

**Resources for Telehealth** Janet Major, B.S. **Associate Director forEducation & Facilities Arizona Telemedicine Program** Southwest Telehealth Resource Center **Distance Learning Outreach University of Arizona Health Sciences Center** Chair of USDLA **Board Member ATIC/AZBSN** 







# Technology + Telecommunications = Telehealth/Telemedicine





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Arizona Telecommunications and Information Council

COVID About COVID Resources COVID Updates COVID Contacts COVID AZ Plans COVID Leadership Team

### AZBSN COVID-19 Digital Access Task Force Leadership Team





## COVID-19 Digital Access Task Force

- State Broadband Director
- AZ Corporation Commission
- UAZ CTO
- Executive Director Sun Corridor Network
- VP Online Ed @PCC
- E Rate Administrator for Public Libraries I

- AZ Public Safety Program Mgr
- Executive Director AZ
   Technology in Education
   Association
- Executive Director Western AZ Economic Development District
- Internet Service Providers
- Chair ATIC





## Arizona Rural Health Association https://www.azrhassociation.org/



ABOUT US Health News/Policy/Advocacy Youth Leadership Conference More Arizona Rural Health Association

The Arizona Rural Health Association, Inc. (AzRHA) was established in 1994 as an independent organization after serving as the Advisory Committee of the University of Arizona Rural Health Office (RHO) for many years. AzRHA is a not-for-profit corporation and while we continue to serve as the RHO advisory body, we've expanded to cover many other areas involving advocacy for rural healthcare programs.

The mission of the Arizona Rural Health Association is to be a leader in partnerships, education and policy for improving the health status of rural communities in Arizona.









### **Telehealth Technology Resources**

Arizona Telemedicine Program Telemedicine & Telehealth Service Directory hi Southwest Telehealth Resource Center National Telehealth Resource Centers ATA American Telemedicine Association USDLA United States Distance Learning Association University of New Mexico Center for Telehealth Project ECHO ATP Project ECHO UNR Project ECHO CO ECHO TTAC Telehealth Technology Assessment Resource Center

www.telemedicine.arizona.eduhttp://telemedicine.arizona.edu/servicedirectorywww.southwesttrc.orgwww.southwesttrc.orgwww.telehealthresourcecenter.orgwww.americantelemed.orgmwww.usdla.orghttp://hsc.unm.edu/community/telehealth/http://echo.unm.edu/http://telemedicine.arizona.edu/echo/https://med.unr.edu/echohttps://echocolorado.org/www.telehealthtechnology.org





### www.telemedicine.arizona.edu/webinar



The Arizona Telemedicine Program, the Southwest Telehealth Resource Center and the mHealth, Technology & Distance Learning Special Interest Group of the American Telemedicine Association invite you to a free webinar to review the telemedicine and telehealth technology recently exhibited at the American Telemedicine Association's 23rd Annual Telemedicine Meeting & Trade Show: ATA 2018

#### Webinar

Thursday, August 9, 2018 ~ 12:00pm Arizona Time (12pm PDT; 12pm Arizona; 1pm MDT; 2pm CDT; 3pm EDT)

#### "ATA 2018 Exhibit Hall Technology Review"

Learning Objectives:

- 1. Review some of the current trends observed at the annual signature event for telemedicine technology.
- 2. Take a virtual tour of the ATA 2018 Exhibit Hall & Showcase at the Chicago Convention Center.
- Learn who and where you can go to get access to the best resources in telemedicine and telehealth technology.



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Janet Major is the Associate Director of Facilities for the Arizona Telemedicine Program (ATP). She earned her B.S. Degree in Telecommunications from Northern Arizona University with her major emphasis in producing and directing. She has worked at the University of Arizona for 30 years and was initially the primary manager of videoconferencing services at the Arizona Health Sciences Center. She has since been employed by ATP for 20 years. As Associate Director of Telemedicine Education & Facilities, her current responsibilities include the design, development and installation of the teleconferencing and telemedicine peripheral equipment used for telemedicine services. She also provides training to healthcare professionals in the effective use of teleconferencing for both clinical and educational applications. Ms. Major has served as Co-Chair as well as Chair for the mHealth, Technology & Distance Learning Special Interest Group of the American Telemedicine Association a well as for the board of USDLA; the United States Distance Learning Association, representing the telehealth constituency and ATIC; the Arizona Telecomm mications and Information Council where she is currently working with fellow telecommunications experts to implement a broadband plan to eliminate telecommunications disparity in rural and urban Arizona.

For more information and registration instructions please visit our website: http://www.telemedicine.arizona.edu/webinar





# ATP Training https://telemedicine.arizona.edu/training

### **Arizona Telemedicine Training Program**







#### **TRACK 1: Developing a Telemedicine Program**

#### 2020: January 27, June 1, September 14

#### **Course Content:**

This conference gives a broad overview of a variety of telemedicine topics, including:

- Clinical services
- Telecommunications and infrastructure development/operations
- Distance education
- Evaluation
- Business aspects
- Equipment demonstration virtual tour

#### Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

**Conference Goals:** 

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

#### **Register Now!**





#### **TRACK 2: Telemedicine Applications**

#### 2020: July 20 & November 2

#### Course Content:

This conference covers advanced telemedicine topics through an in-depth look at real-world clinical applications of telemedicine and telehealth.

#### Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

#### Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services.
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#### Register Now!

Join us at an upcoming training course to enhance your telemedicine and telehealth knowledge, to network and build relationships, and discover resources to help advance your telemedicine and telehealth efforts.

Space is limited. Contact Melanie Esher-Blair for more information.

### \*Accredited by the ATA since May 2009













## Southwest Telehealth Resource Center









### Resources

- Telemedicine & Telehealth Service Provider Directory
- Business & Finance
- Form Templates
- Policy & Sustainability
- Standards & Guidelines
- Telemedicine Information
- Tools & Tips
- General

National Consortium of Telehealth Resource Centers (NCTRC) - Find your TRC











### **Clinical Case Presentation**

	Home About Us People Resources	Online Education Eve	TELI RESOL	THWEST REALTH IRCE · CENTER IM KS Help Desk Blog
SWTRC Services • Full-Day Training Program • Online Learning Modules	Our History. Our Mission The Southwest Telehealth Resource Ce federal grant (#G221T16262) to advance throughout the Southwest. It is one of th United States, each serving a distinct ge hospitals, clinics, public health offices, a	Arabic English French Mandarin Navajo	through a dicine services Centers in the tC serves re providers in	Key Contacts Elizabeth A. Krupinski, PhD Program Director 520.626.4498 Email Kristine A. Erps Administrative Director 520.626.2493 Toll Free: 1877.535.6166
Help Desk     Technical Assistance     Tools & Templates     Program Development     Business Models     Evaluation	the broader Southwest region. The SWTRC assists start-up telehealth i as a resource for existing programs regau issues affecting telehealth in the Southwe Telemedicine has been shown empirically for many patients living in rural and medi	est region. y to improve access to qu	ality medical care	
<ul> <li>Best Practices</li> <li>Clinical Operations</li> <li>Sustainability</li> <li>Equipment Recommendations</li> <li>Program Operations</li> </ul>	draws expertise from the internationally n which has been providing telemedicine si since 1996. This website has been made possible by Advancement of Telehealth, Federal Offic	ecognized <u>Arizona Telem</u> ervices throughout the sta grant G22RH24279 from	edicine Program, ate of Arizona the Office for the	Telemedicine Telehealth Exter Proter Protect











### The Telemedicine Referral Case Process

Phyllis Webster, Program Coordinator, Sr. Arizona Telemedicine Program

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Case Management

Go through the steps required to set up, carry out and complete a clinical telemedicine referral.





# Telemedicine & Telehealth Service Provider Directory https://telemedicine.arizona.edu/servicedirectory





Video: Directory Overview

**Welcome** to the Telemedicine & Telehealth Service Provider Directory, a service of the Arizona Telemedicine Program. The directory is a resource for hospital and healthcare administrators and other decision-makers who want to expand or improve their healthcare services to their patients, employees, clients, etc. The directory lists companies providing medical specialty services (such as radiology, rheumatology, neurology, psychiatry) and ancillary services (such as patient education and language interpretation) through telemedicine to healthcare providers such as hospitals, clinics, nursing homes, private practices and urgent care centers.

#### Service Providers: List your company here.

#### Search the Directory

Services In		Tele-services	Customers	Ancillary Services
Alabama	^	Addiction	Accountable Care Organizations <	Continuing education
Alaska		Allergy	Assisted living facilities	Continuing medical education
Arizona		Audiology	Community mental health clinics	Distance education
Arkansas		Autism	Correctional facilities	Health call center
California		Bariatric medicine	Educational institutions	Language interpretation services
Colorado		Burn	Employers	Patient education
Connecticut		Cardiology	FQHCs	Patient engagement
Delaware	~	Chronic disease management ~	Government agencies	Support groups V







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**Welcome** to the Telemedicine & Telehealth Service Provider Directory, a service of the Arizona Telemedicine Program. The directory is a resource for hospital and healthcare administrators and other decision-makers who want to expand or improve their healthcare services to their patients, employees, clients, etc. The directory lists companies providing medical specialty services (such as radiology, rheumatology, neurology, psychiatry) and ancillary services (such as patient education and language interpretation) through telemedicine to healthcare providers such as hospitals, clinics, nursing homes, private practices and urgent care centers.

Video: Directory Overview nealthcare providers such as hospital

#### Service Providers: List your company here.

#### Search the Directory













### September 22 – 23, 2014













# https://nccrcg.org/

About Us Resources Genetics Education Genetics Policy Telegenetics Public Health Genetics Week

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NCC

National Coordinating Center for the **Regional Genetics** Networks

The seven Regional Genetics Networks (RGNs), the National Genetics Education and Family Support Center (Family Center), and the National Coordinating Center for the Regional Genetics Networks (NCC) mission is to improve access to quality genetic services for medically underserved populations.



### **COVID-19 Resources**

**Resources for Genetics Providers and Patients** 

**Telegenetics Resources** CDC







### TelehealthResourceCenters.org









# http://www.telehealthresourcecenter.org/



Home Telehealth Resources Find a TRC Request Assistance

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### WHO ARE WE? THE NATIONAL CONSORTIUM

RIZONA

ROGRAM

EMEDICINE

Our 12 regional and 2 national TRCs are expertly staffed. We've come together under one consortium to forefront the advancement and accessibility of telehealth with a focus in rural healthcare. As a consortium, we are committed to helping your organization/practice advance telehealth education, overcome harriers, and provide you with the adequate resources.











### **12** Regional Resource Centers







### **National Resource Centers**



#### National Telehealth Policy Resource Center

Serving all Telehealth Resource Centers and All States

Phone: 877-707-7172 Direct: 916-285-1860



#### National Telehealth Technology Assessment Resource Center

Serving All Telehealth Resource Centers and All States

Phone: 877-885-5672 Direct: 907-729-4703





### TTAC National Telehealth Technology Assessment Center telehealthtechnology.org







**\**RIZONA

ROGRAM

EMEDICINE

# ATA American Telemedicine Association https://www.americantelemed.org/









Home Telehealth Resources Find a TRC Request Assistance

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# COVID-19 Telehealth Resources

The Telehealth Resource Centers are dedicated to provide healthcare providers with the resources to develop a telehealth program.

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### Covid Telehealth Toolkit



TELEHEALTH COVERAGE POLICIES IN THE TIME OF COVID-19 TO DATE

Timestamp: March 17, 2020 – 3 pm PT (UPDATES: Medicare, Other Federal Policies & State Actions)

As things rapidly develop regarding what we know about COVID-19, policies around telehealth have also been developing alongside of it. Below is a summary of what is covered by various public and private payers with the information that has been released. Keep in mind that events are evolving and to consider this a living document that could change frequently as new information and new policies become available/are enacted. CCHP will continue to make updates when they become available.

It was announced on March 17 that the telehealth waiver in Medicare under <u>HR 6074</u> has been implemented. Below is how the Medicare fee-for-service telehealth policies now stand.

MEDICARE FEE FOR SERVICE TELEHEALTH COVERAGE				
SUBJECT AREA	CURRENT POLICY UNDER COVID-19			
Location of the Patient	Rural and site limitations are removed. Telehealth services can now be provided regardless of where the enrollee is located geographically and type of site, which allows the home to be an eligible originating site. However, locations that are newly eligible will <u>not</u> receive a facility fee.			
Eligible Services	All services that are currently eligible under the Medicare telehealth reimbursement policies are included in this waiver. The list of eligible codes is available <u>HERE</u> .			
Eligible Providers	The waiver did <u>not</u> expand the list of eligible providers to provide services and be reimbursed. The eligible providers are: Physicians Nurse practitioners Physician assistants Nurse-midwives Clinical nurse specialists Certified registered nurse anesthetists Clinical sychologists (CP) Clinical social workers (CSWs) (NOTE: CPs and CSWs cannot bill Medicare for psychiatric diagnostic interview examinations with medical services or medical evaluation and management services. They cannot bill or get paid for Current Procedural Terminology (CPT) codes 90792. 90833. 90836. and 908381.			





# ATA American Telemedicine Association https://www.americantelemed.org/







### usdla





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### Provider Video





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# UA Nursing Professor Receives Telemedicine Grant to Study Tablet Use by Home Hospice Patients to Communicate with On-Call Nurses

Arizona Telemedicine Program Equipment Grant to provide technology for real-time visualization between the nurse and the patient and their caregiver.

It's the middle of the night. An elderly man in end-stage heart failure receiving at-home hospice awakes gasping for breath. His caregiver immediately phones the on-call nurse, but the drive could take her 30 minutes or more. The caregiver is too afraid to take action on her own, so she anxiously awaits the nurse. As the minutes tick by, the man becomes increasingly distressed and the caregiver grows more upset.

Shortness of breath (also known as dyspnea) is a common challenge faced by caregivers and patients in home hospice, and the leading cause of admissions to the emergency room for hospice patients.

Interested in shortening the time it takes to alleviate patient symptoms and caregiver anxiety, **Kimberly Shea**, **PhD**, **RN**, assistant professor at the <u>University of Arizona</u> <u>College of Nursing</u>, conceived of using tablet technology with real-time visualization for patients and caregivers to communicate with on-call hospice nurses in urgent situations.

To support testing her idea, Dr. Shea recently was awarded a grant from the Arizona Telemedicine Program as part of its Innovation Awards for her project: "Real-Time Visualization for Reducing Symptom Severity in End-of-Life Care." The grant supports purchase of five iPad-minis with retina display.

"Previous studies evaluating tablet use in at-home hospice have been focused on overall quality of life and anxiety," said Dr. Shea, who has 15 years of experience as a home health/hospice nurse. "What makes my study different is I'm evaluating tablet use in urgent situations. Patient and/or caregiver anxiety can often lead to unnecessary emergency room admissions."

Each tablet will be equipped with real-time meeting software that allows the on-call nurse to immediately visualize important factors, such as a patient's positioning (lying down, sitting up) or breathing patterns and medications available. Accordingly, more individualized guidance can be given to the caregiver for intervening appropriately prior to nurse arrival.









### http://telemedicine.arizona.edu/blog/telehealth-valuableaddition-hands-comfort-care

### Telehealth is a Valuable Addition to Hands-On 'Comfort Care'

By Kimberly Shea, Ph.D., RN on Oct 15, 2015



Dr. Shea consults with a remote hospice patient via telemedicine.

I am an assistant professor at the University of Arizona, College of Nursing, a full-time position that includes research in my chosen field of health care systems and informatics, in which I have a PhD.

I also work one day a week as a hospice nurse, providing palliative care, which is focused on comfort and quality of life for patients nearing the end of life.











## Flagstaff Medical Center https://nahealth.com/telemedicine



#### Care Beyond Walls and Wires: In-home monitoring

Using remote monitoring tools, this program is designed to improve the quality of life for people with chronic health conditions, helping patients and families get the care they need without leaving home.

With daily access to information including blood pressure, weight and symptoms of illness, care teams and patients can co-manage treatment plans. It's also possible to detect changes in a patient's health status early on and intervene at the right time to avoid unnecessary travel and hospital care.





"Care Beyond Walls and Wires": In-Home Monitoring YouTube Videos @www.youtube.com

- <u>https://www.youtube.com/watch?v=qHXGRDtdjuc</u>
   Four Corners Navajo Area
- <u>https://www.youtube.com/watch?v= 4wvQbK EPM</u>
   Winslow, AZ





# Steward Health Choice https://www.stewardhealthchoiceaz.com/

► MEMBER PORTAL	MEMBER NEWSLETTERS	FIND A DOCTOR / PHARMACY	▶ MEMBER HANDBOOKS	Q SEARCH	
Steward Health Care Network	About - Members -	PROVIDERS - HEALTH & WELLNESS	▼ COMMUNITY ▼ NEWS ▼	FAQS CONTACT	
HEALTH CHOICE ARIZONA	😮 CRISIS HELP   24/7 Nurse Advice Line: 1-855-354-9006   Call Us: 1.800.322.8670 (TTY:711)   🖪 🎔   🧮 🚹				

### Steward Community Connection

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Let us help you find social service programs in your area. Our Steward Community Connection tool makes it easy to search for free or low cost programs. There are food pantries, housing and support groups near your home. As a member of Steward Health Choice, you can sign in to our Member Portal for easy access.









CRISIS HELP

### **Steward Health Cho** Arizona Member Ha

Learn about your health plan coverage and your rights as a S Arizona member.

**VIEW HANDBOOKS** 

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w stewardhealthchoiceaz.com/providers/project-echo/



# Health Current Information Exchange https://healthcurrent.org/







# https://echo.unm.edu/







About ECHO 
Locations 
Collaborations 
TeleECHO Programs 
Join the Movement 
MetaECHO 
Superhubs







### ECHO= Extension for Community Healthcare Outcomes





Thank You, Merci, Gracias y CIAO! <u>jmajor@telemedicine.arizona.edu</u> jmajor@usdla.org



