

Leveraging Telehealth Collaborations: Experiences and Aspirations from a Community Hospital

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Disclosure

- ▶ Nothing to Disclose

Agenda

- ▶ Introduction
- 1. York Hospital Program
 - A. Direct to Consumer
 - B. Public Housing
 - C. TeleStroke, TeleNeurology In/Outpatient
 - D. TelePsych
 - E. Virtual Interpreter: ASL and Foreign Language
- 2. My Time in Alaska
- 3. Collaboration in Maine?
- 4. Questions???



York Hospital

- ▶ Located in York, Maine
- ▶ CEO-Jud Knox-Biggest Supporter
- ▶ One of a very few, Independent Community Hospitals in The United States
- ▶ We look for Value in what we do!
- ▶ We Focus on York County!
- ▶ We are a spoke with Hub aspirations!

We really do have Lobster Rolls for lunch!



Direct to Consumer

- ▶ Goal
- ▶ Launched JAN 2017
 - ▶ SnapMD
 - ▶ Fee for Service \$49
 - ▶ Barriers
 - ▶ Opportunities
 - ▶ Lessons Learned
 - ▶ Re-Launch TBD



Public Housing

- ▶ Partner with Avesta Housing
- ▶ SnapMD Platform
- ▶ Challenges
- ▶ Opportunities

TeleStroke, TeleNeurology Inpatient and Outpatient Consults

- ▶ Partner MGH
- ▶ Requested by phone and Telehealth Portal
- ▶ Significant reduction in Transfers
- ▶ Significant Increase in Patient and Family satisfaction
- ▶ Biggest Challenge has been WiFi
- ▶ Hardwiring all Patient Rooms Underway

TelePsych

- ▶ Partner with Norther Light Health Acadia Health
- ▶ Emergent and Inpatient Consults
- ▶ Consults Initiated via Phone
- ▶ Call to Provider Appointment Time Set
- ▶ Conducted via VTC
- ▶ Gaining Traction

Virtual Interpreter

- ▶ DT/Bluestream Health application
- ▶ American Sign Language over 200 languages via audio
- ▶ ED, Walk-In Clinics, Soon to be on all MA iPads
- ▶ Popular for its OnDemand Availability
- ▶ Very Convenient
- ▶ Patient's choice



My Time in Alaska

- ▶ Alaska Native Tribal Health Consortium 1998
- ▶ ATHS-HIS
- ▶ 30 Tribes
- ▶ Over 200 Health Clinics
- ▶ Working Together to Improve Care
- ▶ Development of Their Own Telehealth Network
- ▶ Hardware, Software, Synch and Asynch
- ▶ 30,000 Telehealth Cases 2018

THE ALASKA NATIVE HEALTH CARE SYSTEM REFERRAL PATTERN
Same Scale Comparison - Alaska Area to Lower 48 States



AK Continued:

- ▶ Federal Demonstration Program
- ▶ Many Unique Reimbursement Programs
- ▶ Medicare, Medicaid
- ▶ Store and Forward
- ▶ It took a lot of people working together to get them here
- ▶ I believe it is the best program in the World

Collaboration in Maine?

- ▶ A Maine Telehealth Network? Or **BIGGER?**
- ▶ What Would it Take?
- ▶ Think About it!!!!

“It is literally true that you can succeed best and quickest by helping others succeed.” *Napolean Hill*

“We may have all come on different ships, but we’re in the same boat now,”
Martin Luther King, Jr.



Questions

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