Building Successful Telemedicine Programs

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Telemedicine

The Institute of Medicine defines telemedicine as “the use of electronic information and communications technologies to provide and support health care when distance separates the participants.”

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Western Governor’s Association Telemedicine Action Report 1995

“Western Governors are committed to improving access to and quality of health care for people living in the rural west.”

Western Governor’s Association Telemedicine Action Report 1995 - Barriers

- Infrastructure Planning & Development
- Telecommunications Regulation
- Reimbursement for Telemedicine Services
- Licensure & Credentialing
- Medical Malpractice Liability
- Confidentiality

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Founded in 1996, funded by the Arizona State Legislature

>1.3 Million Cases

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160+ Sites

- Urban & rural hospitals
- Native American healthcare
- Prisons & jails
- Community health centers
- Schools
- Distance learning affiliates
- International Sites

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Teleradiology

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Telepsychiatry

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Tele-Urgent Care

- **Teletrauma** -
  University of Arizona Health Network (multiple communities)

**Telestroke**

Mayo Clinic Telestroke Network (11 rural communities)

- **Teleburn**
  Arizona Burn Center (Maricopa Medical Center – 12 Sites)

- **eICU (electronic Intensive Care Units)**
  Banner Health eICU Network (7 Banner hospitals)
Telemedicine saves hundreds of thousands of dollars in travel expenses for doctors, nurses and patients each year.

Robert Kerr
Budget Analyst, Principal
Arizona Telemedicine Program
“Care Beyond Walls and Wires is the best thing ever for me, and the best thing for my dad.”

Rita Yazzie

“‘I Couldn’t Do This Without Telemedicine’

Patient

‘Care Beyond Walls and Wires’ Enhances Life for Patients with Congestive Heart Failure

Rita Yazzie

Case Study
Infectious Disease

Telemedicine Services
Telepresence
Preparedness
Gifford Incident
Saturday, January 8, 2011

• Tucson Shooting of Rep. Gabrielle Gifford
• 6 Dead
• 12 Wounded
• Level I Trauma Center at University Medical Center in Tucson
Pre-Transfer Clinical Video Conferencing
University of Arizona and University of Texas

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Diabetes Classes to Amado via POTS (phone lines)

Sopori Elementary School
Amado

St. Elizabeth of Hungary Clinic
Tucson

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Diabetes Monitoring

- 8 Megapixel Camera (60% more pixels than previous IPhone)
- New advanced optic lens to enhance shape and light
- Face detection
- 1080p Video Recording
- iOS5
- Siri voice activation
- Dual core chip – more power, less battery usage

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Mobile App: PTSD Coach

PTSD Coach mobile app wins FCC award for helping people use technology to manage PTSD symptoms.

The PTSD Coach app can help you learn about and manage symptoms that commonly occur after trauma. Features include:

- Reliable information on PTSD and treatments that work.
- Tools for screening and tracking your symptoms.
- Convenient, easy-to-use skills to help you handle stress symptoms.
- Direct links to support and help.
- Always with you when you need it.

Download the mobile app

Free PTSD Coach download from:

- iTunes (iOS) and Google Play (Android)
Strategic Planning

Sustainability Issues

- “Meaningful use”
- Reimbursement
- Credentialing
- Interstate medical licensure
- Telecommunications costs
- Equipment obsolescence
New drivers creating need for virtual care models (ACO, PPACA, etc.)

Physicians shortages – and increased numbers of patients entering the system

Consumer demands for more convenient health care services (mHealth)

Large scale commercialization of telemedicine services
- New Waves of Corporate Players

- CVS Health - Minute Clinics

- Walgreens - Walk-in-clinics

- United Healthcare – PCP Networks
Phoenix, June 2016 – Service Provider Showcase

*Sponsored by the* Arizona Telemedicine Program

**Telemedicine & Telehealth Service Provider Showcase (SPS)**

June 2016
Thank you

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