The NCTRC Webinar Series

Presented by
The National Consortium of Telehealth Resource Centers

August 18, 2022
Webinar Tips & Notes

- Your phone &/or computer microphone has been muted
- Time is reserved at the end for Q&A
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted to our YouTube Channel: https://www.youtube.com/c/nctrc
Telehealth for Older Adults: Principles, Guidelines and Lessons Learned

Presenter(s)

Michael Kurliand, MS, BSN, RN-BC
West Health Institute

Laurie Archbald-Pannone, MD, MPH
University of Virginia

David Fletcher, MBA
Geisinger Health System

Rebecca Harless
Charleston Area Medical Center Health System
Telehealth for Older Adults:
Principles and Guidelines
01  Person-Centered

The older adult being served should be at the center of all decision-making. The older adults’ care preferences, goals, wishes, abilities, support system, and conditions should be accounted for.

David Fletcher, MBA
Geisinger Health System
• All patient populations surveyed appreciated the availability of telehealth.

• Patients aged 65–79 consistently rated telehealth higher relative to that same age range nationally than younger patients, with >80% also expressing overall satisfaction.

• Patient >80 years of age reported a >75% overall satisfaction score with telemedicine as well.

• Results debunk the assumption that telehealth is more easily adopted by younger generations.
Survey comments from our patients

““This is a wonderful service. I am disabled and don’t drive that far. I feel safer doing the video visits as well.”

Neurology Patient

“This appointment was super simple to set up and much easier to go to than if it were in person.”

Gynecology and Obstetric Patient

“I actually liked the video visit—was more relaxed.“

Gastroenterology Patient
Q8) How likely would you be to use telemedicine services for the following types of care, if needed?
Telehealth in the Home - Assisted
Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

Rebecca Harless
Charleston Area Medical Center Health System
CAMC Telemedicine Hub

• Meeting the Standard
  • Accounts for older adults’ physical and cognitive differences
  • Accounts for cultural and linguistic differences
  • Accounts for technology literacy
  • Accounts for differences in access to technology
  • Addresses needs across all settings including the home

• Not Meeting the Standard
  • Staff and Providers engage in ongoing education on best practices for using telehealth with older adults

Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.
Equitable & Accessible

Challenges
• Stand Alone vs. imbedded clinics
• Provider Practice Patterns/Preferences
• Complex scheduling workflow

Successes
• Patient Testimonies
• Nurse Navigators
• Imbedded clinics
• Partner relationships
• Non-threatening approach to Provider practice changes
• Audio vs. Video/Connectivity Issues
• Travel Burden, Tolls, meals
• Same interpreter service requirements as the hospital proper
• Downstream Revenue

Lessons
• Review referrals
• Ask why not? Referral rules too stringent?
• Competitive Partners

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.
Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.

Coming Soon!!!
Equitable & Accessible

Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care.
Integrated & Coordinated

Systems should be set up to facilitate access to the info & support necessary to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

Laurie Archbald-Pannone, MD, MPH
University of Virginia
Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

1. Facilitates access to older adults’ health record for telehealth providers
2. Facilitates safe, coordinated transitions of care
3. Is integrated into the care continuum
4. Connects crucial stakeholders throughout the entire process
5. Supports staff working at the top of their licenses to drive efficiency
Integrated & Coordinated

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GERI-PaL COVID-19 Response

- Project ECHO series
- Nursing liaison*
- Telemedicine consultation *
- Infection control advisory consultation
- Remote/ social connections

Archbald-Pannone, JAMDA 2020
**Clinical goal:** Optimize clinical outcome

Integrated & Coordinated

03

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

**Facilitate transfer**

- **To hospital**
  - Transfer of information
    - Facility report, paperwork, GOC & med list
  - Transfer of patient
  - Accepting hospital-based team
- **To facility**
  - Alerted and prepared
  - Staffed appropriately

**Treat in place**

- **Identify & test**
  - Testing & testing assistance
  - Working with lab & HD for assistance with resulting
- **Treat and re-assess**
  - “COVID Kit” deployed
  - Telemedicine consultation
  - Virtual Daily Rounds
Virtual Daily Rounds - systematic approach

- Efficient, HIPAA compliant communication
  - Included all clinical decision makers
    - nursing staff, PCPs, consultant MD
- Rapid identification clinical decline
  - Efficient identification patients for TM consult
- Facilitation care escalation
- Facilitation bidirectional transfers

6 week facility outbreak
82 CV+ (60%)
36 TM consult (44%)
70% GCC Treat in place
48% deaths in facility - GCC

Archbald-Pannone, Telemed and eHealth Mar 2021
Virtual Daily Rounds

03 Integrated & Coordinated

Systems are set up to facilitate access to information & support needed to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders.

<table>
<thead>
<tr>
<th>Process</th>
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<tbody>
<tr>
<td>• Acute issues/ Overnight concerns</td>
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<td>• Detailed review of Vital signs for each impacted resident (T, HR, BP, RR, O2 sat)</td>
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<tr>
<td>• Identify telemedicine consultation requests</td>
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<tr>
<td>• In-patient updates/ Anticipated discharges</td>
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<tr>
<td>• Issues of concern or need</td>
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<table>
<thead>
<tr>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Primary care providers</td>
</tr>
<tr>
<td>• Facility Nursing</td>
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<tr>
<td>• Hospital-based consultation team</td>
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Summary and Lessons Learned

• Beyond all that we’ve learned about COVID!

• Telemedicine can be beneficial - but not alone
  • Benefits: Quick assessment, shared-decision making, available when on-site care is limited
  • Challenge: facility staff at each visit

• Working together as a care community
  • Integrated communication is essential
  • Virtual Daily Rounds
| 01 | Person-Centered | The older adult being served should be at the center of all decision-making. The older adults’ care preferences, goals, wishes, abilities, support system, and conditions should be accounted for. |
| 02 | Equitable & Accessible | Regardless of age, ability, socio-economic status, health literacy, technology literacy, and access, everyone should have equal access to the same level of high-quality care. |
| 03 | Integrated & Coordinated | Systems should be set up to facilitate access to the info & support necessary to provide quality care to older adults. This includes cooperation and communication between and within systems and stakeholders. |
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The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Our Next Webinar

Telehealth Topic: Reimagining Reimbursements: Planning for Sustainability for Telehealth Practice
Presenter: HRTRC and Richelle Marting, JD, MSHA, RHIA, CPC, CEMC, CPMA, CPC-I, Healthcare Reimbursement and Regulatory Compliance Attorney
Date: Thursday, September 15, 2022
Times: 8:00AM HST, 10:00AM AKDT, 11:00AM PDT, 12:00PM MDT, 1:00PM CDT, 2:00PM EDT
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https://www.surveymonkey.com/r/XK7R72F