

---

Northern Arizona Healthcare

# Virtual Care

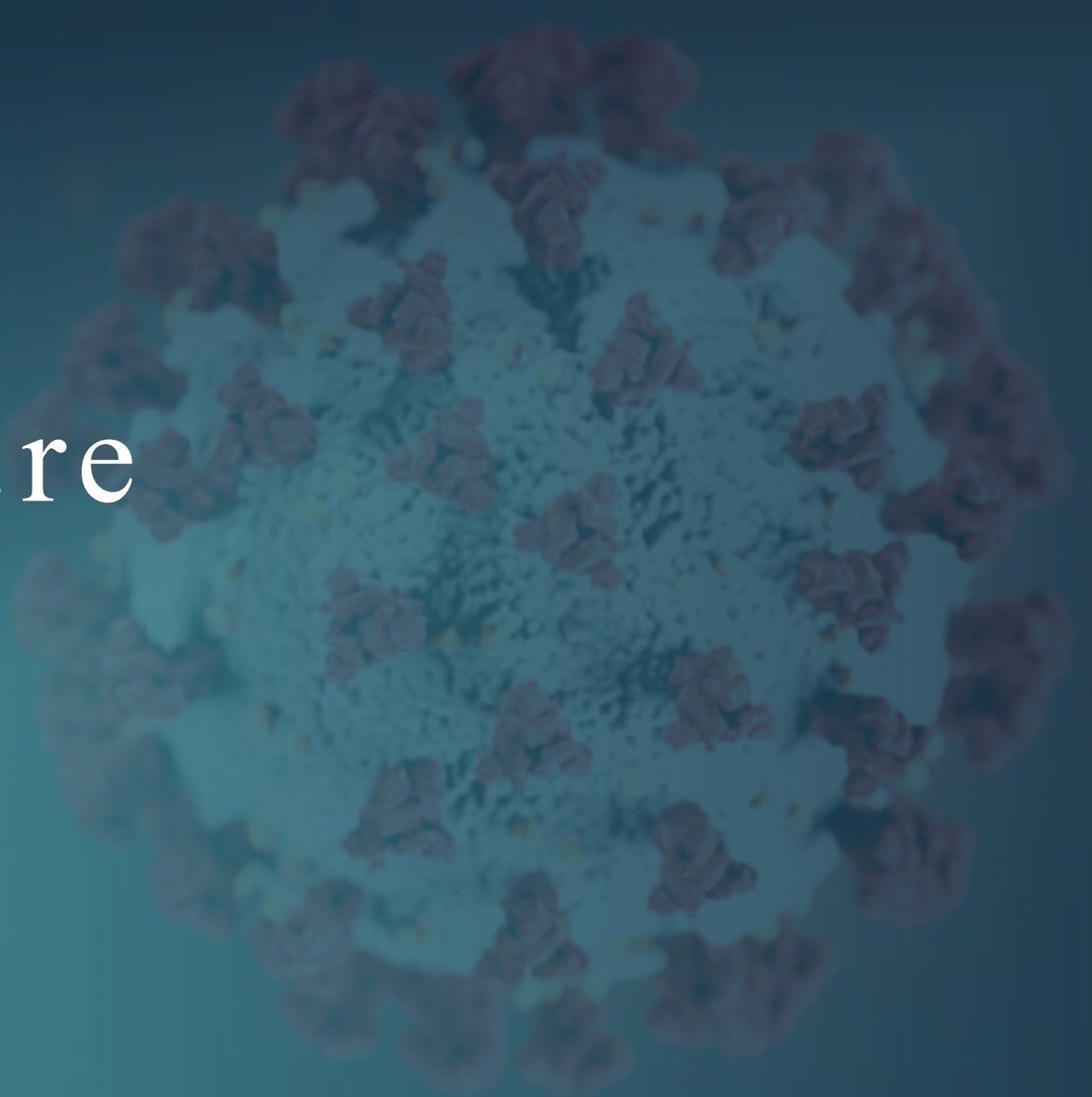
Program Overview – July 2021

---

Travis Boren  
Director, Virtual Care

# Virtual Care Year One

Strategic Plan Review  
Current Program Performance  
Progress Update



# Horizons

The vision for advancing virtual care will be implemented over ten years, across three horizons. The horizons are not entirely linear and will overlap .



## Horizon 1 (within 3 years)

### Building

consistent and sustainable capability

- Seeding and developing necessary capability to support our virtual future.
- Investment in systems and infrastructure
- Establishment of the frameworks, standards and governance required to support transformation.
- Capitalize on immediate opportunities to build momentum.



## Horizon 2 (within 5 years)

### Optimizing

integrating, growing and expanding virtual care

- Apply the technology required to integrate, optimize, grow and expand virtual care and digital health.
- Creation of the next generation of virtual care solutions.
- Integrated technologies, devices and workflows with the integration of big data to enhance decision support.



## Horizon 3 (within 10 years)

### Transforming

scaled virtual care

- Scaled digital transformation across the system.
- New and alternative models of healthcare, delivering treatment outcomes that are beyond the current realms of possibility.
- Building capability to change the way that patients access care, where that care is provided, and the manner in which care is centered on patients.
- System-wide capability will be delivered through targeted investment, other localized investment will be required by our healthcare partners.

# Virtual Care Solution Roadmap (0-3 years)



FY 2021

- Established Virtual Care Governance
- Creation of Program Development Playbook
  - Virtual Visit Platform Vendor Evaluation and Selection
- RPM/Chronic DiseaseMgmt Program Planning and Vendor Selection
  - Tele-neurology/stroke process improvement

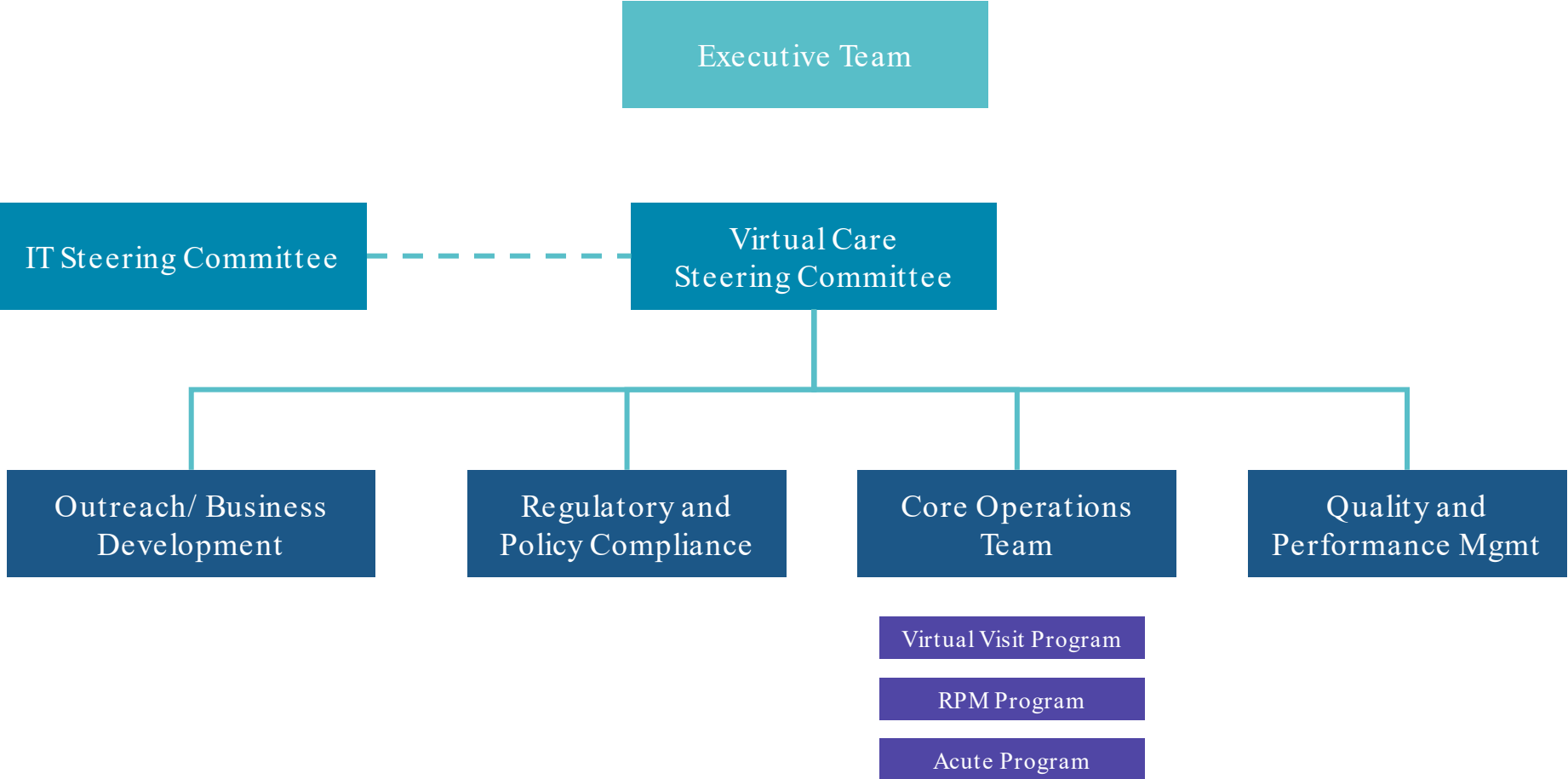
FY 2022

- Online and Mobile Portal and Scheduling
- Virtual Visit Platform Launch
- RPM Program Relaunch w/ updated platform
- Virtual Immediate Care / On Demand Visits
- Acute Telehealth Planning

FY 2023

- On-Demand Medical Exams (w/POC Diagnostics)
- Virtual Clinics/ Remote
- Acute Platform (vICU, vConsults, etc)

# Virtual Care Governance Model



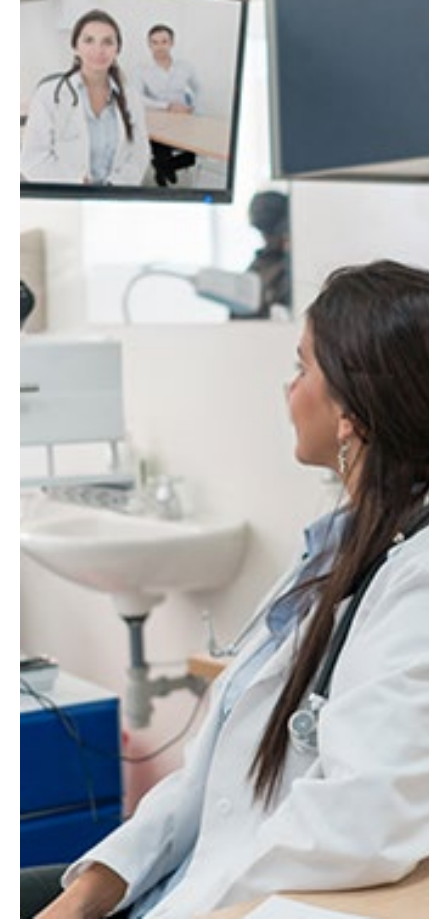
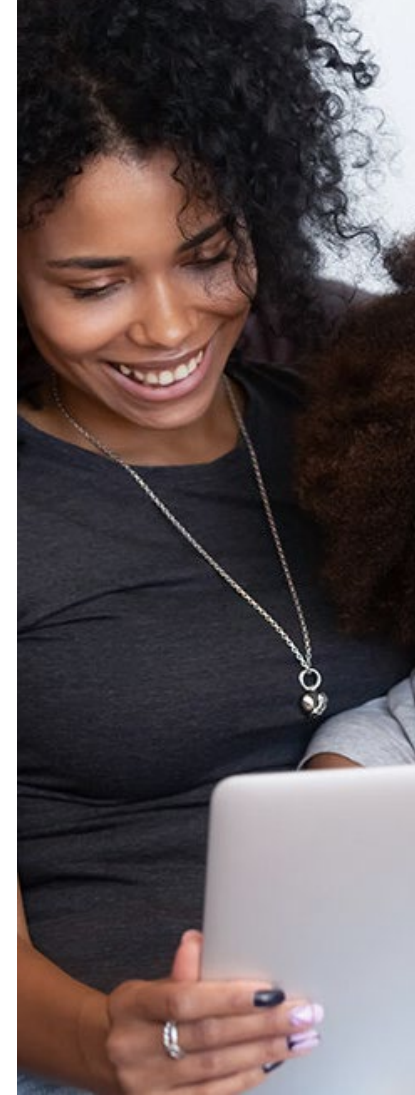




NAH  
Current  
Programs

# Existing Programs

---



## Virtual Visits

- Primary Care, Specialty, Behavioral Health, Pediatrics



## Remote Patient Monitoring

- Care Beyond Walls and Wires

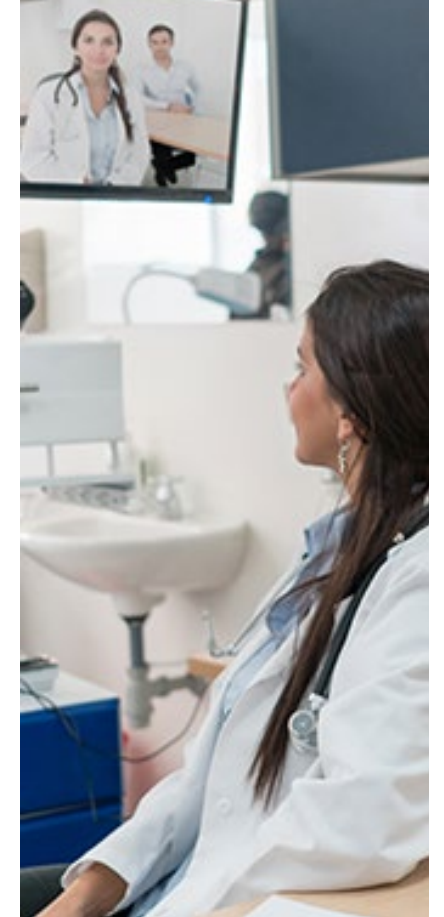
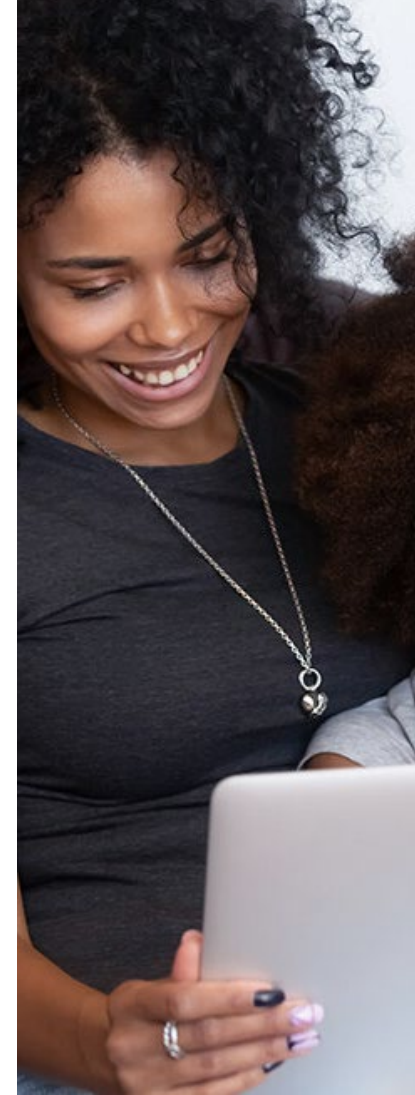


## Acute Specialty

- Tele-stroke/Tele-neurology
- Tele-burn

# Virtual Visit

---

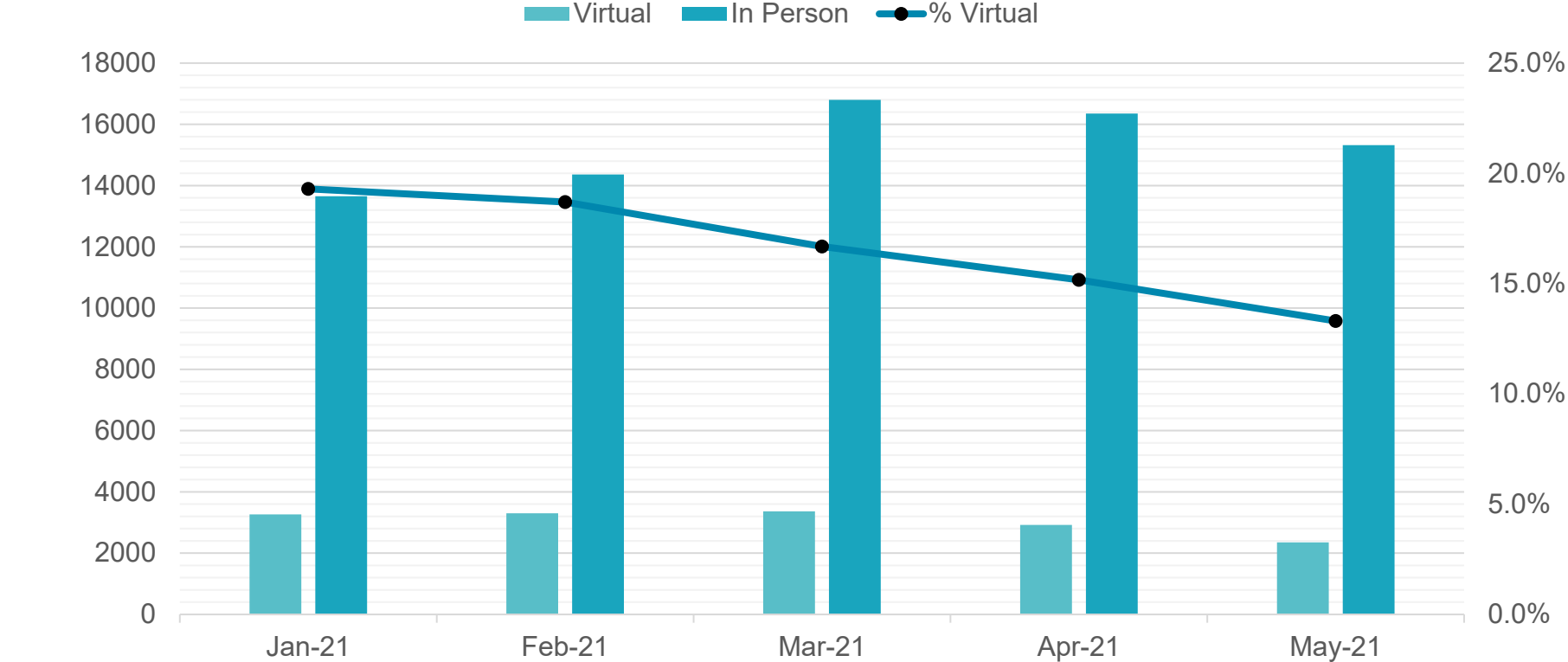


## Virtual Visits

- Pre Covid-19: 0.2% of clinic visits were virtual visits
- Post Covid-19: Up to 36% of monthly clinic visits conducted virtually.
- Clunky, Zoom driven appointments

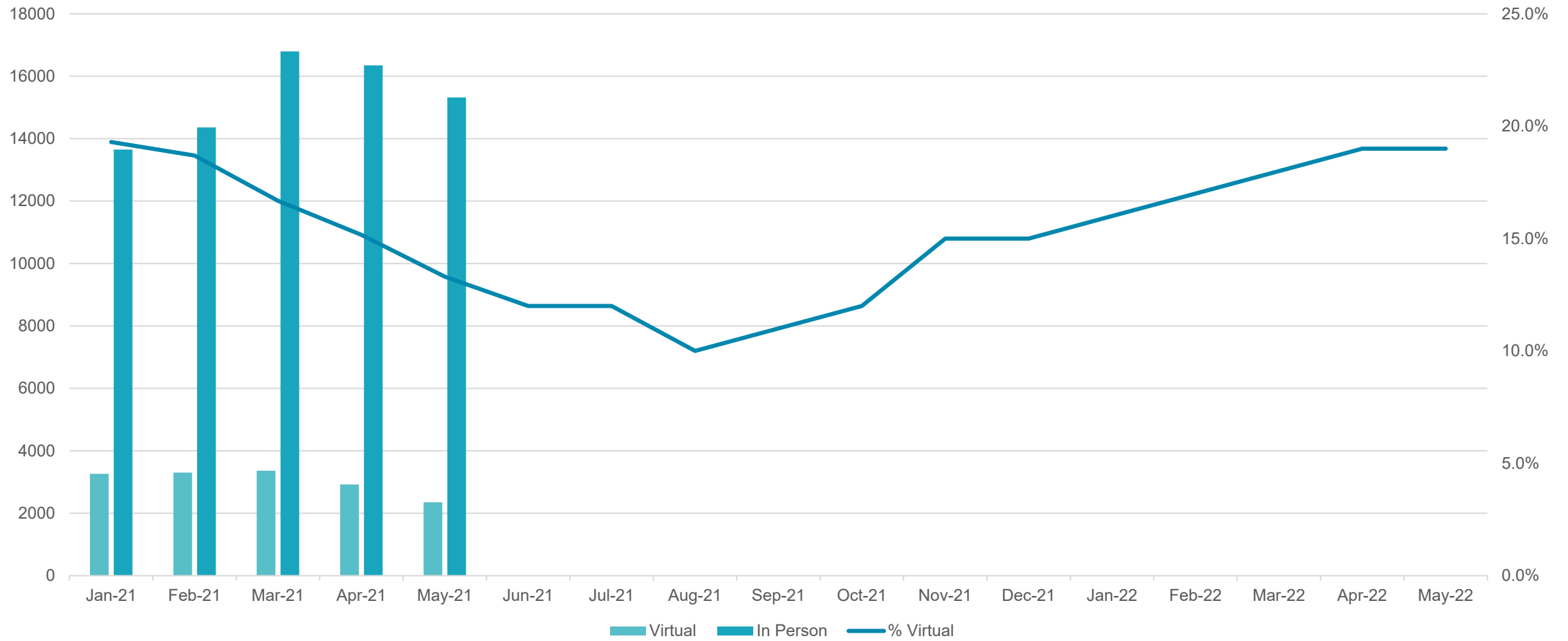


# In Person vs Virtual Visits Across All Clinics CY21

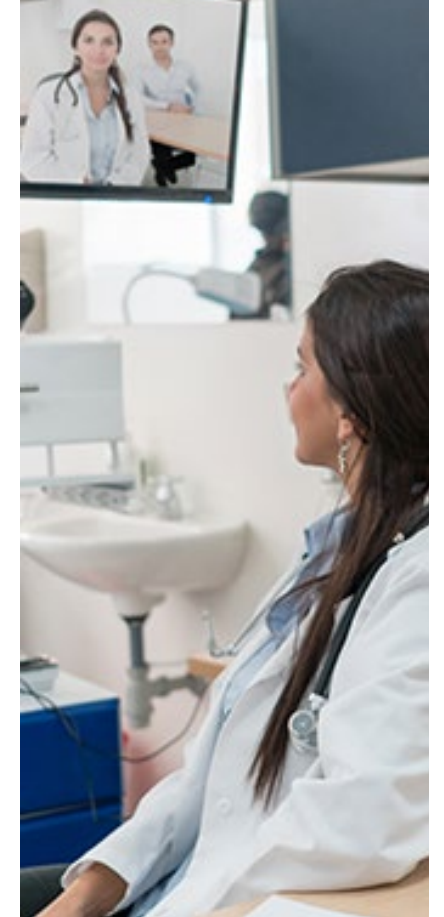
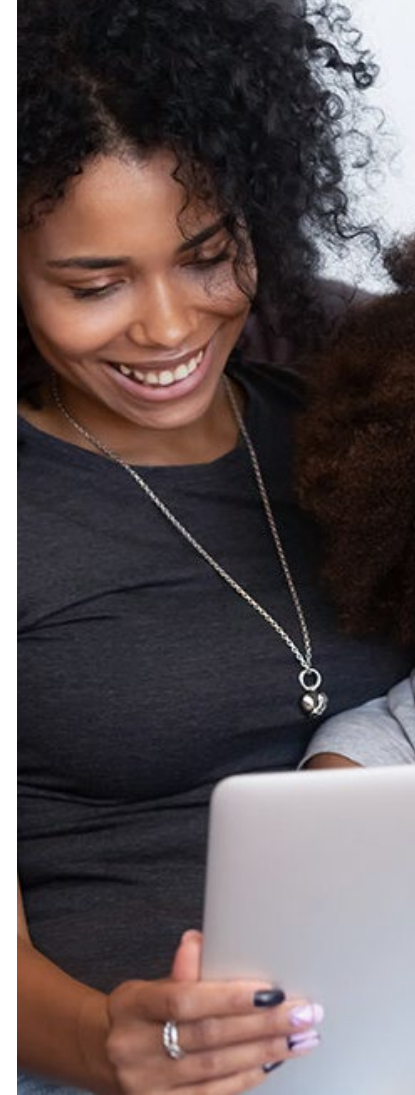


	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Virtual	3263	3302	3363	2923	2351
In Person	13650	14360	16797	16349	15322
% Virtual	19.3%	18.7%	16.7%	15.2%	13.3%

### Projected Percentage of Virtual Visits



# RPM

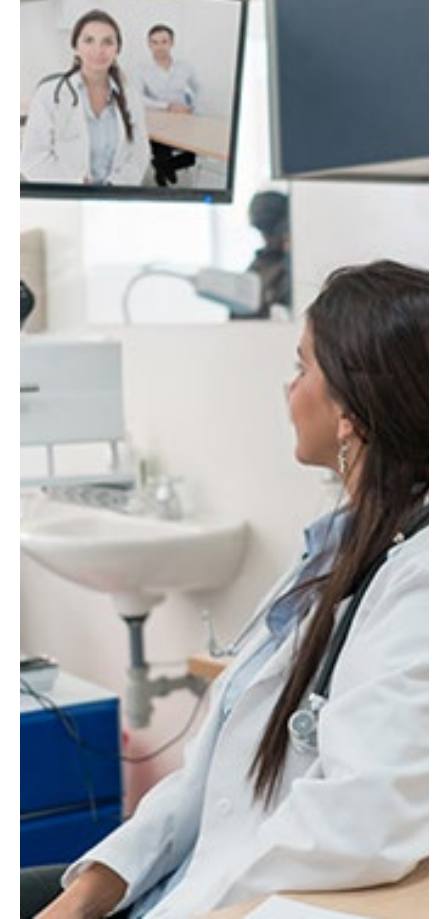
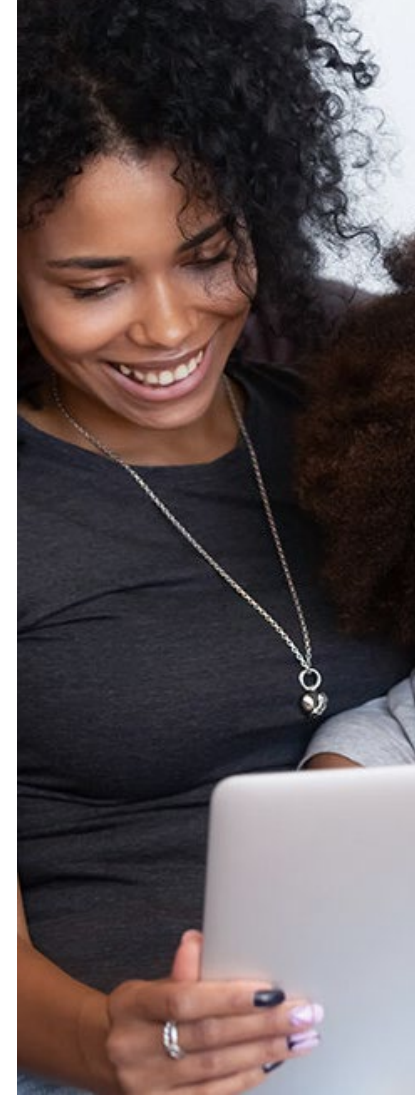


## Remote Patient Monitoring

- Care Beyond Walls and Wires CCN Complex Care Management
- 500+ patients enrolled since 2012
- Physiologic monitoring of HR, BP, O2, Weight & Temperature
- Enrollment today at 48
- Reimbursement: Since 2018, creation of five reimbursement codes specific to RPM. Expansion of reimbursement for RPM continues post-pandemic.

# Acute Specialty/ Sub-Specialty

---



## Virtual Consults

### Tele-Stroke/Tele-Neuro

- Provided by SOC Telemed
- ~75-100 monthly stroke consults across NAH
- EEG consults added in October (Nights/weekends)

### Tele-burn

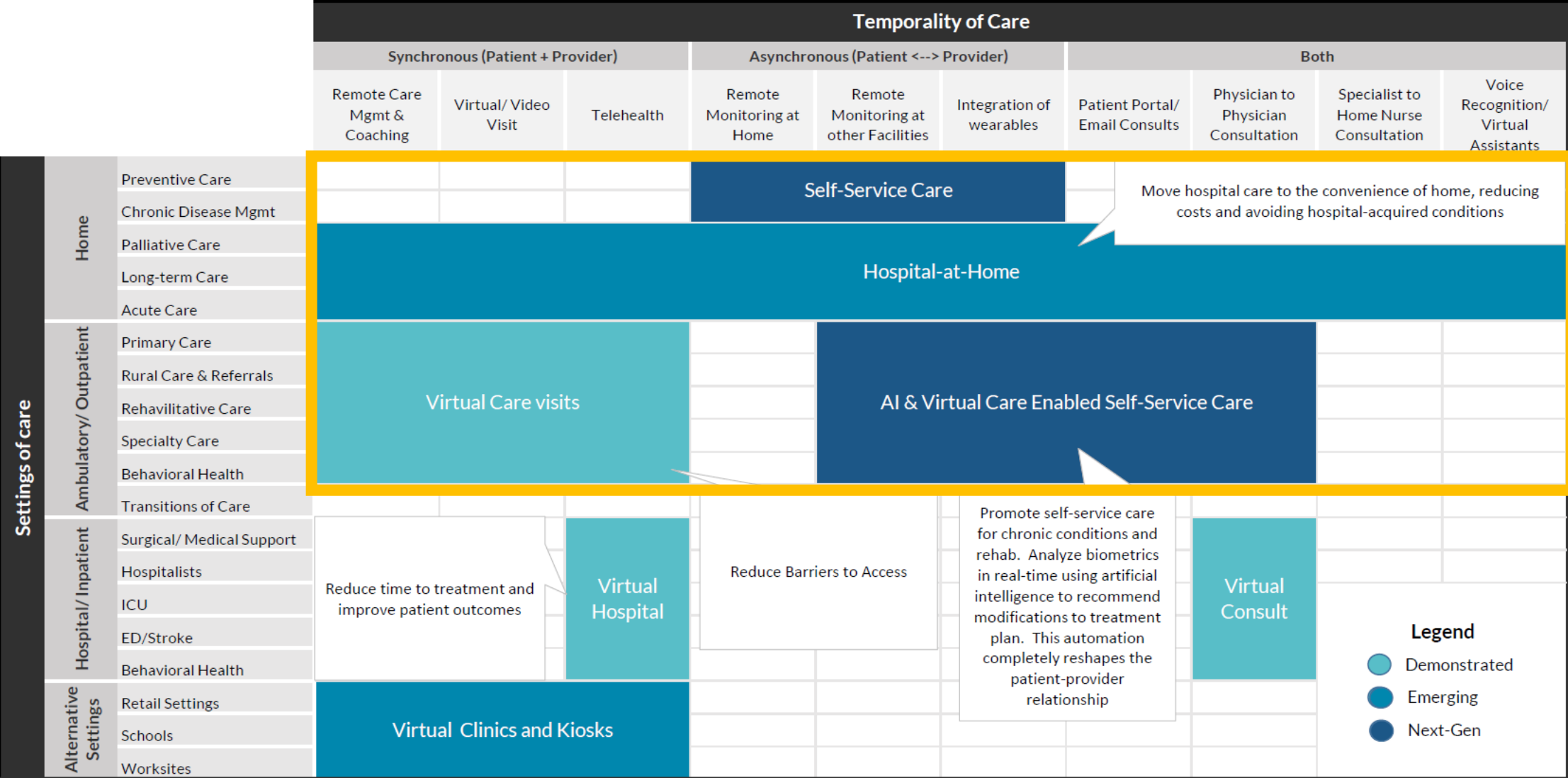
- Provided by Arizona Burn Center
- Avg 5 monthly consults



# Our Digital Future



# FY22 Focus Areas

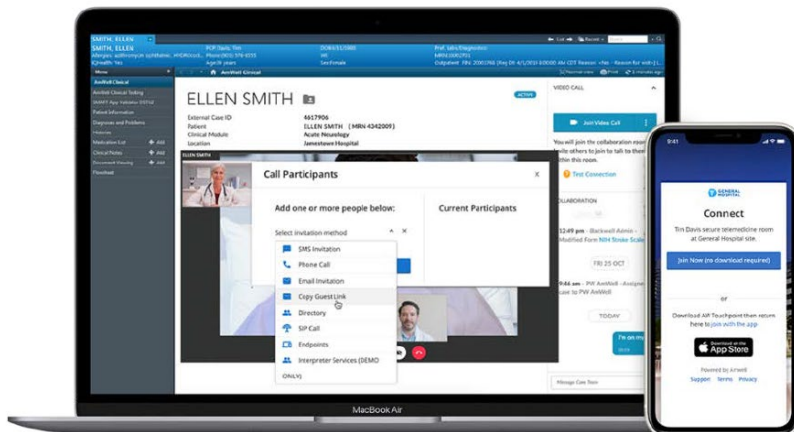


# 01 SEAMLESS ONLINE AND MOBILE PORTAL & SCHEDULING



Year 2 (FY22):  
Building Consistent and  
Sustainable Capability

# 02 INTEGRATED VIRTUAL VISITS



# 03 SIMPLIFIED REMOTE PATIENT MONITORING



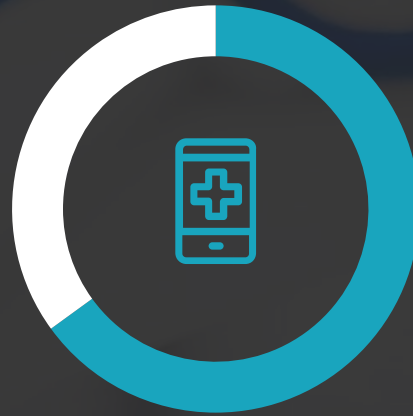
# FY22 Timeline

October 2021



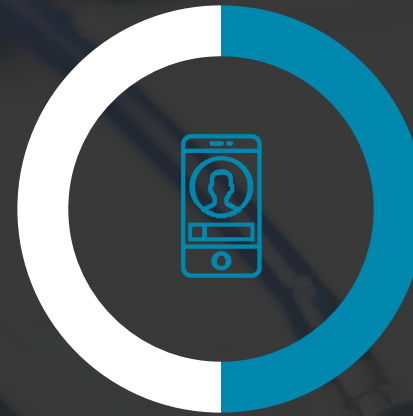
Remote Patient  
Monitoring (RPM)  
Re-launch

November 2021



Patient Portal, Online  
Scheduling and  
Mobile App

December 2021



Enterprise Virtual Visit  
Platform Launch –  
Scheduled Visits

Spring 2022



On-Demand  
Virtual Visits



# Virtual Care Solution Roadmap (0-3 years)



FY 2021

- Established Virtual Care Governance
- Creation of Program Development Playbook
  - Virtual Visit Platform Vendor Evaluation and Selection
- RPM/Chronic DiseaseMgmt Program Planning and Vendor Selection
  - Tele-neurology/stroke process improvement

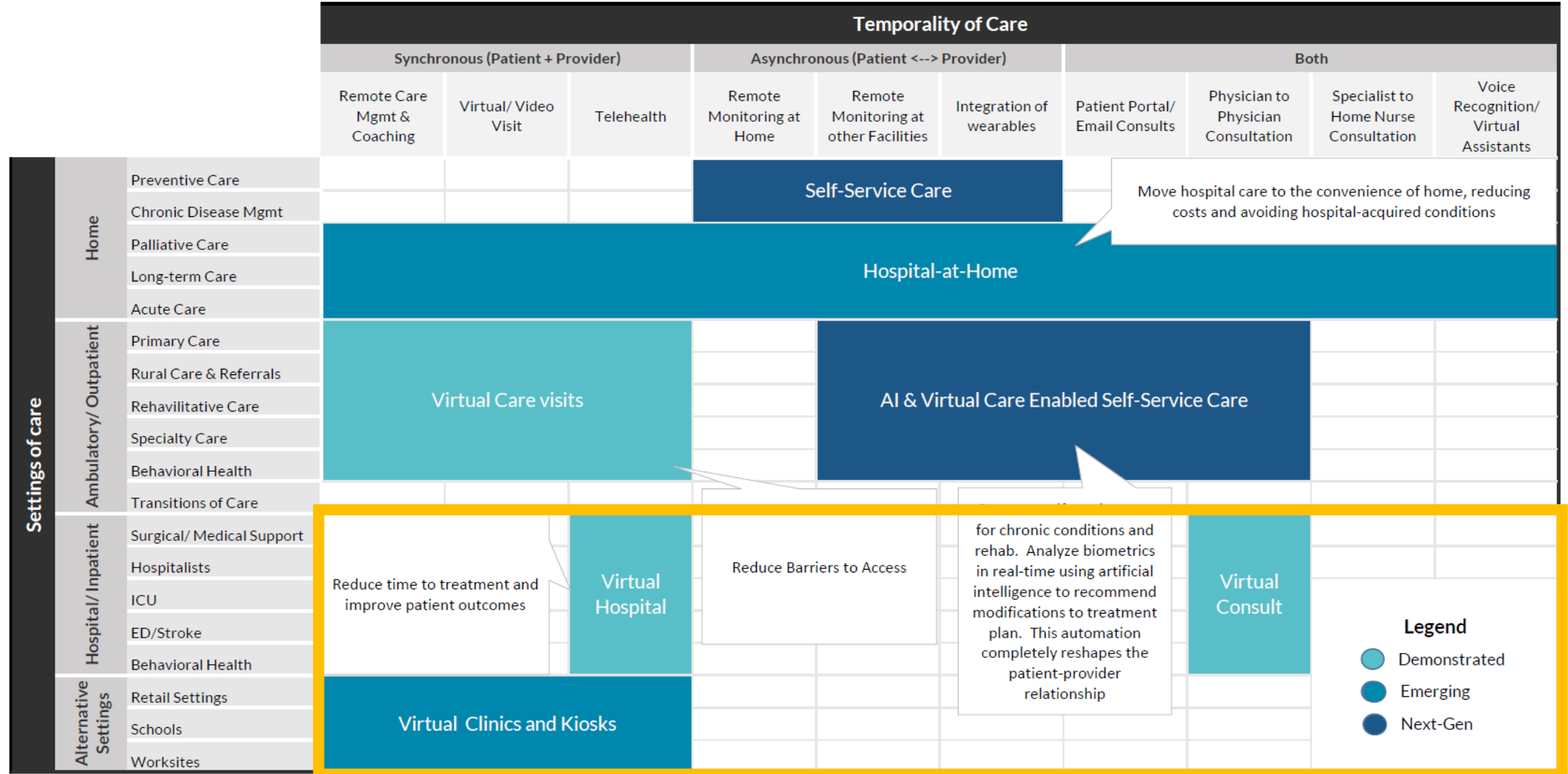
FY 2022

- Online and Mobile Portal and Scheduling
- Virtual Visit Platform Launch
- RPM Program Relaunch w/ updated platform
- Virtual Immediate Care / On Demand Visits
- Acute Telehealth Planning

FY 2023

- On-Demand Medical Exams (w/POC Diagnostics)
- Virtual Clinics/ Remote
- Acute Platform (vICU, vConsults, etc)

# FY22 Q3/ Q4 Strategy Development





# Pursuing a Virtual First Strategy





AMBULATORY WING

NAH MAIN HOSPITAL

CONFERENCE CENTER

PURPLE SAGE BLVD.

CLINICAL PARTNERS

RESEARCH & INNOVATION

MIXED USE

BEULAH DRIVE

HOTELS

PILLIUM DRIVE

NTY

RTH



# Questions

The image features a teal-tinted background with a blurred scene of a doctor on a laptop screen. The doctor is wearing a white coat and a stethoscope. In the foreground, a stethoscope is visible on a desk. The word "Questions" is centered in a white, serif font.