



# Wyoming Telehealth Network (WyTN) Webinar

## Wyoming Supports for Delivering Telehealth Services

October 26, 2016



UNIVERSITY OF WYOMING

# Presenter Information

- Sharla Allen, Wyoming Department of Health / Office of Rural Health
- Canyon Hardesty, University of Wyoming / WIND
- Corey Jenkins, University of Wyoming / WIND
- Kyle Barger, University of Wyoming / WIND
- Kevin Smith, Cheyenne Regional Medical Center



# Objectives

- Participants will be able to describe the benefits of telehealth from the patient, provider, healthcare facility and community perspective.
- Participants will be able to describe the WyTN, how to enroll and how to create an electronic patient-provider telehealth encounter or a provider-provider/specialist consultation.
- Discuss how to overcome certain telehealth barriers.



# Definitions

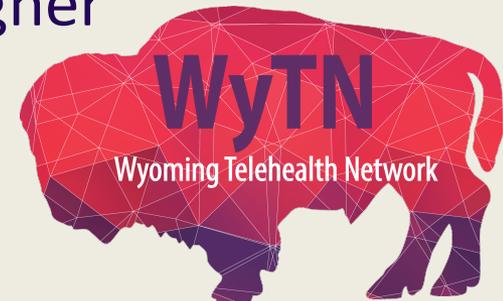
- Telemedicine: Remote clinical services
- Telehealth: Remote non-clinical services (e.g. provider training, CME, admin mtgs) plus remote clinical services
- Encounter: Between provider & patient
- Consultation: Between patient & specialist or patient/provider & specialist or provider & specialist
- Originating site: Location of the patient
- Distance site: Location of practitioners delivering telehealth
- ZOOM: Video conferencing platform - UW
- Polycom/RealPresence: Video conferencing platform - CRMC



# Benefits of Telehealth

## ➤ Patient

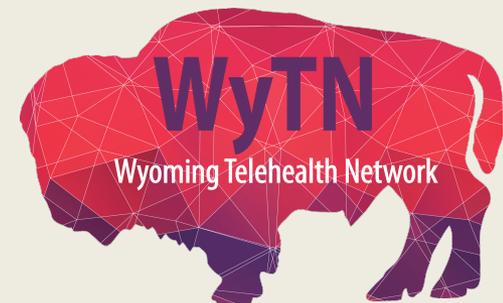
- ✓ Rural pts can access providers/specialists while staying in local communities (distance, weather)
- ✓ Engage specialists without added travel
- ✓ Improved outcomes through earlier diagnosis
- ✓ Lowers pt's travel costs – missed work/school
- ✓ Fewer ER visits
- ✓ Hospitalized pts can stay in home community
- ✓ Pts less likely to sacrifice care due to higher costs and time



# Benefits of Telehealth

## ➤ Provider

- ✓ Providers can serve more pts – easing shortages
- ✓ Practices can become more efficient
- ✓ Faster access to specialist consultations
- ✓ Receive training/CME without travel
- ✓ Better community image



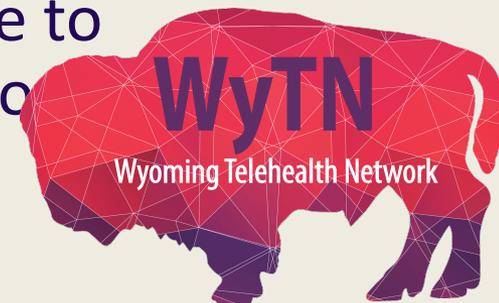
# Benefits to Telehealth

## ➤ Healthcare Facility

- ✓ More revenue by keeping pts local – managed remotely
- ✓ Expanded services – better community image
- ✓ Staff training – no travel costs

## ➤ Community

- ✓ More specialty care available locally
- ✓ \$ spent for healthcare stays in community
- ✓ Increased availability of care is attractive to new businesses looking to rural relocation



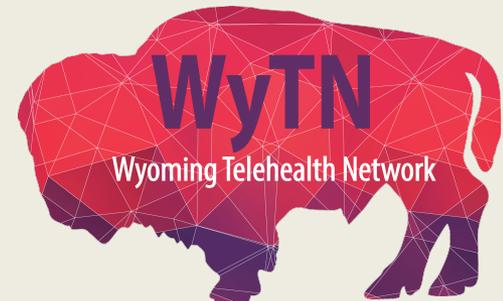
# Wyoming Telehealth Network

- Collaboration between:
  - ✓ WDH – Office of Rural Health
  - ✓ University of Wyoming – WIND
  - ✓ Cheyenne Regional Medical Center
- A network where patients can connect with providers and providers to specialists to provide easier access for patients and improve overall health for Wyoming residents
- Improve awareness – marketing and webinars
- No-cost video conferencing platform and technical assistance available
- <http://www.uwyo.edu/wind/wytn/>



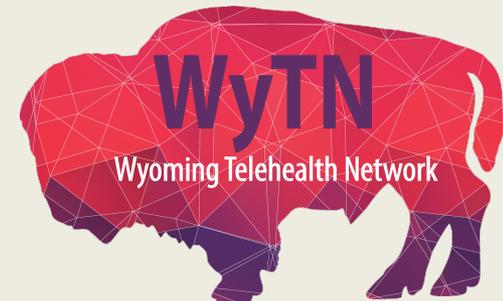
# ZOOM

- User-friendly
- No additional costly hardware
- Cloud-based
- Screen sharing feature
- HIPAA secure
- No cost
- Easy scheduling options
- Flexible uses – encounters and consultations
- Data available for telehealth metrics



# Polycom/RealPresence

- Managed from CRMC's secure, conditioned, redundant and fiber-based Data Center
- Video and/or Audio calls meet HIPAA & HITECH privacy and security requirements
- Only 2 participants allowed or many – depending on clinical or educational need
- Video only or optionally bridge video and audio callers simultaneously
- Via private network tunnels, with the ability to add encryption wrapper when available
- Share screen feature
- Generate an email appointment with an embedded Web browser link to schedule and hold video conferences
- Cloud-like, but is not on a public cloud, rather the private enterprise data center
- No cost



# Discussion Topics

- What are the barriers to adopting telehealth or using it more in your practice?
- What topics related to telehealth would you like to see covered in a monthly webinar?
- How would using telehealth benefit your practice?



# Next Telehealth Webinar

*How to code and bill for telehealth services: A conversation with Wyoming Medicaid*

Wednesday, December 14, 2016

12:00 to 1:00 pm MST

**See you then!**

