

# Banner Telehealth

ARIZONA TELEMEDICINE PROGRAM  
July 2022

**\$12.3B**

in revenue  
in 2021

**\$1.02B**

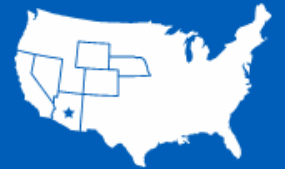
in community benefits,  
including in charity

**AA-**

bond rating

**52K+**

total Banner  
team members



Providing services in AZ,  
CA, CO, NE, NV and WY

# Banner at a Glance

## Our portfolio of services



### Insurance

- Banner Network Colorado
- Banner Health Network
- University of Arizona Health Plans
- Banner | Aetna
- Medicare Advantage Plans



### Ambulatory

- Urgent Care
- Ambulatory Surgery Centers
- Specialty Care
- Primary Care
- Occupational Health
- Cancer Centers
- Imaging Centers



### Acute

- Academic Medical Centers
- Urban Hospitals
- Rural Hospitals
- Children's Medical Center
- Behavior Health Hospital
- Heart Hospital



### Post-Acute

- Inpatient/Outpatient Rehabilitation
- Skilled Nursing Facility
- Home Health
- Hospice and Palliative Care
- Home Infusion
- Home Medical Equipment



### Services

- Pharmacy Services
- Lab Services
- Telehealth

# Business Overview

## Scope of Operations



### **Support Operations**

- Telehealth ambulatory platform
- Telehealth acute platform
- Remote patient monitoring

### **Care Delivery Operations:**

- TeleICU
- TeleBehavioral Acute
- TeleBehavioral Ambulatory
- TeleStroke

# Business Overview

## Volume (Since Inception)

### Critical Care

- TeleICU (28 sites)
  - Began 2006
  - 488,731 calls

### Ambulatory

- Primary, Specialty and Urgent Care
  - Began 2020
  - 282,715 total virtual visits

### Acute

- TeleAcute Hospital Consults
  - Began 2020
  - 1,204 Endpoints
  - 60,412 encounters to date

### Emergent

- TeleStroke/TeleNeurology - 28 sites
  - Began 2019
  - 28 Sites to date
  - 9,458 total consults
- TeleBehavioral – Acute (ED) - 14 sites
  - Began 2018
  - 26,034 assessments

### Home Based Care

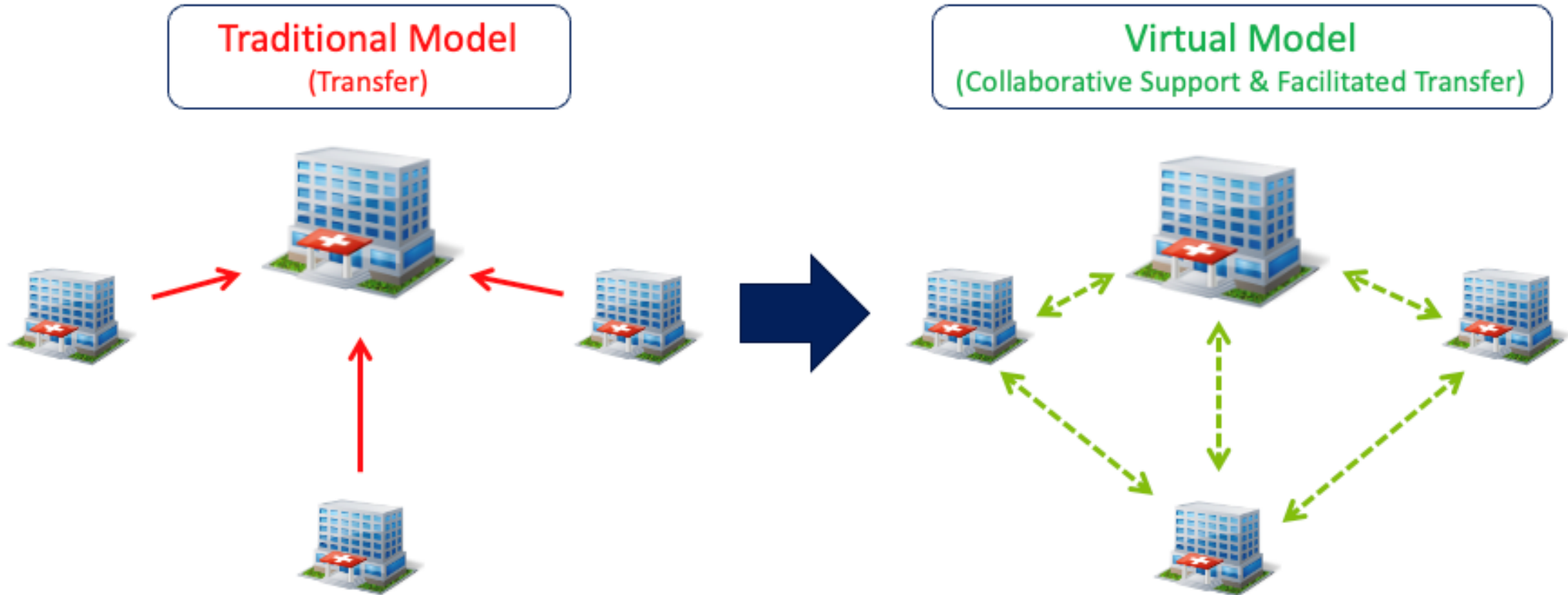
- COVID @ Home
  - Began 2020



# Acute Telehealth Services



# Acute Telehealth Strategy



# Acute Telehealth Platform



TeleTablet



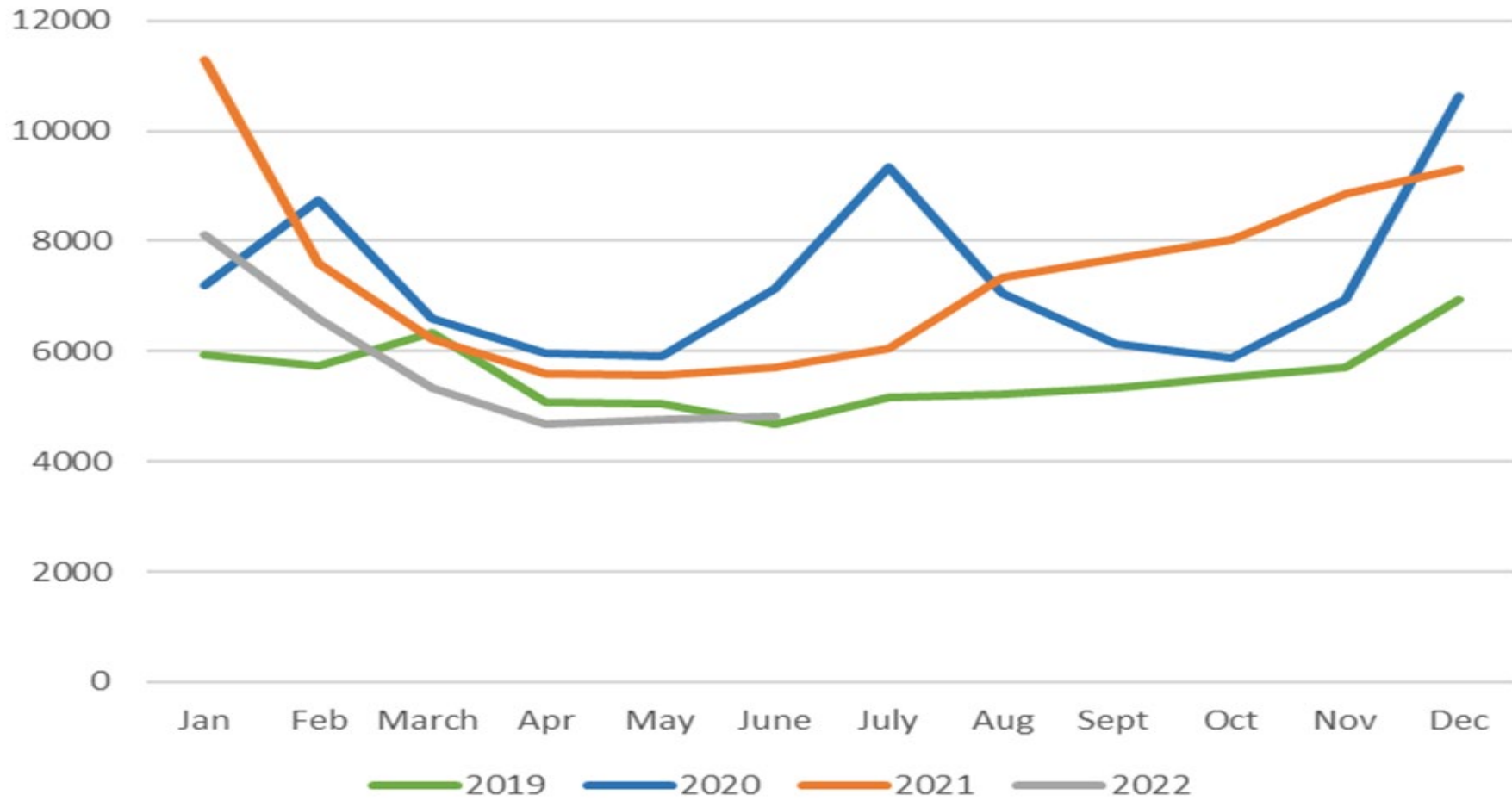
TeleKast



TeleKart

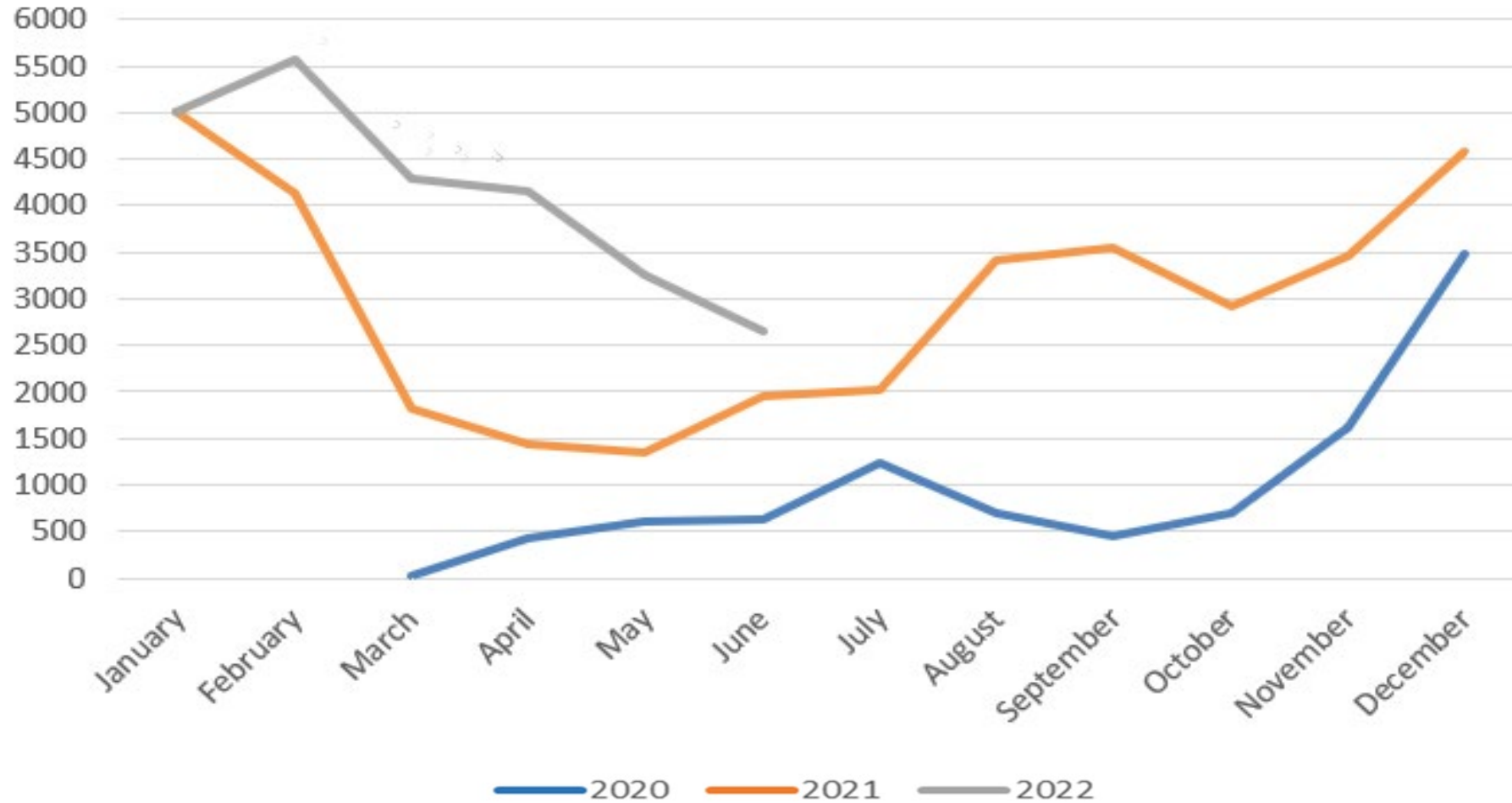


# TeleICU Call Volume





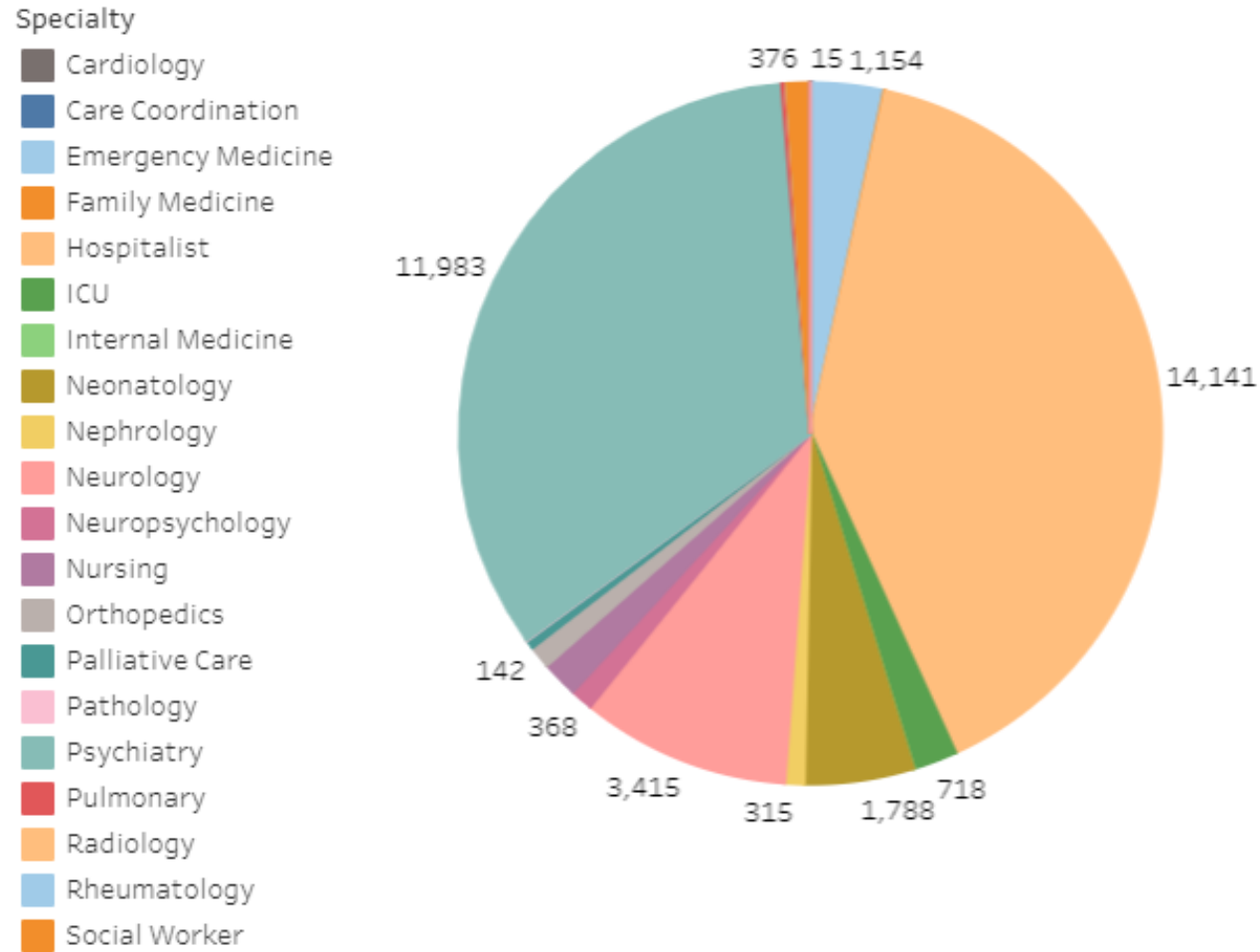
# TeleAcute Consults



\*excludes TeleICU Call Volume

# TeleAcute Volume Distribution

2021 TeleAcute Consults: 35, 535



\*excludes TeleICU Call Volume

# Ambulatory Telehealth Services



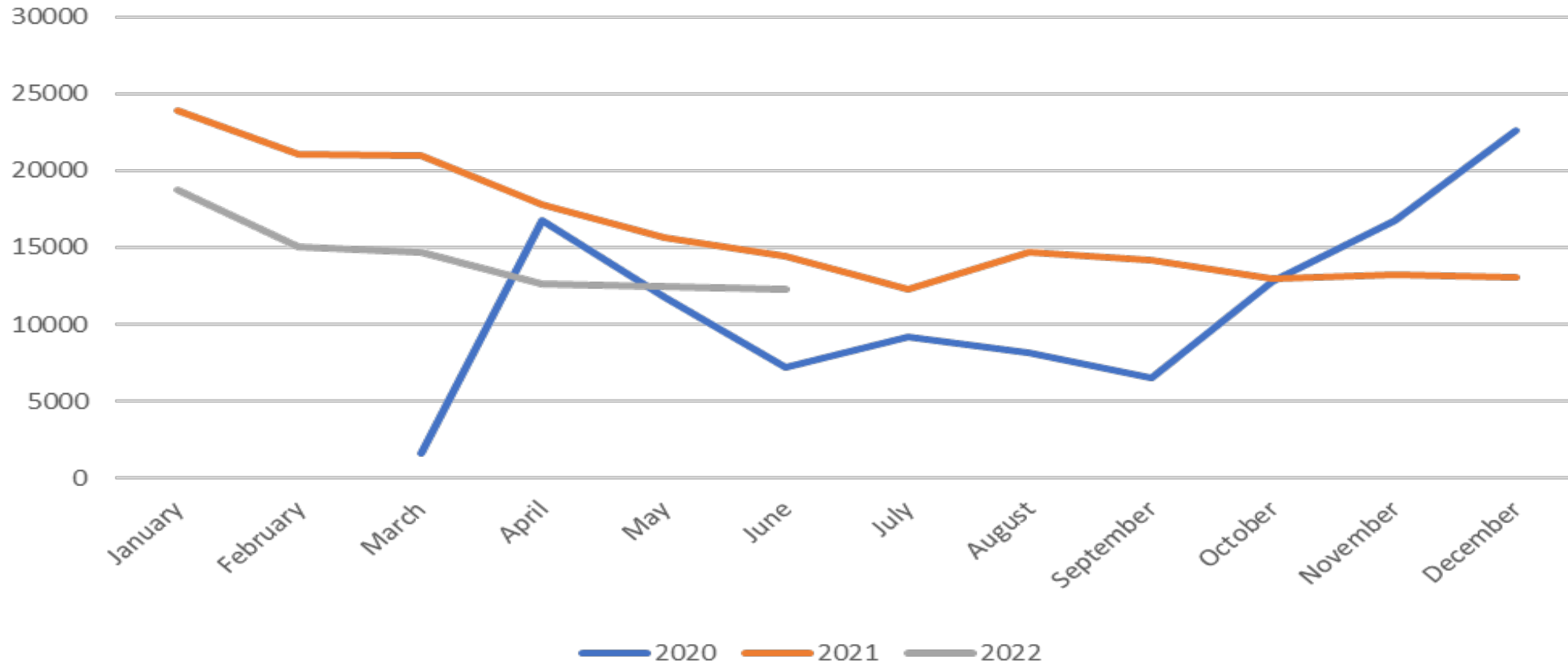
# Ambulatory Telehealth Strategy

*Improving access to care and convenience, as well as leveraging scarce provider resources*

- Primary Care and Specialty Care
- Urgent Care
- Occupational Health
- Home Care
- Pharmacy



# Ambulatory Telehealth Volumes



# Areas of Focus



# Current Areas of Focus

- Redeployment of endpoints
- Understanding Post PHE telehealth limitations by Federal / State governments, then pivot as needed
- Integration of telehealth platforms with our EMR
- Improving ease of use for our providers/patients
- Continuing to improve adoption by medical providers by addressing liability, workflow integration, reimbursement and practice guideline concerns
- Developing design guidelines for future clinics and hospitals for incorporation of telehealth
- Leveraging scarce resources (nursing, clinical, support)
- Addressing cross state telehealth reimbursement
- Enhance support for our rural facilities



# Banner Telehealth