

HIMSS[®]19

CHAMPIONS OF HEALTH UNITE

Global Conference & Exhibition
FEB 11-15, 2019 | ORLANDO

Consumer Innovations in Less Than 90 Days

Session #202, Thursday, February 14, 2019

Kelly Santomas, RN, MS, Sr. Director, Partners Connected Health

Jason Peoples, Virtual Care Developer, Mary Free Bed Rehabilitation

Sudipto Srivastava, Senior Director – IT Digital Health, Mount Sinai Health System

DISCLAIMER: The views and opinions expressed in this presentation are those of the author and do not necessarily represent official policy or position of HIMSS.

www.himssconference.org     #HIMSS19

Conflict of Interest

Kelly Santomas, RN, MS, Sr. Director, Partners Connected Health

Jason Peoples, Virtual Care Developer, Mary Free Bed Rehabilitation

Sudipto Srivastava, Senior Director – IT Digital Health, Mount Sinai Health System

Has no real or apparent conflicts of interest to report.

Agenda

- Welcome
- Speaker Presentations:
 - Kelly Santomas, RN, MS, Sr. Director, Partners Connected Health
 - Jason Peoples, Virtual Care Developer, Mary Free Bed Rehabilitation
 - Sudipto Srivastava, Senior Director – IT Digital Health, Mount Sinai Health System
- Q&A



Learning Objectives

- Identify how business goals can be aligned with targeted innovation opportunities
- Discover consumer-friendly technology add-ons with low entrance barriers that can jump-start consumer-centric access models
- Share real world use cases





HIMSS¹⁹ CHAMPIONS OF HEALTH UNITE

Global Conference & Exhibition
FEB 11-15, 2019 | ORLANDO

Consumer Innovations in Less Than 90 Days

Session # 202, Thursday, February 14, 2019

Kelly Santomas, RN, MS, Sr. Director, Partners Connected Health

HIMSS19



PGHD*Connect*



#HIMSS19



HIMSS19



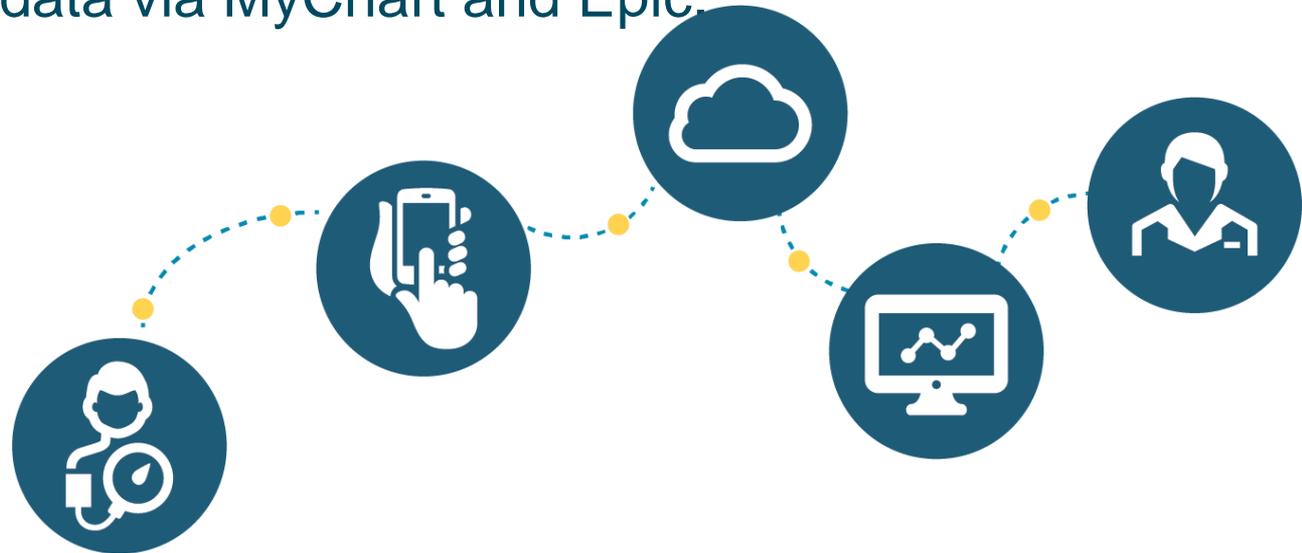
25 years of
transforming
healthcare by
leveraging
technology



#HIMSS19

PGHD*Connect* is a cloud-based digital health platform that provides a link to securely share patient generated health data between patients and providers.

Members of the patient's care team can view the data via MyChart and Epic.



Pioneering Benefits of PGHD*Connect*

Meets ACO/CMS Requirements

Patient Empowerment

Streamlined Workflow

Reduces Office Visits for
Providers

Enterprise Solution

Reduced Administrative
Support

Device Agnostic

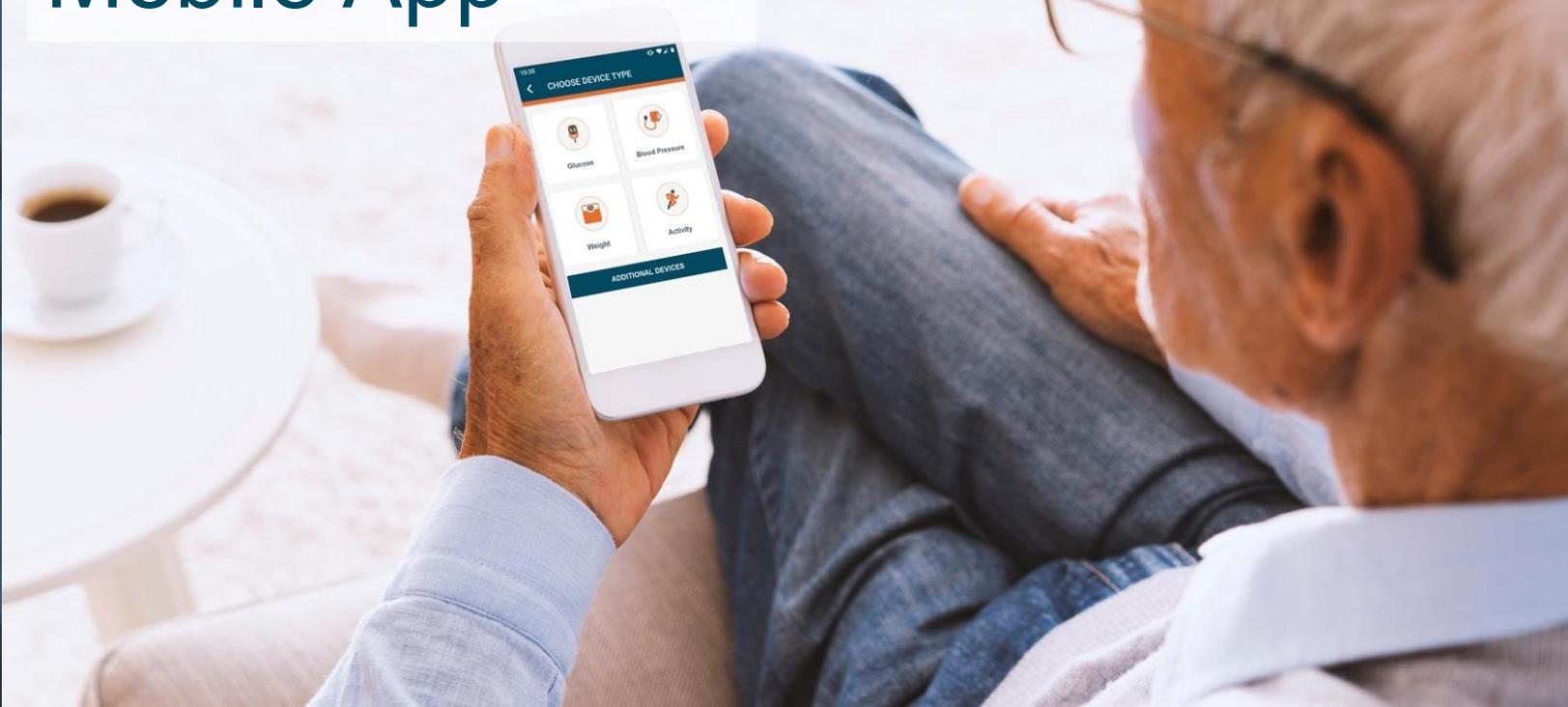
Includes More Data Types
Meaningful Data

No/Low Cost

Reimbursable (CPT 99091)



The New PGHD *Connect* Mobile App



HIMSS19

What We've Learned Along the Way



#HIMSS19

The Current State



Thank You

Kelly Santomas, MS, RN
Senior Director
Partners Connected Health

ksantomas@partners.org



partners.org/connectedhealth





HIMSS¹⁹ CHAMPIONS OF HEALTH UNITE

Global Conference & Exhibition
FEB 11-15, 2019 | ORLANDO

Consumer Innovations in Less Than 90 Days

Session # 202, Thursday, February 14, 2019

Jason Peoples, Virtual Care Developer, Mary Free Bed Rehabilitation

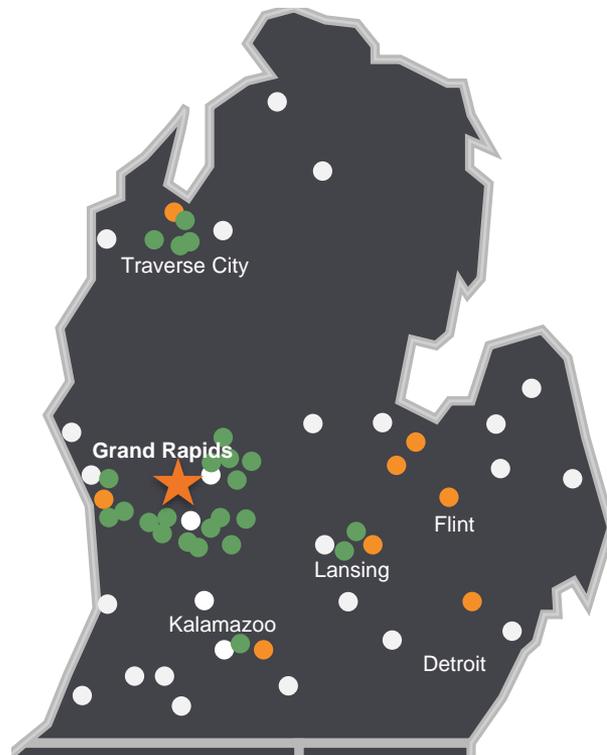
HIMSS19



#HIMSS19

Innovations in Rehabilitation: **Virtual Care in Acute Rehabilitation**

Network Outreach



Orange circle: Inpatient Programs with Mary Free Bed patient care responsibility

Green circle: Outpatient Locations

White circle: Outpatient Network Member Locations

Overview

Admissions to post-acute care facilities are growing as a result of the efforts to decrease length of hospital stay and reduce hospital admissions.

Due to these initiatives, hospitals are transferring patients to post-acute facilities, resulting in less time spent in the hospital and decreasing the likelihood of hospital readmission.

Acute inpatient rehabilitation services are available for patients requiring acute rehabilitation, defined as: ***restoration of a disabled person to self-sufficiency or maximum possible functional independence.***

Knowing the admissions and eligibility criteria for post-acute and the implementation of processes to ensure appropriate management are critical to best serve our patients.

Getting patients home safely in an efficient and effective manner entails appropriate use and management of post-acute settings.



Virtual Care Use Cases



Inpatient



Outpatient



Primary Care



Emergency



Post-Acute

Adoption Rate¹

63%

45%

30%

22%

10%

Top Use Cases

- Virtual specialty, hospitalist consults
- Tele-ICU or tele-sitter monitoring

- Specialty diagnosis and treatment input
- Post-discharge follow-up visits

- Direct-to-consumer virtual visits
- Multidisciplinary care team consultations

- Specialty consults (e.g., tele-stroke)
- Emergency triage

- Off-hours SNF consults
- Remote monitoring for chronic care

Strategic Goals

- Improve available specialist expertise
- Reduce average length-of-stay

- Expand coverage, reduce no-shows
- Promote adherence to discharge plans

- Enhance access to preventive care
- Manage retail, competitive threats

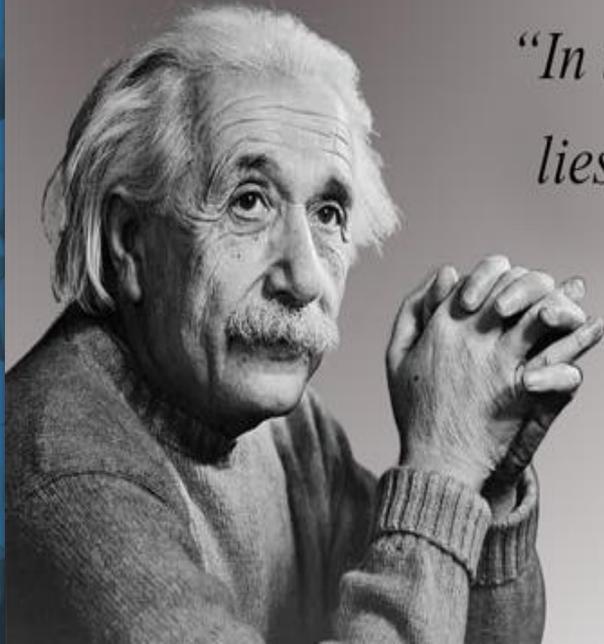
- Reduce avoidable patient transfers
- Improve patient throughput

- Promote care continuity
- Prevent avoidable readmissions

Historically, Post-Acute Providers Have Been the Least Likely to be Engaged in Virtual Care



Opportunity



*“In the middle of every difficulty
lies opportunity”*

- Albert Einstein



Opportunity

- ✓ Improved Access
 - Expansion of services
 - Patient access
- ✓ Cost Efficiencies
 - Cost containment and reduction
 - Increased efficiencies
- ✓ Market share
 - Service expansion
 - Brand awareness
- ✓ Patient Demand
 - Reduces travel time and patient related stress
 - Serve patients in settings and formats they demand



Goals

- ✓ Facilitate admissions to acute inpatient rehabilitation
- ✓ Increase physician acceptance rate from referrals
- ✓ Streamline admissions process- integration of virtual care
- ✓ Better patient outcomes
- ✓ Patient access to right care, right place, the first time



Results

With referrals received from acute care facilities, often times the referral received in the admissions office does not contain all of the information necessary to make a determination with patient meets acute inpatient rehabilitation criteria.

With the integration of virtual care into the admissions process for out of area referrals, a Mary Free Bed physiatrist will conduct a virtual visit with the patient at the referring facility to gain insight into the patients condition, discharge plan and interact with patient. Patients are able to gain valuable insight remotely with education, expectations further reducing anxiety and preparing patient and family for acute inpatient rehab stay.

Since the integration of virtual care into the admissions work flow in 2017, 68% of acute inpatient rehabilitation referrals were admitted when a virtual visit was conducted.



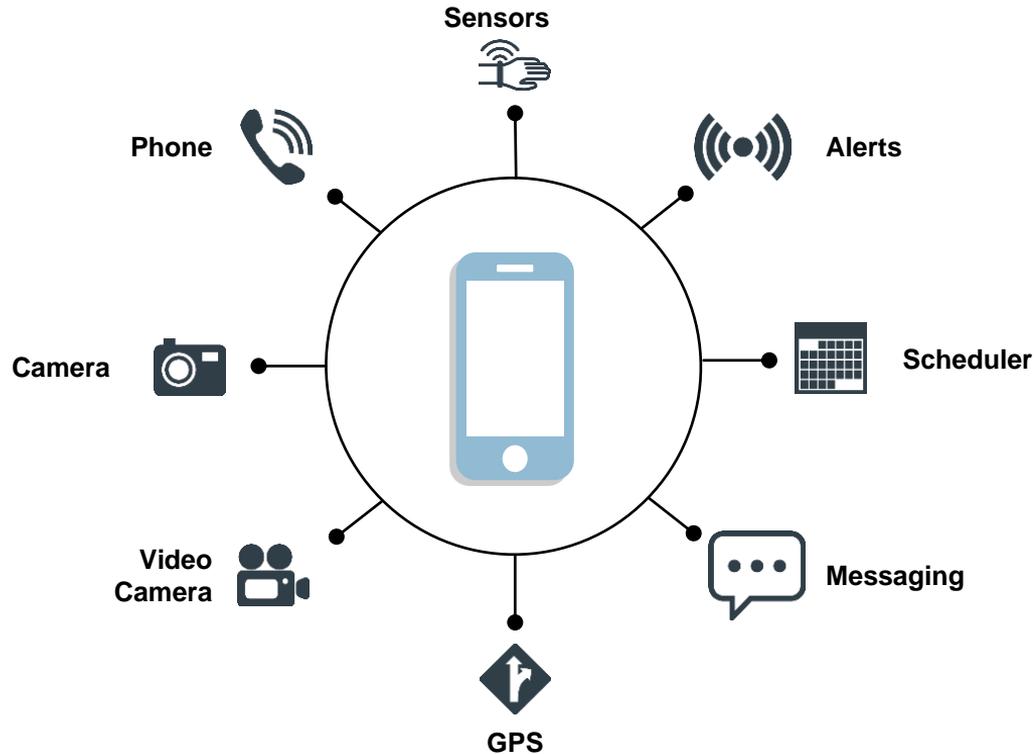
Technology Platform

By expanding reach and reducing distance as a barrier, the integration of virtual care has become a valuable asset in best patient placement in the continuum. One of the keys to expansion of virtual care was to identify a scalable secure audio-visual platform that is simple, user friendly and reliable with minimal integration barriers.

Inline with scalability, we wanted a device agnostic platform that could run on any internet enabled device with a network connection, with the goal to minimize the adoption barrier by clinical and non-clinical staff and partner facilities.



Health Tool People Already Own



“Telehealth is another means that we can reach out and extend the expertise that is in the quaternary rehabilitation facility and extend that reach to the rest of the state and beyond.”

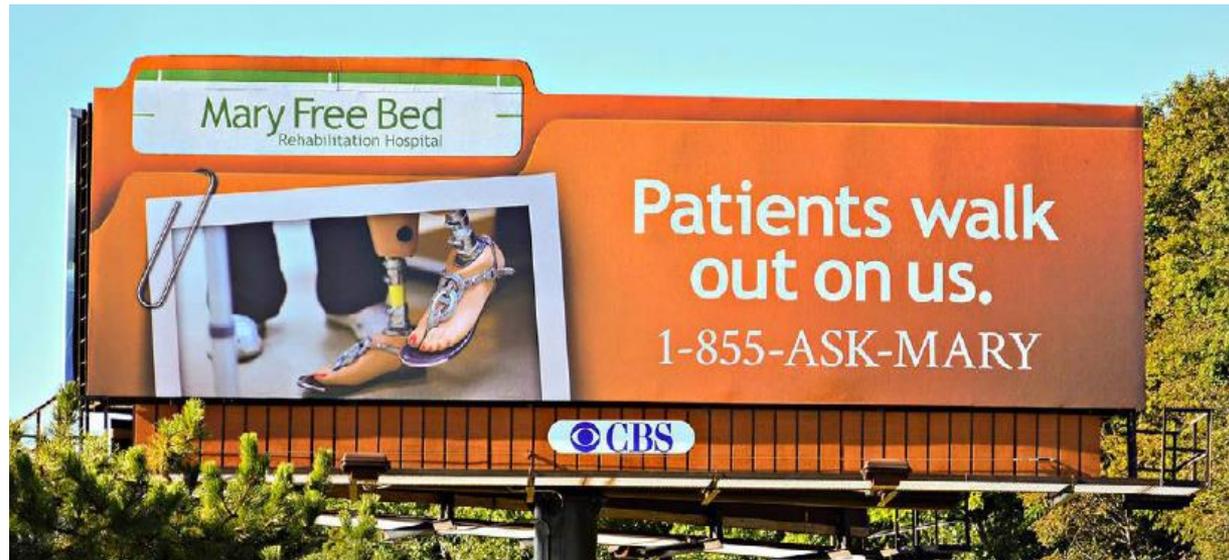
<https://www.youtube.com/watch?v=OoE2mpKwAco>



Dr. Michael Jakubowski, Chief Medical Officer, Mary Free Bed Rehabilitation



In Fiscal Year 2018, we
treated nearly 42,000 patients.



HIMSS19

Mary Free Bed
Rehabilitation Hospital



Thank You

Contact: Jason.Peoples@maryfreebed.com



#HIMSS19



HIMSS¹⁹ CHAMPIONS OF HEALTH UNITE

Global Conference & Exhibition
FEB 11-15, 2019 | ORLANDO

Consumer Innovations in Less Than 90 Days

Session # 202, Date of Session (February 14, 2019)

Sudipto Srivastava, Senior Director – IT Digital Health, Mount Sinai Health System

Thank you!



#HIMSS19

Learning Objectives

- Identify how business goals can be aligned with targeted innovation opportunities
- Discover consumer-friendly technology add-ons with low entrance barriers that can jump-start consumer-centric access models
- Share real world use cases



eConsults: A Case Study



Wait!

Why did you pick eConsults?



What is it?



Essentially



Why it worked!

Business Alignment:

- Does it solve a real problem?



Why it worked!

Business Alignment:

- Does it solve a real problem?
- Is it just a shiny toy – OR can be understood by daily practitioners?



Why it worked!

Business Alignment:

- Does it solve a real problem?
- Is it just a shiny toy – OR can be understood by daily practitioners?
- Can it scale beyond a pilot?



Why it worked!

Business Alignment:

- Does it solve a real problem?
- Is it just a shiny toy – OR can be understood by daily practitioners?
- Can it scale beyond a pilot?
- Will users get it OR is it an abstract concept?



Why it worked!

Business Alignment:

- Does it solve a real problem?
- Is it just a shiny toy – OR can be understood by daily practitioners?
- Can it scale beyond a pilot?
- Will users get it OR is it an abstract concept?
- Have you socialized it well?



Why it worked!

Business Alignment:

- Does it solve a real problem?
- Is it just a shiny toy – OR can be understood by daily practitioners?
- Can it scale beyond a pilot?
- Will users get it OR is it an abstract concept?
- Have you socialized it well?
- Does it require a significant workflow change?



Why it worked!

Business Alignment:

- Does it solve a real problem?
- Is it just a shiny toy – OR can be understood by daily practitioners?
- Can it scale beyond a pilot?
- Will users get it OR is it an abstract concept?
- Have you socialized it well?
- Does it require a significant workflow change?
- Is it a win-win for all sides?



Why it worked!

Value:

- Does it saves time?

Why it worked!

Value:

- Does it saves time?
- Does it result in cost savings?



Why it worked!

Value:

- Does it saves time?
- Does it result in cost savings?
- Does it bring in additional revenue?



Why it worked!

Value:

- Does it saves time?
- Does it result in cost savings?
- Does it bring in additional revenue?
- What about RVU's?



Why it worked!

Value:

- Does it saves time?
- Does it result in cost savings?
- Does it bring in additional revenue?
- What about RVU's?
- What about the Patient – Doctor relationship?



Why it worked!

Sponsorship:

- Does it have leadership support?

Why it worked!

Sponsorship:

- Does it have leadership support?
- Does it have a strong clinical champion?



Why it worked!

Technology:

- Does it require complicated integrations?

Why it worked!

Technology:

- Does it require complicated integrations?
- How heavy is the technology lift?



Learning Objectives

- Identify **how business goals can be aligned** with targeted innovation opportunities
- Discover consumer-friendly technology add-ons with **low entrance barriers** that can jump-start consumer-centric access models
- Share **real world use cases**



Questions

Kelly Santomas, RN, MS, Sr. Director, Partners Connected Health

- ksantomas@partners.org



Connected Health



Jason Peoples, Virtual Care Developer, Mary Free Bed Rehabilitation

- Jason.Peoples@maryfreebed.com



Sudipto Srivastava, Senior Director – IT Digital Health, Mount Sinai Health System

- LinkedIn: <https://www.linkedin.com/in/sudipto-srivastava-b81b901/>



Please complete online session evaluation

