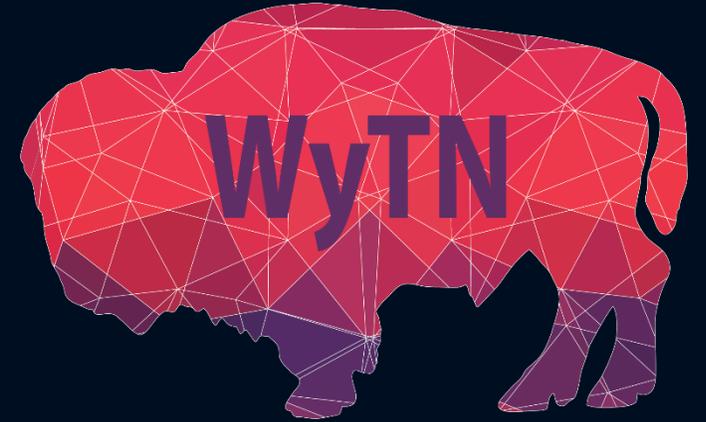




Wyoming Telehealth Network



# Telehealth for Long Term Care

ST. JOHN'S LIVING CENTER  
JACKSON, WYOMING

JULY 29, 2020

# Introductions



Cynthia  
Huyffer

MSW, LCSW  
Licensed Clinical  
Social Worker



Kelly  
Biscombe

NP-C  
Nurse  
Practitioner  
Long Term Care  
and Sub-Acute



Malenda  
Hoelscher

BSN, LN  
Executive  
Director of Senior  
Living



Lisa  
Finkelstein

D.O.  
Moderator



# St. John's Living Center- who we are

- Demographics
- Care Team
- Culture

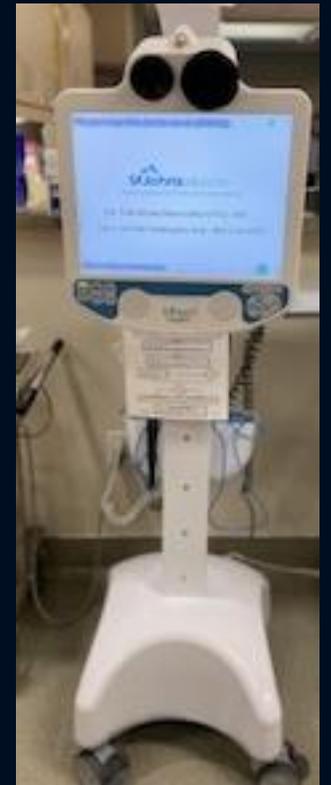
# Telemedicine at St. John's Living Center

## HOW WE GOT STARTED

- 2017: Telemedicine for psychiatry – October
- 2019: Telehealth for psychosocial well-being: residents connecting with families – April
- 2020: COVID-19: Telemedicine the norm for all provider visits – March

# 2017- Telemedicine for psychiatry

- Psychiatric services limited in Jackson
- Geriatric population underserved prior to telemedicine
- St John's Health contracted with Aligned Telehealth agency, utilizing rolling "robot"
- Residents and families report positive experiences with psychiatrists and increased quality of life through in-the-moment psychoactive medication management



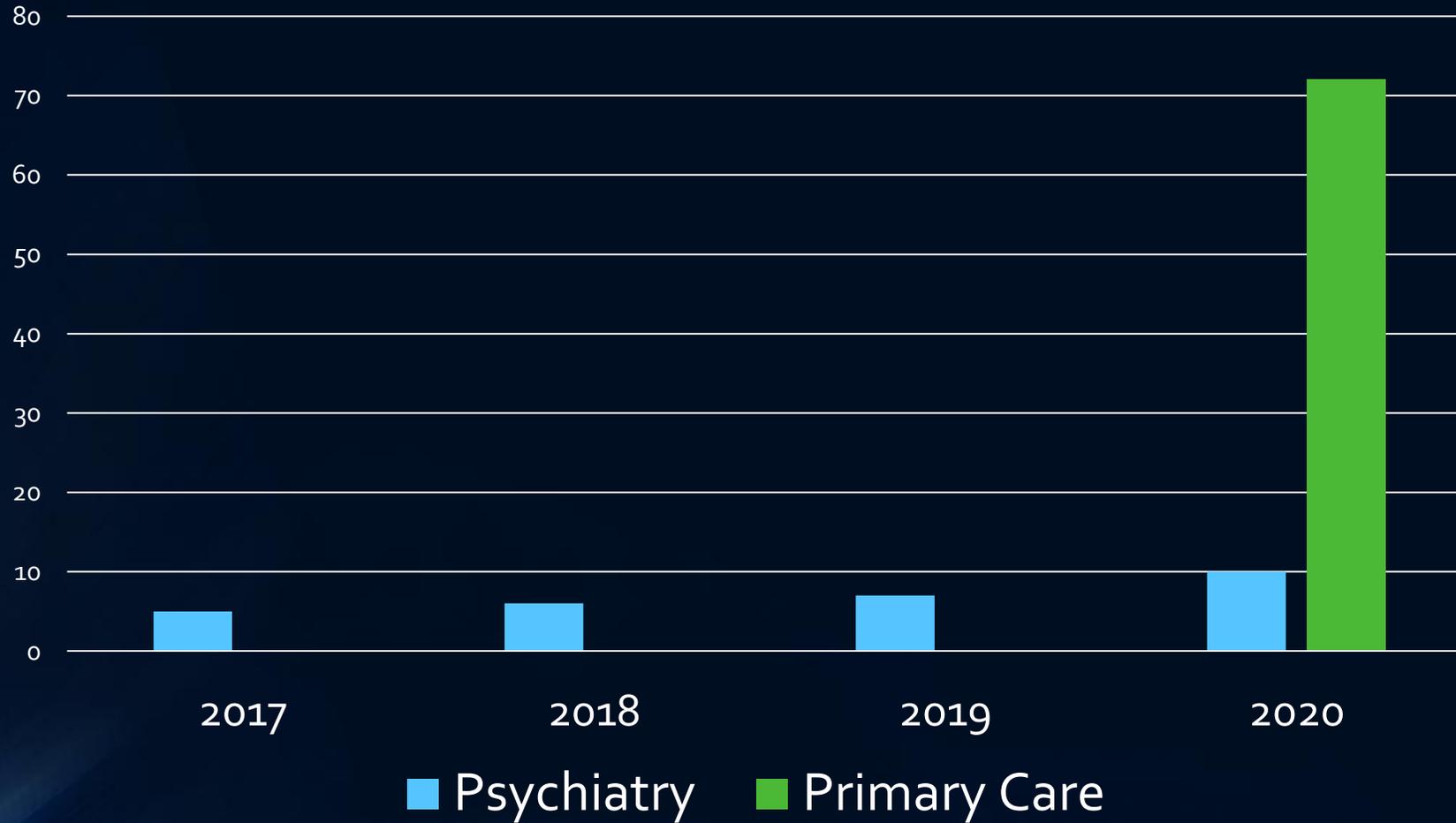
# 2019: Psychosocial well-being

- 2019: St. John's Living Center partnered with IN2L - company in Denver specializing in delivery of digital engagement programming. IN2L – It's Never Too Late - never stop learning.
- First exposure with virtual communication for residents
- 2020- Living Center purchased four iPads to facilitate ZOOM visits with families, friends, and healthcare providers
- Virtual visits began prior to pandemic as many residents have long distance relationships

# 2020: Telemedicine process and implementation

- CMS regulations require face to face visits by physicians every 60 days- no reimbursement for telemedicine
- Initially perceived little need for telemedicine for specialists- "We've always done it this way"
- 2017- The Living Center created a position for an in-house nurse practitioner with the goals of improved care for residents and regulatory compliance
- Onset of COVID-19 necessitated implementation of telemedicine platform in March 2020, regulation waiver from CMS
- Initial challenges
- Benefits

# Visits per provider type



# Looking to the future: telemedicine is here to stay

## CURRENT CHALLENGES

- Scheduling
- Elder comfort with technology
- Sustain reimbursement post-COVID
- IT support challenges

## VISION FOR GROWTH

- Increase in physician engagement/satisfaction (clinic visit vs facility visit)
- Family/Resident Portal Access (engagement, healthcare partner)
- Operational/Financial Outcomes (increased efficiencies, recruiting tool, market advantage, quality=financial)