Wyoming Telehealth Network (WyTN) Webinar

Wyoming Supports for Delivering Telehealth Services

October 26, 2016
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!