Successfully Creating Multispecialty Programs In Rural Arizona
Summit Healthcare

Regional Medical Center with 89 bed non-profit hospital and 17 clinics (2 RHC) serving White Mountains and larger Northern Arizona geographical area.
How did Show Low get its name?
50 miles to WMRMC

150 miles to NAH in Flagstaff

200 miles to Tucson or Phoenix
In the beginning it was hard...
Our First Telehealth Champion

Forward thinking - Jeffrey Northup, DO

- Initiated Teleneonatology program - 2011
- Entered into contract for Telestroke – 2013
- Needed a process/implementation helper (2012 -2013 ish) – Fredda asked to help

*Goal: Always to keep community members in community whenever possible*
We are grateful for...

P10RH26886 – Rural Healthcare Network Development Planning Group
DO4RH28414 – Rural Health Care Services Outreach Grant
Network Partners
Gaps Identified – Populations Served

- Adolescents and Pediatrics
- Geropsychiatric care
- Homeless population
- Crisis line/Social network for adolescents
- Suicide prevention programs
Gaps Identified - Systems

- Electronic Health Record
- Integrated behavioral health services and primary care
- Reimbursement issues
Rural Behavioral Health Care Network

- Integrating Primary Care and Behavioral Health via Telemedicine
- Telepsychiatric Care for Emergency Room and Acute Care
- Connected Provider and Community Resources
- Patient Centered Transitions of Care for Chronic Illness

Summit Healthcare Service Area – Show Low, Arizona
2016

- Summit Foundation Funding Raising Event

- Dark Skies and Black Ties – Proceeds targeted for Telehealth
Results to date

- 1400 telehealth encounters 2017
- Outstanding relationship with clinics
- Integrated behavioral health implemented
- Mental Health Tech position created and training in progress
- Geropsychiatric inpatient unit in planning stages
- Chronic Disease Management program implemented
- Telespecialties implemented
- Crisis Stabilization Unit established at Change Point
Alan DeWitt, MD
CMO and Telehealth Champion Extraordinaire
Showing is better than telling
Connect to the mission and vision

- What is the problem you are trying to solve
- Always look for how to solve a problem
- Governing Board retreat presentation
- Field trips
- Community survey
- Navajo county survey
- HRSA grants – invaluable - Make the network bigger
- Keep communicating – there is never too much communication
- Telehealth now part of strategic plan
Learn and use resources
We Rocked our Medical Staff Services Department’s World
More telehealth coordination resources needed to manage and to continue to grow

- Kristi to the rescue!!
Summit Telehealth Programs

Current programs
- Telestroke
- Telepain
- E-Icu
- Telenephrology
- Telebehavioral health
- Video Language and ASL Interpretation
- Remote patient monitoring
- Telegenetics
- Virtual urgent care

In progress
- Telepsychiatry
- Teleperinatology
- Telepediatric cardiology
- Telepediatric neurology
- Telecardiology
- Teleoncology
- Teleneurology
- Virtual sitter
- Teleburn
- Tele EMS
- Telediabetes education
Additional Service Lines

- Stroke Care – Currently seeking Primary Stroke Center Accreditation
- Inpatient dialysis program - estimated $1.3 million savings related to decreased air transports for renal patients needing inpatient dialysis in first year
It takes a community

Southwest Telehealth Resource Center
Arizona Telemedicine Program
Mayo Telestroke/Teleneurology Program
Banner Telehealth Program
Change Point Integrated Healthcare
Gigi Sorenson Telehealth and Community Connected Care Team- NAH
Navajo County Jail and Juvenile Detention Center
Navajo County Public Health Department
Teladoc
mTelehealth

Advanced ICU
Telespecialists
Phoenix Children’s Hospital
Dignity Health
Maricopa Integrated Health – Burn Center
Add remote monitoring partner
Summit Foundation, leaders, providers and staff
Avizia
Global Med
Iron Bow
HRSA Rural Health Network Development Program

Network for Improved Outcomes in Rural Emergency Care - NIOREC
Project Goals

- Reduce Unnecessary Visits to ER
- Reduce Time to Treatment for Critical Patients
- Reduce Hospital Readmissions

Strategic Objectives

- Telemedicine Equipment & Infrastructure
- EMS Treat & Refer
- Community Paramedicine
- Coordination of Care
- Education & Outreach
Network Mission & Vision

- **Mission**: “Delivering the right care, at the right time, in the right place”
- **Vision**: “To have a sustainable mobile network of healthcare services leveraging partnerships and technology”

Network Funding

- **HRSA Network Development Grant**: 3 Year Funding Period by the RHND Program which supports established health oriented networks with a history of collaboration to develop and maintain collaborative relationships to integrate systems of care administratively, clinically & financially.
Major Accomplishments

Year 1

EMS Vehicles Equipped Mobile Routers

Tested Tablets & Portable Exam Units

12 Lead Transmissions
Roger’s Innovation Adoption Curve

Innovators 2.5%  Early adopters 13.5%  Early majority 34%  Late majority 34%  Laggards 16%

The Chasm

We are

Trying to convince the mass of a new idea is useless. Convince innovators and early adopters first.

E. Rogers, Diffusion of Innovations
- Teleendocrinology
- Teleneurology
- Telepsychiatry
- Telerheumatology
Lessons Learned and Learning

Moving parts

Contracts, credentialing, standards, licensing

Workflow

Equipment/software/Connectivity

Partners/providers/patients/stakeholders

Costs, cost avoidance and reimbursement