Webinar Tips and Notes

- Your phone &/or computer microphone has been muted.
- If we do not reach your question, please contact your regional TRC. There may be delays in response time: https://telehealthresourcecenter.org/contact-us/
- Please fill out the post-webinar survey.
- Closed Captioning is available.
- Please submit your questions using the Q&A function.
- The webinar is being **recorded**.
- Recordings will be posted to our YouTube Channel: https://www.youtube.com/c/nctrc
Delaware Libraries Telehealth and Teleservices Initiative

NCTRC Webinar
August 19, 2021 - 11:00am PST

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Public Service Announcement
Initial Motivation

● In Delaware,
  ○ Increase in depression (33%) and drug overdose deaths (109%)\(^1\)
  ○ Lack of mental health specialists
  ○ Lack of access to Internet (16%) and devices (~10%)\(^2\)

● Libraries are universally valued for accessing health information
  ○ 87% of respondents\(^3\) affirmed that libraries are at least somewhat useful in “seeking health information”

Sources:
1. myhealthycommunity.dhss.delaware.gov/locations/state
2. census.gov

Map Source: Delaware Department of Health and Social Services, Division of Public Health, Mental Health Professionals in Delaware, 2019.

Read this issue here:
How can we continue to meet the needs of our patrons, during COVID-19 & beyond?
1. **Booths for Social Services**
   - Telehealth, legal, employment, etc.
   - Soundproof, 2-3 person capacity, connected to high-speed Internet
   - Staffed by Navigators
   - Currently available at three rural libraries
   - Surveys
   - Collaboration with ChristianaCare Center for Virtual Health
White Noise Machine for Added Privacy

Hand Sanitizing Station

UV Sanitation

iPad Loaded with Social Service apps
2. **Device Loaning**

- Chromebooks, WiFi hotspots
- Loaned out for 1-week at a time (up to one month total assuming no wait list)
- No late fees, but replacement cost enforced for lost/stolen items
- Comes with case and necessary charging cables
- Information on access to telehealth and social service resources
- Surveys
How may we help you #GetConnectedDE?

Schedule Appointments With:

- Social Workers
- Employment Specialists
- Teleservice Kiosk

About Delaware Libraries

At Delaware Libraries, we connect you with the technology or social service resources you need. We offer loanable devices, technology assistance, and kiosks that provide privacy to take job interviews or talk to health professionals. You can also access useful information regarding behavioral health and substance abuse, veteran affairs, employment, education, family courts, immigration, and food assistance. For more information about each of our services, continue browsing our website.
3. Traveling Nurse

Sources:
1. Delaware Department of Health and Social Services, Division of Public Health, Delaware Primary Care & Specialist Physicians Survey 2018
2. Centers for Medicare & Medicaid Services Map created by Delaware Health Statistics Center
Telemedicine visits and population characteristics

% Telemedicine Visits, 2020

Socioeconomic Vulnerability
Telemedicine visits and population characteristics

% Telemedicine Visits, 2020

Lack of Broadband Internet

- % of households without broadband
  - <10%
  - 16 - 26%
  - 27 - 45%
  - >45%
Telemedicine visits and population characteristics

% Telemedicine Visits, 2020

Rural/Urban Designation
Harnessing the power of virtual care

We bring the care to you
• Convenient, accessible
• Virtual appointments, check-ins, chats
• Proactive, longitudinal (4-2-1)

Because life happens outside of exam rooms
• No need to wait for an appointment
• 24/7 access to medical advice, clinical care
  — even when you’re not sick
• Open 7 days a week (M-F 7A – 8P; Sat-Sun 9 a.m. – 1 p.m.

Virtual Care is a Team Sport
• Primary Care Clinician, Nurse, Patient Digital Ambassador; Behavioral Health Specialist,
  Social Worker, Clinical Pharmacist, Health Coaches
Our virtual health vision creates **differentiation** because it focuses on **comprehensive holistic care**, not just visits.

*Personalized care:*
The virtual team provides the right care by the right professional at the right time in the right place.
• Assistance with connection to virtual care
• On-site assessments and procedures with medical diagnostic devices
• Social worker and on-site community health worker
• Nurse-driven clinical visits & services
• Diagnostics and other Point of Care testing
• Pharmacy and behavioral health consultation services
• Deployment of biometric devices
• Immunization administration
Expected Outcomes of Program

1. Increase access to remote health and human services

2. Access to tech devices and WiFi

3. Decreased lead time to see a healthcare provider

4. Increase in technology knowledge and education

5. Increase in impact of library to community during COVID-19
Key Findings & Plans Moving Forward

❖ Library foot traffic has slowed in general
  ➢ Experiment with new marketing tactics
❖ Most people are hearing about the devices and kiosk at the library
  ➢ Continue equipping staff to explain services, attract more people to come into the library
❖ Digital literacy is low
  ➢ Northstar Digital Literacy deployment
  ➢ Education on emerging technology platforms (mHealth, contactless payment, Zoom, InstaCart, etc.)
Key Findings & Plans Moving Forward

❖ Uneven distribution of demographics using services
  ➢ Grassroots marketing (places of worship, community leaders, community events)

❖ Wide variety of kiosk uses
  ➢ Focus on partnerships to provide wrap-around support (SDOH)
  ➢ Embed learning and services into entertainment

❖ More community interest in devices than kiosks
  ➢ Services at home (i.e. mHealth) with libraries as information hubs, healthcare system partnerships
Final Thoughts

1. Breaking the mental health stigma is difficult, even for public libraries
2. Changing the public’s perception about libraries and library services takes time
3. Accessing health and social services are moving to the home
4. Partnerships are key for a successful community-based telehealth program
5. Adaptability, empathy, and creativity are the key to this team’s success
Collaborative Partners

- Christiana Care Health System
- Nemours A.I. duPont Hospital for Children
- Highmark Health Delaware
- AmeriHealth Caritas
- Jewish Family Services
- NERDiT Now and the NERDiT Foundation
- Delaware Dept. of Health and Social Services
- Delaware Division of Public Health
- DART Microtransit
- New Outlook Pioneers
- Haitian Coalition

- Children and Families First (CFF)
- SUN Behavioral
- Sussex Montessori School
- Beebe Healthcare
- La Esperanza
- Delaware Guidance
- Goodwill of DE
- Dover Behavioral
- Colonial School District IT
- New Castle County IT
- La Red Health Center

Kiosk participating Public libraries
Thank you to our funders!
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Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

**Telehealth Topic:** Telehealth Implementation: A Guide & Case Study for Critical Access Hospitals

**Hosting TRC:** Northwest Regional Telehealth Resource Center (NRTRC)

**Date:** September 16th, 2021

**Times:** 11 AM – 12 PM (PT)

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Please participate in this brief perception survey (will also open after webinar):

https://www.surveymonkey.com/r/XK7R72F