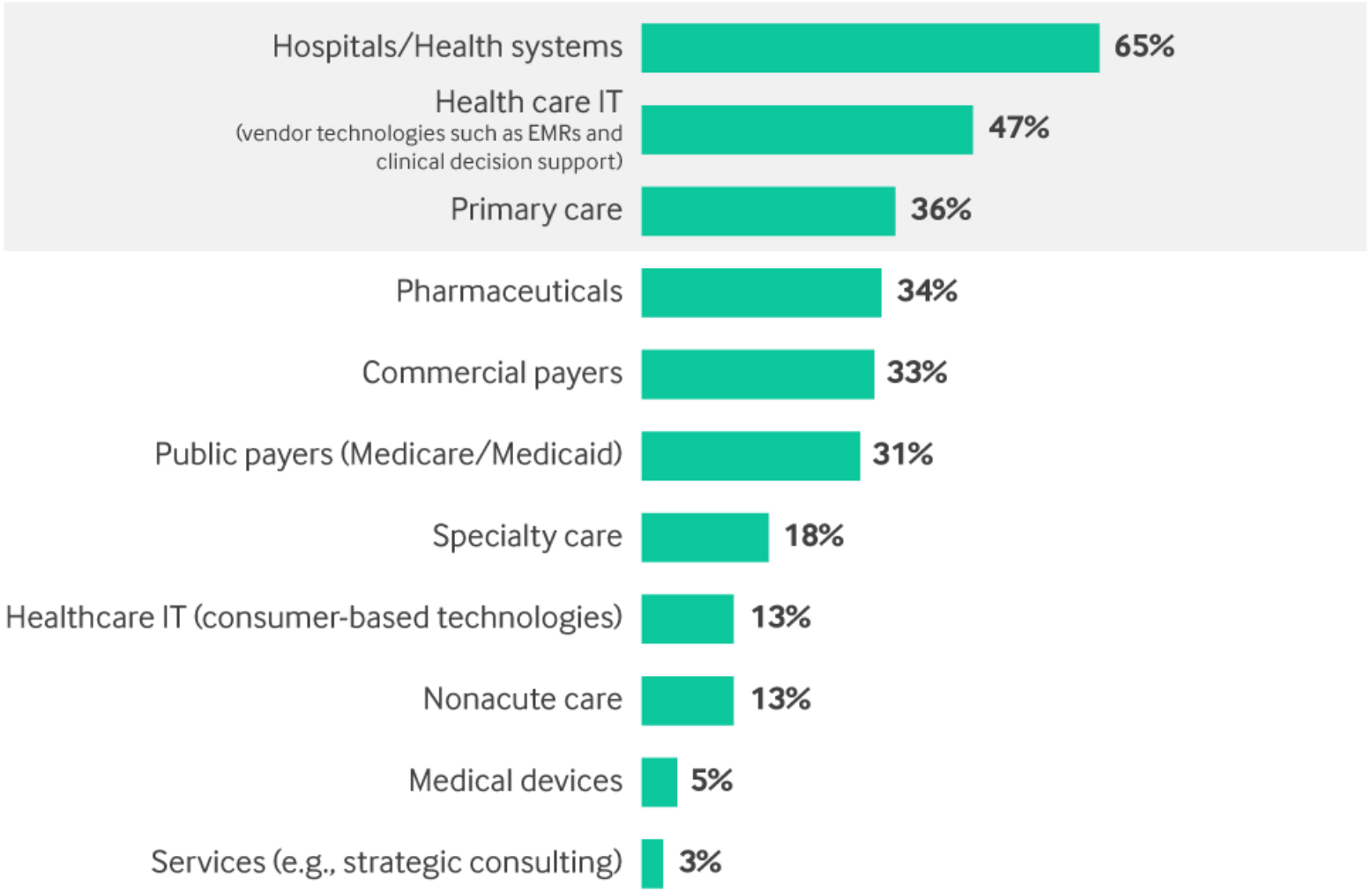
Geographic Expansion & Increased Access to Care

Growing Networks

Diversity of Expertise

Collaborate to Bring Care to Community

Health Care Sectors Most in Need of Disruptive Innovation



New England Journal Of Medicine – Catalyst 2017

Virtual Care & Telemedicine

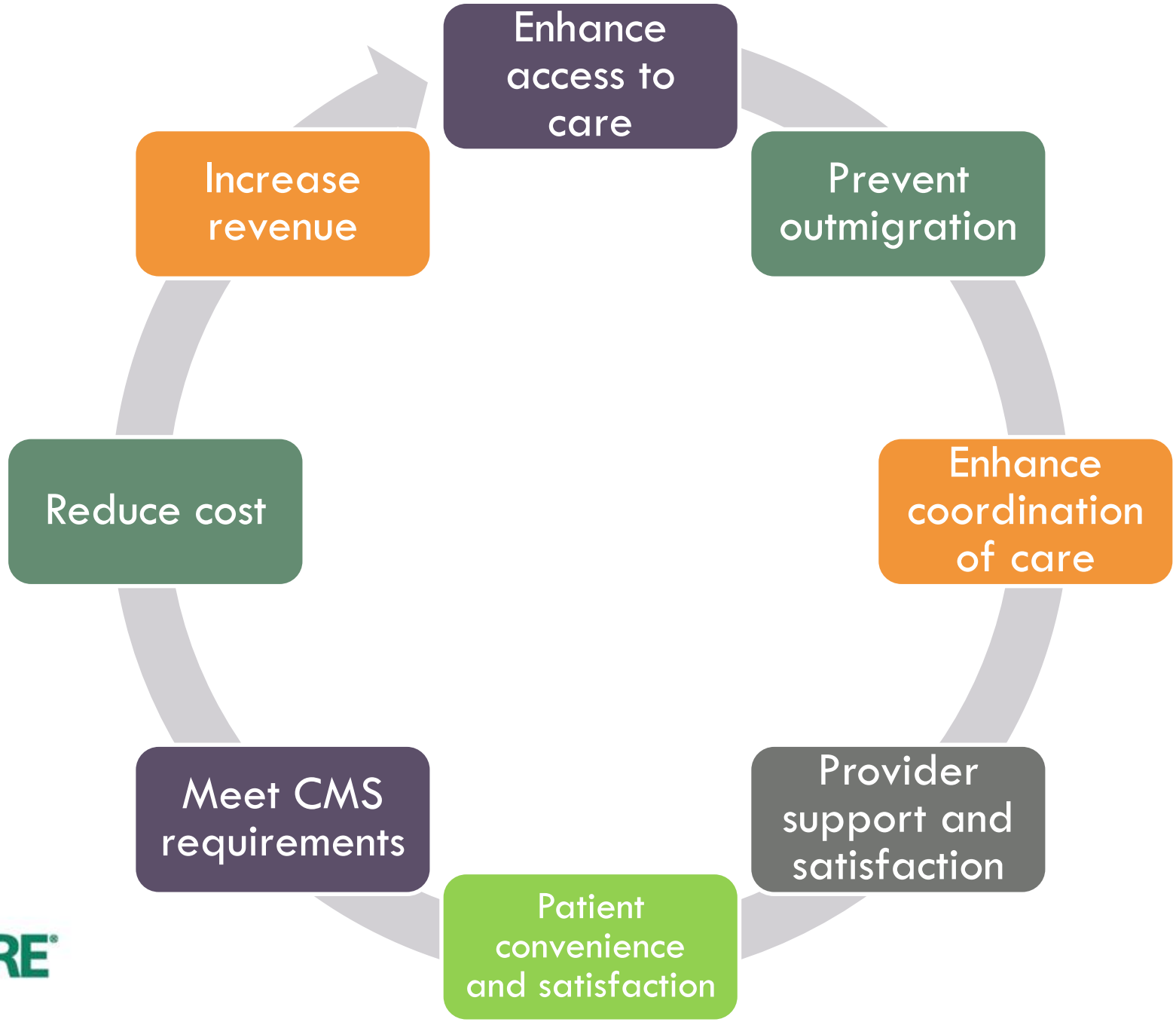
Access to Expertise

24/7 Collegial Support

Improve Quality & Patient Outcomes

Avera eCARE™

Benefits of Telemedicine



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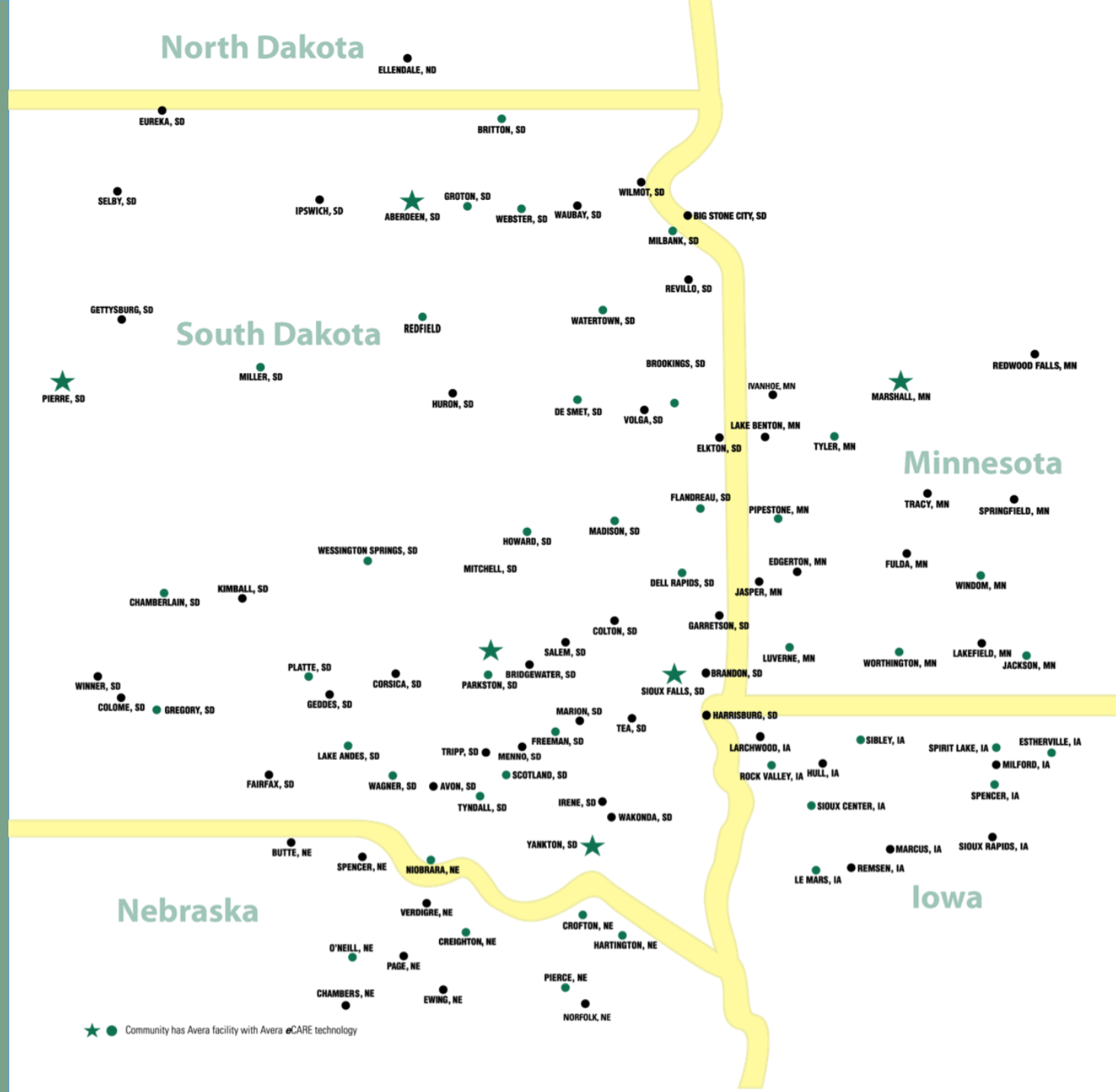

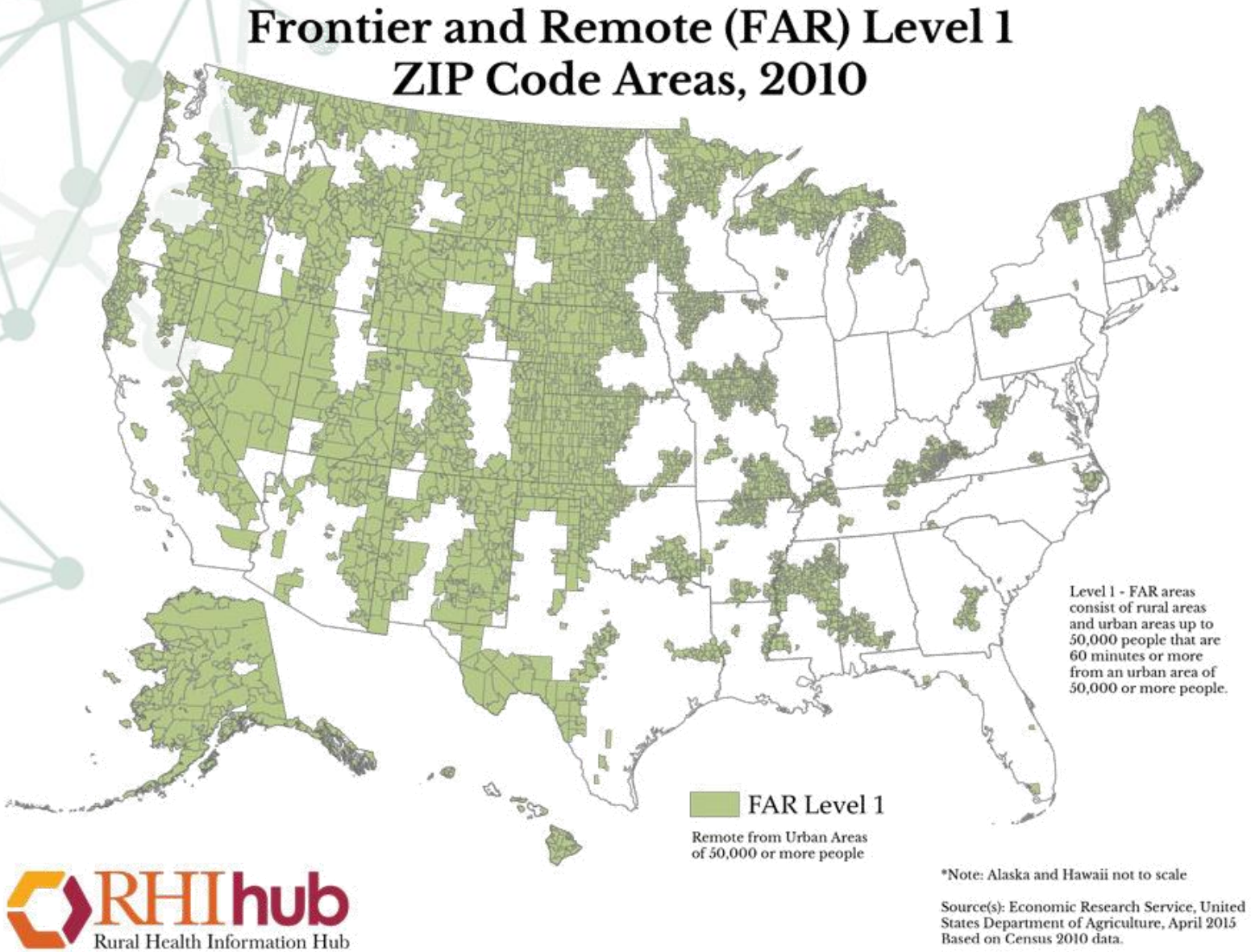

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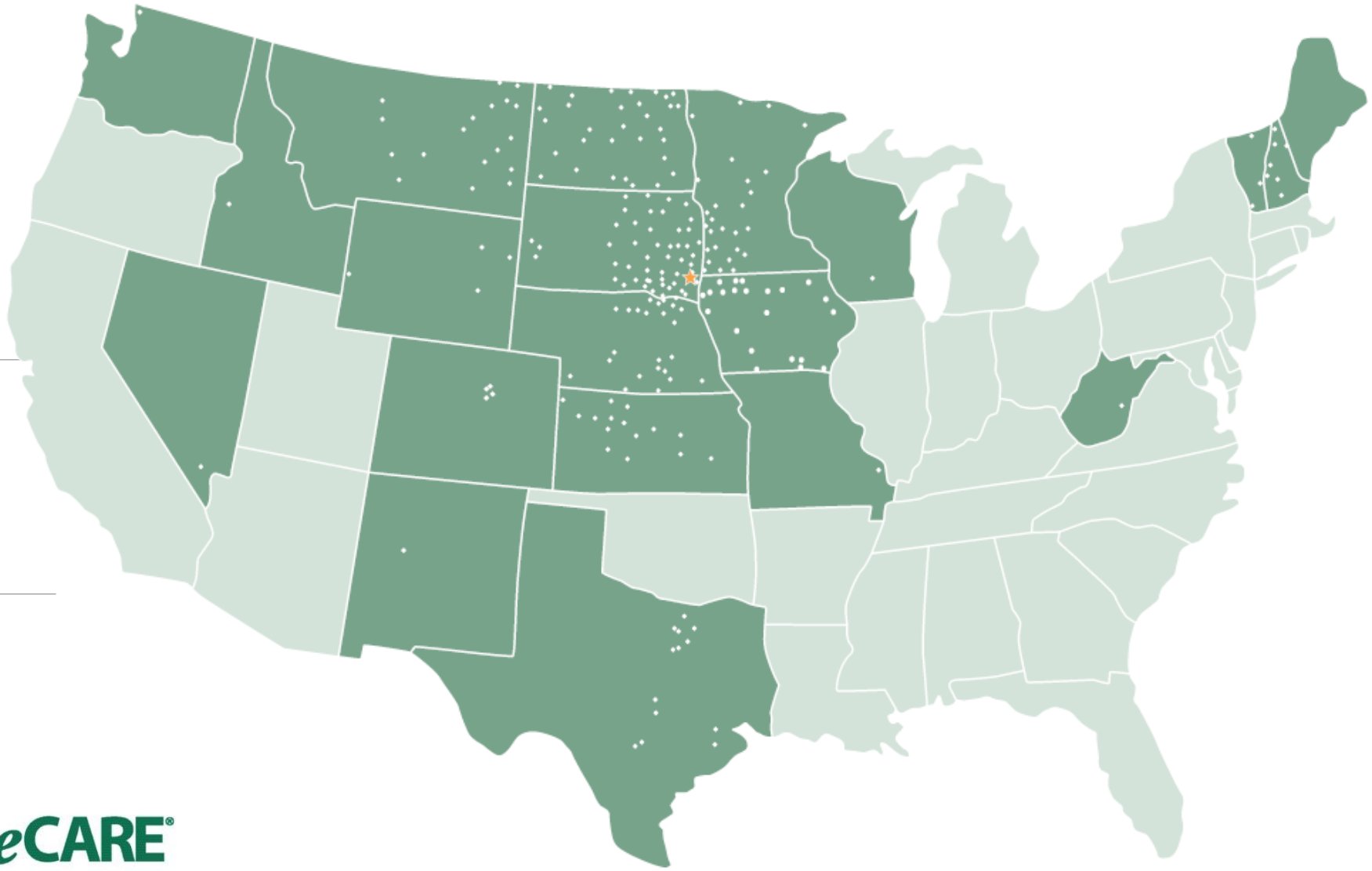
Avera eCARE

Avera eCARE

Over **440** sites
in **20** states

1+ million
lives impacted



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What does collaboration look like?

Hospitals & Health Systems (e.g. Independent, Specialty, CAH, I.H.S)

Post-Acute Care Settings

Schools

Correctional Facilities

Clinics

Group Purchasing Organizations

Accountable Care Organizations

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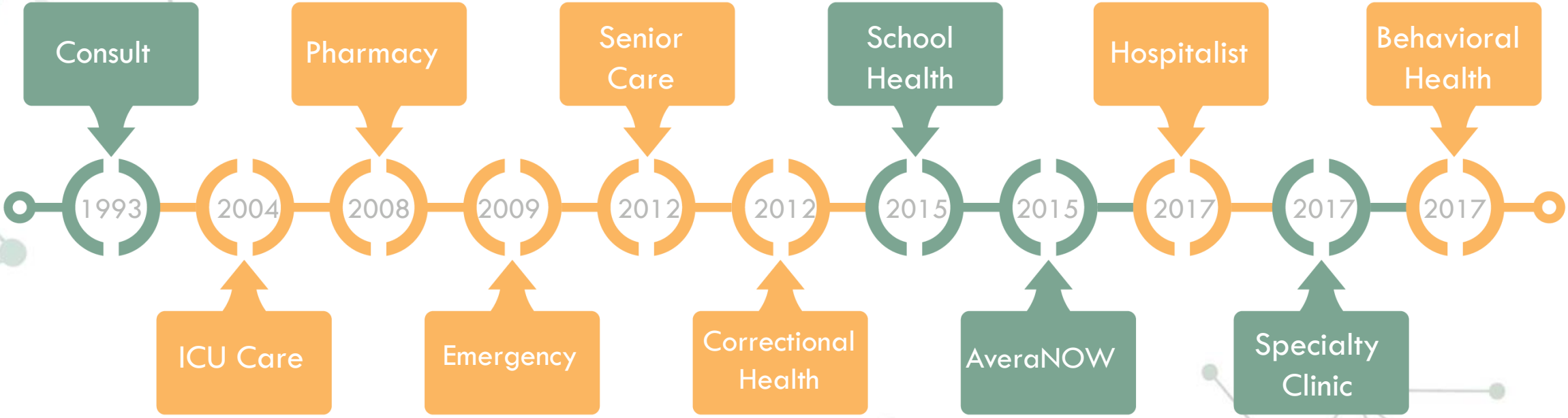
Service Line Expansion



Acute & Post Acute Services

Ambulatory Services

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What does your telemedicine transformation look like?

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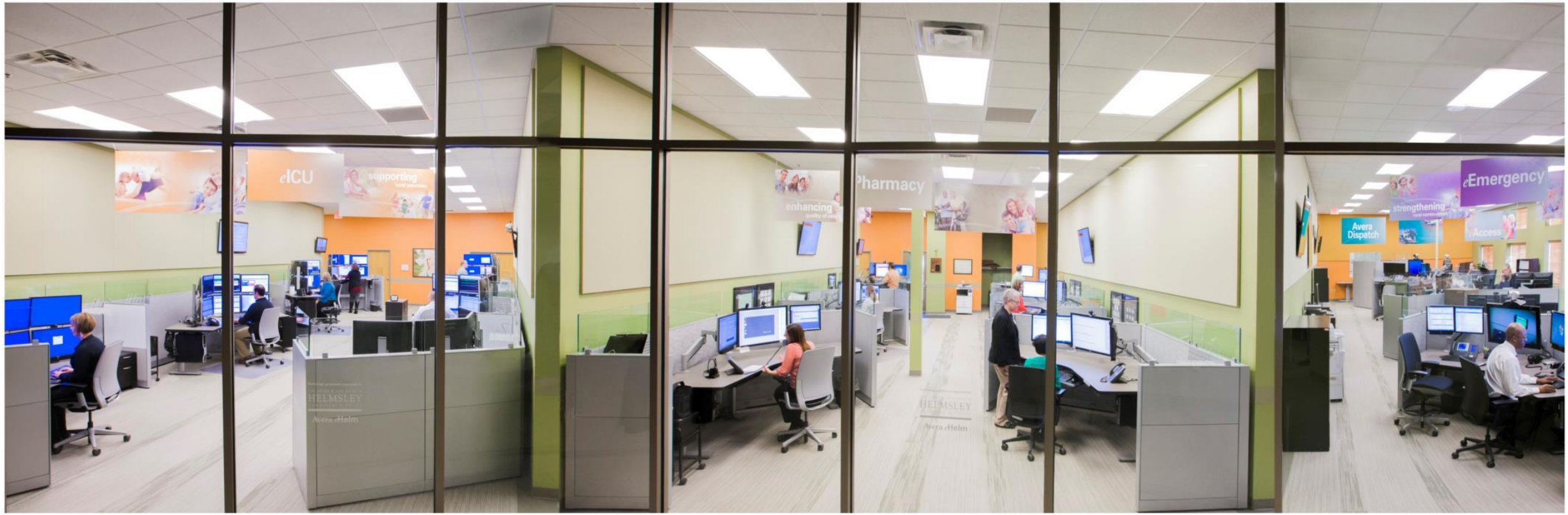
SIOUX FALLS, SOUTH DAKOTA

View from the Bridge



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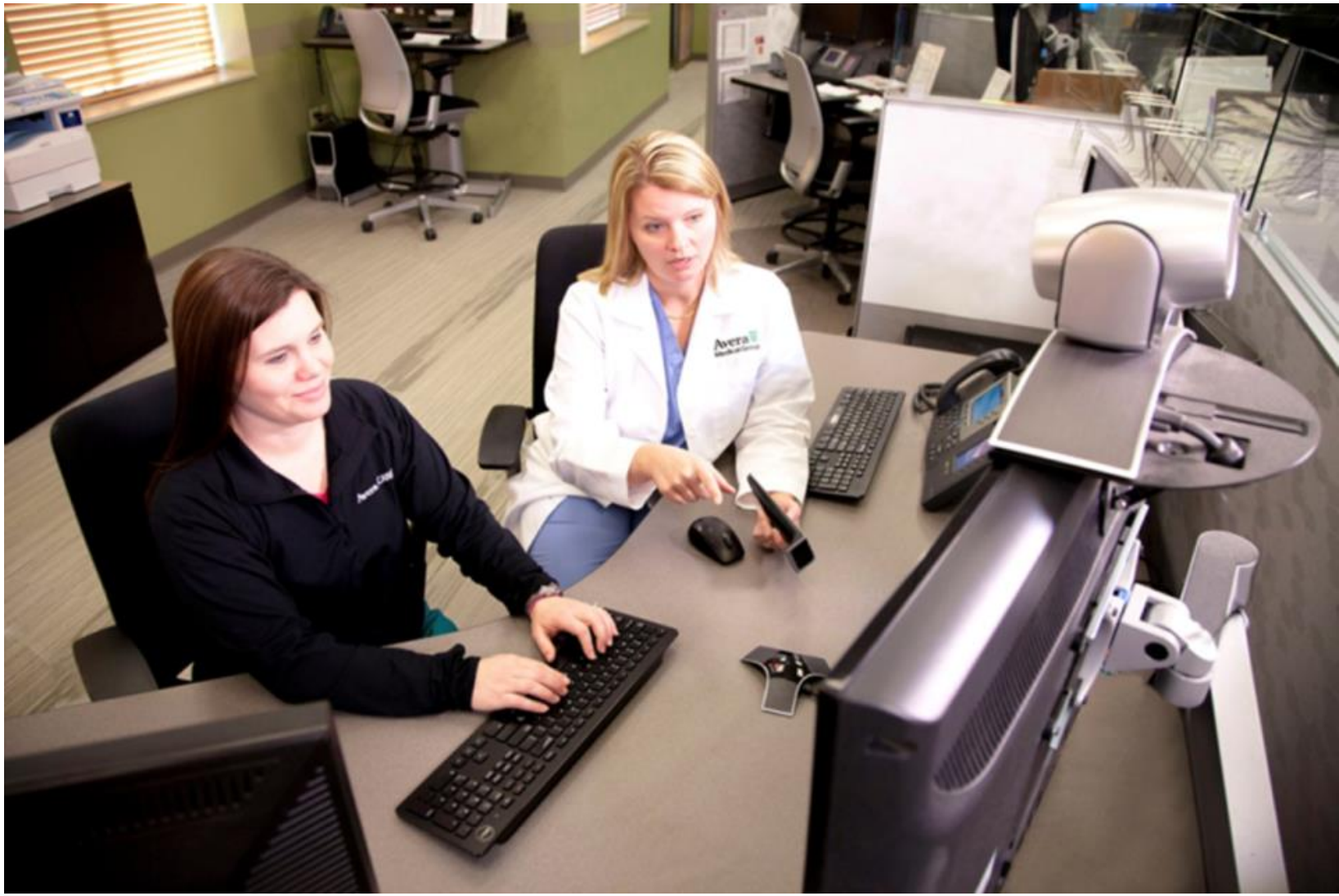
Avera eCARE Emergency

Immediate, 24/7 Access to Board-Certified Emergency Physicians & Experienced Emergency Nurses



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eCARE Emergency
The Process

When your team needs emergency assistance, simply push a button to connect 24/7/365 and our staff will respond immediately from our virtual hospital hub

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eCARE Emergency Support

- Initiate Diagnostic Testing
- Eliminate Unnecessary Transfers
- Streamline Emergency Transfers
- Nursing Documentation Support
- Behavioral Health Assessments
- Leverage APP Staffing Model if Appropriate

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eCARE Emergency Collaborative Results

EXPERIENCE

175+ sites

Video Encounters

Telephone Support

Transfer Support

PATIENTS

5,329

Potential Transfers Avoided

QUALITY

Hub physician was available an average of

17-21 minutes*

sooner than the local physician.

*Time to physician average results were collected from two research studies.

RECRUITMENT

81.5%

of clinicians

believe that eCARE Emergency helped with recruitment and retention

COST

$30 million

Estimated Cost Savings

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Avera eCARE Pharmacy

Dedicated team of hospital trained pharmacists providing clinical and consultative support for 24/7 remote pharmacy services

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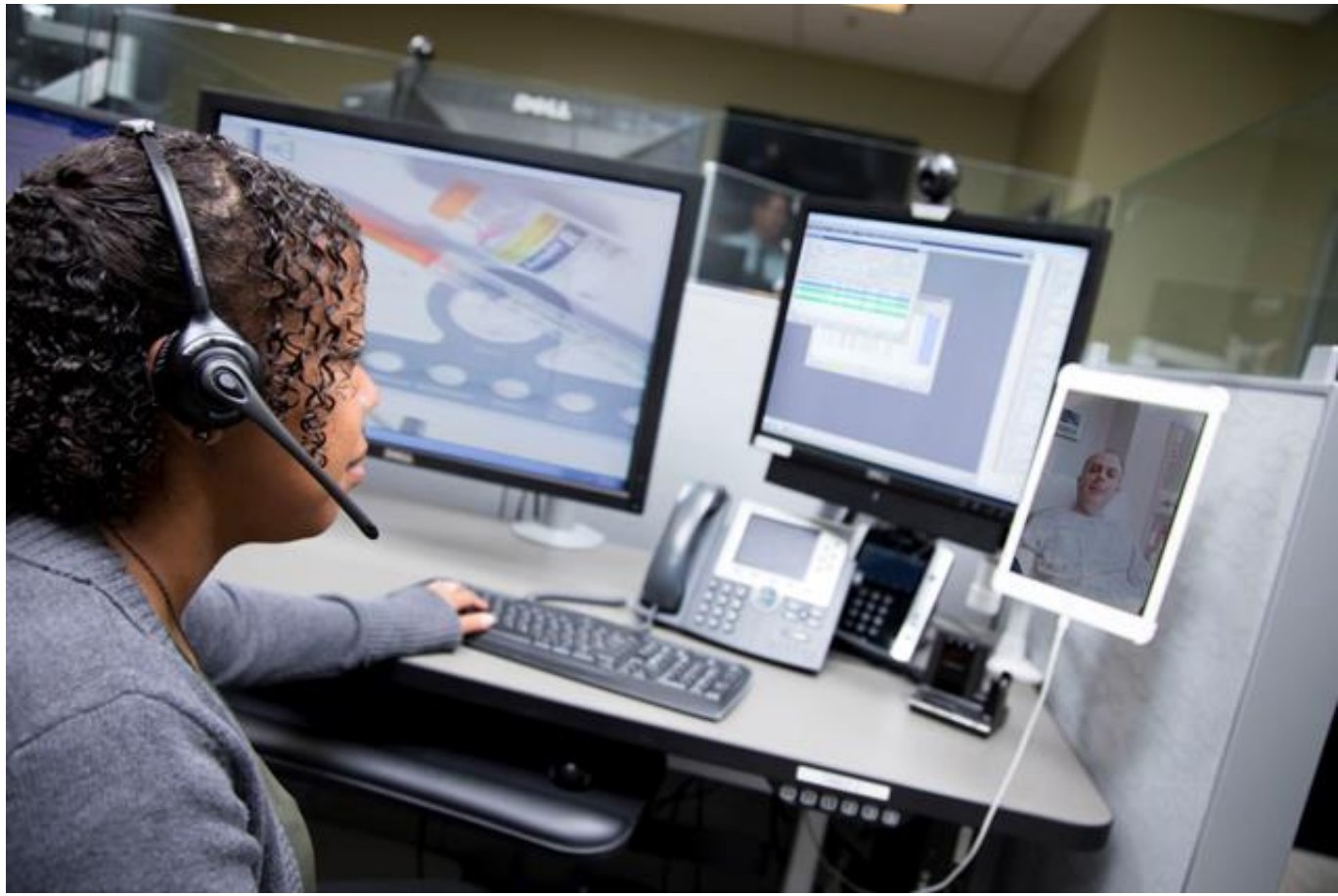
eCARE Pharmacy
The Process

Pharmacists remotely access your EMR to assist with:

- Remote-Order Review and Verification
- Clinical Pharmacy Services
- Video or Still-Image Pharmacy Services Support

AveraTrax:

- Web-based order management
- Clinical intervention tracking
- Policy and procedure tool with integrated reporting analytics



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eCARE Pharmacy Collaborative Results

PATIENTS

1,043,000

Patients Impacted

EXPERIENCE

3,500,000

Orders Reviewed

QUALITY

35,764

Avoided Adverse Drug Events

COST

$95 million

Potential Cost Avoidance from Avoided Adverse Events

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Avera eCARE Hospitalist

24/7 access to board-certified internal medicine physicians and experienced nurses to support local care of adult general and surgical hospital patients

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eCARE Hospitalist
The Process

- Physicians work in your EMR to place orders and write notes
- Maintain local care team integrity and summon assistance per your discretion for:
  - Admission support
  - Clinic efficiency
  - Questions that arise during rounding or discharge
  - Overnight patient needs
  - Potential to increase ADC

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eCARE Hospitalist Collaborative Results

PATIENT OUTCOMES

Timely evaluation of changes in patient status

COST SAVINGS

Potentially increases average daily census, **increasing hospital revenue**

WORKFORCE SUPPORT

90% decrease in times local provider had to come in while on call or in clinic

Make Lives Easier

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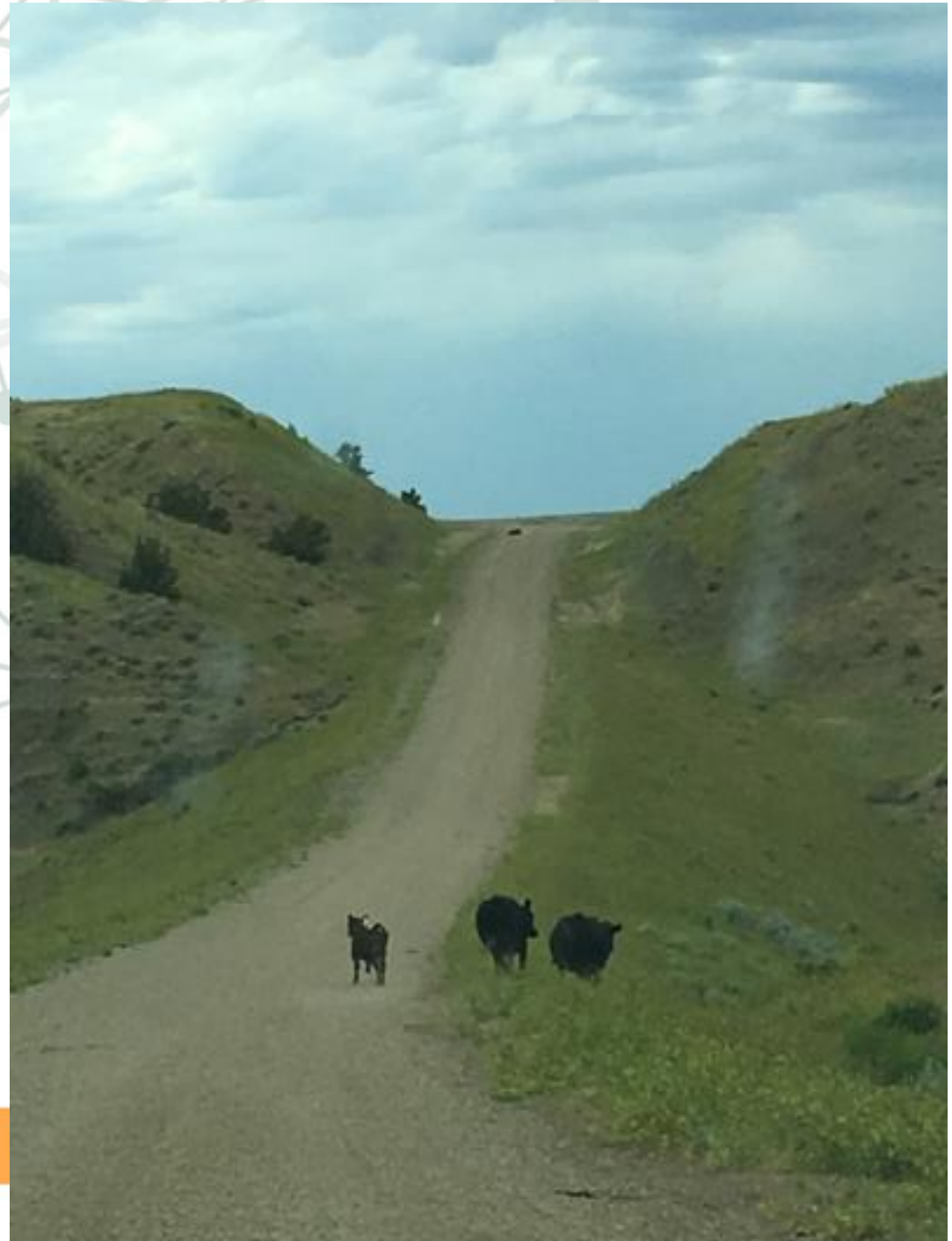

SLOW
HORSES ON ROAD

Our town is so small,
we had to borrow a horse
to make a one horse town.

Recruitment

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Research: Recruitment & Retention

Finding: 81.5% of clinicians believe that eCARE Emergency has helped with recruitment and retention

Conclusion: Results indicate that, all other factors being equal, tele-emergency increases the likelihood of physicians entering and remaining in rural practice.

Rural and Remote Health

ORIGINAL RESEARCH

Effect of tele-emergency services on recruitment and retention of US rural physicians

ABSTRACT

Hospital CEO: "I've got to admit, the two docs I've got on right now, […] both have made the statement to me directly that if it wasn't for [tele-emergency], they would not have come out here because they were not comfortable with it."

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Case Study - Wagner Community Memorial Hospital

CEO Incentivizes nurses to become NPs or PAs and staffs heavily with APP model

Quality Scores:

- HCAHPS (Likelihood to recommend): Under the APP and telemedicine model

  Inpatient: Increased from a low of the 24 percentile to the 99 percentile (12 month rolling average) within the first three years of bringing on APPs and continued use of telemedicine.

  ER: Increased from a low of 60 percentile to the 95 percentile (12 month rolling average) within the first three years of bringing on APPs and continued use of telemedicine.

Cost Reduction:

- 2017 direct ER expenses, per the CAH cost report, reverted back to 2012, a reduction of almost 30%, while the number of visits have stayed consistent.

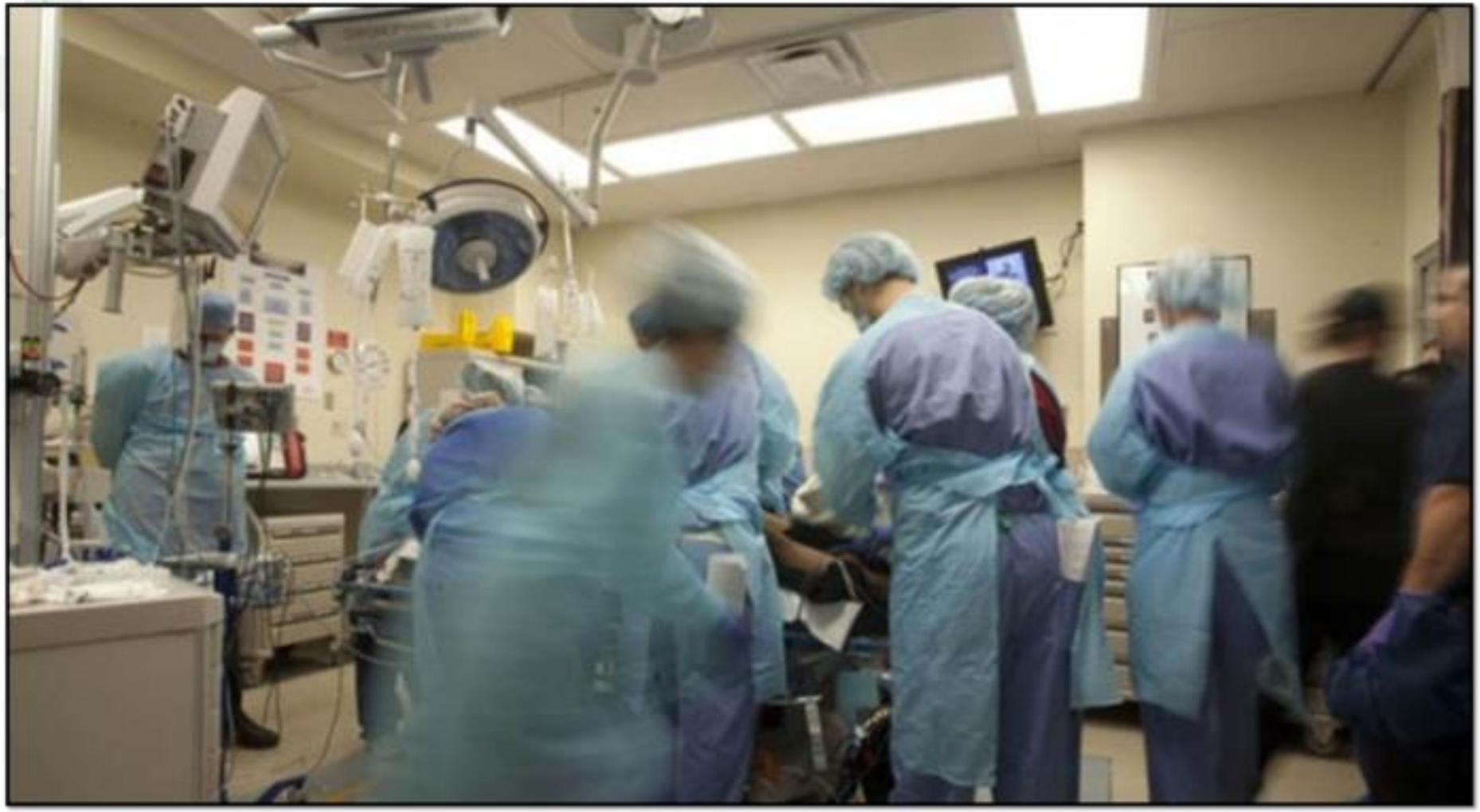
Case Study - Wagner Community Memorial Hospital

Increased Census:

- Full use of Avera eCARE Hospitalist with APP carrying 75% of the acute and observation care visits/rounds/admits started around 01/01/18.
    - Since 01/01/18, and full implementation of Avera eCARE Hospitalist, facility has effectively increased ADC from 1.89 to 3.69 a 95% increase.
    - "I truly believe that it's the additional support received from eHospitalist, which increased the comfort level of both APP's and Chief Medical Officer, Dr. Jeffrey Pinter MD, that has created the increased ADC results our facility is experiencing."

      ~ Brian Slaba, CEO at Wagner Community Memorial Hospital

Stories of Teamwork



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QUESTIONS?

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RESOURCES

- National Rural Health Association (NRHA). www.nrha.org
- Rural Health Information Hub www.ruralhealthinfo.org
- CMS Service Area File 2015. Robert Wood Johnson Foundation/University Wisconsin Population Health Institute 2016 County Health Rankings and National Center for Veterans Analysis and Statistics 2016.
- iVantage Health Analytics. www.Ivantagehealth.com
- Society for Healthcare Strategy & Market Development of the American Hospital Association. 'Evolving Healthcare Landscape'. http://www.shsmd.org/resources/bridging-worlds2.0/evolving-healthcare-landscape.shtml
- National Rural Health Resource Center. https://www.ruralcenter.org/tasc/mbqip
- New England Journal of Medicine. Catalyst 2017.

THANK YOU

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Discover the possibilities at AveraeCARE.org

Avera eCARE® | Visionaries in Virtual Health