



NAH Virtual Care

NAH Virtual Care Updates

Presented by

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N O R T H E R N A R I Z O N A H E A L T H C A R E





Pre COVID-19 Virtual Care

2010

- Tele-Stroke program started at FMC

2011

- Tele-Stroke expanded to VVMC
- NAH/NACP to hold virtual Cardiology clinics with patients in Peach Springs, Pinon & Havasupai
- First NAH RPM program began as a pilot

2012

- Tele-Burn program started in partnership with AZDHS

2013 - 2020

- NAH partnered with PCH to provide pediatric specialty coverage
- Tele-Stroke & Tele-Neuro coverage at FMC, VVMC & Sedona
- NAH/Banner - Movement Disorder Clinic
- Etcetera, etcetera



Virtual Care Expanded

- The week of March 13, with the announcement of the COVID-19 PHE
- Partnered with members of several other departments to develop and deploy a Zoom virtual visit protocol throughout NAH and community providers throughout the NAH service areas in the region



Post COVID-19 Virtual Care

- The number of virtual visits went from less than 0.01% to upwards of 80% during the height of the pandemic and then leveled out to around 18-30%, depending on the service line, during that immediate post-pandemic period.
- Virtual Care became a top initiative for NAH
- December 2021 NAH was awarded just under \$1,000,000 in funds from the FCC COVID-19 Telehealth Program

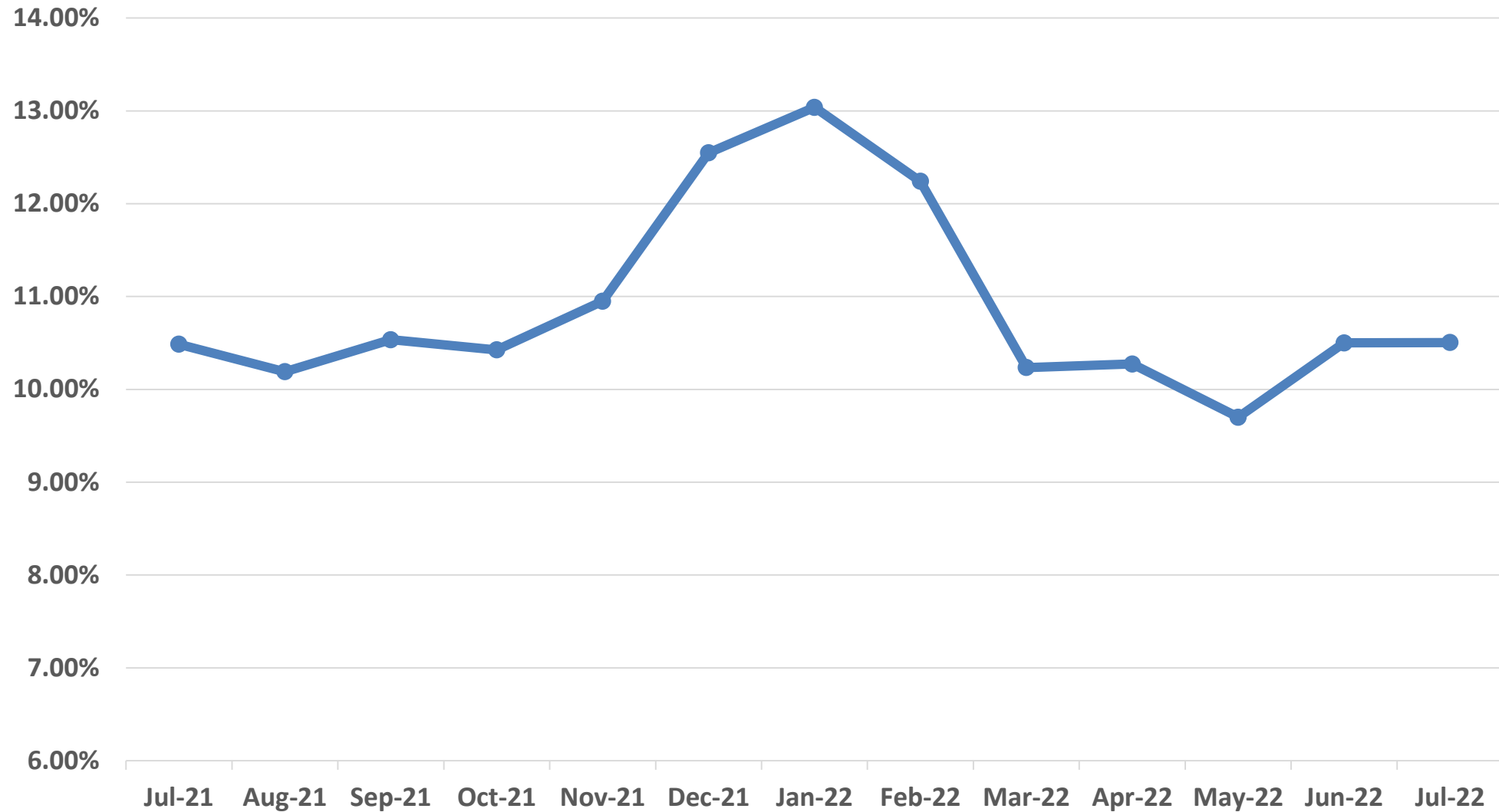


Amwell Virtual Visit Platform

- A vendor selection process was completed to select a virtual visit vendor
- NAH selected Amwell as its virtual visit platform partner
- The new platform went live on January 10, 2022 with scheduled visits
- NAH staff and providers able to send an invite and launch a virtual visit directly from patients' Cerner EHR



NAH VIRTUAL VISITS PERCENTAGE OF ALL APPTS





NAH Remote Patient Monitoring Program

- NAH has provided RPM to patients with chronic conditions since 2011
- Re-launched RPM Program November 2021
 - Partnered with Health Recovery Solutions (HRS), Best in KLAS 2020-2022
- Outpatient Care Management
 - High-risk patients with chronic or acute conditions: CHF, HTN, COPD, Covid-19, Pain Management, Pre/Post Surgical Management, Weight Management, Medication Adherence, among others.



HRS Cerner Integration

- Providers initiate enrollment by completing the Cerner RPM order form
- Biometric data and clinical notes flow into Results Review under the Clin Assess tab

May 05, 2021 0:00 CDT - May 05, 2021 23:59 CDT (Clinical Range)

Results	5/5/2021 16:58 CDT	5/5/2021 17:00 CDT	5/5/2021 17:01 CDT	5/5/2021 17:03 CDT	5/5/2021 17:05 CDT
Remote Monitoring					
<input type="checkbox"/> Weight-Remote Monitoring		200			
BP Systolic/Diastolic-Remote Monitoring					
<input type="checkbox"/> Systolic Blood Pressure-RemoteMonitoring	150				
<input type="checkbox"/> Diastolic Blood Pressure-RemoteMonitoring	90				
<input type="checkbox"/> Oxygen Saturation-Remote Monitoring					92
<input type="checkbox"/> Blood Glucose-Remote Monitoring			175		
<input type="checkbox"/> Heart Rate-Remote Monitoring	85				75
<input type="checkbox"/> Temperature Oral-Remote Monitoring				98	

Result Details - TESTPT, BETSY

Result History

Value

testing note ---- Current Patient Metrics ---- Blood Pressure: 150/90, 85bpm Glucose: 175mg/dl Pulseox: 92%, 75bpm Temperature:

Result Action List

Remote Monitoring Notes

testing note ---- Current Patient Metrics ---- Blood Pressure: 150/90, 85bpm Glucose: 175mg/dl Pulseox: 92%, 75bpm Temperature: 98 Weight: 200lbs Note Created at: 05/05/2021 05:08 PM ET By: Drew Tech

Date/Time May 05, 2021 17:08 CDT

Contributor System HRS

Status Auth (Verified)

[Trend](#)

5000829996 Forward... Print... Close



Health Recovery Solutions Updates

Recent code upgrade

PatientConnect user upgrade – PatientConnect 3.0

Preferred cellular carrier – AT&T FirstNet

Key Features Include:

- Bluetooth biometric remote monitoring
- Real-time video calls, phone calls, and texting
- Symptom surveys
- Condition-specific education
- Medication reminders
- Wound imaging
- Customized risk alerts
- 24/7 Tech Support
- PatientDirect kit delivery directly to patient's home





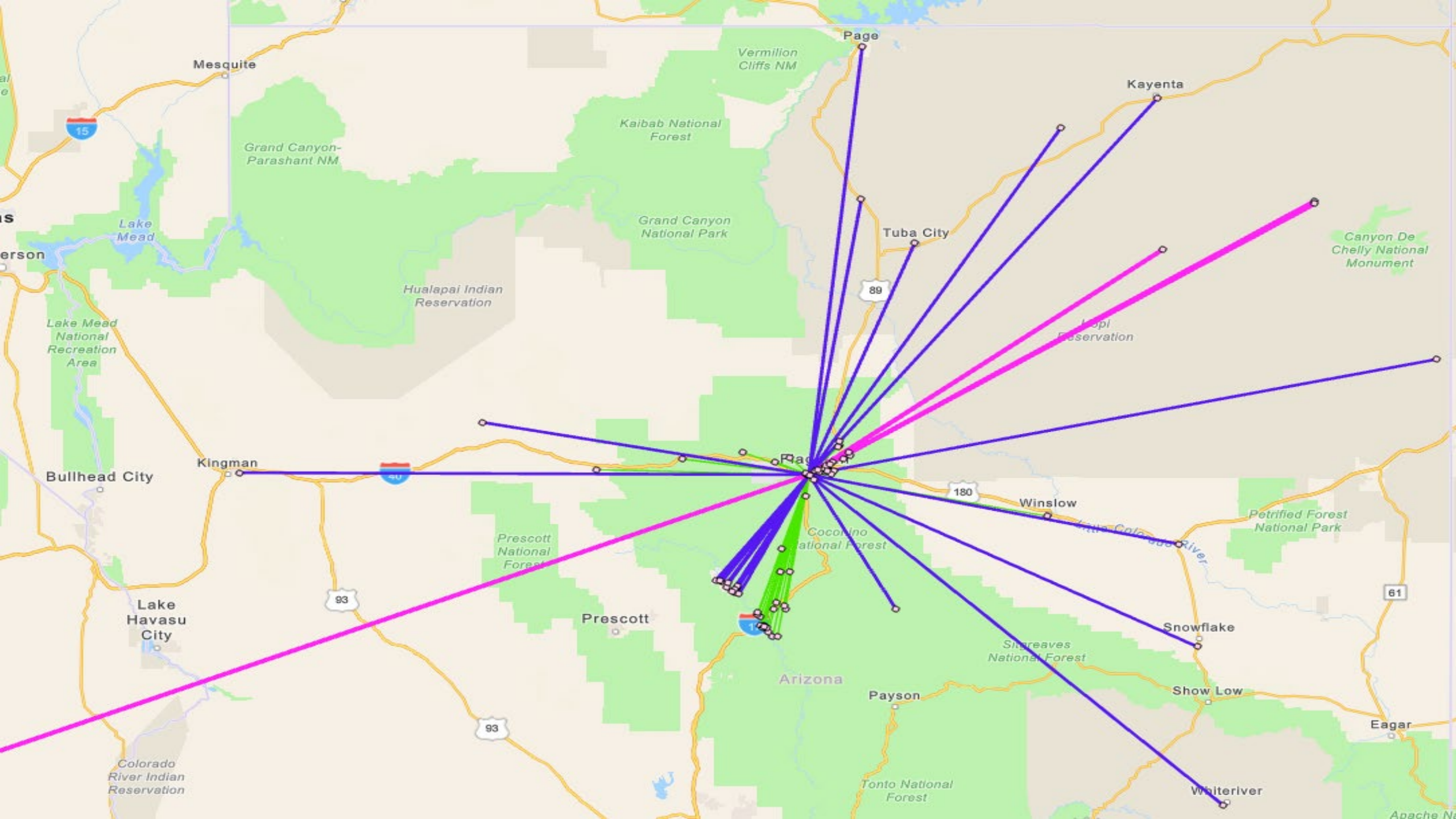
The First 100 Patients

Demographics

- Patients Enrolled – 100
- Providers (NAH and Independent) – 36
- Cities/Towns – 27
- Payor Groups – 10
- Counties – 5

Primary Enrollment Diagnosis

- Congestive Heart Failure – 60
- Hypertension Management – 34
- Arrhythmia – 3
- Coronary Artery Disease – 2
- Diabetes – 1
- Post Cardiac Surgery – 1





RPM Adherence

Month	Blood Pressure	Oximeter	Weight	Total
July	71.84%	70.06%	68.91%	70.27%
August	68.34%	65.86%	67.92%	67.37%
September	67.60%	65.63%	66.74%	66.65%
Quarter	69.26%	67.18%	67.85%	68.09%

- Adherence – the number of days where the metric was taken divided by the number of days they were expected to take the metric based on care plan assignment. Metrics taken outside of active days (ie. while a patient is paused or deactivated) or before that metric type is turned on are not included in adherence.



Billing for RPM – A Work in Progress

- Review of Community Care Network RPM billing process
 - Lengthy multi-step process
 - Care Management, Central Billing Office, Revenue Cycle, Compliance, Informatics & Virtual Care
 - All eligible RPM CPT codes
 - Billing expanded to include all payor types across all Primary Care and Specialty Services utilizing RPM



Looking Forward – Acute Care

- In Process
 - Procurement of Amwell carts
 - Mobile and wall-mounted
 - Standard hardware/software
- Spring 2023
 - Transition to Converge, Amwell’s updated virtual visit platform
- Summer 2023
 - Expand to On-Demand Virtual Visits
- Standardize acute virtual care platform to allow for an easier expansion of the virtual care ecosystem throughout NAH and to outlying locations



N O R T H E R N A R I Z O





Looking Forward - RPM

- What's on the RPM horizon?
 - Pilot with NAH Cardiovascular Institute
 - Providing patients with RPM – readmission rates & ED utilization
- Beyond Outpatient Chronic Care Management
 - Joint Replacement Program – Orthopedic Navigators
 - Pre & Post-operative patient education and monitoring
 - Early discharge, improved pain management & decreased readmission
 - Weight Management – Metabolic Bariatric Surgery
 - Pre & Post-operative patient education and monitoring
 - Early discharge, improved pain management & decreased readmission
 - Palliative Care
 - Biometric monitoring – Medical Assistants currently call patients to get their vitals
 - Possible pilot study – Compare cancer patient's pain management utilizing RPM and use of benzodiazepines and narcotics compared to non-RPM patients



N O R T H E R N A R I Z O N A H E A L T H C A R E

New FMC Campus Coming





Thank you!

- Please feel free to reach out with any follow up questions:
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Mission

Improving health, healing people.

Vision

Always better care.

Every person, every time...**together.**

Values

