

HUDSON HEADWATERS AND HCR HOME CARE

The Expansion of Telehealth During the Transition to the “New Normal” of Health Care: A Collaborative Effort to Enhance Care During the Pandemic

Presented by:

Mark Hasselwander, Regional Practice Leader, HHHN
and

Paul Hamilton, Clinical and Community Liaison, HCR Home Care

COMMUNITY FOCUSED MISSION AND VALUES



Our Mission: *To address barriers to independent living through research, education, and programs. HCR enhances services, mirroring the communities we serve by fostering home health care practices and identifying new ways to serve those whose independence is challenged.*

Our Vision: *All individuals can remain in their home safely and successfully as long as they choose.*



Our Mission: *To provide the best health care, and access to that care, for everyone in our communities.*

Our Vision: *To pioneer an innovative, sustainable and community-focused health system through comprehensive primary care and diverse partnerships.*

LEARNING OBJECTIVES

Upon completion of this session, participants will:

- 1. Appreciate the value of an innovative use of technology in response to the COVID-19 pandemic**
- 2. Describe the ongoing steps taken by both organizations to develop and enhance this collaboration**
- 3. Understand the benefits of this initiative to the patient and providers**
- 4. Learn about the preliminary outcomes for this initiative including patient satisfaction and hospitalization rates**
- 5. Consider the transformative opportunities that exist for telehealth technology beyond the life of the pandemic**

BENEFITS TO THE PATIENT

- Able to have a comprehensive assessment with PCP without leaving their home
- HCR clinician helps overcome technology barriers in person by facilitating the PCP with visualization of wounds, rashes, lesions, etc.
- No need to arrange for transportation
- Elimination of extended travel to PCP office for those patients who reside in remote areas
- Reduces COVID-related stress of being in public places
- Reduced exposure to patients and providers while in waiting room/exam room
- Vital signs and assessment already completed by HCR nurse leading to efficient PCP interaction

WHAT OUR PATIENTS ARE SAYING

- **“It is beneficial for me because it is hard to get out with an ambulette”**
- **“Would use it again. Good because I have to use a wheelchair to get out and it’s really difficult”**
- **“I couldn’t use the smartphone so I found it really helpful to have someone to help”**
- **“It is good because my son doesn’t have to take time off from work to bring me”**
- **“It was great having the nurse there because she helped explain things that I didn’t understand”**

HHHN VIDEO VISIT EVOLUTION

"The silver lining of COVID-19"

- **1/1 – 3/15/20:** Number of video encounters – zero
- **3/14 - 3/15/20:** Leadership team met over weekend to develop workflows to ramp up telehealth visits. Zoom was selected for the technology platform.
- **3/16 – 3/21/20:** 11 video visits were hosted using a “centralized” model – providers came to offices in Queensbury to perform video visits on dedicated terminals.
- The group quickly moved to decentralized models, where telehealth visits were performed at each of 19 health centers.
- New to patients, new to staff!
 - Prior to the day of the visit, front office staff would walk patients through the download of the Zoom app if using smartphone/tablets, or how to set up their computer on the Zoom website.
 - At time of visit, the nurse would call the patient with Zoom meeting # and password, and gets connected on Zoom. Nurse then completed intake before the PCP joined to conduct the visit
- This new platform allowed those patients at higher risk, those with routine follow-up and/or those with transportation barriers to be able to still connect with their provider and not break continuity of care for the patient.
- Patients and staff became comfortable with the format quickly ... and ...

VIDEO VISIT "EXPLOSION"

	# of visits			% of video visits to:	
Week of	Telephone	Video	Overall	Telehealth	Overall
15-Mar	18	11	3657	38%	0.3%
22-Mar	667	242	3248	27%	7.5%
29-Mar	753	639	3385	46%	18.9%
5-Apr	780	935	3645	55%	25.7%
12-Apr	631	1139	3556	64%	32.0%
19-Apr	746	1510	4516	67%	33.4%
26-Apr	690	1494	4557	68%	32.8%
3-May	662	1360	4731	67%	28.7%
10-May	679	1487	5178	69%	28.7%
17-May	605	1298	5593	68%	23.2%
24-May	393	847	4727	68%	17.9%
June	1289	2620	26622	67%	9.8%

*Telehealth = Combined Phone and Video

VIDEO VISIT BARRIERS

The largest barriers to video encounters are:

1. Broadband access in our service area
 2. Patient not able to afford broadband
 3. Patients without necessary devices (smartphone, tablet or computer)
 4. Patients lack the necessary technology skills
- In these cases, PCPs would usually have to default to telephonic visits, which doesn't provide the same level of care for patients and also significantly lowers reimbursement.
 - We have partnered with some of our internet providers to have "hot spot" access in our parking lots to enable a video visit if patient doesn't have broadband at home.
 - The HCR/HHNN partnership has overcome the associated barriers to enable video visits with shared patients.

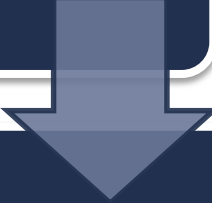
TIME FOR INNOVATION AND COLLABORATION PILOT PROGRAM

Champlain HHHN office and Plattsburgh HCR office collaboration

- Develop a strategy for HCR Clinicians to assist those active patients during their scheduled PCP telehealth video appointments
- Coordination with point persons within HHHN and HCR for scheduling of appointments with direct phone access
- Each HCR Clinician had to have technology installed on their device to interface with HHHN offices
- Scalable

PRIOR TO THE VISIT PROCESS

Coordination of time that HCR clinician will be in the home and that HHHN Provider is established and an appointment is made.



HHHN communicates Zoom meeting login information to clinician to log in to meeting



HHHN calls patient prior to telemedicine visit for patient demographic and insurance verification.

DURING THE VISIT PROCESS

HCR Clinician starts Home health Visits/Collect Vital Signs/Assessment Data

HCR Clinician provides education on set up/device guides the patient log on to Zoom meeting

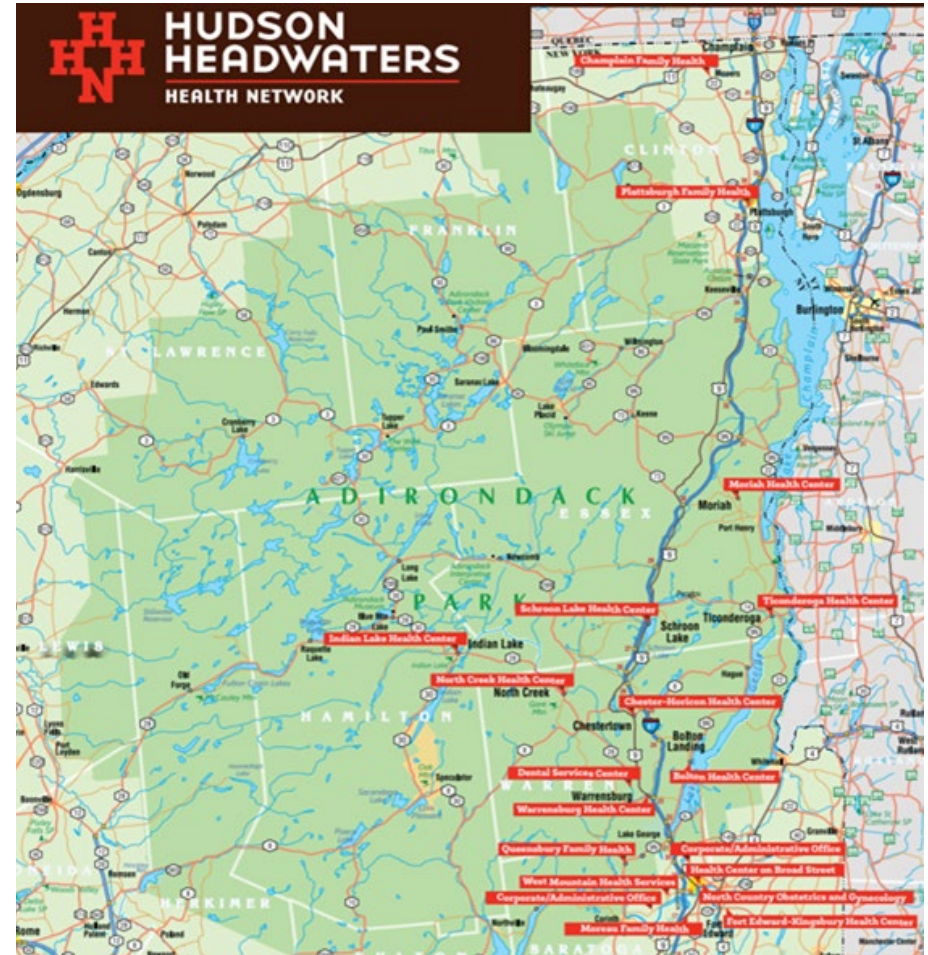
HHN nurse logs into meeting/obtains detailed history and interview to achieve Video Visit

HHN provider completes their portion of meeting with patient while HCR Clinician is present and able to help visualize wounds and further explain medication diagnoses or instruction

GEOGRAPHICAL EXPANSION



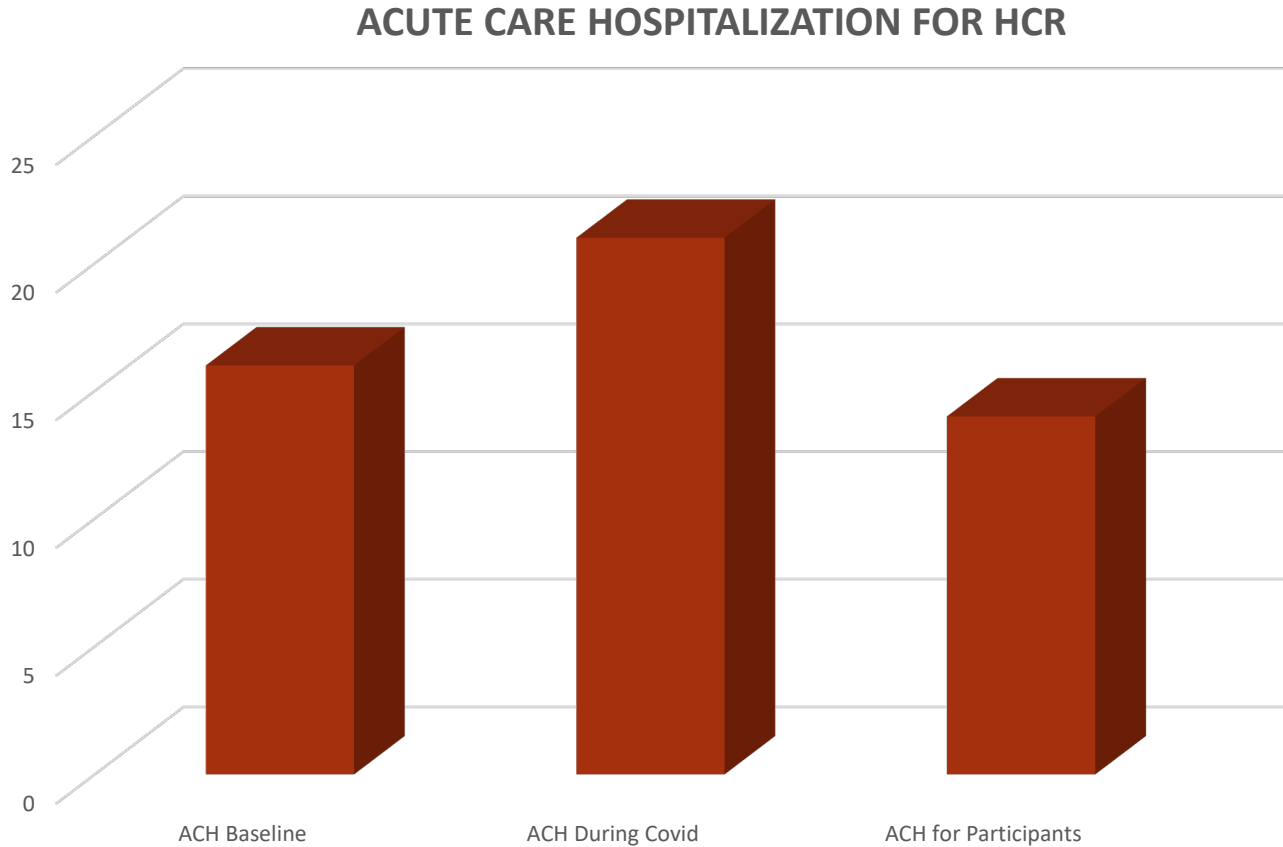
- HCR Home Care and HHHN operate in overlapping geographical areas
- Once the telemedicine process was refined, the expansion to more HHHN offices was possible



KNOWN FACTORS

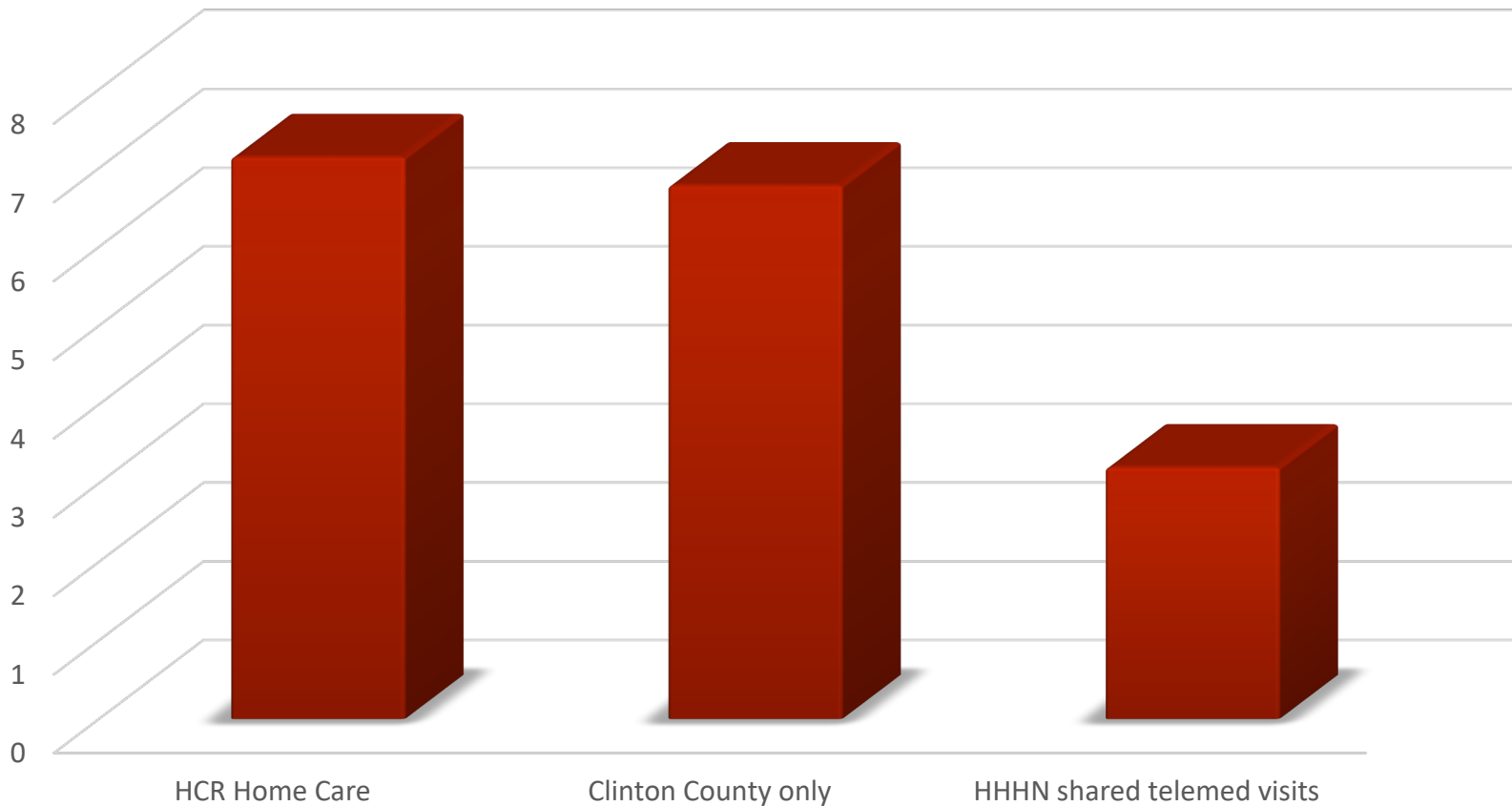
- **Patients who are homebound are at a higher risk of hospitalization**
- **Patients who are unable to achieve office visit with their primary care provider have higher rates of ED visits/admissions**
- **Patients who participated in the program demonstrated lower rates of admission compared to HCR regional patient population**

REDUCED HOSPITAL ADMISSION BY 33%



TIMELY COLLABORATION AND OVERSIGHT

HOME CARE ORDERS SIGNED AND RETURNED



HHHN PROVIDER SATISFACTION SURVEY

5 ★★★★★
Scheduling Convenience

5 ★★★★★
Quality of Experience

5 ★★★★★
Overall Satisfaction

PROVIDER FEEDBACK ON HCR/HHHN RELATIONSHIP

- “HCR has been a pleasure to work with during the pandemic. They have made access to care much better for patients who are homebound and unable to come into the office due to weakened immune systems or patients who need interim follow-up between visits in the office.”
- “They have been a great help with drawing blood work.”
- “Irene has been wonderful to work with.”
- “I believe scheduling is also been a fairly smooth process.”
- “I have had 0 to very few issues with Zoom working on their end as well.
- “I hope that we can continue this post pandemic.”
- “It seems in Plattsburgh, it’s not as convenient for the HCR nurses or not sure if it’s that they are not as inclined to do the telehealth visits. I have several patients who utilize HCR and with whom it would be helpful to do so, but it seems its different here than in Champlain.”

HCR CLINICIAN SATISFACTION SURVEY

4.2 
Scheduling Convenience

4.8 
Quality of Patient/Physician Collaboration

4.5 
Overall Satisfaction

HCR CLINICIAN FEEDBACK ON HCR/HHHN RELATIONSHIP

- **“Very helpful to get patients seen during pandemic”**
- **“Would be great to have available after pandemic”**
- **“Great option for those that are too sick to leave home or have transportation issues”**
- **“Time for each visit can vary from patient to patient and cell service can be spotty in some area”**
- **“Very efficient talking directly with providers”**

PATIENT SATISFACTION SURVEY

4.6 
Scheduling Convenience

4.6 
Quality of Care

4.7 
Overall Satisfaction

PATIENT FEEDBACK ON TELEMEDICINE CO-VISITS

- “I am bedridden and this make visits possible with ease”
- “It is really great because my husband has dementia and doesn’t do well going ‘outside’ of his comfort zone”
- “I think that we got more accomplished with the HCR person speaking directly with the doctor during the visits”
- “I appreciate everything that they did, the doctor was thorough and he didn’t feel rushed”
- “Due to mobility, the telehealth is better”

USING VIDEO VISITS GOING FORWARD

- **We have experienced a big uptick in patients returning to office for visits, starting in July:**
 - People becoming more comfortable with protocols of wearing masks, social distancing etc.
 - Certain visits put “on hold” during March-June timeframe that need to be done in-person
- **In-Office vs. Video?**
 - Use of screening questions when patients call to schedule help determine if in-person or video visit is more appropriate.
 - Screening questions repeated when patient presents at center (prior to entering)
 - If they fail question(s), instead of rescheduling/delaying care, we can set up patient with video visit; or can be outside in-person or via video.
 - Have developed a “COVID-19” risk score for each HHHN patient to provide another data point for provider to decide if video visit may be a better choice for the patient
 - With possibility of fall surge coupled with cold/flu season, video visits will be very integral in keeping patients safe while maintaining access for necessary in-person visits.

FUTURE UTILIZATION

- **We are rolling out a new video platform which is integrated with our EMR. Will allow for a better patient and provider experience as provider doesn't need to toggle between screens (Zoom and EMR). HCR and HHHN will be working together to overcome some technical challenges to eventually use this instead of Zoom.**
- **Patients that would benefit most from future telemedicine visits are those that are:**
 - Bedbound, wheelchair bound, difficulty with ambulation
 - Those that are immuno-compromised
 - Those that have significant transportation issues
 - Those that live at great distances from the MD office

QUESTIONS?

Mark Hasselwander

Regional Practice Leader, HHHN

Paul Hamilton

Clinical and Community Liaison, HCR Home Care