



Our vision is to create a diverse network of specialists who collaborate with healthcare providers to deliver essential services through telemedicine to rural populations in Southern Arizona.



Telehealth Program Overview



Overview of Telehealth (excluding Concert Health)

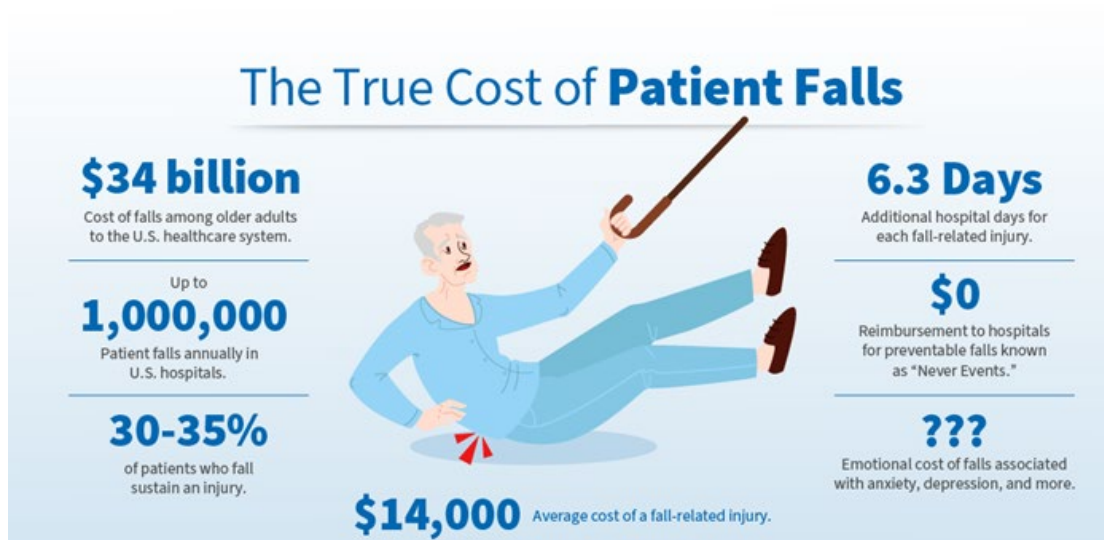
Benson Hospital & NCCH Telehealth Use Cases	Patients Served/Visits
ER-COVID+ Suspected Patients	840 on Facetime 726 on Vitalchat (Switched platforms on 09/21/2021)
Inpatient Nursing Safety & Fall Precautions	1700+
Outpatient Rehab	76 Visits
Inpatient Rehab	37 Visits
Family Healthcare & San Pedro Clinic	1500 Visits
NCCH Usage	850+



Virtual Patient Care Plans

- ▶ Can include family members living anywhere in the world
- ▶ Used to bring in offsite staff
- ▶ Helps limit the number of people physically in the room (Covid-19 infection control)
- ▶ Technology permits PT, case management, hospitalists, dietary and pharmacy to still participate interactively

Inpatient Safety & Fall Prevention



Benson Hospital Telehealth Safety

- ▶ 1700+ VitalChat calls made for patient safety
- ▶ VitalChat offers 24/7 monitoring capability on confused or other high-risk fall patients
- ▶ Patients can be Monitored from multiple workstations
- ▶ There is a smart view AI that can also alert staff of patient movement

COVID - Infection Prevention - Limit Exposure

Communication

- ▶ Telehealth is used to communicate with patients in negative pressure rooms
- ▶ Reduces PPE usage
- ▶ Saves staff time
- ▶ Keeps staff safer



Emergency Department

Telehealth Consults to Prevent Unnecessary Patient Transfers

- ▶ General surgery with Saguaro Surgical (in process)
- ▶ Upcoming ER/Inpatient pilot with Specialist TeleMed for Cardiology
- ▶ Patients communicate with family waiting outside (due to Covid-19 protocol)



Tele Behavioral Health

- ▶ Done in conjunction between PCPs and Concert Health
- ▶ Concert creates care plans and make medication recommendations
- ▶ **189** patients referred; 146 patients accepted care
 - ▶ Concert and Benson PCPs have seen a **58% 90-day** improvement rate* for patients in the program

*Improvement rate is the percent of patients with a 50%- or 10-point reduction PHQ9/GAD7 score

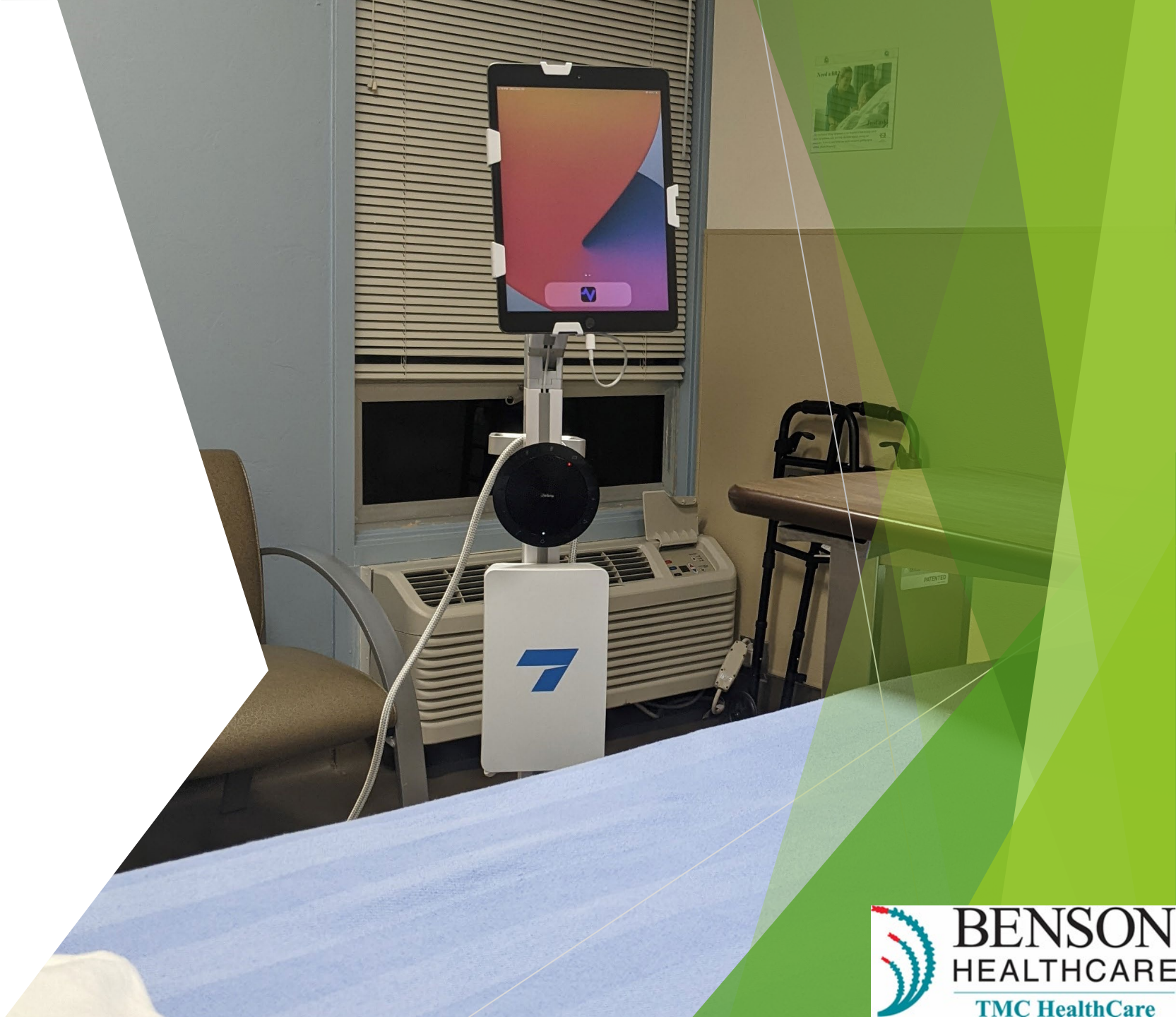


concert health™

EMPOWERING INDEPENDENT PHYSICIANS

Inpatient

- ▶ Patient Visitation with Family
- ▶ Dietary - Nutrition Consults
- ▶ Clergy visits
- ▶ Remote Hospitalist patient checks
- ▶ Patient Safety



Outpatient

- ▶ 3rd Party appointment inclusion (family, friends, clergy)
- ▶ 1500 PCP Telehealth Visits
- ▶ Specialty Physician Appointments (Starting with Rheumatology)
- ▶ Expanding Services into Huachuca City



Expanding Care to Huachuca

City



Primary Care

Provide basic care at a convenient local location via telehealth with specialized equipment

One of our family medicine practitioner's will provide primary care Mondays and Thursdays at the local library via video chat. This will include an onsite MA to handle all set up, assist with exams, etc.

Partnership

We hope to partner with programs in the community to provide a more well-rounded health experience

Including: The Community Garden, Healthy Living Classes, and Tai Chi

Integration

Seeing a BH provider as a PCP allows for better continuity of care as all our facilities are integrated within one EMR

More people choosing to travel to Benson for ER visits, labs, imaging, etc.

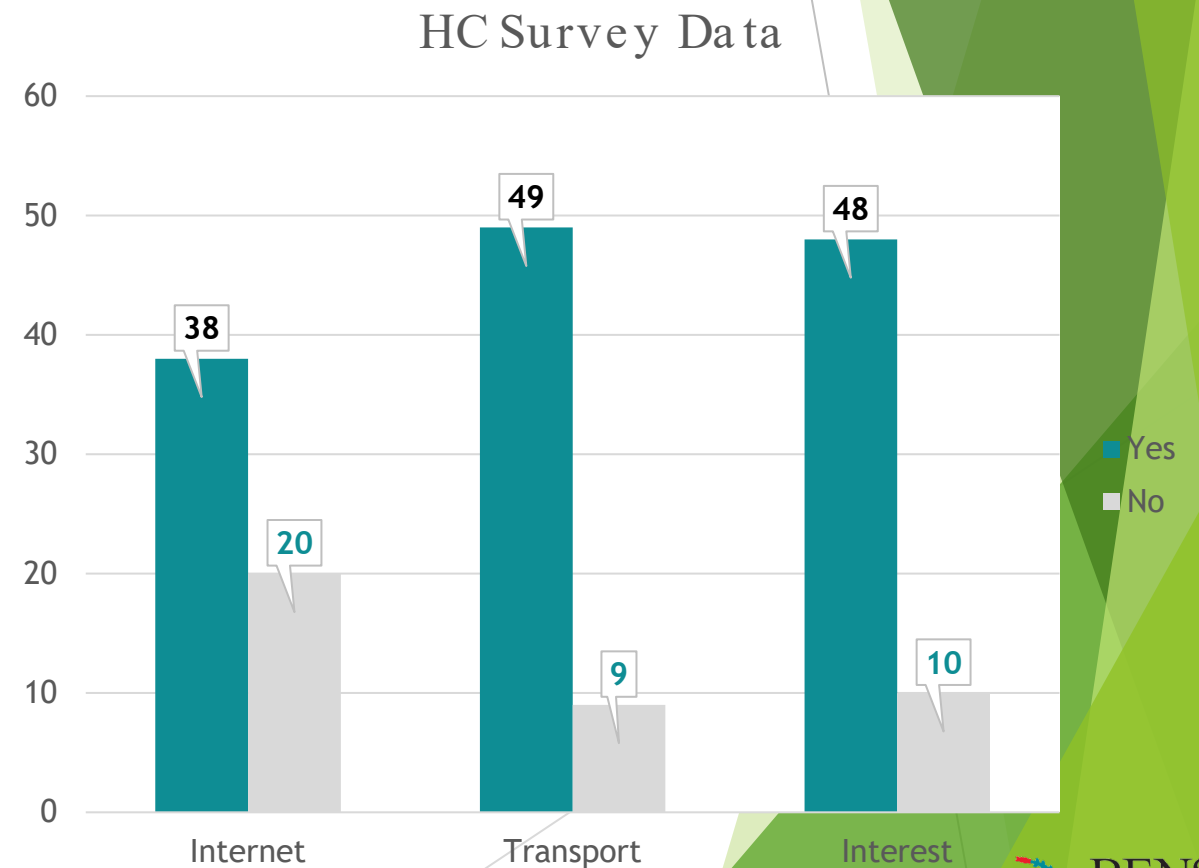
Huachuca City Survey Results

Partnered with Stephanie Fulton and Sepp Sprietsma to send out a four-question survey to the community

Collected data throughout the month of March relating to internet capabilities, transportation reliability, and interest in services being offered

One free type question which allowed community members to suggest services they would like to see

Over 50% requested services covered under primary care



Questions???

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