Optimizing Health Care Through Telemedicine
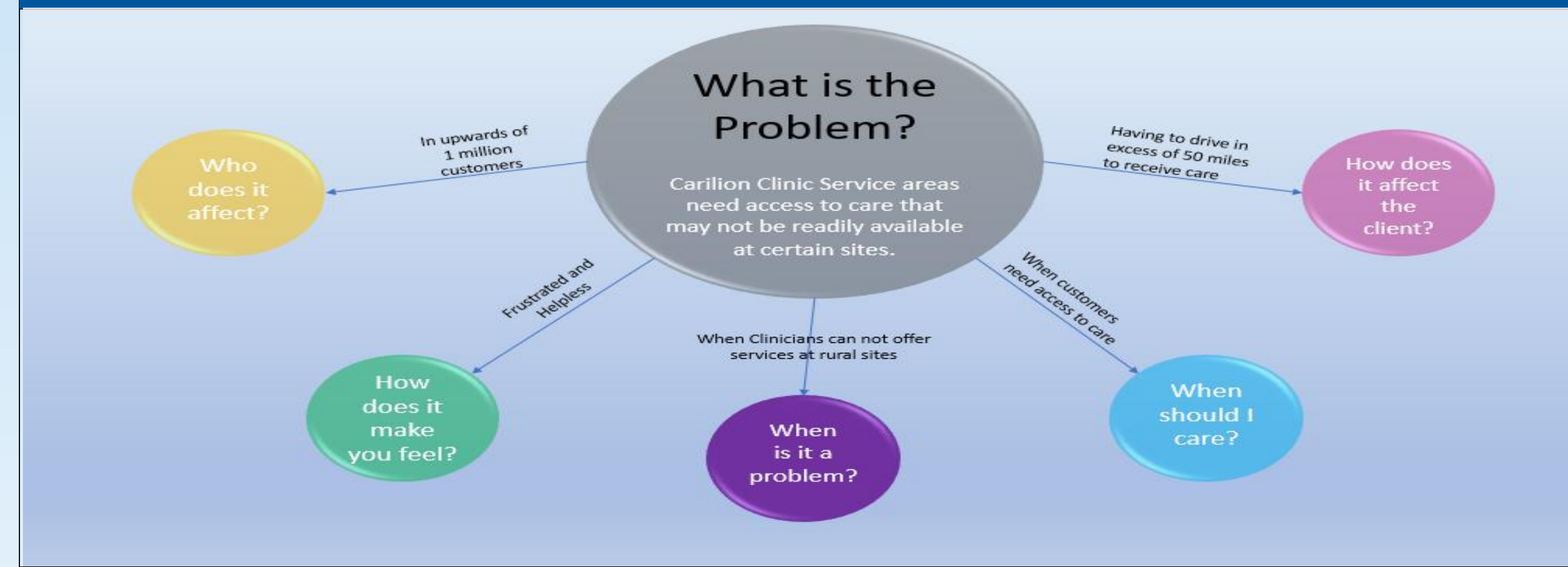
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Problem Statement

What is the Problem?

Carilion Clinic Service areas need access to care that may not be readily available at certain sites.

- Who does it affect?
- In upwards of 1 million customers
- Having to drive in excess of 50 miles to receive care
- How does it affect the client?
- Frustrated and Helpless
- When customers need access to care
- How does it make you feel?
- When Clinicians can not offer services at rural sites
- When is it a problem?
- When should I care?

Current and Future State Projects

Telemedicine — Visits in last 6 months

On Going Projects % Completed
- EAP Consultations
- MFM/Danville
- Child Development Clinic
- ED Triage
- Insight Tele Psychiatry

Telemedicine Types

Media Types
1. Synchronous Video (Live)
2. mHealth (Mobile)

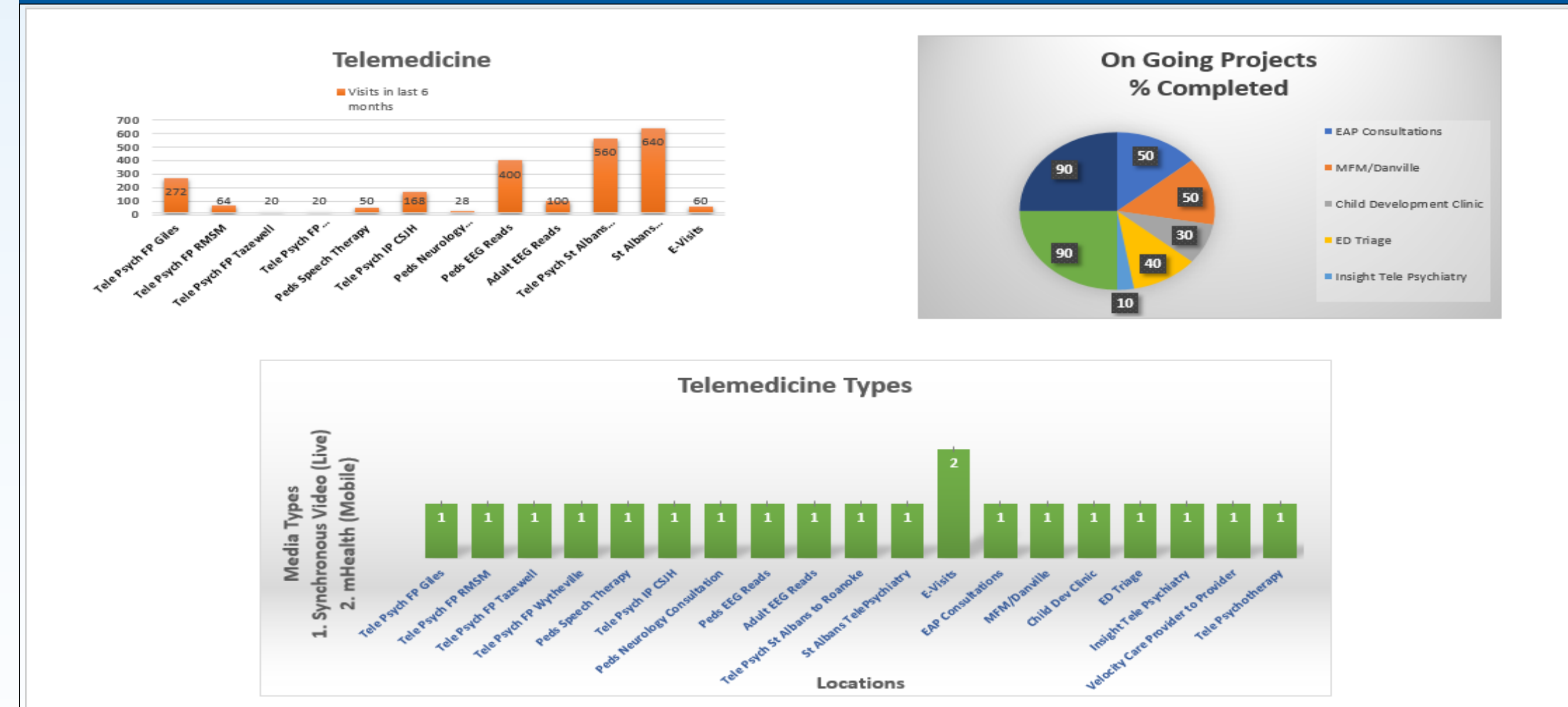Locations

7 Hospitals (Serving over 1 million people)

Implementation Structure

Telemedicine Operating Workgroup RACI

R: Responsible - Responsible for completing task.
A: Accountable - Validates completion and is accountable for task results.
C: Consulted - Consulted for their opinion/feedback before action is taken
I: Informed: People who are regularly informed of progress.

Telemedicine Major Tasks by Role	Project Sponsor	Telemed Steering Committee Members	Telemed Sr Director	Clinical Informatics and Workflow	Customer Project Leader	IT	Payer contracting	Privacy & Compliance	Education - Training	Legal
Submit Business Case Proposal	A	I	R							
Rank and Authorize work	C	R	A							
Kickoff Technology areas with sponsor	R	I	A	C	C	R			C	C
Define and document workflow diagram	C	I	A	R	R	C	C	C	C	C
Determine Equipment needs for remote & local users	C	I	A	C	C	R	C	R	C	C
Assess Compliance and Privacy aspects	C	I	A	C	C		R			
Assess Contracting Agreement when indicated	C	I	A	C	C					R
Identify & Solve Billing and Payer Challenges	C	I	A	C	C	I				R
Make a plan for Provider Credentialing if indicated	C	I	A	I	C			C		R
Evaluate Standard of Care	C	I	A	C	C		C	R		I
Sign off on Workflow / Freeze design	C	I	A	R	C	C		C		
Design , Build and validate EMR changes	C	I	A	C	C	R				
Load or Deliver Equipment and Software	C	I	A	C	R					
Create End User Education plan	C	I	A	C	C				R	
Test workflow with any EMR changes	C	I	A	C	C	C			R	
Educate End Users	C	I	A	I	C				R	
GO LIVE	C	I	A	C	C	I		C		
Evaluate Billing	C	I	A	C	C	R				
Move to Support	C	I	A	C	R					

Lessons Learned

- Create telemedicine implementation checklist
- Support structure post implementation
- Redefine major milestones against process to deploy
- Set time table
- Define roles and responsibilities
- Create repeatable workflows
- Identify and engage all stakeholders
- Limited Psychiatry resources

CARILION CLINIC