

Successfully Creating Multispecialty Programs In Rural Arizona



Summit Healthcare



Regional Medical Center with 89 bed non-profit hospital and 17 clinics (2 RHC) serving White Mountains and larger Northern Arizona geographical area.

How did Show Low get it's name?





50 miles to WMRMC

150 miles to NAH in
Flagstaff

200 miles to Tucson or
Phoenix

In the beginning it was hard...



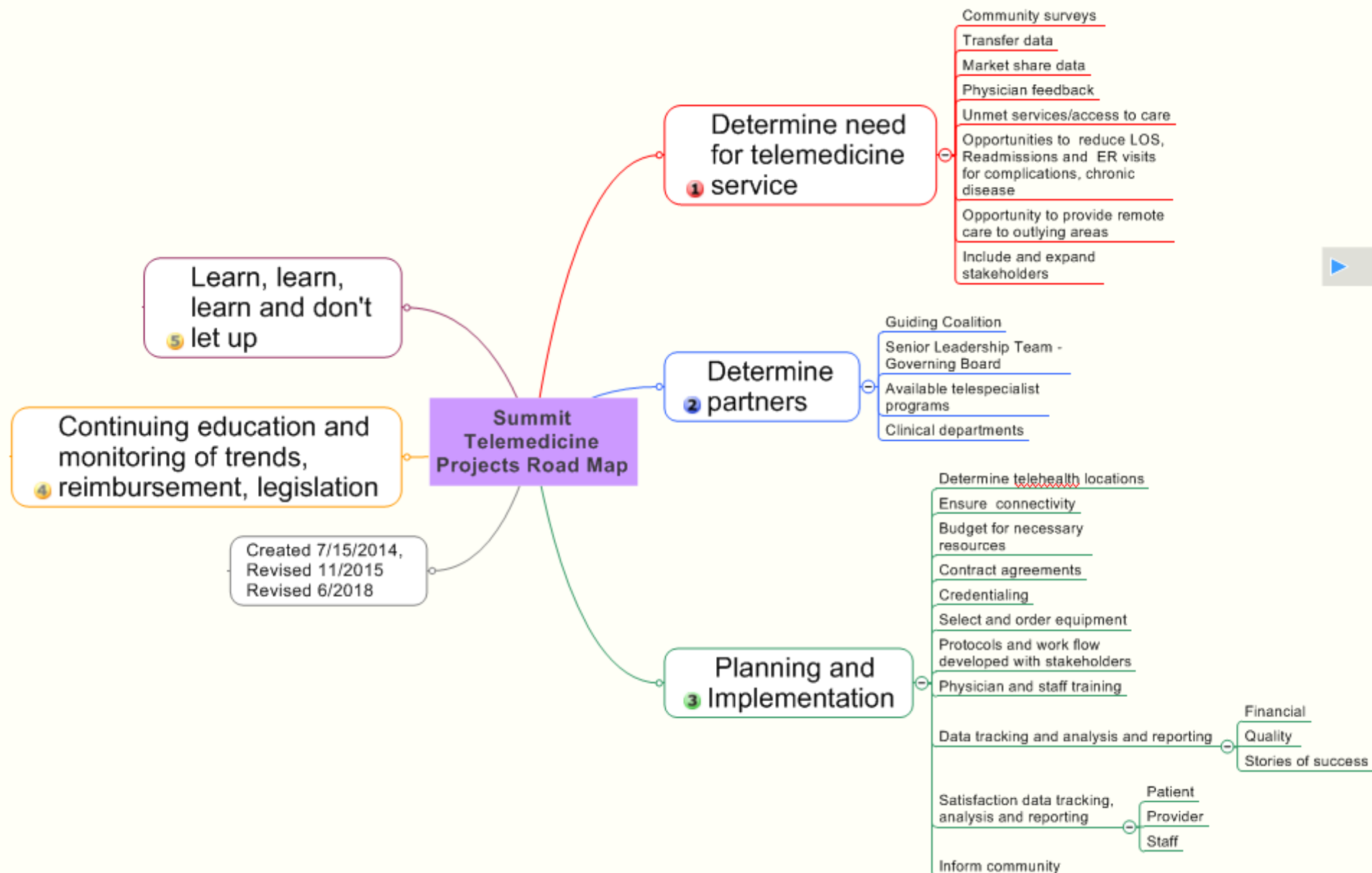
Our First Telehealth Champion

Forward thinking - Jeffrey Northup, DO

- Initiated Teleneonatology program - 2011
- Entered into contract for Telestroke – 2013
- Needed a process/implementation helper (2012 -2013 ish) – Fredda asked to help

Goal: Always to keep community members in community whenever possible





We are grateful for...



P10RH26886 – Rural Healthcare Network Development Planning Group
DO4RH28414 – Rural Health Care Services Outreach Grant

Network Partners

ARIZONA
TELEMEDICINE
PROGRAM



Serving Navajo County Since 1966

Community Counseling Centers, Inc.



After Hours Crisis Number



Banner Health®

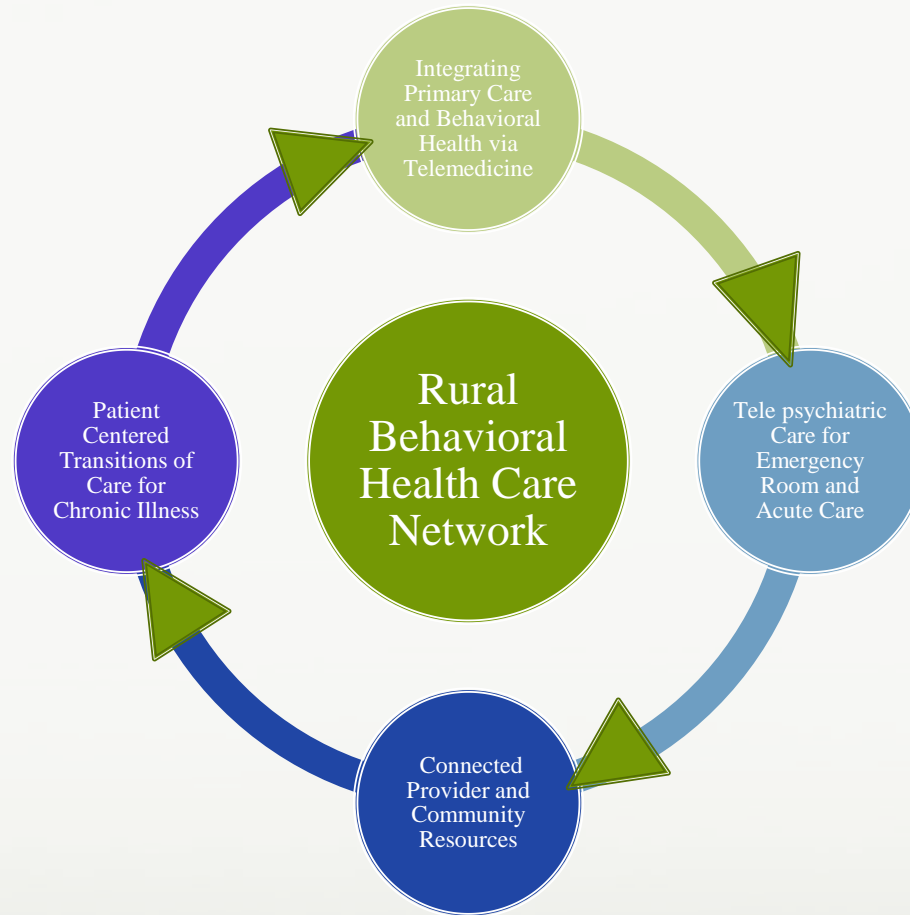


Gaps Identified – Populations Served

- Adolescents and Pediatrics
- Geropsychiatric care
- Homeless population
- Crisis line/Social network for adolescents
- Suicide prevention programs

Gaps Identified - Systems

- Electronic Health Record
- Integrated behavioral health services and primary care
- Reimbursement issues



Summit Healthcare Service Area – Show Low, Arizona

2016

- Summit Foundation Funding Raising Event
- Dark Skies and Black Ties – Proceeds targeted for Telehealth

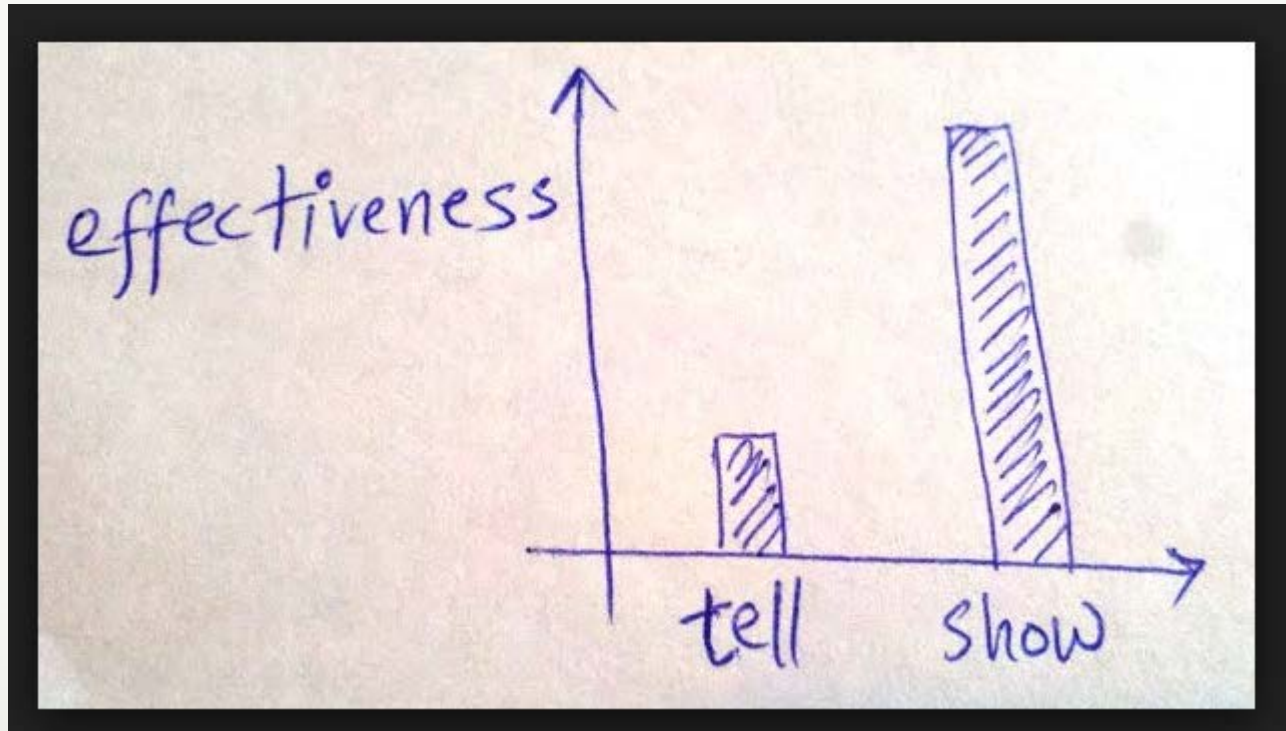
Results to date

- 1400 telehealth encounters 2017
- Outstanding relationship with clinics
- Integrated behavioral health implemented
- Mental Health Tech position created and training in progress
- Geropsychiatric inpatient unit in planning stages
- Chronic Disease Management program implemented
- Telespecialties implemented
- Crisis Stabilization Unit established at Change Point



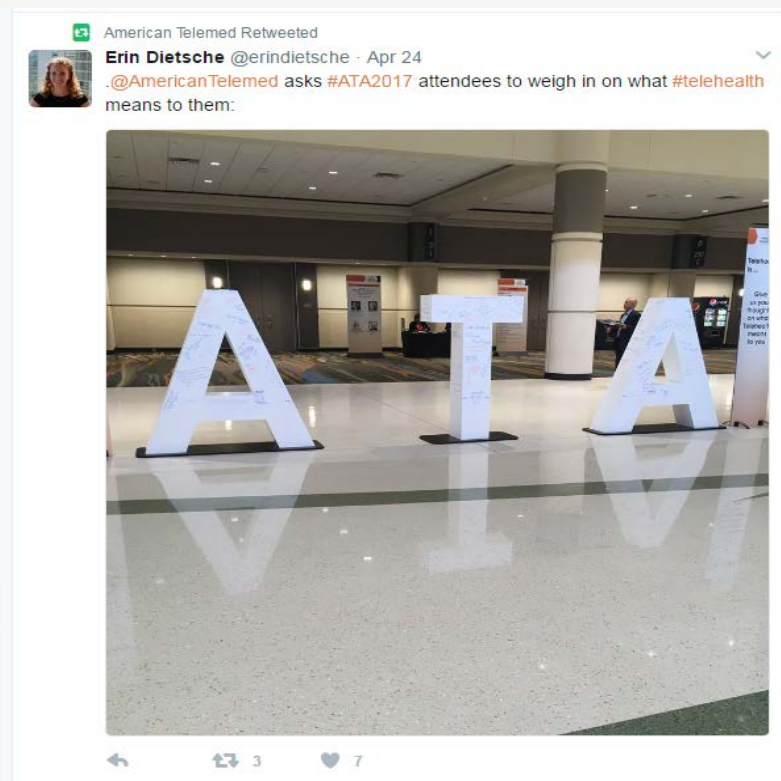
Alan DeWitt, MD
CMO and Telehealth Champion
Extraordinaire

Showing is better than telling



Connect to the mission and vision

- What is the problem you are trying to solve
- Always look for how to solve a problem
- Governing Board retreat presentation
- Field trips
- Community survey
- Navajo county survey
- HRSA grants – invaluable - Make the network bigger
- Keep communicating – there is never too much communication
- Telehealth now part of strategic plan



Learn and use resources



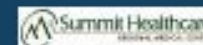
We Rocked our Medical Staff Services Department's World

Telemedicine Credentialing by Partial Proxy with Summit Healthcare

An overview of the Credentialing Process



Medical Staff Services



More telehealth coordination resources needed to manage and to continue to grow


- Kristi to the rescue!!



Summit Healthcare

Summit Telehealth Programs

Current programs

- Telestroke
- Telepain
- E-Icu
- Telenephrology
- Telebehavioral health
- Video Language and ASL Interpretation
- Remote patient monitoring
- Telegenetics
-  Virtual urgent care

In progress

- Telepsychiatry
- Teleperinatology
- Telepediatric cardiology
- Telepediatric neurology
- Telecardiology
- Teleoncology
- Teleneurology
- Virtual sitter
- Teleburn
- Tele EMS
- Telediabetes education

Additional Service Lines

- Stroke Care – Currently seeking Primary Stroke Center Accreditation
- Inpatient dialysis program - estimated \$ 1.3 million savings related to decreased air transports for renal patients needing inpatient dialysis in first year

It takes a community



Southwest Telehealth Resource Center

Arizona Telemedicine Program

Mayo Telestroke/Teleneurology Program

Banner Telehealth Program

Change Point Integrated Healthcare

Gigi Sorenson Telehealth and Community
Connected Care Team- NAH

Navajo County Jail and Juvenile Detention
Center

Navajo County Public Health Department

Teladoc

mTelehealth

Advanced ICU

Telespecialists

Phoenix Children's Hospital

Dignity Health

Maricopa Integrated Health – Burn Center

Add remote monitoring partner

Summit Foundation, leaders, providers and
staff

Avizia

Global Med

Iron Bow

HRSA Rural Health Network Development Program

*Network for Improved Outcomes in Rural Emergency Care -
NIOREC*



Project Goals

Reduce
Unnecessary
Visits to ER

Reduce Time to
Treatment for
Critical Patients

Reduce
Hospital
Readmissions

Strategic Objectives

Telemedicine
Equipment &
Infrastructure

EMS Treat &
Refer

Community
Paramedicine

Coordination
of Care

Education &
Outreach

Network Mission & Vision

- **Mission:** “Delivering the right care, at the right time, in the right place”
- **Vision:** “To have a sustainable mobile network of healthcare services leveraging partnerships and technology”

Network Funding

- **HRSA Network Development Grant:** 3 Year Funding Period by the RHND Program which supports established health oriented networks with a history of collaboration to develop and maintain collaborative relationships to integrate systems of care administratively, clinically & financially.

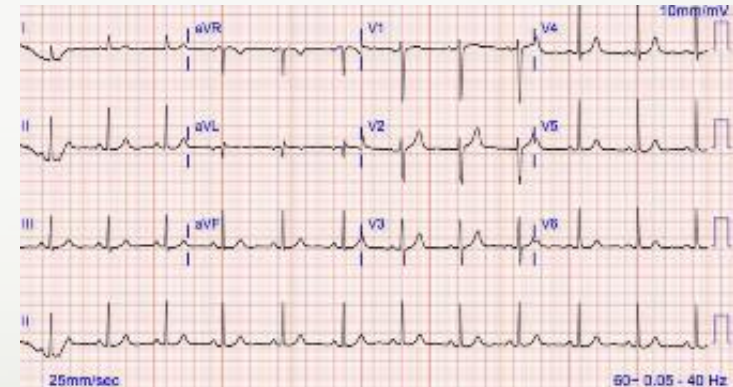
Major Accomplishments

Year 1

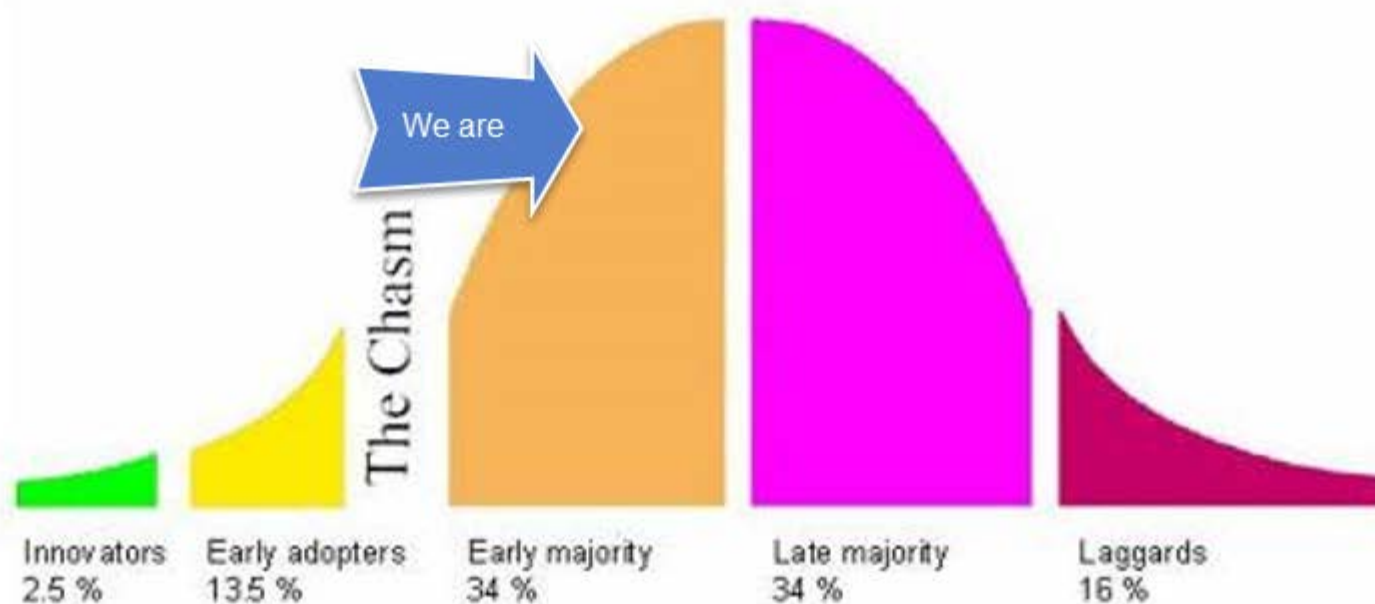
EMS Vehicles
Equipped
Mobile Routers

Tested Tablets
& Portable
Exam Units

12 Lead
Transmissions



Roger's Innovation Adoption Curve



Trying to convince the mass of a new idea is *useless*.
Convince *innovators and early adopters* first.

E.Rogers, Diffusion of Innovations

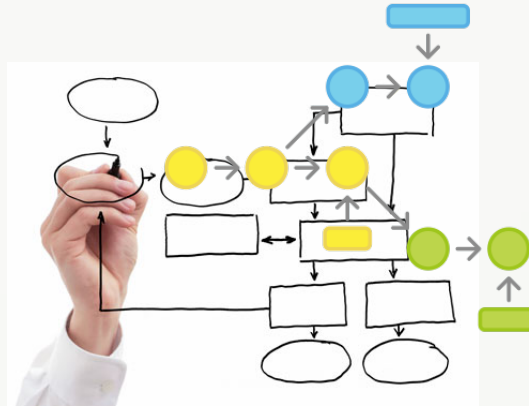


- Teleendocrinology
- Teleneurology
- Telepsychiatry
- Telerheumatology

Lessons Learned and Learning



Moving parts



Workflow



Costs, cost avoidance and reimbursement



Contracts, credentialing, standards, licensing



Equipment/
software/
Connectivity



Partners/providers/patients/stakeholders

