

Wyoming Telehealth Consortium

October 25, 2016

3:00pm – 4:10pm

Attendees:

- * Sharla Allen, Manager, Office of Rural Health, Wyoming Department of Health (WDH)
- * Troy Babbitt, Enterprise Technology Services (ETS)
- * Neil Hilton, VP, Wyoming Hospital Association
- * Kevin Smith, Telehealth Coordinator, Cheyenne Regional Medical Center (CRMC)
- * Corey Jenkins, Project Coordinator Senior, Wyoming Institute for Disabilities (WIND)
- * Maureen Molinari, Independent Contractor (WDH)
- * Jan Cartwright, Executive Director, Wyoming Primary Care Association (WYPCA)
- * Deb Anderson, Business Relationship Manager, Health Technology Services, Mountain-Pacific Quality Health
- * Leila Samy, Rural Health IT Coordinator, Office of the National Coordinator for Health IT, US Department of Health and Human Services
- * Sarah Zlatkovic, Project Coordinator Assistant, Wyoming Institute for Disabilities (WIND)

Update from Members

Manager, Office of Rural Health, Wyoming Department of Health (Sharla Allen)

- * Department of Health Medicaid program has funding available to provide technical assistance grants for providers to help them begin offering telehealth services. There are different platforms providers could use. Kevin Smith at CRMC uses Polycom RealPresence. UW uses the platform ZOOM. Grants are specifically for getting providers a ZOOM license and for training on using ZOOM. Sharla will provide a link to the grant at a later date.
- * Association of State and Territorial Health Officials (ASTHO) is offering technical assistance grants for up to five entities. Sharla and Kevin are meeting with WIND to flesh out the letter of intent. The grant could help us grow telehealth throughout the state, should we be awarded.
- * Notes from previous meetings are posted on the WyTN website at <http://www.uwyo.edu/wind/wytn/>. Members can review notes from past meetings if needed.

University of Wyoming/WIND/WyTN (Corey Jenkins)

- * Wednesday, October 26th is the first WyTN webinar. These will occur on the last Wednesday at noon. If you haven't received an email announcement, please give Corey your email and he will add you to the distribution list. In the webinar we will discuss the benefits of using telehealth and provide a brief introduction to the Wyoming Telehealth Network (WyTN), including how to enroll and receive a few telehealth video-conferencing license. We will also review some of the barriers to adopting telehealth, and answer questions people might have about telehealth.

- * Looking to create a needs assessment for Wyoming providers, centered on telehealth. The survey will be sent in December. One, to find out where people stand with telehealth and help develop the webinar curriculum. Two, to frame some of the work we do here at WIND with telehealth.
- * Statistics for the month of October:
 - o In October we provided 4 new ZOOM licenses for telehealth
 - o Delivered 4 hours of technical assistance on ZOOM (technical assistance is free)
 - o Dip in hours of telehealth minutes recorded on ZOOM. In September we had 1821 minutes. For October so far we have 614 minutes of telehealth work using ZOOM.
 - o For comparison with past months:
 - July: 9 licenses and 3,073 minutes
 - August: 5 licenses and 2,480 minutes
 - September: 3 licenses and 1,821 minutes

Rural Health IT Coordinator, Office of the National Coordinator for Health IT, US
Department of Health and Human Services (Leila Samy)

- * Her portfolio is rural health and rural health providers nationwide.
- * One of the major issues she is working on is telehealth infrastructure and funding for building the infrastructure. Wyoming involved in initiative spanning 20 states. The goal is to build relationships between HHS resources and Department of Agriculture resources, bring in additional partners.
- * She is joining the call today because earlier this week Dr. Bush and Sharla and others presented at a workshop on some of the activities that are ongoing with telehealth. Focus on having ongoing dialogue around telehealth. She would like to get more plugged-in to who are the partners and the dynamics in Wyoming so that we can communicate with other funding partners.

Business Relationship Manager, Health Technology Services, Mountain-Pacific Quality Health (Deb Anderson)

- * Deb asked if there was a limit to what ZOOM could be used for. She wants to use ZOOM to facilitate a reunion call between a NICU nurse in New York and a nurse named Tina here in Wyoming who accepted an award from the Hospital Association and was inspired to become a nurse because of the NICU nurse who was there when Tina delivered her son 25 years ago. Corey offered WIND's assistance in helping to facilitate the reunion call. Sharla gave her blessing to use ZOOM to facilitate this reunion.
- * Kevin wanted to clarify that there are different license types depending on the use.
- * Working hard with HealthInsight, quin-QIO Utah, Nevada, New Mexico, and Oregon. Great webinar on a HIPPA breach provided by Mark Norby and Susan Clark from Wyoming. Mark is a HIPPA instructor with HealthInsight, and Susan is a consultant with Mountain-Pacific Quality Health.
- * Sharon Phelps joined Mountain Pacific, now senior account manager at Clinical Innovations. She will be in charge with how we coordinate and collaborate with multiple projects funding. Recently contacted to do work for CPC+ programs, and will have a call soon with caravan health and WWAMI about practice transformation.

VP, Wyoming Hospital Association (Neil Hilton)

- * Kevin Franke is hosting a meeting in Cheyenne in WDH offices next Tuesday at 3 pm. The intent is to give an opportunity to compare notes on quality improvement initiatives. Neil can send information out to those who want to call into the meeting who cannot be there in person.

Telehealth Coordinator, Cheyenne Regional Medical Center (Kevin Smith)

We had 310 total hours videoconferencing time last month, 138 of which are clinical hours. A lot of hours are telepsychiatry. There were 60 encounters outside the hospital (individual encounters to other facilities in Wyoming).

- Jan asked if anyone was compiling all the numbers we're tracking. Sharla, Kevin, Randy, and the WIND team meet every Friday for just these kinds of things. We're still talking about how to compile these numbers for the bigger picture. With the two different systems, we're still determining which metrics can be tracked through ZOOM and Polycom RealPresence.
- Deb Anderson wants to gather additional metrics, and the group can decide how to record and report this. She would like to see information on provider satisfaction with telehealth, the use of telehealth, and patient satisfaction with telehealth. This could possibly be another CMS innovations project.
- We still provide services to the court. We installed another room for the emergency department so that the assigned evaluator has a better place to testify. We have multiple title 25 court hearings 3x a week.
- We've done some additional education with legislators, preparing for the upcoming legislative session. Leila would like to hear more about what comes out of these conversations.
- Continue to meet with WIND to support and grow WyTN.

Enterprise Technology Services (Troy Babbitt)

- Continue working with state hospitals to getting their technology set-up.