Transforming Community Health: Telehealth Implications

VIRTUAL PRESENTATION TO THE GREATER DELAWARE VALLEY CHAPTER OF THE AMERICAN NURSING INFORMATICS ASSOCIATION SEPTEMBER 25, 2020

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About the Presenter – Laura Ripp

• Nursing experience is the paradigm for my professional career.
• 25+ years in health system integration work at national, state and local levels (I remember the ‘90s when we wondered how the internet could be secured to transmit health data . . . yikes.)
• Co-editor of Public Health Informatics and Information Systems (2003, Springer Verlag) foundational textbook for MPH programs.
• Joined City of Philadelphia at inception of EHR vision in 2007.
• Current Director, EHR Program Management Office for City of Philadelphia, Ambulatory Health Services (PDPH health centers).
• An engaged participant in the rapid acceleration of “connectedness” that is changing the healthcare landscape forever.
Session Objectives

Participants will be able to:

• Describe how the nursing process and nurses in all settings will be impacted by the permanent integration of telehealth into the care delivery model.

• Describe how widespread use of telehealth and remote patient monitoring technologies can accelerate improved outcomes in acute and chronic disease management.
Fundamentals of Telehealth

- Meet the patient where they are . . . literally
- Ensure targeted, appropriate use; develop sound participation criteria
- Ensure technology aligns with telehealth program goals
- Support all participants in new technology adoption, including patients
- Develop staff skills in perception and assessment, including social determinants of health (what you see will be immensely informative)
- Recognize where roles must change; build champions and demonstrate best practices
- Keep an eye on financials to ensure program sustainability
Telehealth History

• Telehealth has long been recognized as a way to expand access to care and increase patient satisfaction.

• Initial telehealth adoption hampered by reimbursement limitations and cross-state licensure restrictions.

Use of telehealth in hospitals has grown rapidly.

Percent of hospitals fully or partially implementing computerized telehealth system, 2010-2017

Source: 2011 to 2018 AHA Annual Survey IT Supplement
Telehealth Expansion Realized

• COVID-19 pushed any lagging healthcare service providers into telehealth and the patients were ready.
• Telehealth is estimated to save patients 100 minutes of time per visit compared to in person visits\(^1\).
• Convenience factors are driving widespread adoption.
• These factors are magnified in underserved populations.
• 83% of patients are expected to use telehealth post-COVID\(^1\).
• The nursing profession will align with changes in healthcare delivery systems and reimbursement models.

\(^1\) medicaleconomics.com, 7/8/2020.
The Nursing Process Revisited

The Nursing Process in the Realm of Telehealth

- Assessment
- Nursing Diagnosis
- Planning
- Implementation
- Evaluation
# Nursing Process in Telehealth

## NURSING PROCESS

- **Assessment**
- Nursing Diagnosis
- Planning
- Implementation
- Evaluation

## ACHIEVED VIA TELEHEALTH

- Relies on solid baseline documentation
- Requires astute observation skills to assess patient in their own surroundings
- Leverage cameras, integrated devices to bring relevant details into your observational space
- Document visit method to clearly indicate virtual mode
## Nursing Process in Telehealth

<table>
<thead>
<tr>
<th>NURSING PROCESS</th>
<th>ACHIEVED VIA TELEHEALTH</th>
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<tbody>
<tr>
<td>• Assessment</td>
<td>• Seek validation of assessment; patient, family, caregiver, translators</td>
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<tr>
<td>• <strong>Nursing Diagnosis</strong></td>
<td>• Be careful to ascertain limitations of televisit in complex cases; do not hesitate to refer patient for ED or in-person consultation</td>
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<td>• Planning</td>
<td>• Document clinical observations and nursing judgments with precision</td>
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<td>• Implementation</td>
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Nursing Process in Telehealth

NURSING PROCESS

• Assessment
• Nursing Diagnosis

• Planning
• Implementation
• Evaluation

ACHIEVED VIA TELEHEALTH

• As always, help the patient set measurable, achievable short and long range goals expressed in a way that is understandable to them
• Clearly document the nursing care plan; invest in EMR care planning or care management module if feasible
• Ensure multi-disciplinary access to care plan via EMR
Nursing Process in Telehealth

NURSING PROCESS

• Assessment

• Nursing Diagnosis

• Planning

• Implementation

• Evaluation

ACHEIVED VIA TELEHEALTH

• Seek orders for remote physiologic monitoring (RPM) devices that align with care plan

• Educate patient on use of and schedule for monitoring devices based on clinical, nursing findings

• Confirm patient measures in EMR; reach out for failure to perform or abnormal results as required

• Ensure device technical support
Nursing Process in Telehealth

**NURSING PROCESS**

- Assessment
- Nursing Diagnosis
- Planning
- Implementation
- **Evaluation**

**ACHEIVED VIA TELEHEALTH**

- Evaluate effectiveness of remote monitoring and overall care plan
- Document patient’s response to telehealth program; update care plan based on observable results
- Determine opportunity for self-management and self-reporting (create sustainable behavior)
- Consider implications for transitions of care to support patient’s long term well being
Telehealth Case Study – Impact at AHS Health Centers

COMMUNITY HEALTH GOALS

- Connect
- Assist
- Relate
- Engage
- Serve

“the other 2020 CARES Act”

ACHIEVED VIA TELEHEALTH

- COVID response led to rapid transition to 85% virtual visits
- Expanded the RN triage function at the front door and over the phone
- Implemented televisit (video) pilot with Adult Medicine and Behavioral Health providers
- Redefined nursing staff roles for pre- and post- televisit
- Achieved consistent patient engagement and satisfaction
Telehealth Case Study – Impact at AHS Health Centers

PROGRAM INITIATION

“CLEAR THE WAITING ROOMS”

• Implemented permanent changes to healthcare delivery model for primary care services.

• Changed provider schedules for Adult Medicine, Pediatrics, Behavioral Health, HIV to incorporate televisits.

• Rolled out “Call First” nursing triage program for Urgent Care / Walk-In management.

• Implemented a massive communication campaign geared to encourage patient adoption of the new model.
Telehealth Case Study – Impact at AHS Health Centers

PROGRAM EXPANSION

• Ramped up efforts to enroll patients in the secure health portal.
• Defined new workflows across the delivery model to support televisits.
• Leveraged “Liaisons in Care” (LinC) Team of nursing superusers to reinforce correct workflow, interface with the EHR Team and support the transition.
• Procured new televisit equipment and devices to implement a Remote Physiologic Monitoring (RPM) program (phones plus integrated devices: B/P, pulse oximeters, scales). Targeting acute and chronic conditions.
• Continue to develop new ways to engage and educate patients in self care to optimize outcomes, a natural extension of the nursing role.

FOCUS ON PATIENT ENGAGEMENT
Telehealth Case Study – Impact at AHS Health Centers

PROGRAM SUSTAINABILITY

• Implement financial procedures for telehealth and the RPM program.
  • Realize revenue enhancement through proper telehealth and RPM billing.
  • CMS recently expanded reimbursement codes for RPM including enabling nurses and non-provider staff to monitor patients’ data and engage others if a patient’s health information indicates a need for intervention.

• Develop clinical guidelines for patient enrollment and protocol-driven remote monitoring programs.

• Develop specific RPM patient education programs to sustain engagement.

  ~Nurses will lead and sustain RPM programs~

• Develop inventory management and RPM device procurement plans.

• Develop telehealth technology support programs (staff and patients).

FOCUS ON FINANCIALS
What does telehealth look like and who really benefits?
Patients Likely to Achieve Improved Outcomes in a Telehealth/RPM Program

- Congestive Heart Failure
- Hypertension
- Diabetes
- Acute respiratory illness
- Acute febrile illness
- Palliative care
- Pain management
- Medication compliance, other acute and chronic care management

✓ Integrated scale
✓ Integrated wrist or arm cuff
✓ Integrated glucometer
✓ Integrated pulse oximeter
✓ Integrated thermometer
✓ Team-based care
✓ Care management team
What does telehealth and RPM look like in your practice setting?

How will telehealth and RPM programs impact your nursing role?

In what ways might you prepare for adjustments in how you perform the nursing process?

For those with experience in engaging and managing care remotely, what is your advice to your peers?
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Thank you.