



# Improving Access to Quality Medical Care Webinar Series

*Presented by*

The Southwest Telehealth Resource Center,  
Arizona Telemedicine Program, and  
Intermountain Healthcare

# Welcome

- SWTRC region - AZ, UT, CO, NM & NV
- Fellow HRSA Grantees
- All other participants



**The Intermountain Healthcare, the Arizona  
Telemedicine Program, and the Southwest  
Telehealth Resource Center** welcome you to this free  
webinar series.

The practice & deliver of healthcare is changing, with  
an emphasis on **improving quality, safety, efficiency,  
& access to care.**

**Telemedicine can help you achieve these goals!**

# Webinar Tips & Notes

- When you joined the webinar your phone &/or computer microphone was muted
- Time is reserved at the end for Q&A, please use the **Chat function** to ask questions
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted on the ATP website
  - <http://telemedicine.arizona.edu/webinars/previous>







**“TeleHealth Rehab  
is so much more than  
just video visits”**

# Rehab telehealth is so much more than video visits

April 2021

**Dr. Rhonda Taubin**, MD PM&R, *Medical Director Telerehab*

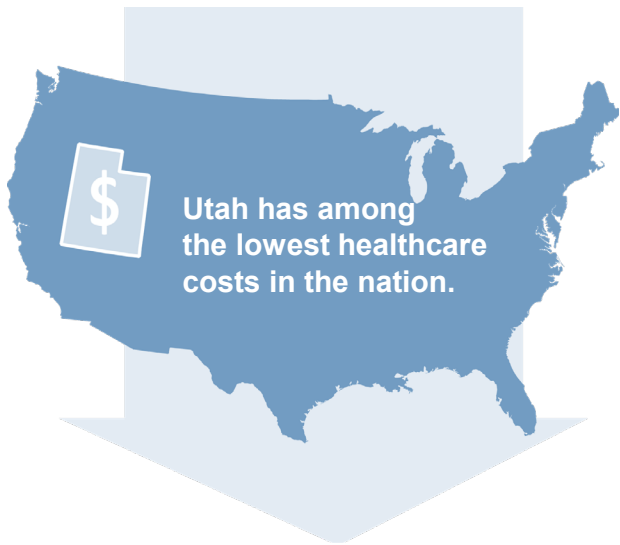
**Stephen Hunter**, DPT, *Director of Internal Process Control*

**Kevin Christensen**, MOT, *Internal Process Control Technology & Telehealth*



# Intermountain Healthcare

Not-for-Profit Integrated Health System Based in Salt Lake City, Utah



## PREVENTION & WELLNESS

**88,000** Healthy Plates hospital cafes  
**12,000** Utah students participating in LiVe Well assemblies  
**57,000** Healthy Living participants



## HOSPITALS & CLINICS

**23** Hospitals  
**2,700** Beds  
**185** Clinics



## selecthealth. INSURANCE

**750,000** Members



## OUR TEAM

**1,500** Medical Group doctors & APN's  
**36,000** Employees



## REHABILITATION SERVICES

**1,400** Care Givers (PT, OT, SLP, Aud, ATC)  
Wellness, Acute, IRF, Home Care, Out-Patient

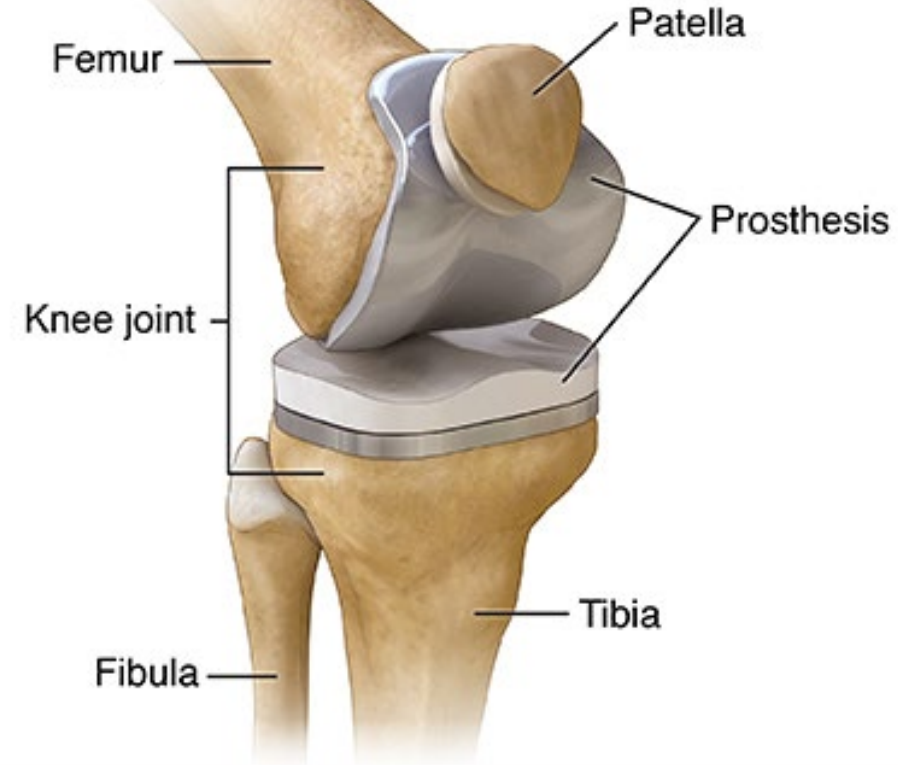
# Background & Current State

- 2019-2020 Telehealth increased by **70,000%**
- **COVID Telehealth waivers** have allowed providers to perform remote visits
- ROMS Data shows **Telehealth outcomes** comparable to in-person treatment
- Patients like it, providers like it, & national data shows high satisfaction



# Examples from TKA

## Total knee replacement



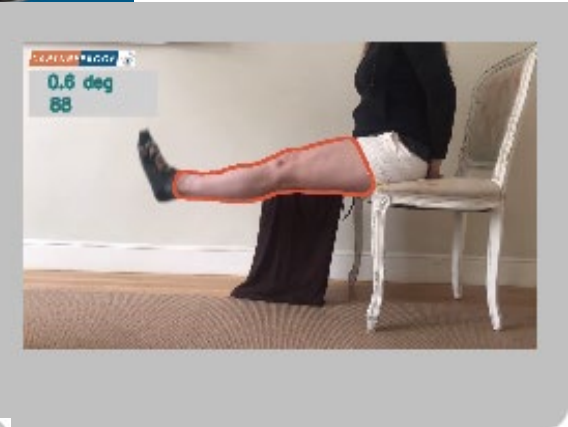
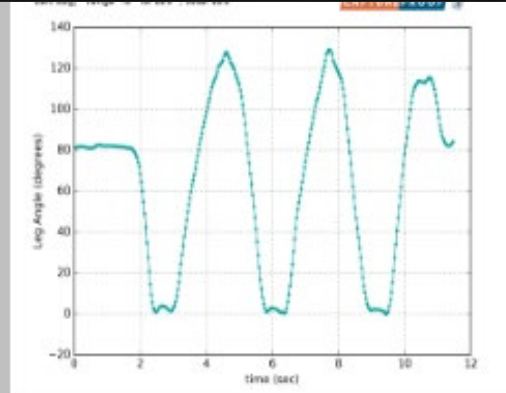
# Examples from TKA

- CAPTUREPROOF

Wound progression

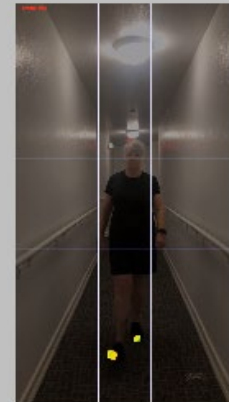
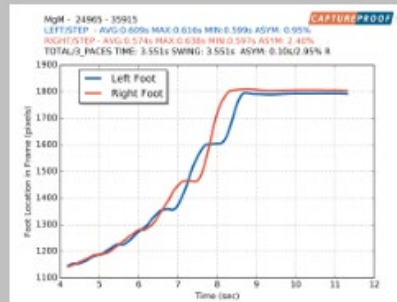


Knee ROM

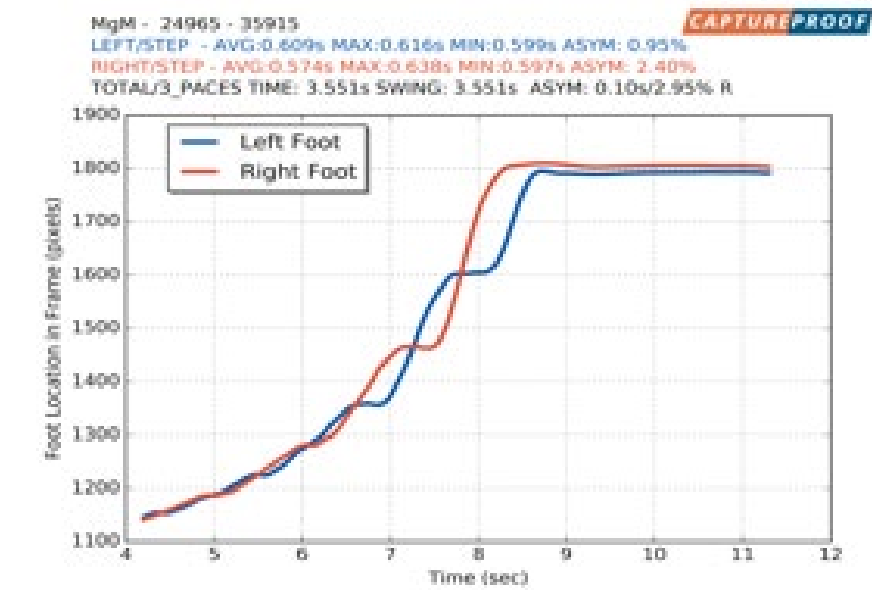
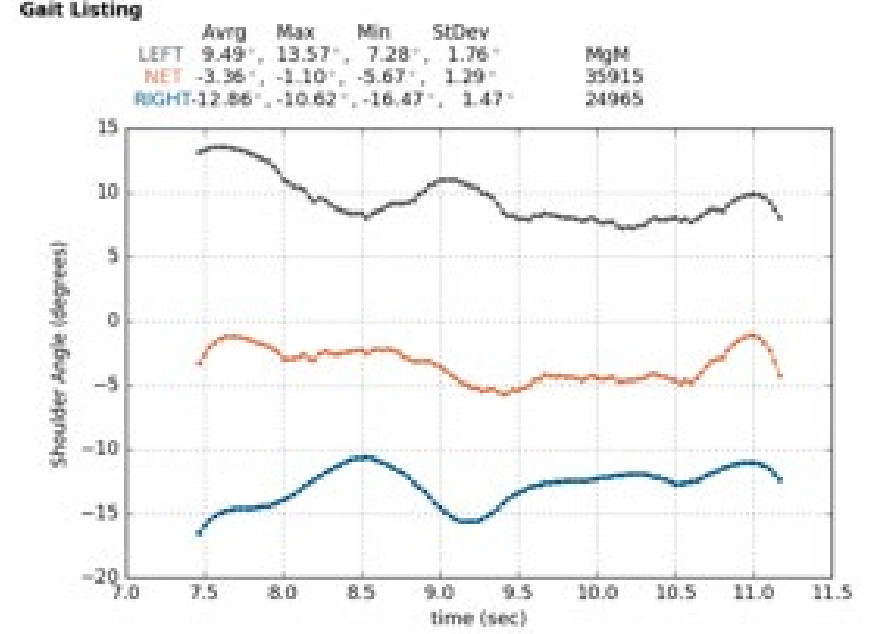
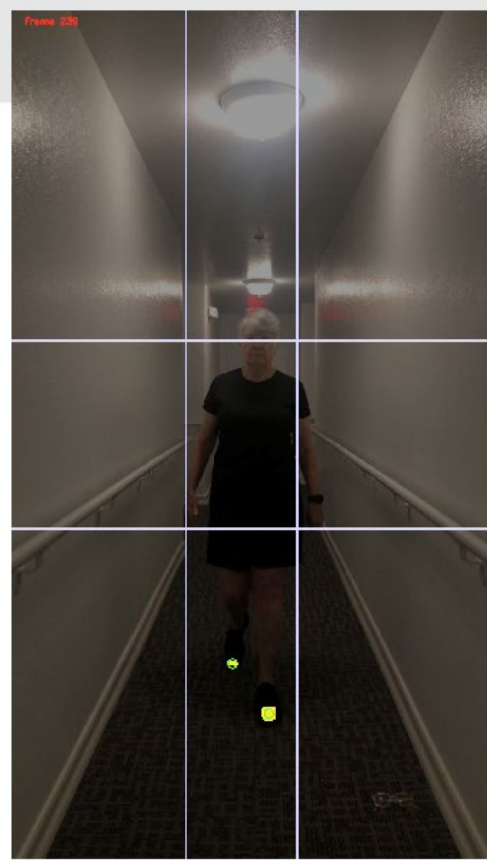
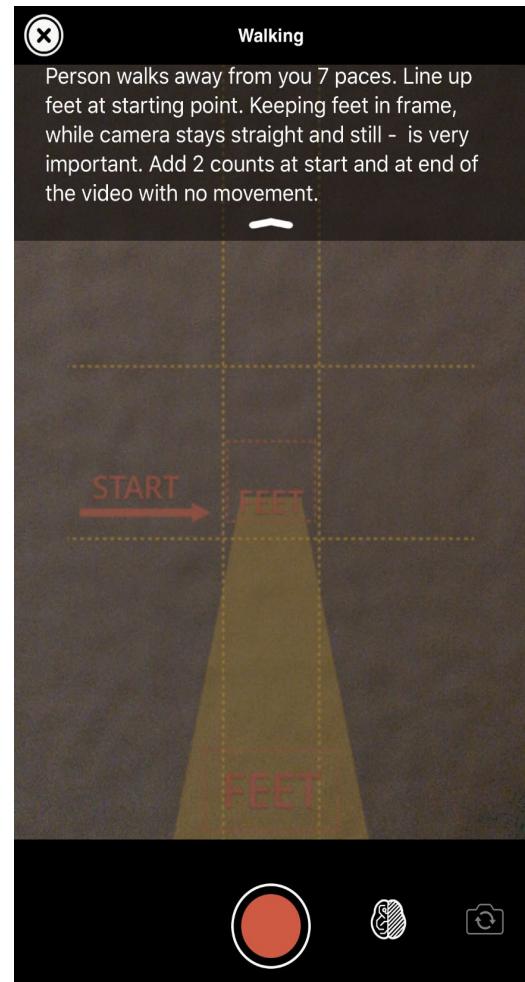


Gait analysis

## CADENCE SYMMETRY



# LEFT/RIGHT MONITORING OF GAIT ANGLE



# Examples from TKA

- MedBridge
- Online Exercise Videos
- Patient Education

Supine Heel Slides [Edit Exercise Name](#)



Request Exercise Modification

Mirror Exercise

THUMBNAILS - CLICK TO VIEW



Description:

Language: ▼

**B** **I** U **☰** **☰** **☰** **☰**

Setup

- Begin lying on your back with your legs bent and your hands resting on your belly.

Frequency:

x Weekly  x Daily

Sets   Reps  Hold

[Add New Parameter >](#)

Notes

Custom exercise notes...

Add to Program

## TKA Precautions Handout

### UNDERSTANDING YOUR PRECAUTIONS:

### Total Knee Arthroplasty

**AFTER TOTAL KNEE REPLACEMENT SURGERY**, it is important to allow your new joint to heal safely. Your provider will advise you on positions to avoid.

#### Your New Knee

During a knee replacement surgery, damaged portions of your knee joint were removed and replaced with a durable implant called a prosthesis.

While your muscles and ligaments heal, it is important to follow the precautions given by your surgeon and therapist. These precautions protect your new knee and prevent dislocation of the new joint.

Depending on how your body is healing and on the surgery technique used, knee precautions may differ from person to person. Unless you are told otherwise, adhere to the following precautions.



#### KNEE PRECAUTIONS



# Pre-Visit Form

- Current Medication list
- Pain level
- Narcotic usage
- Home exercise compliance

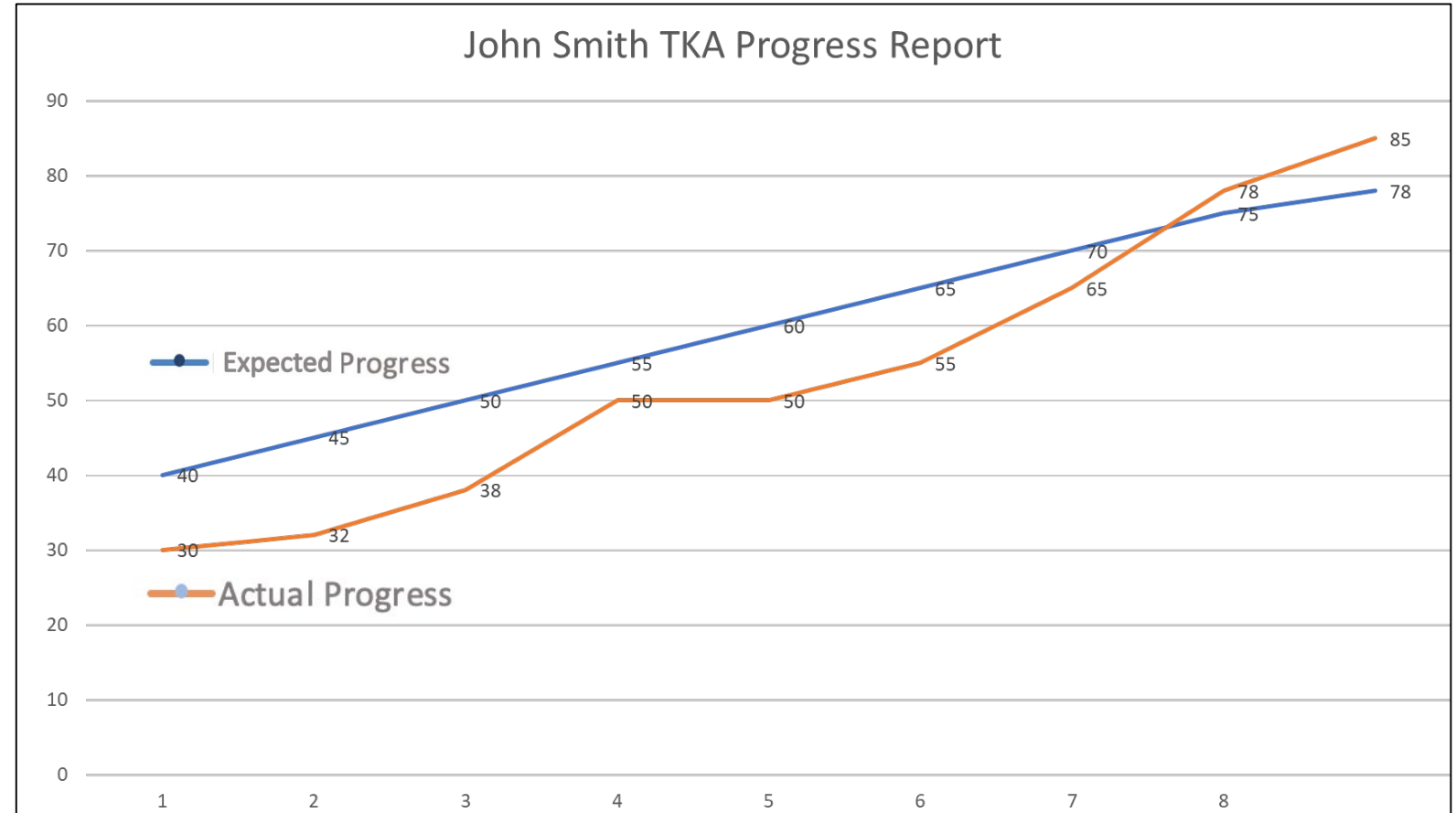




# Examples from TKA

- ROMS (outcomes)

Compare actual patient progress to expected progress



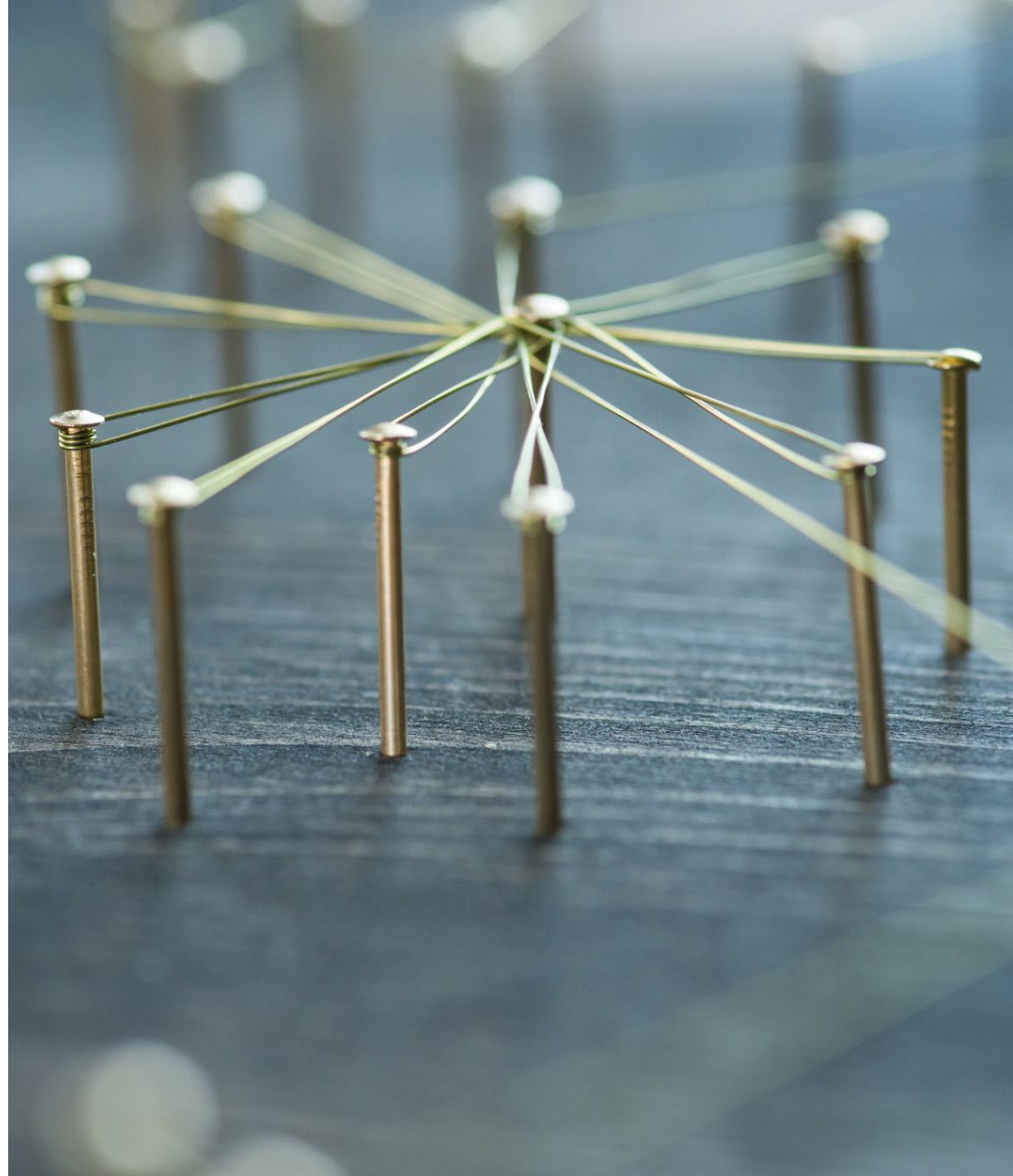
Expected Progress Actual Progress

# Alerts for follow up and triage

Patient	Diagnosis	Alert
Jones, Mary	TKA	Possible wound infection
Smith, John	TKA	Pain and disability have spiked
Brown, Sue	TKA	Patient progress below expected
Martinez, Juan	TKA	Patient not compliant with HEP
Doe, Jane	TKA	Patient progressing well
Hunt, George	TKA	Patient progressing well
Bell, Cindy	TKA	Patient progressing well

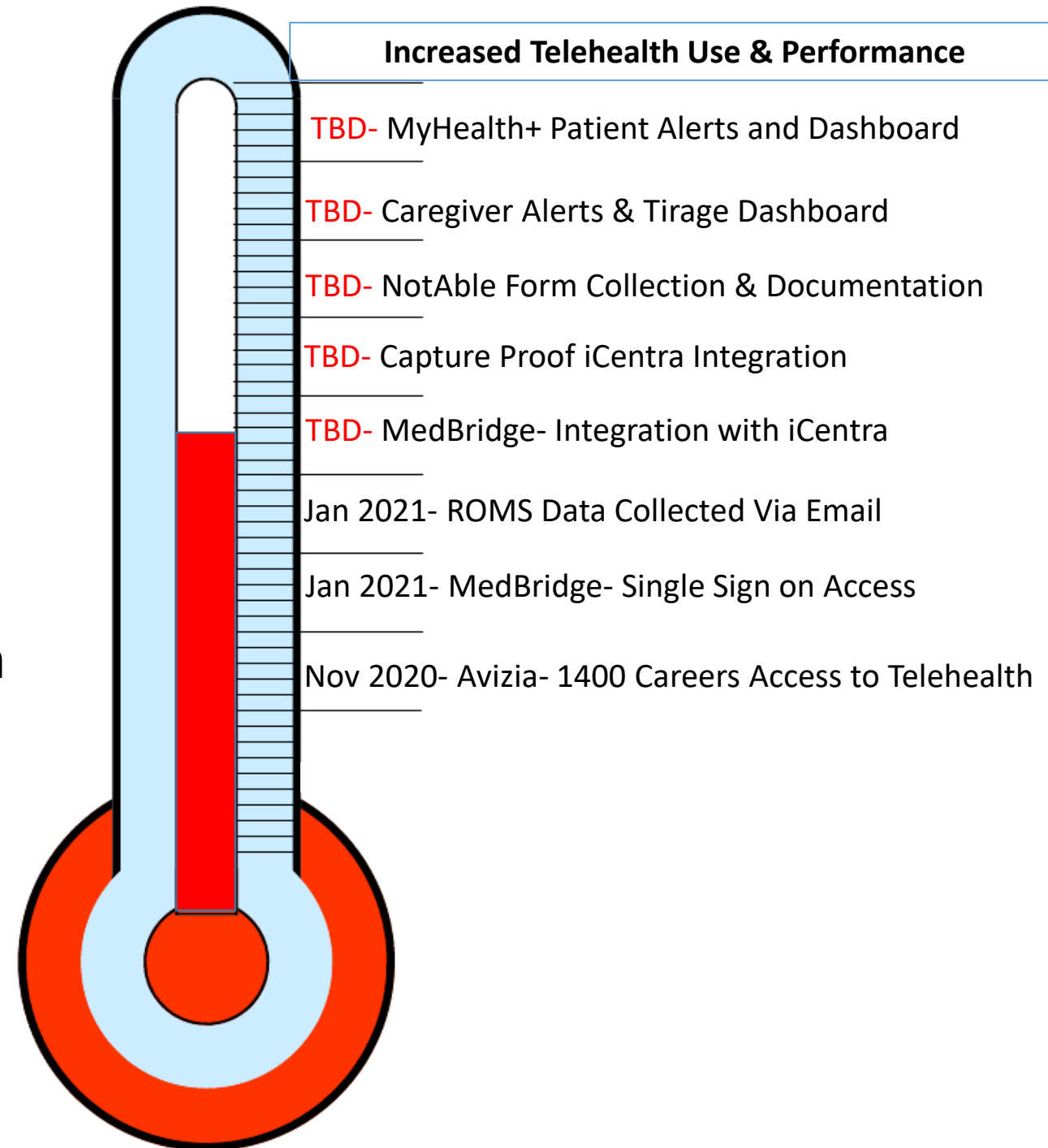
# Recommendations

- Streamlined iCentra Integration

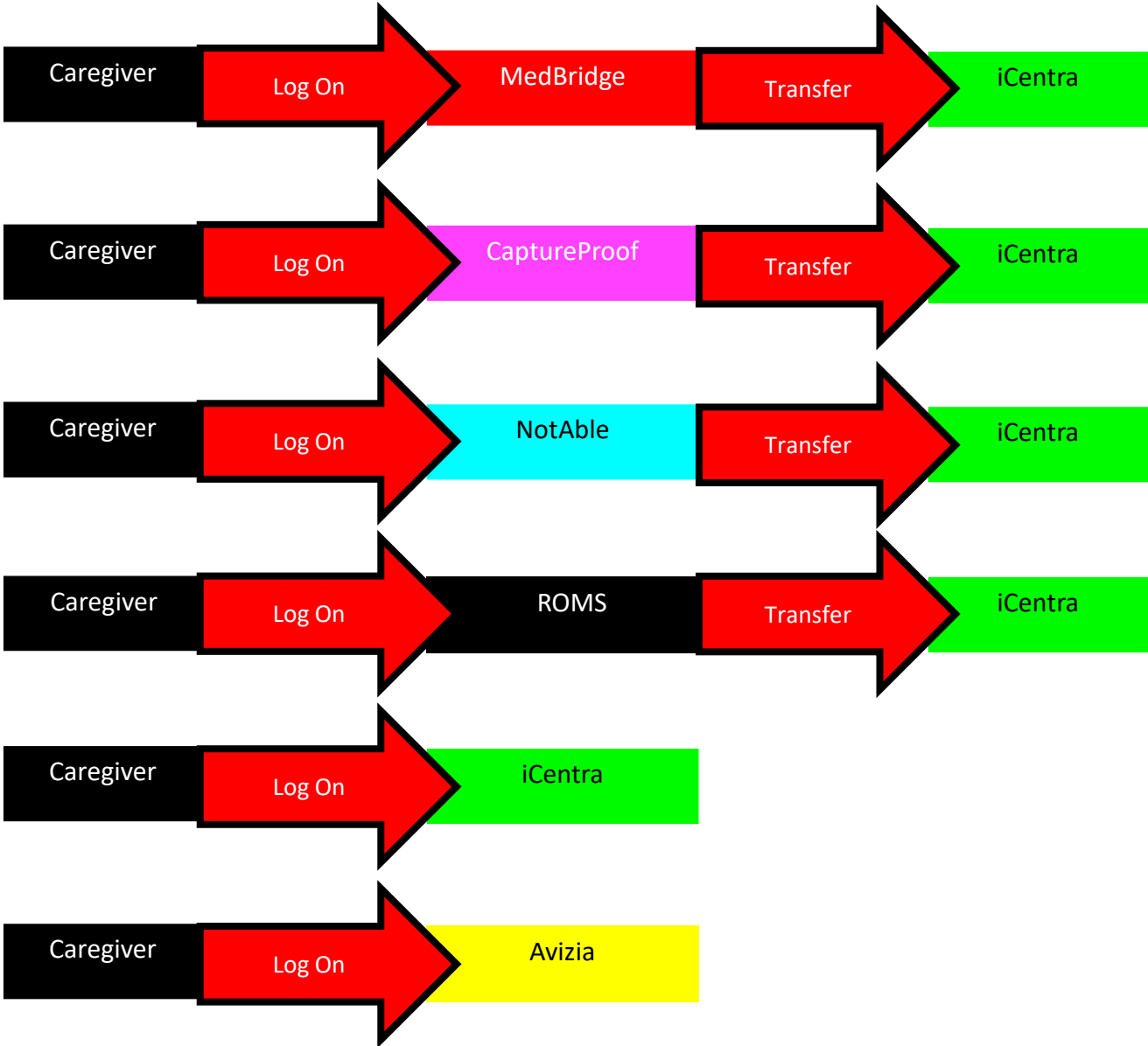


# Current State & Need to Change

- Improve efficiency, Decrease Cost, Increase Billing & Patient Time
- Not just a convenience- improved access for patient & caregivers
- Progressing to full integration
- Current process still has a lot of room for improvement
  - Inefficient
  - Frustrating (providers & patients)
  - Caregiver abandonment



# Pre-Integration Caregiver Friction & Time Waste Points



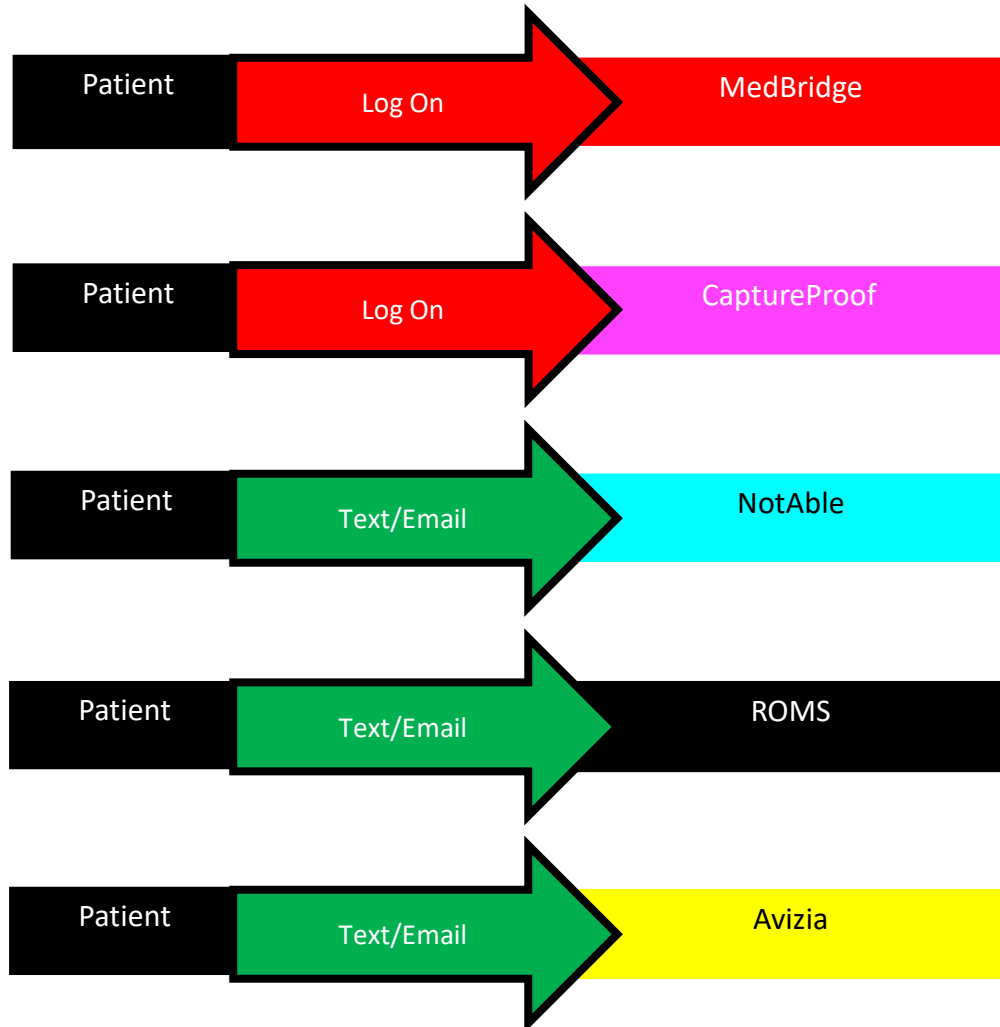
## Pre-Integration Caregiver Process

*6 Different Application Log-ins*

*4 Patient Data to Manually Transfer*



# Pre-Integration Patient Friction & Barrier Points



## Pre-Integration Patient Process

*2 Different Application log-ins*

*3 Different Applications Sending Email/Text Communications*

# Demonstration of Current Inefficiencies

## Typical 30 Minute Video Visit for Physical Therapy Appointment

<u>Introduction:</u>	00:00-00:30	TIME	Billable?
• <u>Preparation Before a Telehealth Visit:</u>	00:30-02:20	01:51	No
• <u>Avizia Login &amp; Patient Setup:</u>	02:20-05:10	02:47	No
• <u>Setting Up Documentation During Visit:</u>	05:10-6:53	01:34	No
• <u>ROMS Documentation During Visit:</u>	06:53-15:55	09:10	No
<u>Direct Patient Care (Assessment Exercise, Patient Education, etc.)</u>		08:00	Yes
• <u>Documentation During Visit:</u>	15:55-16:55	01:00	No
• <u>MedBridge HEP Setup &amp; Assign:</u>	16:55-21:44	04:48	Yes
• <u>MedBridge Documentation:</u>	21:44-24:06	02:23	No
<u>ROMS &amp; MedBridge Importance:</u>	24:06-25:45		
<u>Current Process Recap:</u>	25:45-26:46		

**CURRENT TOTAL TIME NOT FOCUSED ON PATIENT CARE 22:11**

**Current Billing time 12:48**

**Future Billing With Increased Efficiencies**

**(ROMS 9:10) + (MedBridge Documenting 2:23) = (11:33) + (12:48) = 24:21\***

**\*Double Patient Facing Time & Less Documentation Time\***



- **Description:** Includes patient personalized online home exercise and education application.
- **Integration Benefit:** Valuable benefit for patients, but process for assigning exercises is highly inefficient.
- **Potential Cost Savings:** Time Savings 7min/visit - Ave 348 Visits /month = 40 hours a month = Potential revenue increase and increase time with patient.
- **The Challenges (Prioritized):**
  1. Single sign on within iCentra (Completed 1/21)
  2. EMR documentation integration (In Progress)
  3. MyHealth+ Patient Access (In Progress)
- **Priority Level:** HIGH

# Examples from TKA

- MedBridge
- Online Exercise Videos
- Patient Education

Supine Heel Slides [Edit Exercise Name](#)



Request Exercise Modification

Mirror Exercise

THUMBNAILS - CLICK TO VIEW



Description:

Language: ▼

**B** **I** U **☰** **☰** **☰** **☰**

Setup

- Begin lying on your back with your legs bent and your hands resting on your belly.

Frequency:

x Weekly  x Daily

Sets   Reps  Hold

[Add New Parameter >](#)

Notes

Custom exercise notes...

Add to Program

## TKA Precautions Handout

### UNDERSTANDING YOUR PRECAUTIONS:

### Total Knee Arthroplasty

**AFTER TOTAL KNEE REPLACEMENT SURGERY**, it is important to allow your new joint to heal safely. Your provider will advise you on positions to avoid.

#### Your New Knee

During a knee replacement surgery, damaged portions of your knee joint were removed and replaced with a durable implant called a prosthesis.

While your muscles and ligaments heal, it is important to follow the precautions given by your surgeon and therapist. These precautions protect your new knee and prevent dislocation of the new joint.

Depending on how your body is healing and on the surgery technique used, knee precautions may differ from person to person. Unless you are told otherwise, adhere to the following precautions.



#### KNEE PRECAUTIONS



# Rehab Outcomes Management System (ROMS)



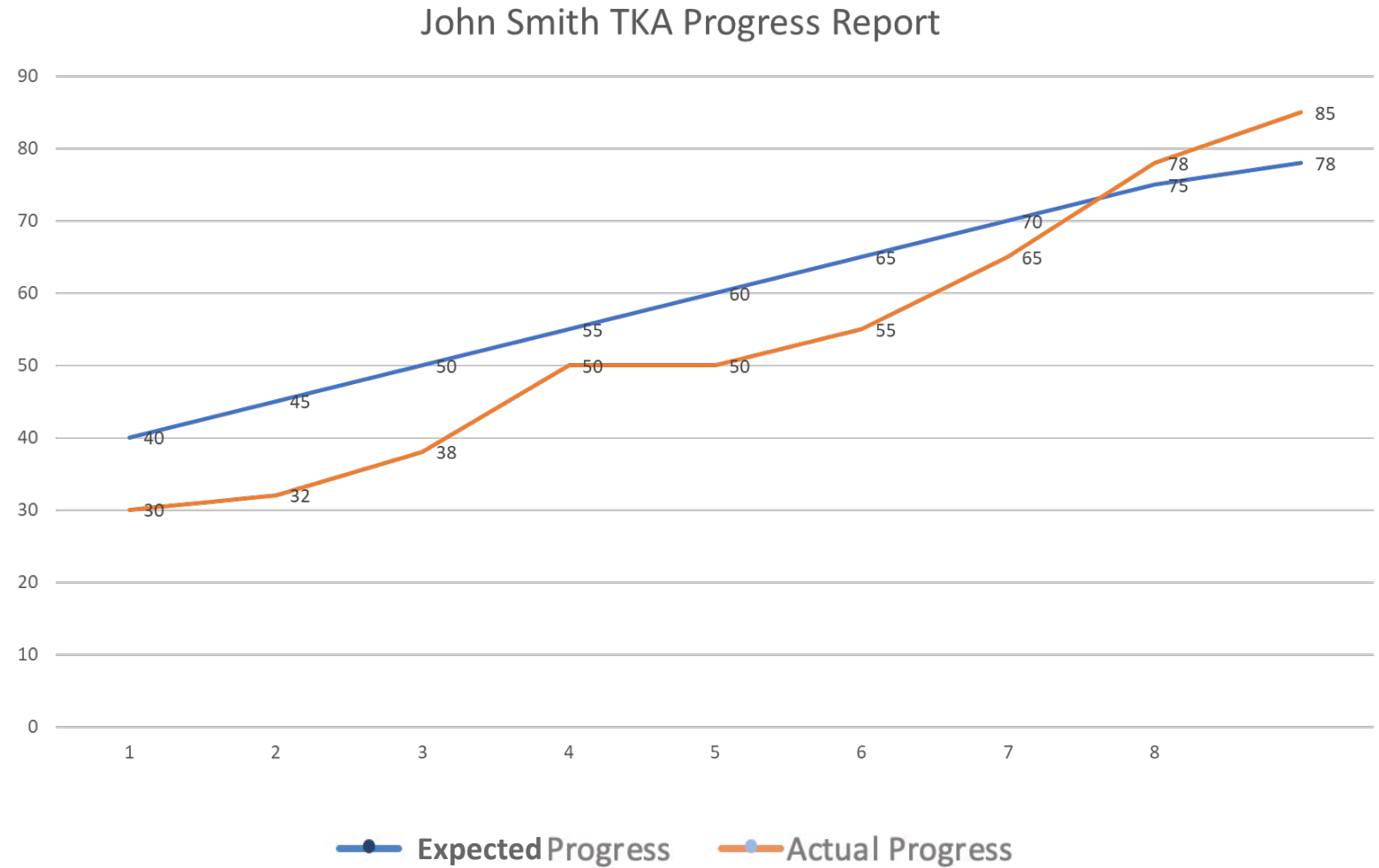
- Description: Platform for collecting and analyzing patient outcomes (database of 3 million visits over 20 years)
- Integration Benefit: Combines patient outcomes with documentation and patient demographics to improve efficiency of clinical decision making and allow patient access through MyHealth+
- Potential Cost Savings: Reduces the time needed to switch between applications
- The Challenges (Prioritized):
  1. Email ROMS collection form to patient before visit (Completed 1/21)
  2. Ability to classify and enter outcome data directly into iCentra (In Progress)
  3. Patient access to their rehab outcomes in MyHealth+ (In Progress)
  4. Quick link to outcome dashboards within iCentra (In Progress)
- Priority Level: HIGH



# Examples from TKA

- ROMS (outcomes)

Compare actual patient progress to expected progress



# CaptureProof



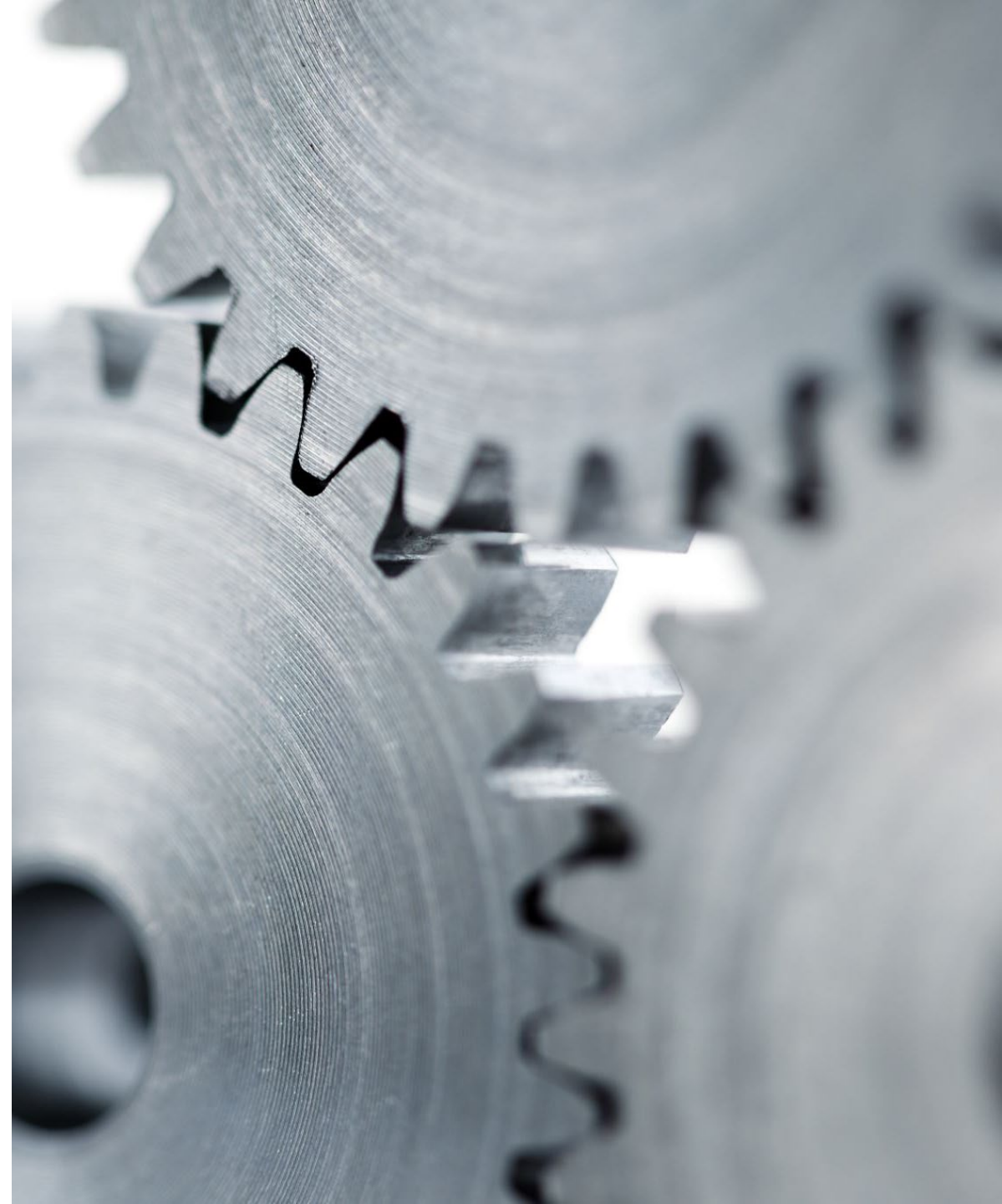
- **Description:** Remote patient entry of range of motion, gait analysis, and wound status.
- **Integration Benefit:** Improves provider efficiency to advance patient treatment, engagement, and education
- **Potential Cost Savings:** Decreased required in person office visits
- **The Challenges (Prioritized):**
  1. Application development (In Progress)
  2. iCentra Integration (In Progress)
  3. MyHealth+ Integration (In Progress)
- **Priority Level:** Moderate

- **Description:** Automated collection of patient information
- **Integration Benefit:** Less time spent collecting/organizing patient data and more time on billable services, and enriching the patient interaction.
- **Potential Cost Savings:** Decreased documentation time, & reduce provider burnout/turnover
- **The Challenges (Prioritized):**
  1. Early access to application (In Progress)
  2. Streamline, standardize & prioritize Rehab's needs (In Progress)
- **Priority Level:** Moderate

- **Description:** Robust easy to use Telehealth platform
- **Integration Benefit:** One intermountain platform
- **Potential Cost Savings:** Increase patient access, treatment options, and efficiency
- **The Challenges (Prioritized):**
  1. Provider orientation and training (Completed 1/21)
  2. Platform enhancements (presentation screen size) (In Progress)
  3. Equipment requirements (multiple screens) (In Progress)
  4. Provider acceptance (In Progress)
- **Priority Level:** High

## Future State

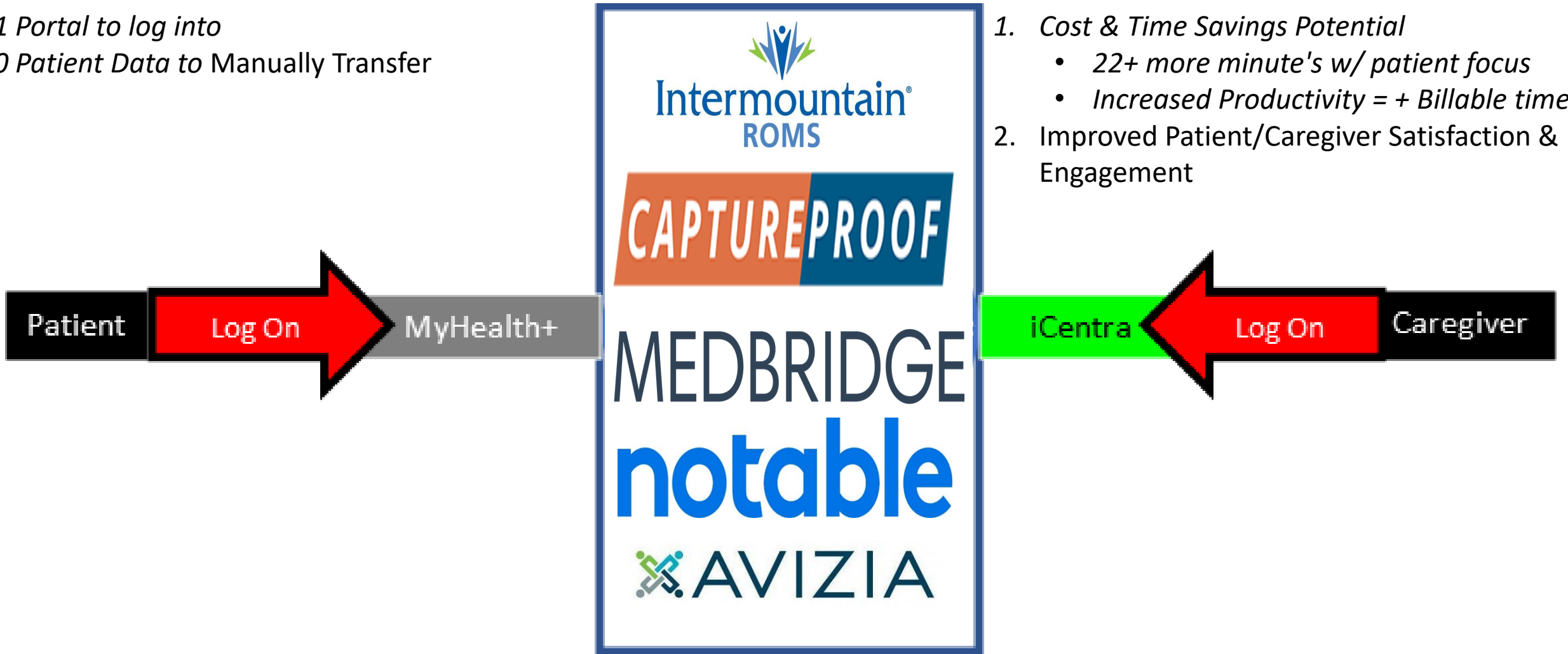
- Our vision for what an ideal Telehealth system would look, and act like for both caregivers and patients



# Ideal Future State

## Future Caregiver & Patient Process:

1 Portal to log into  
0 Patient Data to Manually Transfer



## Key Benefits

1. *Cost & Time Savings Potential*
  - 22+ more minute's w/ patient focus
  - Increased Productivity = + Billable time
2. Improved Patient/Caregiver Satisfaction & Engagement



# Total Knee Replacement Note:

- TKR: Right

Date of surgery: 4/3/2020

Surgeon: Dr. Rosenberg

- 

## HISTORY OF PRESENT ILLNESS:

XYTEST, KYLE is a 30 Years Male s/p right TKR on 4/3/2020 by Dr. Rosenberg. Other medical problems include: Type 2 Diabetes, Hypertension and osteoarthritis

Current medications include: Metformin 500 mg twice daily and Amlodipine 10 mg daily.

- Current pain level is a 4 and only taking Percocet once daily.
- Patient has completed HEP 5 out of the last 7 days.

# PHYSICAL FINDINGS:

- CaptureProof

Wound pictures (compare several weeks)

Knee ROM: (ideally a graph of each measurement)

Gait analysis: (graph with link to video)

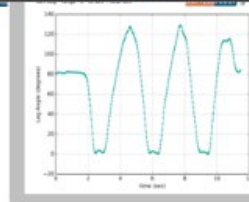
## Examples from TKA

### CAPTUREPROOF

Wound progression

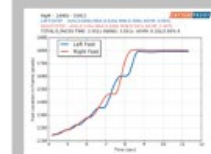


Knee ROM



Gait analysis

### CADENCE SYMMETRY



# Current exercise program:

## Examples from TKA

MedBridge

Online Exercise Videos

Patient Education

### TKA Precautions Handout

**UNDERSTANDING YOUR PRECAUTIONS:**  
**Total Knee Arthroplasty**

**AFTER TOTAL KNEE REPLACEMENT SURGERY, it is important to allow your new joint to heal safely. Your provider will advise you on positions to avoid.**


**Your New Knee**  
During a knee replacement surgery, damaged portions of your knee joint were removed and replaced with a durable implant called a prosthesis. While your muscles and ligaments heal, it is important to follow the precautions given by your surgeon and therapist. These precautions protect your new knee and prevent dislocation of the new joint. Depending on how your body is healing and on the surgery technique used, knee precautions may differ from person to person. Unless you are told otherwise, adhere to the following precautions.

**KNEE PRECAUTIONS**



**KNEE JOINT WITH PROSTHESIS**

Supine Heel Slides [Edit Exercise Name](#)



**Repeat Exercise Modification** **Mirror Exercise**

**Description:** **Language:** [Dropdown]

**Setup**

- Begin lying on your back with your legs bent and your hands resting on your body.

**Frequency:**

7 x Weekly 1 x Daily

3 Sets 10 Reps Hold

**Add New Parameter -**

**Notes**

Custom exercise notes...

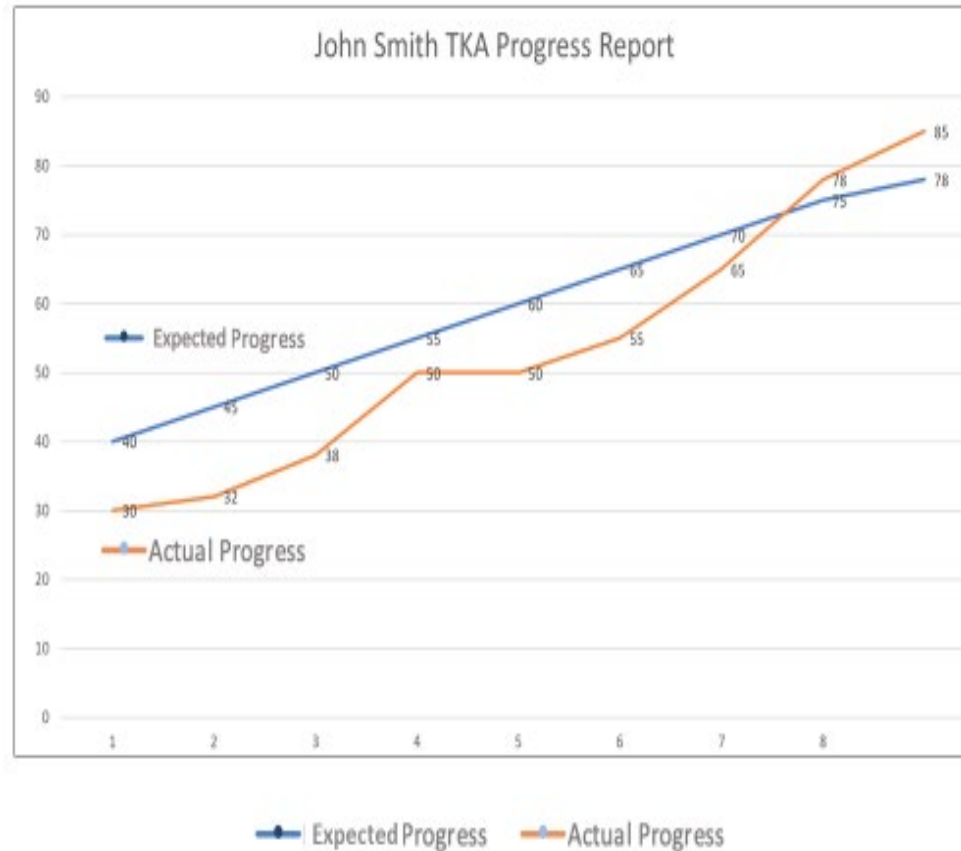
**Add to Program**

# ROMS data:

## Examples from TKA

### ROMS (outcomes)

Compare actual patient progress to expected progress



## ASSESSMENT:

- 1. Right TKR on 4/3/2020 by Dr. Rosenberg (populated by earlier info)
- 2. Type 2 Diabetes
- 3. Hypertension
- 4. Osteoarthritis

## PLAN:

- Patient's progress reviewed with patient.
- Patient progressing as planned
- (Insert updated medbridge exercises)

# Improving Access to Quality Medical Care Webinar Series

Please check our websites for upcoming webinars  
and events

<http://www.telemedicine.arizona>





Your opinion is valuable to us.  
Please participate in this brief survey:

<https://www.surveymonkey.com/r/SWTRCWebinar>

This webinar series is made possible through funding provided by Health Resources and Services Administration, Office for the Advancement of Telehealth and the Arizona Department of Health Services