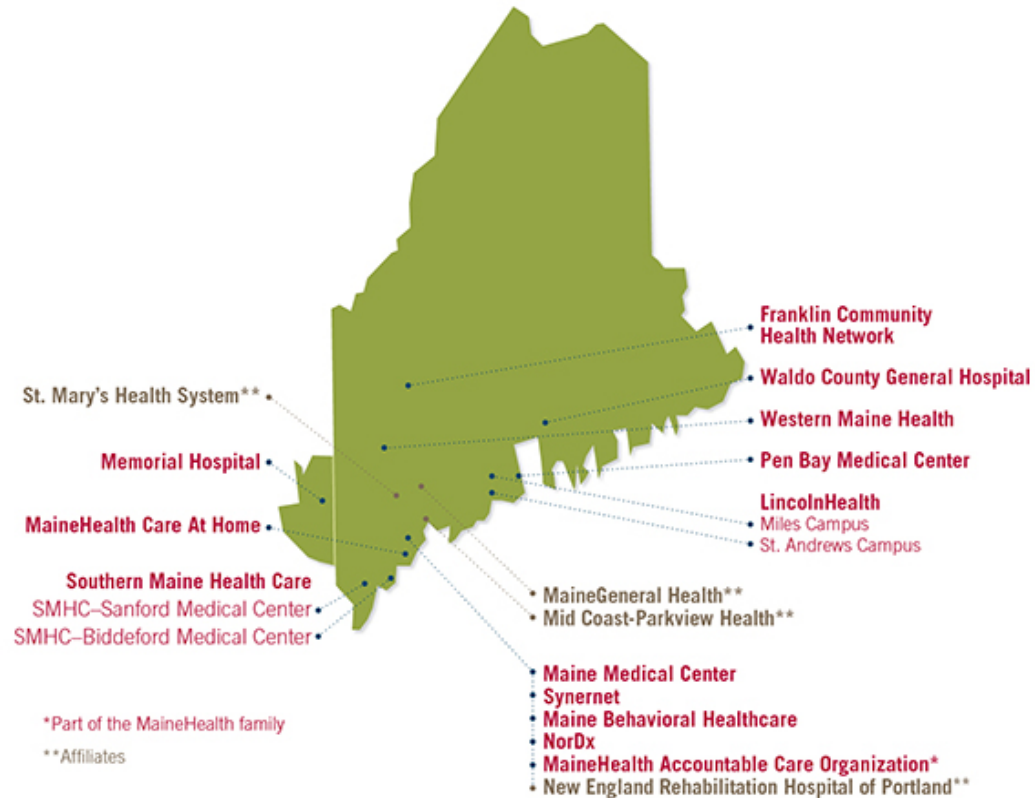Robert Abel, MSN, RN, CHPN, CMC, CCM
Chief Nursing Officer and Director of Palliative Care

I have no relevant financial or nonfinancial relationships in the products or services described, reviewed, evaluated or compared in this presentation
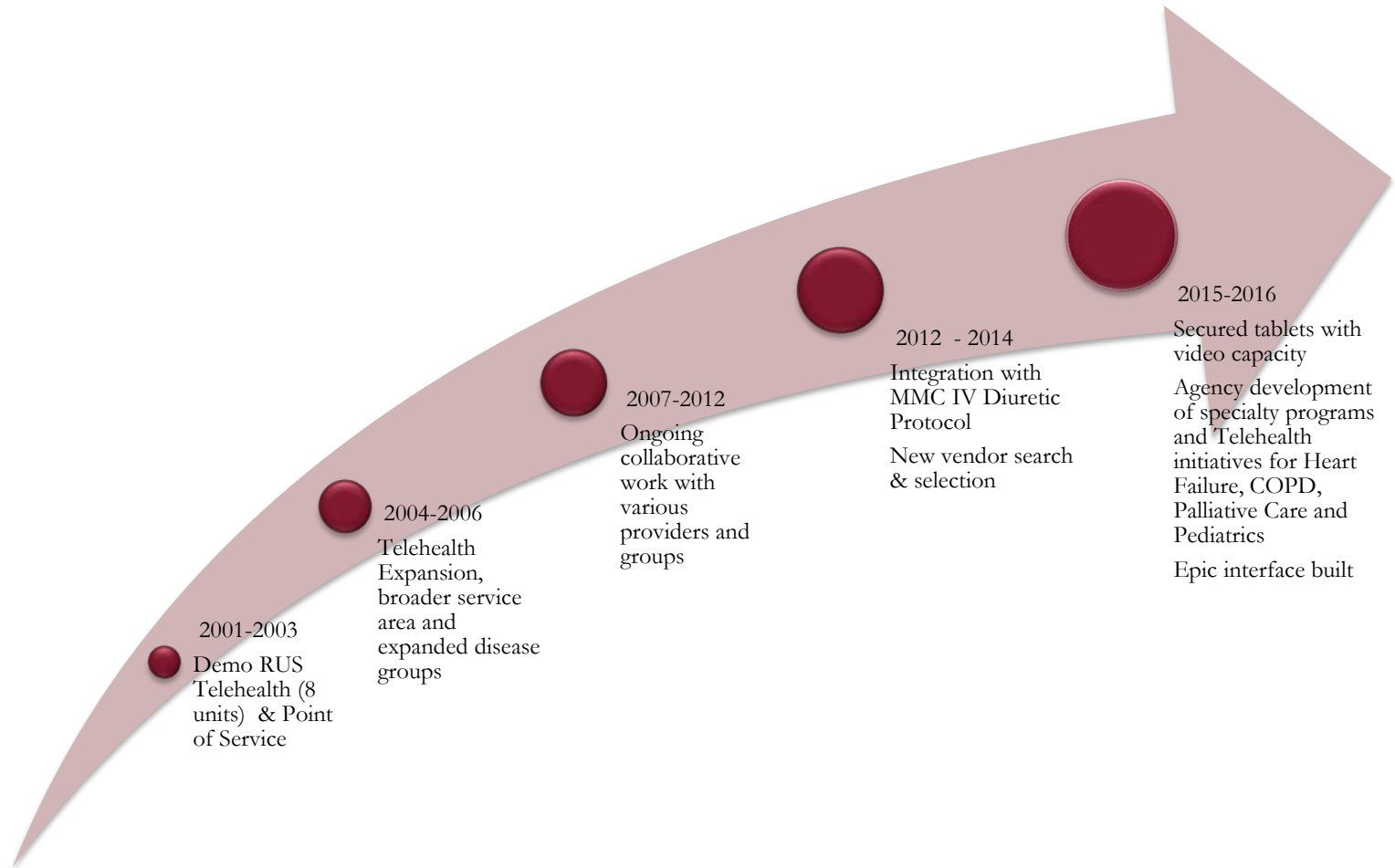
Who we are

MaineHealth
CARE AT HOME

MaineHealth

St. Mary's Health System** •

Memorial Hospital •

MaineHealth Care At Home •

Southern Maine Health Care
SMHC–Sanford Medical Center •
SMHC–Biddeford Medical Center •

Franklin Community
Health Network

Waldo County General Hospital

Western Maine Health

Pen Bay Medical Center

LincolnHealth
• Miles Campus
• St. Andrews Campus

• MaineGeneral Health**
• Mid Coast-Parkview Health**

• Maine Medical Center
• Synernet
• Maine Behavioral Healthcare
• NorDx
• MaineHealth Accountable Care Organization*
• New England Rehabilitation Hospital of Portland**

*Part of the MaineHealth family

**Affiliates

MaineHealth

MHCAH Telehealth …

Bringing a tool to bridge the chasm between what patients say they want and what they actually experience….

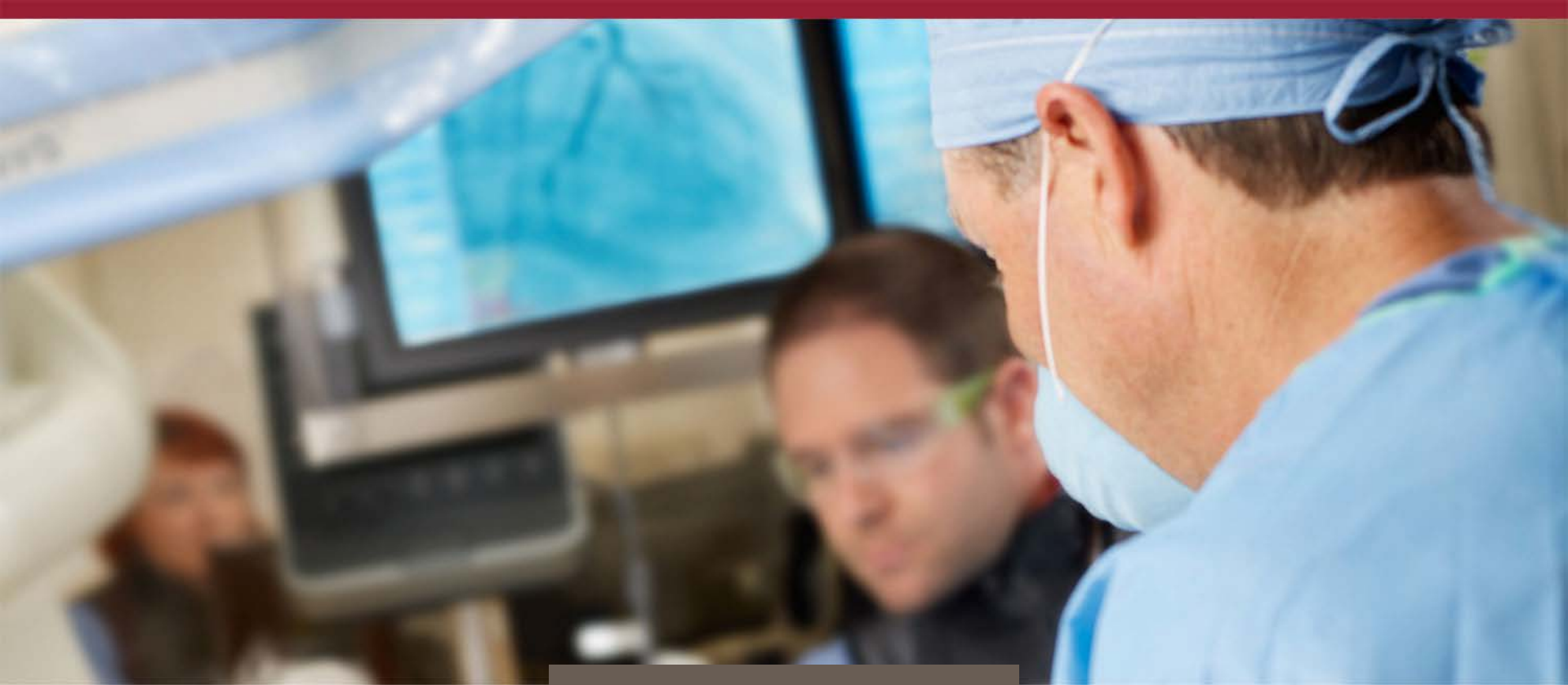Here's how …

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The History

Strategies for Sustainability

2001-2003
Demo RUS Telehealth (8 units) & Point of Service

2004-2006
Telehealth Expansion, broader service area and expanded disease groups

2007-2012
Ongoing collaborative work with various providers and groups

2012 - 2014
Integration with MMC IV Diuretic Protocol

New vendor search & selection

2015-2016
Secured tablets with video capacity

Agency development of specialty programs and Telehealth initiatives for Heart Failure, COPD, Palliative Care and Pediatrics

Epic interface built

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The Technology

Hardware & Software

- Telehealth Tablets

- Virtual Care

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Technology Highlights

- 4G tablet with pre-loaded HRS software is provided at discharge. Automatic Setup can be achieved through EHR Integration

- Patients use tablet to comply with treatment plan & remain engaged

- Data input to track activity, diet, weight & medication available for clinician & caregiver review

- Caregivers & clinicians receive alerts to intervene if patient is at increased risk for readmission

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The Peripherals

Wireless
Watch Pedometer

Wireless Glucose
Monitor

Wireless
Scale

Wireless
Pulseoximeter

Wireless Blood
Pressure Monitor

Wireless
Thermometer

➤ Allows clinician to connect with multiple patients, view metrics, and assess risk level.

➤ Clinician can make changes for the patient regimen and contact patient through voice or video chat.

➤ Allows patient to connect with caregivers and family members for an extra level of engagement.

➤ Caregivers can track patient's daily activity status, overall progress, and chat/send photos to patient.

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The Program Model

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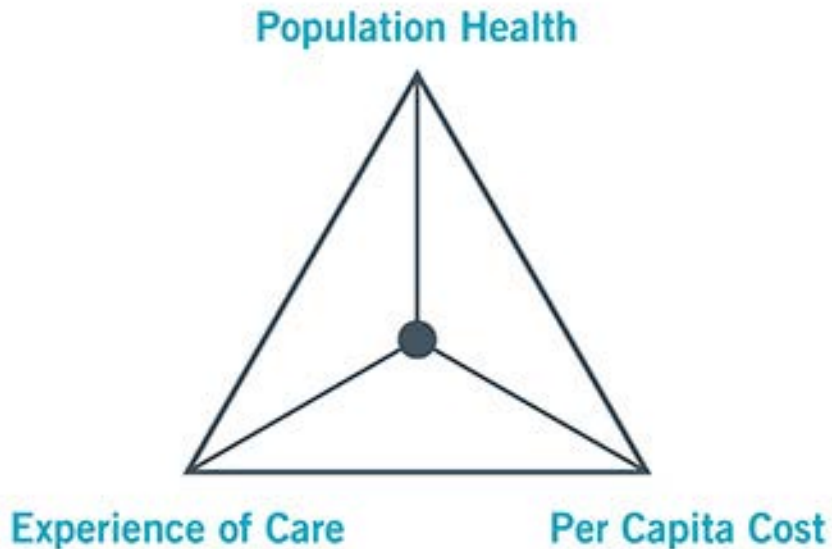
IHI Triple Aim

The IHI Triple Aim framework describes an approach to optimizing health system performance. It is IHI's belief that new designs must be developed to simultaneously pursue three dimensions, which we call the "Triple Aim":

- Improving the patient experience of care (including quality and satisfaction);

- Improving the health of populations; and

- Reducing the per capita cost of health care.

Where do patients say they want to be?

…HOME

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What we offer …

- Ease of Use

- Fully Automated Technology

- Patient Education

- Improved Clinical Outcomes

- Increased Patient Satisfaction

- Reduced Readmission Penalties

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Telehealth Delivery of Care Model

➢ Referrals received from system healthcare providers

➢ Population Focus: Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Cardiac Surgery, and Diabetes

➢ MHCAH Telehealth Team reviews medical record and assesses for Telehealth admission

➢ Home Diuretic Protocol assessment:

   ➢ Frequent re-admissions for volume overload

   ➢ Failed up-titrations of home diuretics

   ➢ Stable renal function

   ➢ Home weights correlate to volume overload

   ➢ Patient demonstrates compliance

Strategies for Collaboration with Providers

- Partner with select providers

- Promote your agency

- Create custom materials

- Collaborate with all members of the health care team

- Educate others about what you do

- Create a referral communication system

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Strategies for
Enhanced Patient Engagement

- **Dignity and Respect**

  - Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

- **Information Sharing**

  - Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.

- **Participation**

  - Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

- **Collaboration**

  - Patients and families collaborate in policy and program development, implementation and evaluation; in professional education, as well as in the delivery of care.

IHI: Partnering with Patients and Families to Design a Patient- and Family-Centered Health Care System: A Roadmap for the Future

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Strategies for Enhanced Sustainability

➤ Lead advocacy efforts within local health system for contract negotiation with private payers

➤ Incorporate monitoring reimbursement in payment system for private and state payers

➤ Develop business plan for private pay options

➤ Integrate health system protocols and practice guides in telehealth practice

➤ Develop and diligently monitor resource utilization

➤ Advocate for uniform platform across providers

➤ Identify system opportunities for grant awards

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THANK YOU