


National Hospice and
Palliative Care Organization's

**CREATING THE FUTURE OF
PALLIATIVE CARE**
A Virtual Event

February 18-19, 2015

**TELEHEALTH IN
PALLIATIVE CARE**

National Hospice and Palliative Care
Organization 



Telehealth in Palliative Care

EXPANDING TIMELY ACCESS

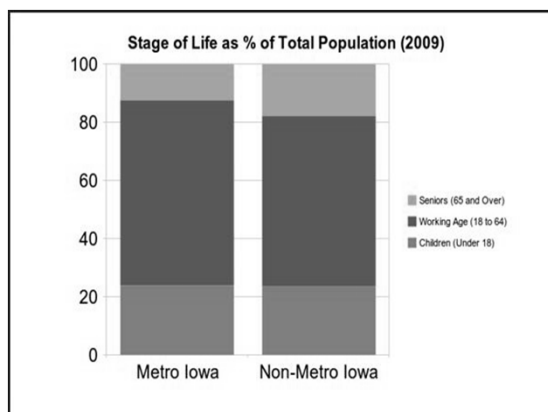
- Vicki Wildman MSN, Edu
- Tammy Flick RN, BS, CPEHR, CTC
- Lori Bishop RN, CHPN

Objectives

- Define telehealth and telemedicine
- Identify considerations for use and expected benefits
- Demonstrate understanding of application of telehealth in palliative care

Why Telehealth?

- It's ALL about ACCESS!



Telehealth Definition

- Telehealth refers to a broader range of services that includes telemedicine and other remotely provided services such as clinical education programs, patient support and education, health information exchange, clinical decision support, electronic health records and laboratory systems, and disaster response support.

American Telemedicine Association (2012)

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Telemedicine Definition

- Use of medical information exchanged from one site to another via electronic communications to improve a patient's clinical health status.
- Includes a growing variety of applications and services using two-way video, email, smart phones, wireless tools and other forms of telecommunications technology.

American Telemedicine Association (2012)

Technology Guiding Principles

- Ease of use
- Compatibility
- Drives Access
- Industry Standard
- Promotes Sustainability



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Community Technology Options

Patient Experiences



Patient Workflow: Holding a Video Visit

- Hold your video visit.



Provider/Clinician Experiences

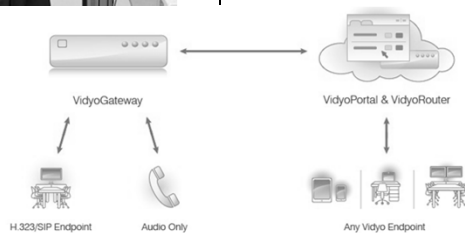


Community Technology Options

Patient Experiences



Provider Experiences



Expected Benefits

- Improved Access
- Cost Efficiencies
- Improved Quality
- Patient Demand



Key Adoption Issues

- Resource capacity
- Difficulties using the technology
- Lack of funding to start program
- Lack of reimbursement to keep program going
- Lack of standard program guidelines, change management and training

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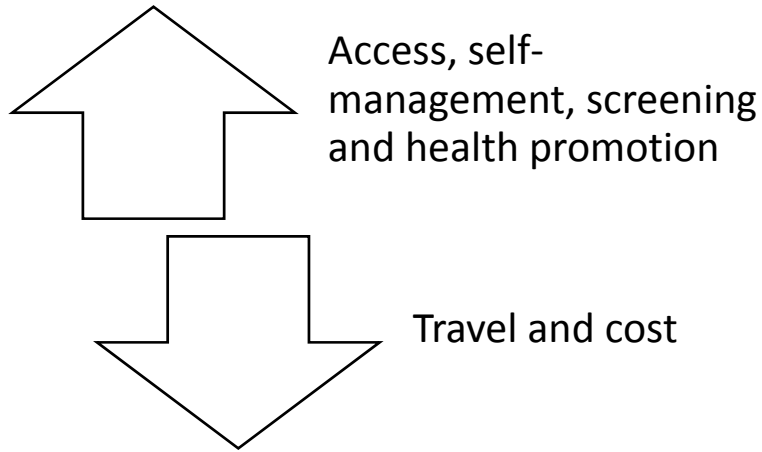
Focus Areas

1. Administration
2. Financial
3. Clinical
4. IT/Vendor
5. Metrics



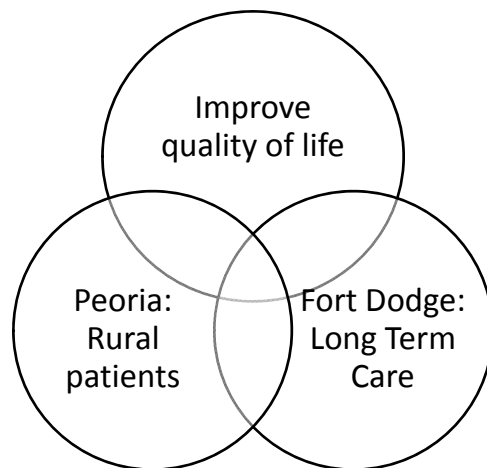
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Expected Pilot Benefits



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Pilots



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Measures of Success

- ROI and Sustainability
 - Cost of Travel
 - Readmissions
 - Shared Savings
- Satisfaction
 - Patient
 - Physician
- Revenue Generation
 - Service Revenue
 - Infrastructure Access
 - Support
 - Reimbursements



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Future Plans

- 2015 Medicare Covered Telehealth Services:
 - <http://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes.html>
- Increase access and expand use cases.
- Utilize lessons learned

Telemedicine State Policies

- American Telemedicine tracks Legislation and Policies for each state
 - Varies per state
 - Many bills in play for 2015 for Telehealth Coverage
 - <http://www.americantelemed.org/docs/default-source/policy/state-telemedicine-policy-matrix.pdf?sfvrsn=56>

ATA Grades Each State

- ATA provided gap analysis and grades for each state regarding Telehealth
- Grades Include
 - Coverage and Reimbursement
 - Physician Practice Standards and Licensure
- <http://www.americantelemed.org/policy/state-telemedicine-policy#.VJIGsE10xjo>

National Recognition



CIRCLE of LIFE™

References

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