The Next Generation of Care Delivery

Session 78, March 6, 2018
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Conflicts of Interest (30pt Verdana)

Shauna Coyne

Has no real or apparent conflicts of interest to report.
Agenda

• NYP’s Strategic Vision
• Industry Leaders
• NYP OnDemand – Suite of Services
• Results to Date
• 2017 Overview
• Challenges
• Governance Model
• 2018 Goals
Learning Objectives

• Identify appropriate programs for diverse populations

• Construct a strategic framework for introducing Telehealth
  – 80% people, 15% process, 5% technology

• Recognize the unique governance for a large care delivery initiative
NYP’s Strategic Vision: Virtualization
Industry Leaders

Intermountain turns to telehealth to better manage antibiotics

By Joseph Conn | January 3, 2017

Cleveland Clinic Makes An Important Step To Take Telehealth Mainstream

The brand-name hospital has partnered with CVS’s MinuteClinics and American Well.

Mercy Virtual’s President Talks Telemedicine, Value-Based Care

Dr. Randall Moore, who’s giving a keynote at Xlelligent Media’s Value-Based Care Summit next week in Chicago, sees telemedicine and telehealth as a link to better outcomes and better business.
Overview of Services

- Second Opinion
- Express Care
- Urgent Care
- Virtual Visits
- Specialty Consults
Second Opinions

- Over 330 physician experts
- 80+ Specialties
Express Care

• Fast track low acuity patients
• Reduced wait times
• Virtual medical screening exam (avg 7 patients per hour)
Urgent Care

• Available in NY, NJ, CT, FL

• Adult and pediatric urgent care

• 8-10 minutes visit time
Virtual Visits

- Anesthesiology
- Hospitalists CT
- Surgery
- Urology
- Neurosurgery
- Psychiatry
- Endocrinology
- Cardiology
- Pre Surgical Testing
Specialty Consult

• Reduced transfers

• Reduced readmissions

• Levering existing specialists as we expand the enterprise
Mobile Stroke Unit

• On board CT scanner

• Virtual neurologist

• Real time stroke diagnosis
Can Tech Speed Up Emergency Room Care?

A New York hospital system tests a new way to use telemedicine, where E.R. doctors examine patients without being in the same room.
# NYP OnDemand: 2017 Overview

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<th>Services</th>
<th>Key Outcomes</th>
<th>Collaborations</th>
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<tr>
<td>Second Opinions</td>
<td>• 10,000+ Visits</td>
<td>Samsung</td>
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<tr>
<td>Express Care</td>
<td>• 580% Visit Growth in 2017</td>
<td>Zocdoc</td>
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<tr>
<td>Urgent Care</td>
<td>• 700+ Doctors</td>
<td>BlueCross BlueShield</td>
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<tr>
<td>Specialty Consult</td>
<td>• Virtual Visits in 80+ Specialties</td>
<td>Walgreens</td>
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<td>Mobile Stroke</td>
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- **Collaborations:**
  - Samsung
  - Zocdoc
  - BlueCross BlueShield
  - Walgreens
Walgreens/Duane Reade Collaboration
Access to Puerto Rico Disaster Relief
Access to Puerto Rico Disaster Relief
Challenges Remain

Legal
Federal and State regulations

Liability
Malpractice and Claims

Clinical Staff
24/7, Operations, Workflow

Reimbursement
Varied State Parity Laws
Challenges Remain

**Telehealth Parity Laws.** Ongoing reforms are expanding the landscape of telehealth in the US health care system, but challenges remain.
Challenges Remain

- Creating Awareness
- Digital Marketing
Interdisciplinary Effort

Operations  Legal  Finance  Information Technology  Strategy  Development

Communications  Compliance  Privacy  Global Services  Marketing & PR  WCM, CUMC & NYPMG
Partnership Across Stakeholders

- Improving Communication
- Leadership Buy In
Goals Moving Forward

- Reduce **ER utilization** and readmission
- Decrease total **cost** of care per patient
- Maintain **patient satisfaction** score of 95%
- **Improve access** to care anywhere
- **Scale** to 200K visits by 2019
- **Leverage existing** platform and infrastructure
Questions

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