Telehealth Best Practices
Sharing practical ideas during the COVID-19 pandemic

Attention All Participants
To Receive CME Credit
Text Code: 7F98F
To: 336-793-9317
*MyAHEC account is required for credit
For more instructions visit:
www.nwahec.org/textreg
NC Department of Health and Human Services

Telehealth Implementation Best Practices
Sharing practical ideas during the COVID-19 pandemic

Lakeisha Moore
Office of Rural Health

Dr. John E. Jenkins
Greensboro AHEC

Stan Kachnowski, PhD
Director of HIT Lab
Columbia Business School

RCC (Relay Conference Captioning)
Participants can access real-time captioning for this webinar here:

Jordan Berg
Telehealth Technology Assessment Center

May 11, 2020
Logistics for Telehealth Best Practices

Questions during the live webinar

Technical assistance
technicalassistanceCOVID19@gmail.com
Welcome safety net sites

North Carolina Office of Rural Health
SFY 2019 Safety Net Sites
Agenda

• CME is available (Lisa Renfrow)
• Presentation of Telehealth Best Practices in Creating a Digital Health Strategy (Dr. Jenkins and special guests – Stan Kachnowski, PhD – Columbia Business School and Dr. Sylvia Romm, Atlantic Health System)
• Telehealth Technology During COVID-19 - Telehealth Technology Assessment Center (Jordan Berg, Technology Assessment Specialist)
• Question and Answer (Robyn McArdle)
  • Please submit your questions through Q&A

Housekeeping

• This Webinar is being recorded and will be available on the ORH and AHEC websites with slides
• If we are unable to ask the presenters your question during the session, we will consider the question for future webinar topics. You can also e-mail questions after the session to questionsCOVID19telehealth@gmail.com
• Please include your name and e-mail address if you submit a question through the webinar Q&A function, especially Telehealth Billing and Coding Questions.
• The goal of today’s webinar is to highlight telehealth best practices in creating a digital health strategy and other telehealth resources specific to COVID-19.
• There are additional webinars and resources on COVID-19 clinical care, NC Medicaid updates, and more listed here for reference.
Telehealth Best Practices
Sharing practical ideas during the COVID-19 pandemic

Attention All Participants
To Receive CME Credit
Text Code: 7F98F
To: 336-793-9317
*MyAHEC account is required for credit
For more instructions visit: www.nwahec.org/textreg
To Register for Credit, text 7F98F to 336-793-9317

ACCREDITATION
This activity has been planned and implemented in accordance with the accreditation requirements and policies of the North Carolina Medical Society (NCMS) through the joint providership of Area L AHEC, Office of Rural Health, NC AHEC Program Office, Northwest AHEC, and Greensboro AHEC. Area L AHEC is accredited by the NCMS to provide continuing medical education for physicians.

CREDIT
The Health Education Foundation/Area L AHEC designates this educational activity for a maximum of 1.0 AMA PRA Category 1 Credits(s) ™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. All non-physicians will receive 0.1 hour of Continuing Education Units (CEUs), which is the equivalent of 1.0 contact hours.

DISCLOSURE
The Health Education Foundation/Area L AHEC adheres to ACCME Essential Areas and Policies regarding industry support of continuing medical education. Commercial support for the program and faculty relationships within the industry will be disclosed at the activity. Speakers and planners will also state when off-label or experimental use of drugs or devices is incorporated in their presentations. Presenters and planners for this activity have signed disclosures confirming they do not have commercial relationships and that they will not be discussing any off-label or investigational drugs. No commercial support has been received for this activity.

DEFINITION OF A COMMERCIAL INTEREST
A commercial interest is any entity producing, marketing, re-selling, or distributing healthcare goods or services consumed by, or used on, patients. The ACCME does not consider providers of clinical service directly to patients to be commercial interests. Within the context of this definition and limitation, the ACCME considers the following types of organizations to be eligible for accreditation and free to control the content of CME:
- Government organizations
- Non-health care related companies
- Liability insurance providers
- Health insurance providers
- Group medical practices
- For-profit hospitals
- For-profit rehabilitation centers
- For-profit nursing homes
- Blood banks
- For-profit organizations that advocate for commercial interests as a 501c organization
- For-profit organizations that advocate for commercial interests as a 501c organization
- They cannot serve in the role of joint sponsor, but they can be a commercial supporter.

Continuing education credit is available for participants who attend the live May 11, 2020 session only. Continuing education credit is not available for those who view the archived webinar.
You cannot escape the responsibility of tomorrow by evading it today.
Abraham Lincoln

Two conversations

Part One:
Stan Kachnowski, PHD MPA
Director | Digital Health Program | Columbia Business School, Executive Education
Chair | HITLAB

Part Two:
Sylvia Romm, MD, MPH, FAAP
Chief Innovation Officer
Atlantic Health System
Digital health solutions will help practices reach these goals

The four pillars of care delivery to keep and gain customers

The four “rights”
- Superior Access
- Reliable Care
- Leaner Costs Structure
- Value based Care

The three “bests”
- Experiences that create Lasting Relationships
- Customer Loyalty
- Structure

Value based Care

The four “rights”

Superior Access

Reliable Care

Leaner Costs Structure

Customer Loyalty

Experiences that create Lasting Relationships
Stan Kachnowski
PHD, MPA

Director Digital Health Program
Columbia Business School, Executive Education Chair
HITLAB
Digital Health Strategy

Contact Dr. Stan Kachnowski
212 543 0107
swk16@gsb.columbia.edu
Key Concepts
The Future of Digital Health
Thank you!
Contact Dr. Stan Kachnowski
212 543 0107
swk16@gsb.columbia.edu
LinkedIn
Sylvia Romm
MD, MPH, FAAP
Chief Innovation Officer
Atlantic Health System
Telemedicine Technology During COVID-19

Presented at the NCAHEC Webinar on May 11, 2020

Jordan Berg
Technology Assessment Specialist
Telehealth Technology Assessment Center
jjberg@anthc.org

Doris Barta
Program Director
Telehealth Technology Assessment Center
dtbarta@anthc.org
• TTAC is federally funded through the Office for the Advancement of Telehealth (OAT)

• TTAC provides Technology Assessment services to the 12 regional TRCs as well as the other national TRC.

• Between the three TTAC staff, there is over 50 years of experience in Telehealth
Provide FREE RESOURCES for Telehealth program development and sustainability

Telehealth Resource Centers

2 National Resource Centers

12 Regional Resource Centers
Overview

• State of Telemedicine Technology during COVID-19
  – Telemedicine Platform Trends
    • Security and Privacy

• Key Thoughts
  – Telemedicine Technology
  – COVID-19

• Questions
Telemedicine Video Platform
Trends: COVID-19

• Web-Based
• Direct to Patient in Home
• Mobile Platforms
• Link Based/No Download

Key Platform Dimensions:
• Deploy-ability
• Scalability
• Reliability
• Ease of Use
Telemedicine Technology Trends: Remote Monitoring

- Temperature
- SpO2
- Chronic Disease
  - Blood Pressure
  - Blood Glucose
  - Weight

Key Dimensions:
- Availability
- Integration and Interoperability
- Ease of Use
• Technology should always support the Use Case
• Hands-on is vital
• Obtain Support:
  – Clinical
  – Administrative
  – Technical/IT
Key Thoughts: Telemedicine Technology (Cont.)

COVID-19

• Using what the patient has
• Security and Privacy
• Plan past the Crisis
How to have TTAC help you...

1. www.telehealthtechnology.org

2. Ask us your technology questions.
Thank You

Contact Us:
www.telehealthtechnology.org
1-844-242-0075
Attention All Participants
To Receive CME Credit
Text Code: 7F98F
To: 336-793-9317
*MyAHEC account is required for credit
For more instructions visit: www.nwahec.org/textreg
Telehealth Technical Assistance is Available

Contact Us

Safety Net Health Care Providers
NC ORH Website - https://www.ncdhhs.gov/divisions/orh
Email – ORH_Telehealth@dhhs.nc.gov

Health Care Providers
NC AHEC - https://www.ncahec.net/practice-support/what-we-do/
Email - practicesupport@ncahec.net
facebook.com/ncahec twitter.com/ncahec

E-mail - ccncsupport@communitycarenc.org

State COVID-19 website: www.ncdhhs.gov/COVID19