

Reimagining Children's health in 2021 and Beyond

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HIMSS **21**

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Welcome



Carey Officer

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Conflict of Interest

Carey Officer, Operational Vice President, Center for Health Delivery
Innovation, Nemours

Victoria Rodino, Director, Telehealth Operations, Network Development
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Has no real or apparent conflicts of interest to report.

Agenda

- Nemours –
 - Setting the Stage – Who is Nemours
 - COVID-19 Telehealth Response & Results
 - Re-thinking Primary Care
 - Innovative Program Expansion
 - Building Sustainable Telehealth Delivery Models
- Children's Health –
 - Setting the Stage – Who is Children's Health Dallas
 - Virtual Services Offerings, Timeline & Achievements
 - Expanding Ambulatory Use Cases
 - Lessons Learned
 - Future of Telehealth at Children's Health

Learning Objectives

- Apply the rear-view mirror lessons from COVID-19 pediatric specialty care
- Describe the conditions that accelerated use of telehealth for children
- Explain key considerations in designing a pediatric telehealth program
- Identify the improvements in health outcomes that can result from a virtual approach
- Explain the role a hybrid care model can play in pediatric specialty and primary care

Nemours Children's Health

A leading multistate, multisite children's health system

● **Primary, Specialty, Hospital & Urgent Care**

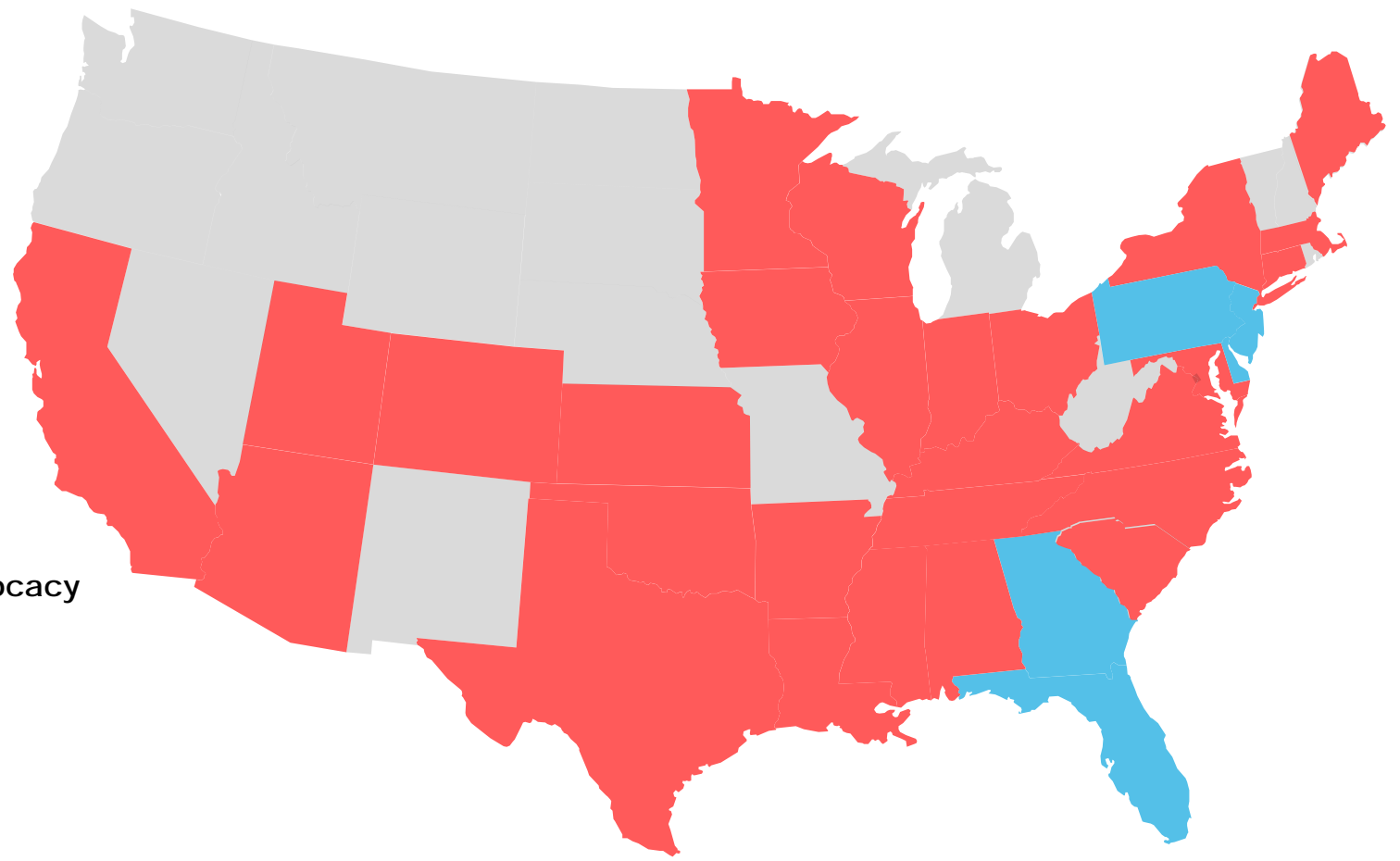
- 80 care locations in 5 states
- 1,8 million patient encounters
- 8,000 associates
- 900 employed physicians
- 3,800 Trainees
- \$1.9 billion annual revenue

● **National Office of Population Health & Advocacy**

- Early Childhood Education
- Learning Center
- ReadingBrightStart!

● **Nemours KidsHealth**

- Available in 50 states and worldwide



Well Beyond Medicine

Nemours seeks to transform the health of children by adopting a holistic health model that utilizes innovative, safe, and high quality care, while also caring for the health of the whole child beyond medicine.

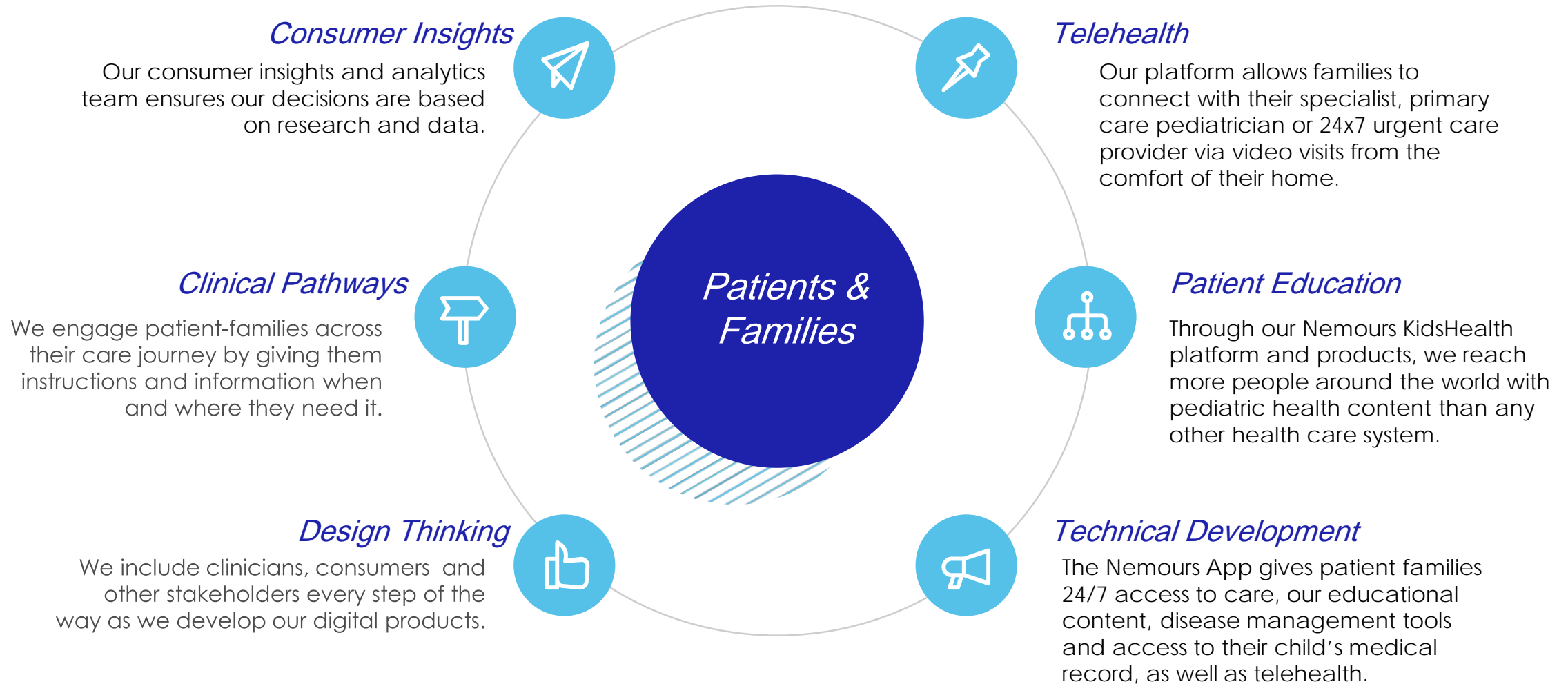


*Nemours
Center for
Health Delivery
Innovation*

Vision

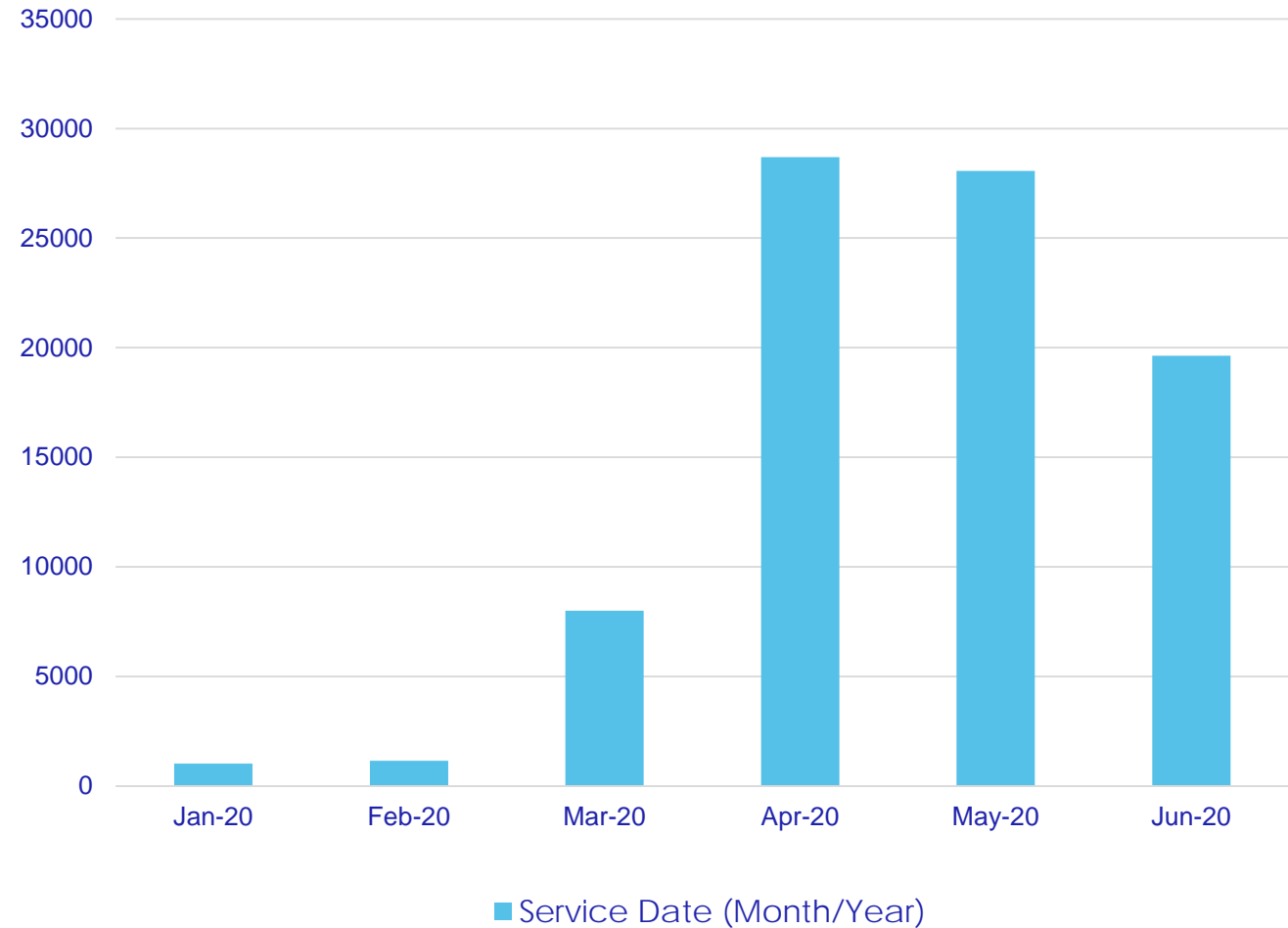
Transforming how health care is delivered by leveraging technology to improve access to pediatric care – meeting patients and families where they are.

Making Health Care Simpler



COVID 19 Transforms Telehealth

2,395% Increase



On-Demand Urgent Care Visits

- 24/7 virtual access to care
- Nemours-employed pediatricians
- Licensed in seven states (Fla., Ga., Ala., Md., Del., Pa., N.J.) – Nemours catchment area
- Integration with on-call nurse triage and primary care offices
- Volume surge created need for more practitioners

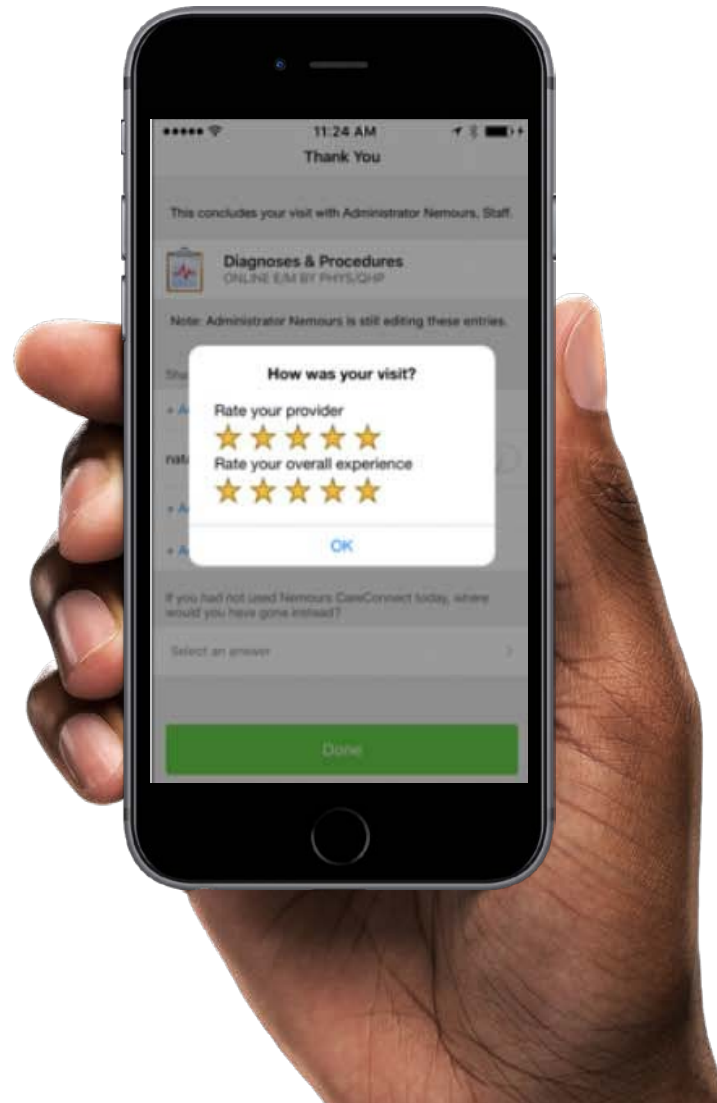


Telehealth Specialty Offerings

- Adolescent Medicine
- Allergy
- Anesthesiology
- Cardiology
- Cardiothoracic Surgery
- Critical Care
- Communicative Disorders
- Consultative Pediatrics
- Continence Clinic
- Dermatology
- Developmental Medicine
- Adolescent Medicine
- Endocrinology
- Gastroenterology
- Genetics
- Hematology/Oncology
- Infectious Disease
- Integrative Medicine
- Interventional Radiology
- Maternal Fetal Medicine
- Neonatology
- Nephrology
- Neurology
- Neuropsychology
- Neurosurgery
- Nursing
- Nutrition
- Occupational Therapy
- Ophthalmology
- Orthopedics
- Otolaryngology
- Palliative Care
- Perinatology
- Physical Med and Rehab
- Physical Therapy
- Plastic Surgery
- Psychiatry
- Psychology
- Pulmonology
- Respiratory Care
- Rheumatology
- Social Work
- Sports Medicine
- Surgery
- Transition of Care
- Transplant Surgery
- Urology
- Weight Management

Experience Ratings

Patient family was prompted to respond to two survey questions upon completion of visit.



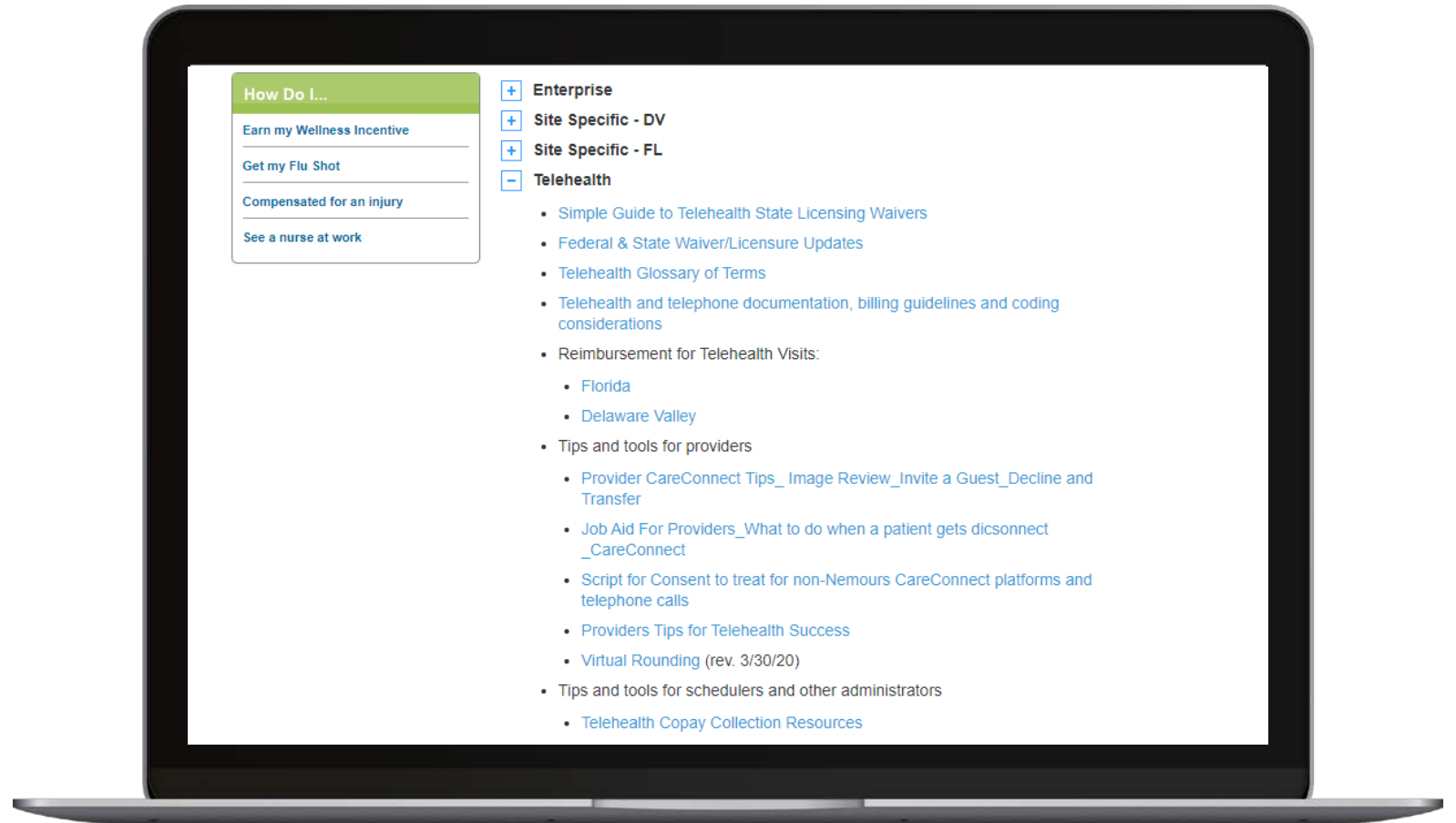
4.9/5 stars for Provider Experience



4.8/5 stars for Platform Experience

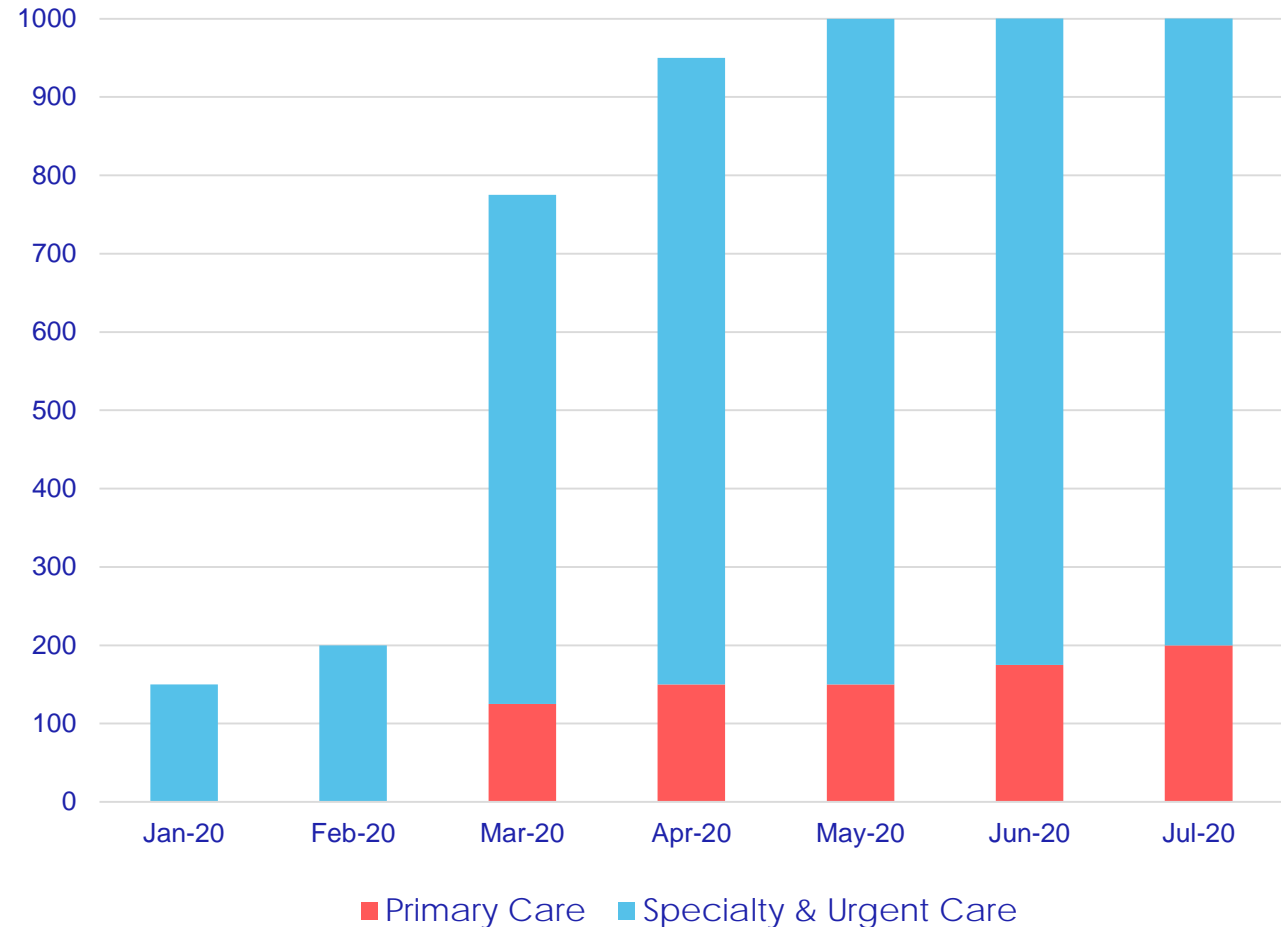
Ramping Up

We were successful in maintaining our patient satisfaction while ramping up many providers because: We had training protocol in place, created open office hours for questions, built accessible tools on a central intranet page, and provided real-time support.



Active Telehealth Providers

Rapid Adoption



Top 15 Specialties

Determined by
Visit Volume

Specialty	Visits
Primary Care	46,176
Psychology	36,737
Communicative Disorders	12,462
24/7 Urgent Care	10,116
Psychiatry	6,915
Neurology	5,949
Gastroenterology	5,734
Nutrition	3,928
Allergy	3,208
Weight Management	3,198
Orthopedics	2,700
Pulmonology	2,685
Urology	2,664
Endocrinology	2,193
Developmental Medicine	2,045

Primary Care: Rethinking Model With Tele-Well Visits

- Hybrid CareConnect visit and outpatient tent immunization visit.
- Despite a 36.3% decrease in well child visits, there was only an 18.8% decrease in the number of immunizations given (45,764 in 2020 vs 56,348 in 2019)
- Visits were performed either before, the same day, or after.



Building Sustainable Workflows

- Appropriate modality – building decision tree workflows for each subspecialty, accessible by all schedulers
- Integrated translation services
- Integrated tele-product that launches scheduled video visits from Epic, Haiku or Canto – no separate app or login.
- Patients can join through the Nemours app OR can receive invitation text or email separately
- Providers can leverage screen sharing functionality
- Handoff features that enable clinic staff/support workflows and multi-specialty visits.



Tackling Digital Literacy and Access

Digital Literacy

- Written and video instructions in multiple languages
- 24/7 consumer call center in English and Spanish

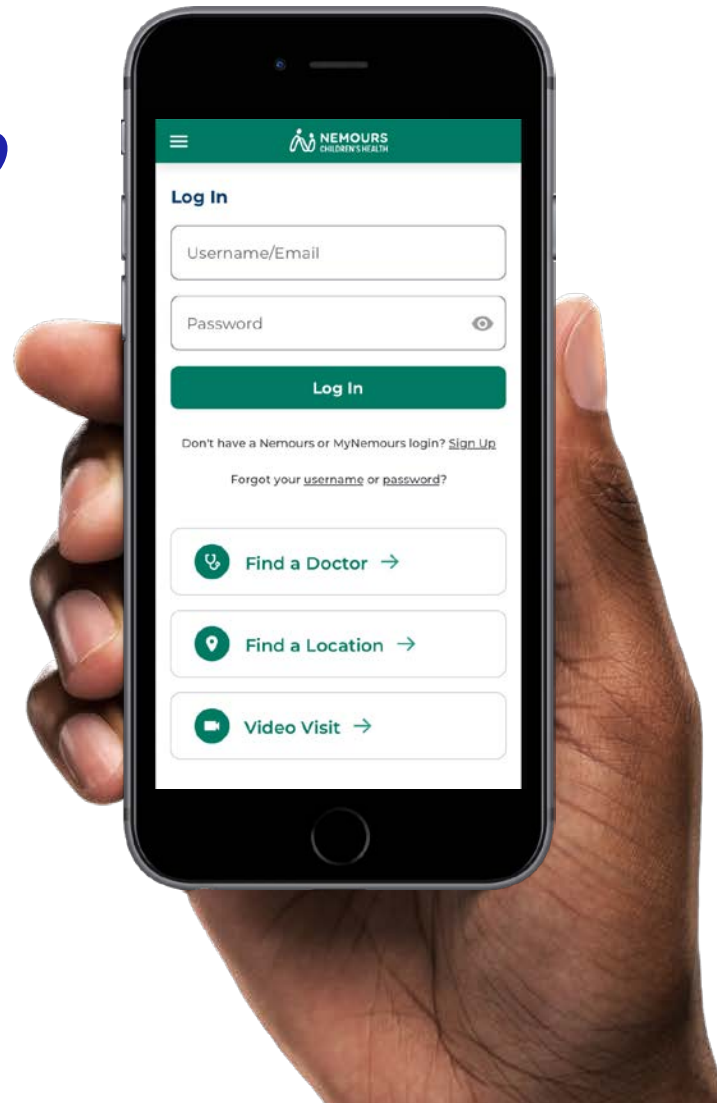
Digital Access

- Lower bandwidth digital solutions for connecting
- Workflows for connection failures
- Move to a single sign-on application for telehealth and patient portal



Nemours App

Bringing the best content & tools together for our patient families



1

Patient Portal

- Scheduling • Messaging • Test Results & Refills • eCheckin • Questionnaires

2

Telehealth

- 24/7 On Demand • Scheduled • After-Visit Summaries

3

KidsHealthEducation

- Health content for Parents, Kids & Teens • Patient Instructions • Instructional Videos

4

Custom Features

- Heart Loop • Concussions, Wayfinding, etc. • Asthma • High-Risk Cardiac

Building Sustainable Telehealth Delivery Models

- Easy to connect
- Reliable platform with built-in security
- Integrate into existing workflows
- Support should be simple
- Multi-channel delivery will be key



*Children's
Health Dallas*

Mission

Make life better for children

About Children's Health

- 100-year history providing care exclusively to children from birth to adulthood
- Three world-class hospitals and 38 locations in North Texas
- Dedicated team of experts in more than 50 pediatric specialties
- 10,000 team members strong providing care to nearly 300,000 children per year
- Academic affiliation to premier medical school and research institute, UT Southwestern Medical Center



Children's Health Virtual Service Offerings



Children's Health Virtual Visit enables enhanced access to care for new and follow-up outpatient visits.



Children's Health Remote Patient Monitoring (RPM) program allows our expert team to monitor their health status and progress outside of traditional clinic visits.

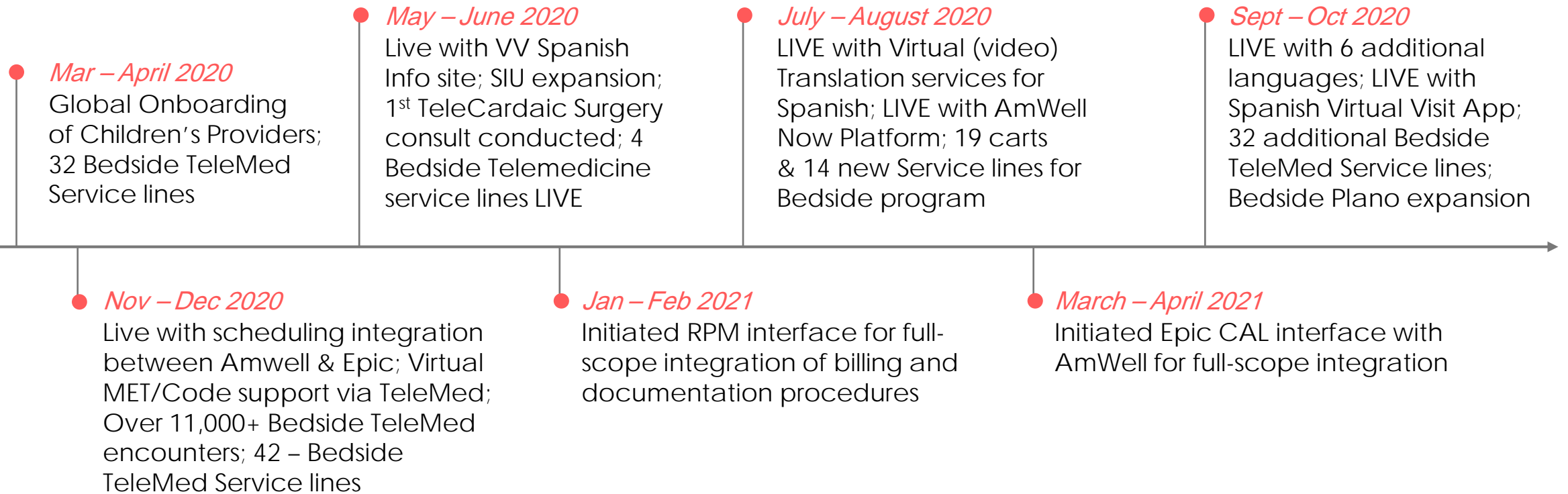


Children's Health School Telehealth enables students' access to care while in the school setting.
Children's School TeleBehavioral Health Program allows students to connect with our BH providers for counseling.



Children's Health Telespecialty & Bedside Program enables enhanced access to care for site-to-site and bedside virtual consults.

2020-2021 Innovation and Achievement Timeline



Expanding Ambulatory Use Cases

- Primary Care
- Complex Care
- Specialist Care
- Behavioral Health
- Enterprise Care Management
- Ambulatory Outpatient Transitions
- Specialist Referral
- School Telehealth
- School TeleBehavioral Health
- School Telehealth @ Home for Virtual Students



Virtual Health by the Numbers



85,109

Ambulatory
Virtual Visit Patients



1226

VV Providers
Trained

106

Languages
available



74

Virtual Visit
Ambulatory Clinics



973

Bedside Nurses
Trained



61

Bedside
Service Lines



2918

RPM Participating Patients



3550

Bedside Visits



250

School
Telemedicine sites



1658

School-based Behavioral patients



170

TeleSpecialty
ER



177

TeleSpecialty
NICU



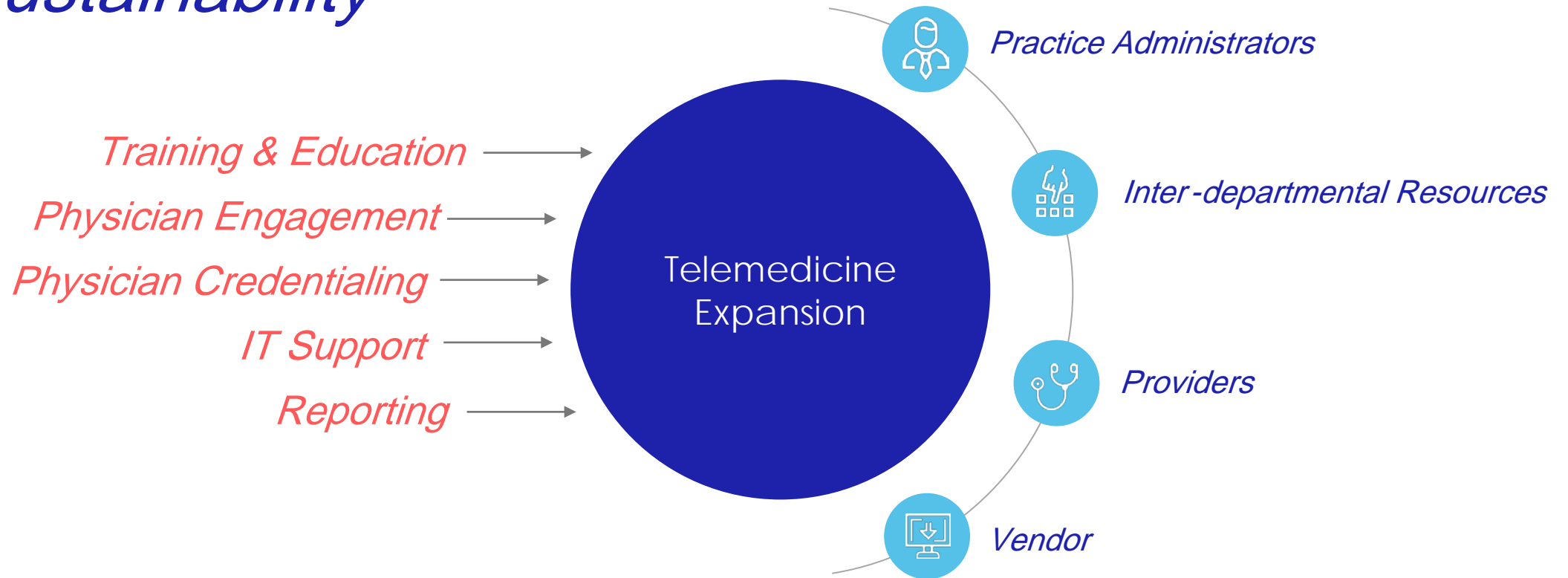
12 Consults



208

School-based
Behavioral Health sites

Enhancing Program Sustainability



OPTIMIZE

GROW

EVOLVE

Lessons Learned for Future Implementations



CONNECTIVITY

IT Support &
Device demand



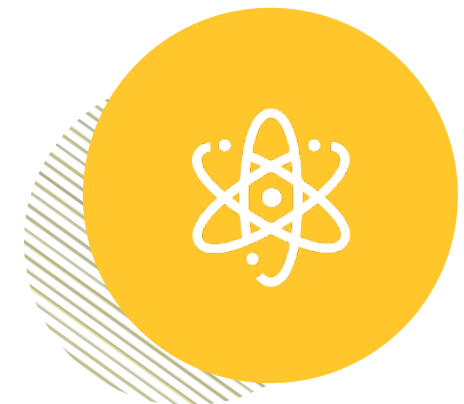
PLATFORM REQUIREMENTS

Integration



STREAMLINING MASS EXPANSION

Automated Physician
& Administrative
Support Training



SENSITIVITY TO PATIENTS' NEEDS

Digital & Health
literacy

Future of Telehealth at Children's Health

- “Telehealth is here to stay”
- Goal of 20% of all visits will be virtual
 - Allows expanded access to in-person visits for new patients
 - Improving management of high-risk and rising-risk patients.
- Nurse Advice Line enabled through voice, chat and video.
- Every bed in the health system is now telemedicine capable.





Questions?

Thank you.

Nemours® children'shealth?®