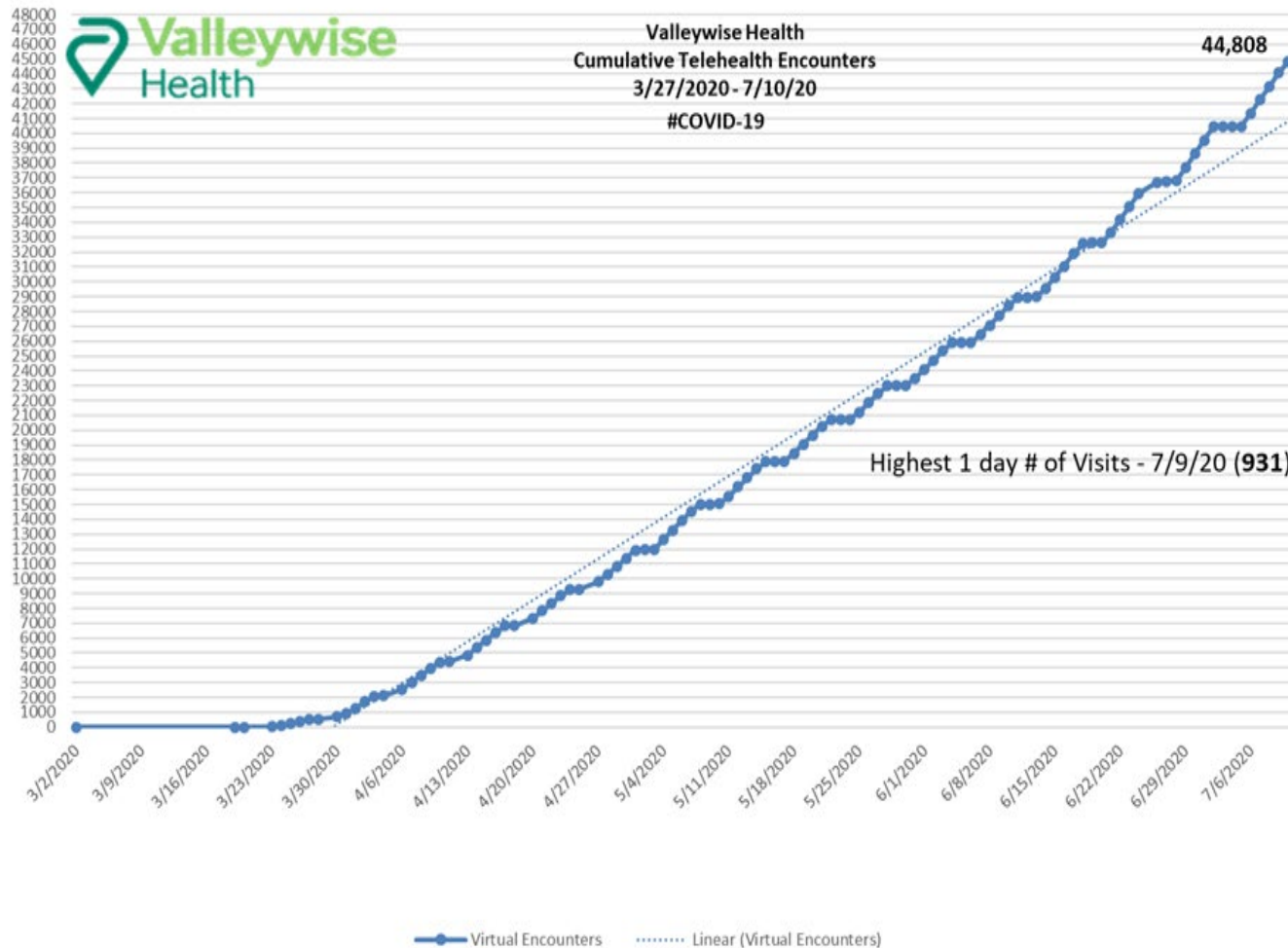
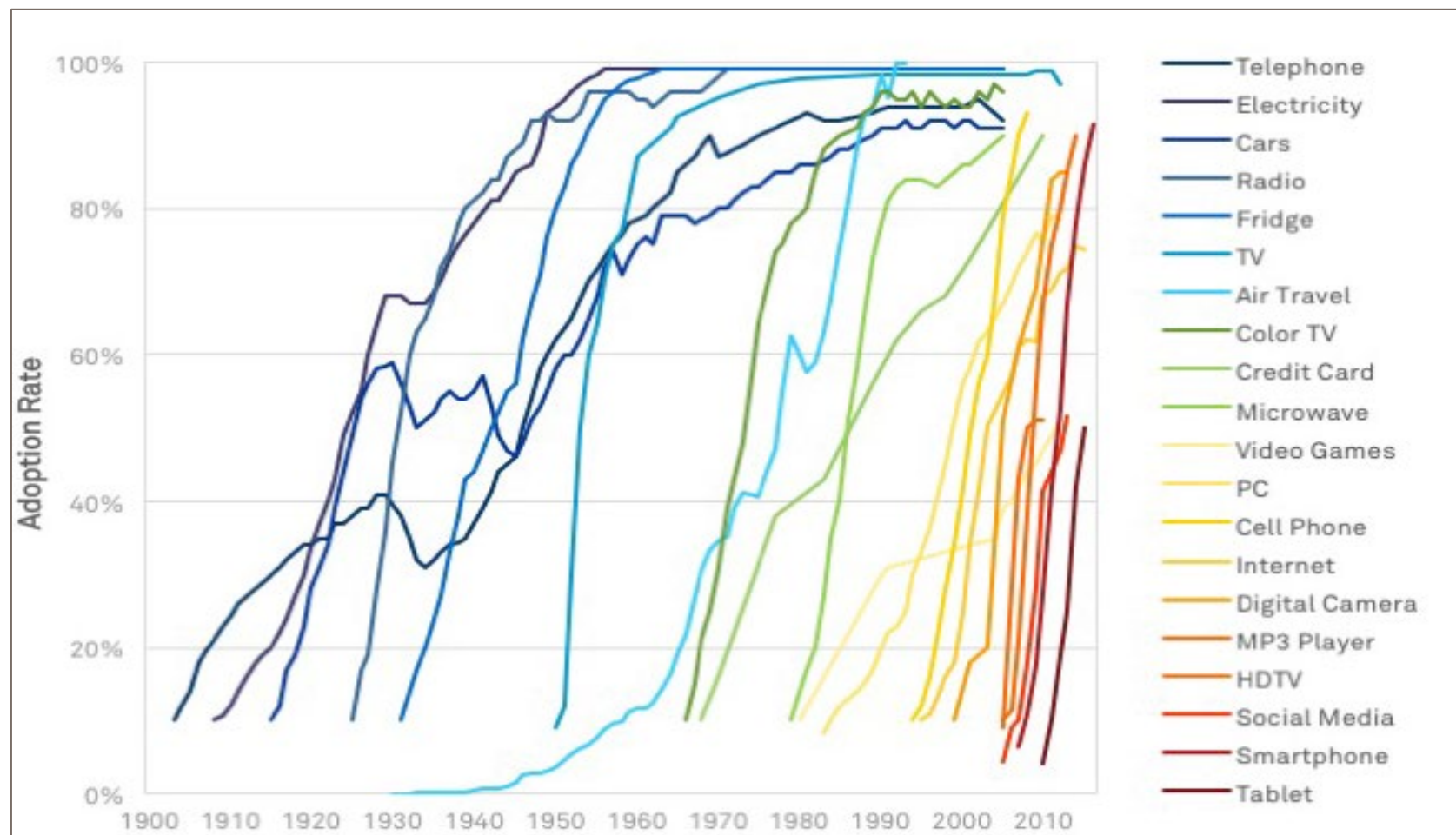


Rapid Development of Virtual Care at Valleywise Health

Anthony Dunnigan, MD, MBI, FAMIA
VP/CMIO, Valleywise Health

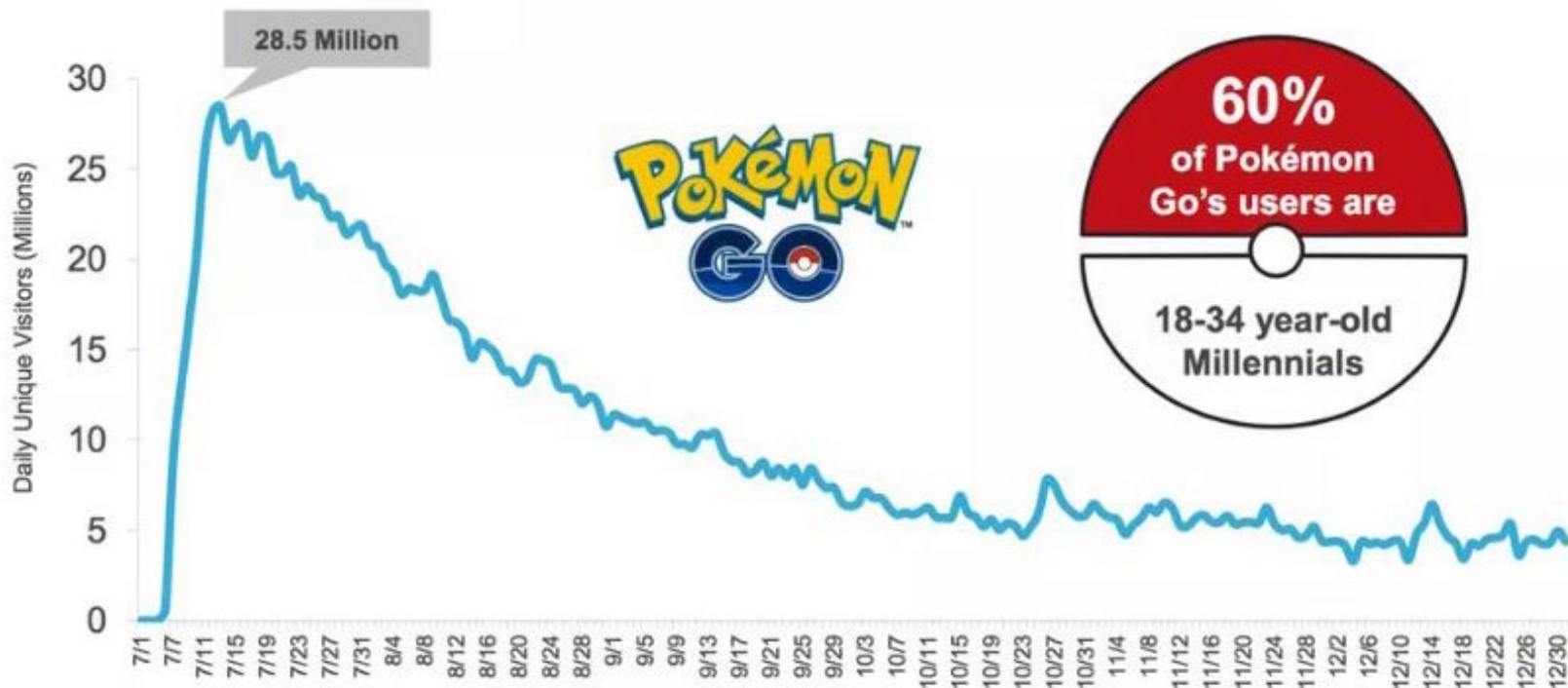
Arizona Telemedicine Council
July 15, 2020





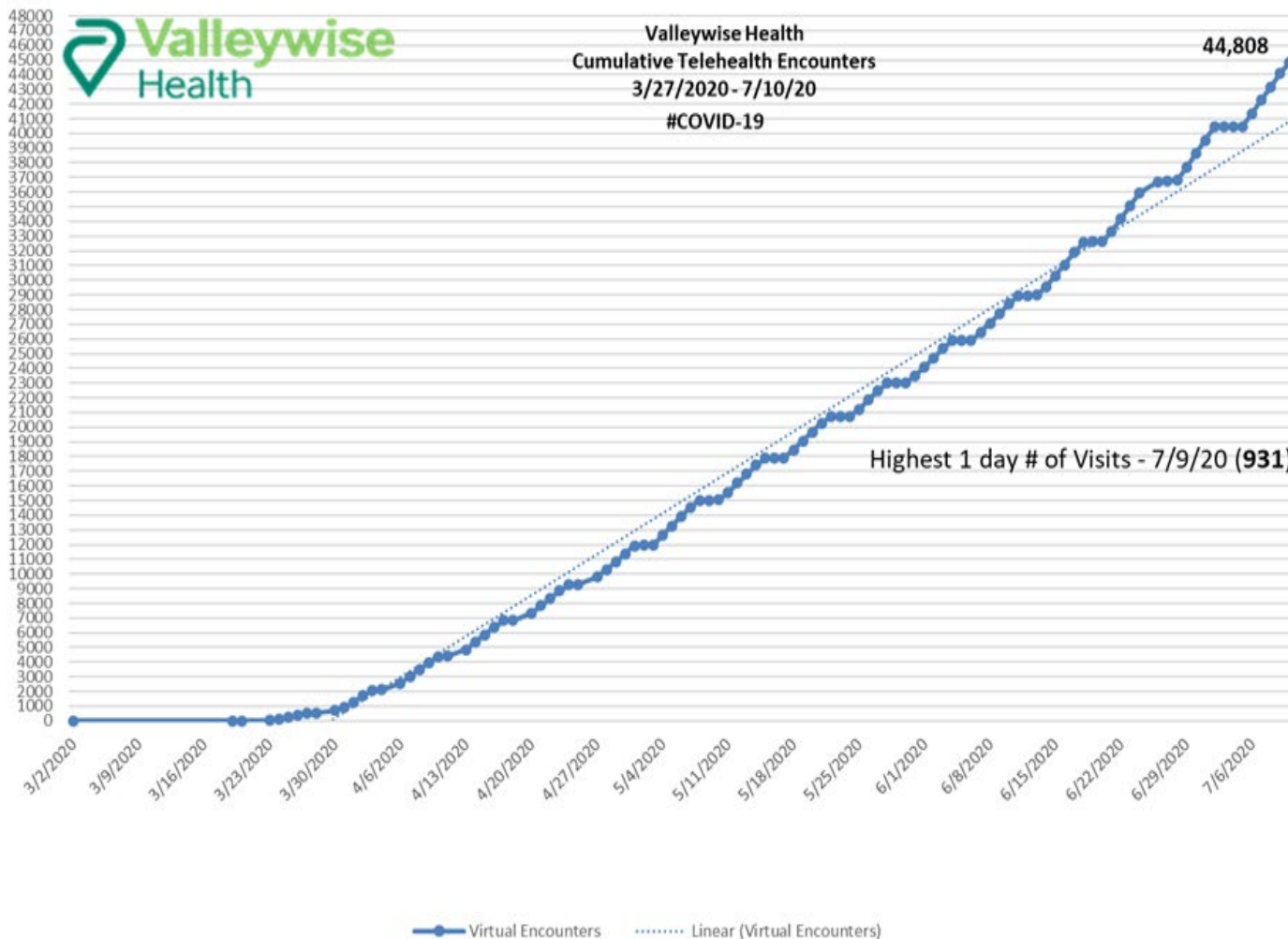
Pokémon GO: Daily Unique Visitor Trend

Source: comScore Custom Analytics, U.S., Age 18+, Jul 2016 – Dec 2016





Valleywise Health
Cumulative Telehealth Encounters
3/27/2020 - 7/10/20
#COVID-19



Valleywise History



- 1883: Original hospital built
- 1898: Site west of downtown Phoenix purchased for \$5,650—home for next 72 years
- 1965: Creation of Burn Unit
- 1970: Current facility opens
- 2003: Maricopa Special Health Care District Created
- 2014: Prop 480 passes; \$935M for replacement of main center and surrounding facilities (“Care Reimagined”)
- 2019: “MIHS” rebrands to Valleywise Health

Valleywise Health

Safety-net system for Maricopa County for 140+ years

VW Medical Center: 555 beds

Arizona Burn Center: 45 beds, 5,000 visits annually (2nd largest in US)

Level 1 Adult Trauma, Level 2 Pediatric Trauma

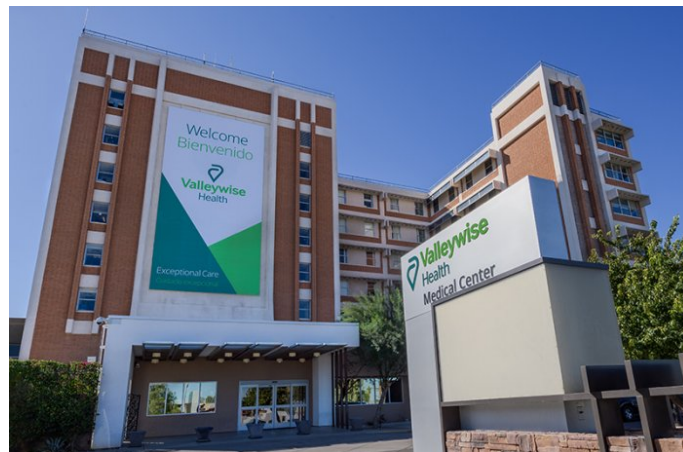
Behavioral Health Annex, Desert Vista Behavioral Health, Maryvale Behavioral Health

McDowell Health Center: Primary HIV care

12 FQHC Family Health Centers: PCMH Certified

Overall 550,000 visits annually

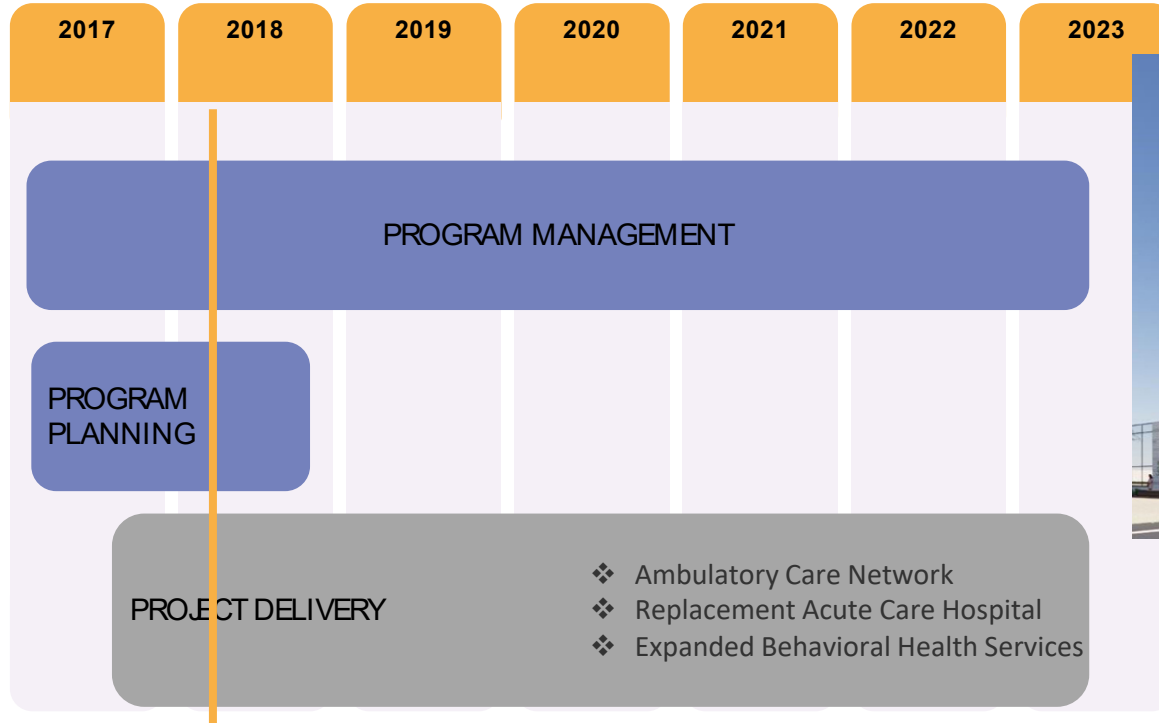
11 Residencies, 700 Student Rotations



Payer Mix

	Inpatient	FHC	CHC
Medicaid	47%	49%	43%
Uninsured	5%	21%	29%
Medicare	8%	5%	5%
Insurance	18%	23%	29%
Other	23%	2%	4%

Care Reimagined - Timeline



Valleywise: Epic History

October 2009 (Epic v2008)

- Family Health Center -- Chandler
- Comprehensive Healthcare Center -- Pediatrics
- Emergency Department and limited Surgery (scheduling, preference cards, charting)

January 2010

- Comprehensive Healthcare Centers -- Internal Medicine, Dermatology, Nutrition
- Family Healthcare Centers -- El Mirage, Avondale, Glendale, Maryvale, Guadalupe
- Specialty Clinic -- Burn

February 2010

- Family Healthcare Centers -- South Central, 7th Ave, Sunnyslope, McDowell, Mesa
- Comprehensive Healthcare Centers -- Women's Specialties
- Specialty Clinic -- Behavioral Health

March 2010

- Comprehensive Healthcare Centers -- All remaining clinics

August 2011: Epic v2010 Upgrade

March 2012

- Maricopa Medical Center
- Behavioral Health
- All Hospital Outpatient Departments (i.e. Dialysis)

June 2013: Epic v2012 Upgrade

August 2015: Epic v2014 Upgrade

September 2017: Epic v2015 + 2017 Upgrade

September 2019: Epic vFeb2019



Office of Civil Rights Memo 3/17/2020 (aka “D-Day”)

For example, a covered health care provider in the exercise of their professional judgment may request to examine a patient exhibiting COVID- 19 symptoms, using a video chat application connecting the provider's or patient's phone or desktop computer in order to assess a greater number of patients while limiting the risk of infection of other persons who would be exposed from an in-person consultation. Likewise, a covered health care provider may provide similar telehealth services in the exercise of their professional judgment to assess or treat any other medical condition, even if not related to COVID-19, such as a sprained ankle, dental consultation or psychological evaluation, or other conditions.

Under this Notice, covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, Zoom, or Skype, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.

Under this Notice, however, Facebook Live, Twitch, TikTok, and similar video communication applications are public facing, and should not be used in the provision of telehealth by covered health care providers.

Covered health care providers that seek additional privacy protections for telehealth while using video communication products should provide such services through technology vendors that are HIPAA compliant and will enter into HIPAA business associate agreements (BAAs) in connection with the provision of their video communication products. The list below includes some vendors that represent that they provide HIPAA-compliant video communication products and that they will enter into a HIPAA BAA.

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet

Rapid (!) Implementation

Investigation of available platforms (existing and new)

Early piloting (happy hour 😊)

Advanced piloting

Epic changes (minimal!)

- smartphrase

- modifiers

- incorporation of billing “magic”

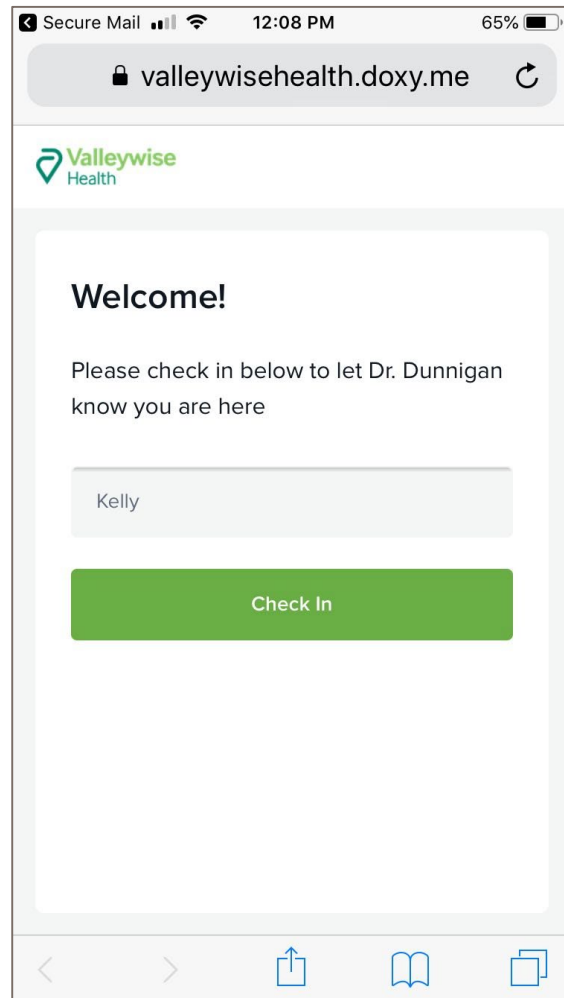
Operational insight

- existing visits

- new visits

- staff changes (MAs → tele-facilitators)

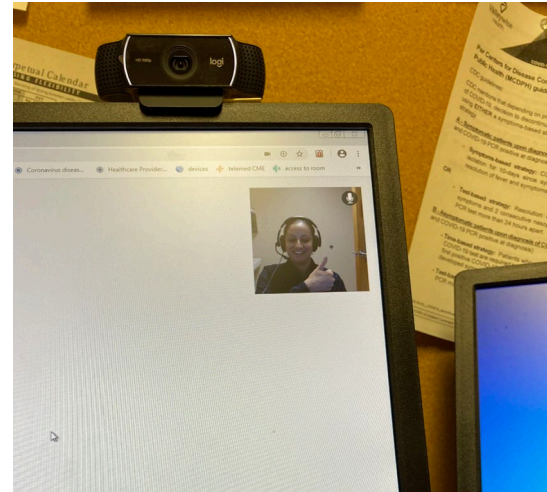
TIP SHEETS!



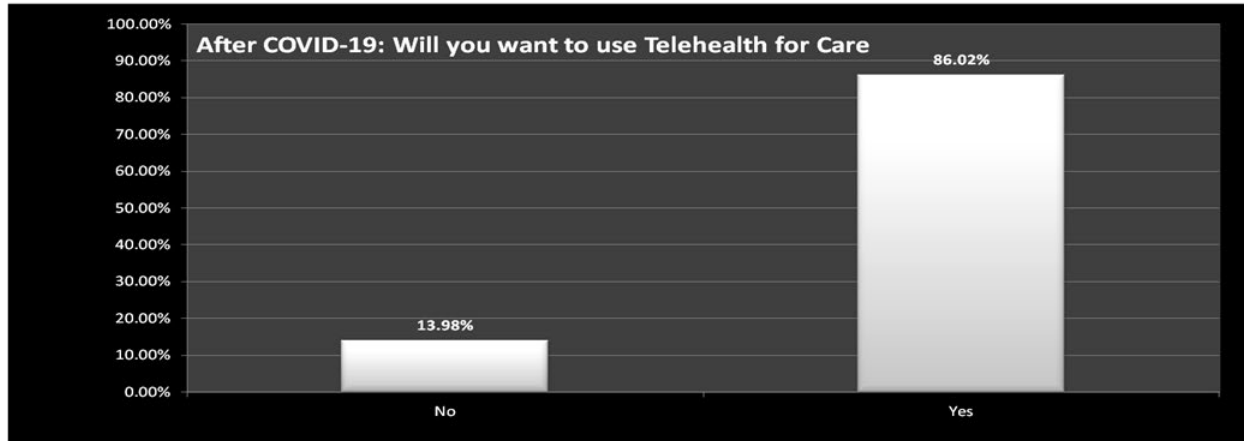
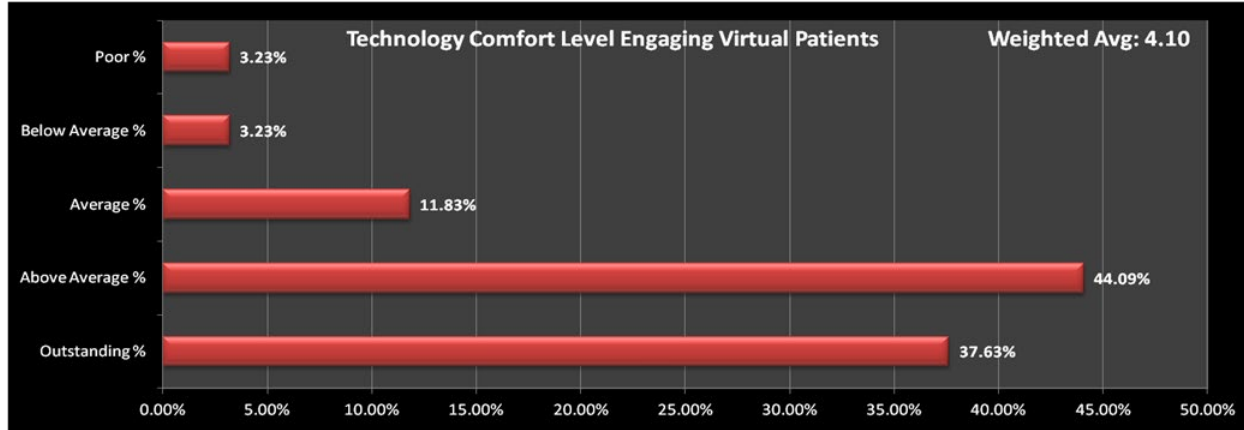


Support opportunities (foundation, grants)

- Enterprise version of doxy.me (licenses)
- Webcams & headsets
- Design/build work
- Support staff (telefacilitators)
- Mobile workstations
- Home devices



ValleywiseHealth – Telehealth Provider Feedback



ValleywiseHealth– Telehealth Consumer Feedback

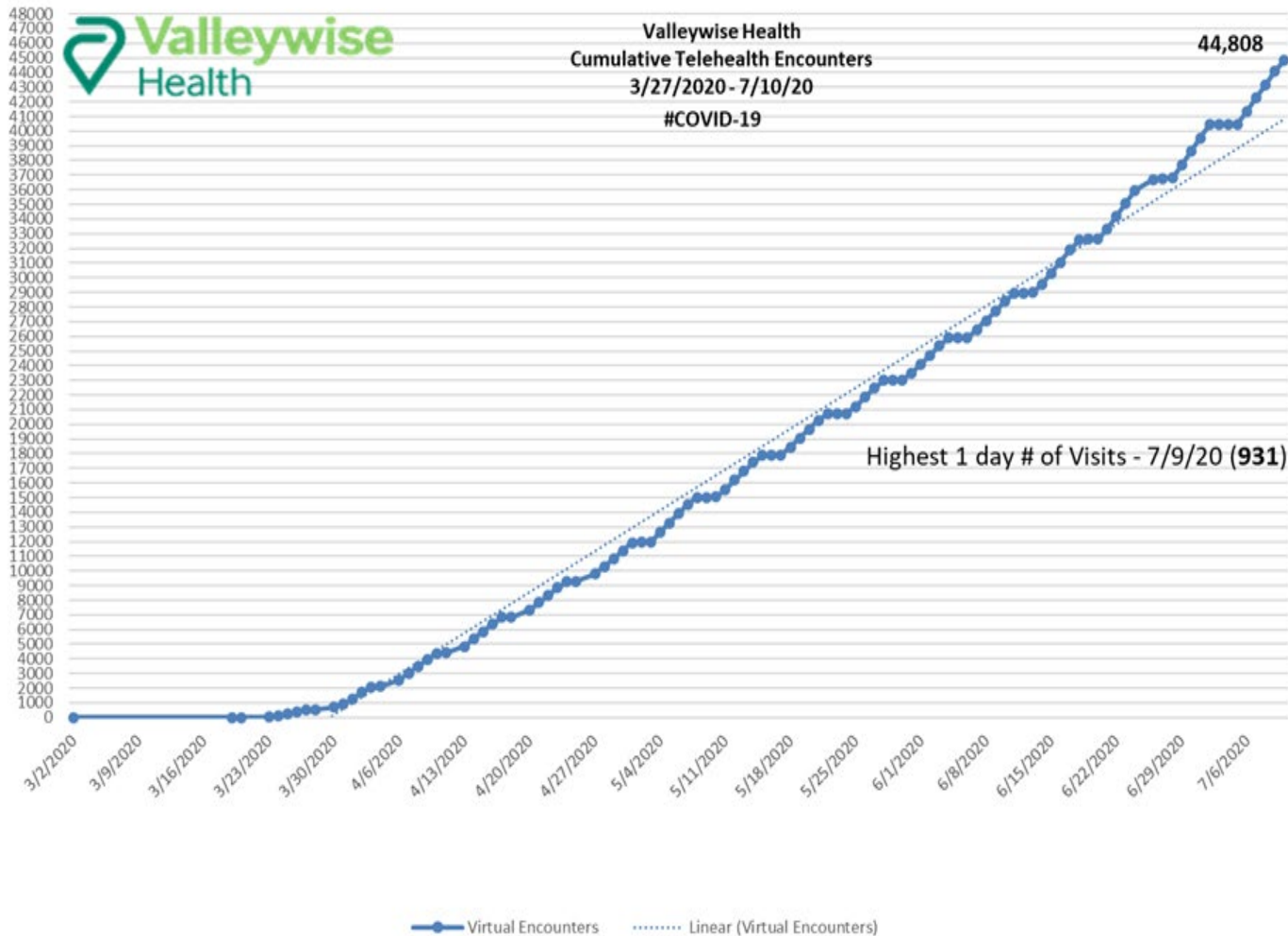
n=418	NET Satisfied / Very Satisfied	NET Not Satisfied	Does Not Apply
Your overall telemedicine experience	94% / 82%	4%	2%
The ease of scheduling your telemedicine appointment	96% / 87%	2%	2%
The visual quality of the appointment <i>(among those using video n=254)</i>	95% / 84%	5%	--
The audio quality of the appointment	96% / 87%	2%	2%
Your ability to communicate with your doctor	97% / 88%	3%	--
Your doctor's explanation of treatment or advice	97% / 90%	2%	1%
The opportunity to ask your doctor questions.	96% / 90%	3%	1%
The length of time of the appointment	96% / 86%	3%	1%

The Road Ahead: Telehealth Tactical Initiatives

- Marketing/front page strategy (Google Maps)
- New patient flow/appropriateness
- Annual wellness visits
- Immunizations + ancillary testing (lab, rad)
- Pharmacy flow
- Follow-up planning/scripting
- Out of state/country patients
- Multi-clinic providers
- Incorporating photos
- Shared visits with care team members
- Home device integration
- Workstations
- Interpreters
- Provider work from home
- After-visit summary
- Remote screening/questionnaires
- Provider schedule—new templates
- Chronic care management/pop health
- Telehealth coordination/facilitation
- Store and forward visits
- Group visits

The Road Ahead: Telehealth Strategic Initiatives

- Define a new model for ambulatory care
 - In-person visits
 - Virtual visits
 - Provider phone check-ins
 - Nurse phone triage
 - Care Coordination/Pop Health
 - e-visits and e-consults
- New service lines/staffing models
- New metrics and management processes (ex: no-show data)
- Exploration of additional external (outside VW) use cases
- Other enabling technologies (ex: Nuance DAX)



Thank You!

