Utah Education and Telehealth Network

July 2014

Utah Education Network

We Network for Education

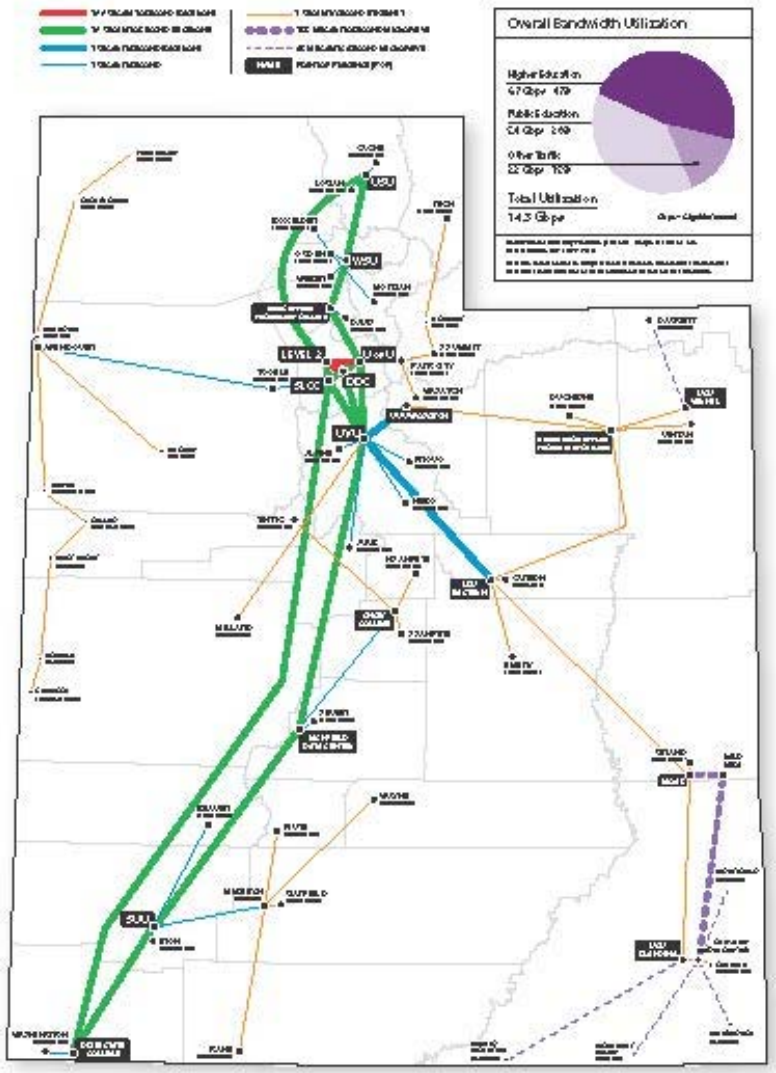
- Connects nearly 1,400 public schools, higher education institutions, applied technology colleges and public libraries
- Services
  - Networking – *Wide Area Network, network support, security monitoring, Internet access*
  - Applications – *including interactive videoconferencing (IVC)*
  - Support – *training, universal service discounts (e-rate)*
  - Operational services

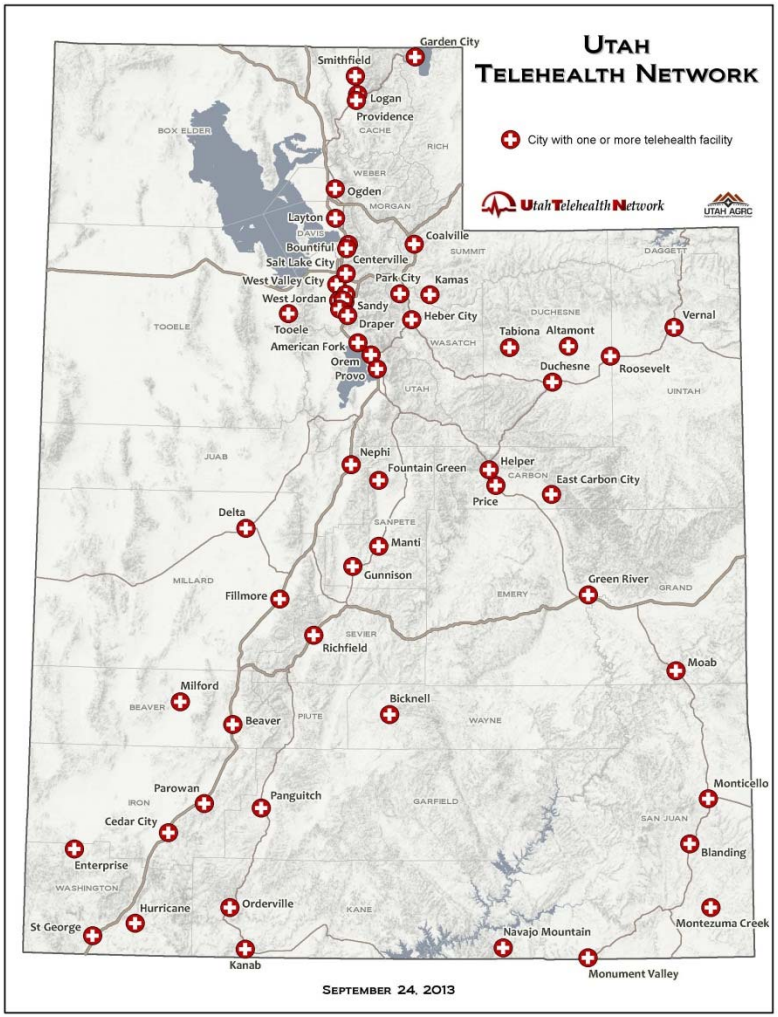
UTN Services

- Network– *Wide Area Network for healthcare, network management & support*
- Security management & monitoring – *HIPAA compliant security, secure remote access*
- Videoconferencing – *patient care, education & training, meetings*
- Live streaming and video-on-demand production
- Electronic transmission of digital images
- Telemedicine application development
- 24/7 support

UEN Infrastructure Map

Connecting 1396 locations throughout Utah





Moving Forward

- HB 92 passed in March 2014
- Merge UEN and UTN
- Implemented May 2014
- Phase-in approach over next 4-6 months

- Governance
- Branding and Outreach
- Staffing and Personnel
- Finances
- Sustainability & Growth
- Telco Contracts
- Partner Agreements
- Service Catalog
- Opportunities for Growth

UTAH EDUCATION NETWORK

A-Z Site Index

Google™ Custom Search SEARCH

PreK-12 EDUCATION HIGHER EDUCATION GENERAL LEARNER PROFESSIONAL DEVELOPMENT UEN-TV DISTANCE EDUCATION NETWORK ABOUT UEN

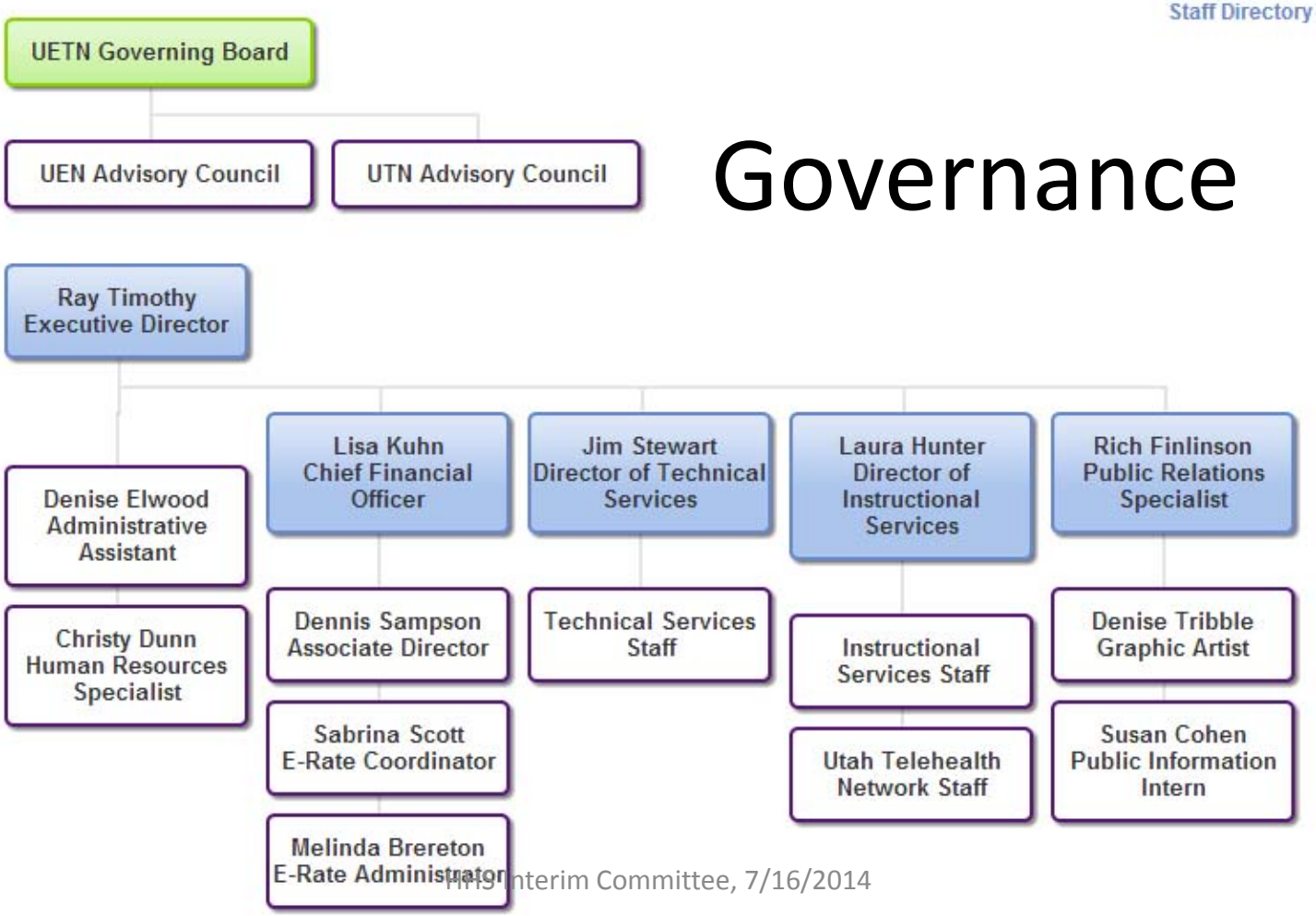
UEN » About UEN » Administration Org Chart - UEN

Share

Administration Org Chart

Staff Directory

Governance



Where are we going?

Now

- Network – separate infrastructure and procurement processes
- Security – separate processes and tools
- Services – primarily IVC

Future

- Network – coordinated infrastructure and procurement processes
- Security – external audit; combined best practices and tools
- Services – expanded suite of services and collaboration partners

Sampling of Telehealth

Patient care

- UUHC Telestroke
- Project ECHO
- Huntsman Treatment Planning Conferences
- Teleradiology
- AUCH Diabetic retinopathy screening
- Prison telemedicine

Training & education of health professionals

- Opportunity for collaboration with UEN

Utah Remote Monitoring Project

- Collaboration among UTN, AUCH, UU College of Pharmacy
- Used remote patient monitoring tools to improve chronic disease management for diabetic patients
- Patients used home devices and/or cell phones to receive educational messages and report blood glucose & other key values daily.
- PharmD served as care manager, reviewed alerts, coordinated care with patients' primary care providers.
- Results:

Patient satisfaction	97%
Hemoglobin A1C	9.73% → 7.81
ED visits reduced by half	

Made possible by grant number H2ARH20160 from the Office for the Advancement of Telehealth, Health Resources and Services Administration

Barriers to Telehealth use

- Reimbursement
- Licensure portability
- Provider adoption

Reimbursement for services delivered via telehealth

- Telehealth is just a method of delivery
- Policies are inconsistent among payers
- Urban vs rural
- New models of care delivery don't fit current models of reimbursement

Recommendation

- All Utah payers reimburse for telehealth-delivered services to the same extent as in-person services.
- Foster innovative models of care delivery

Licensure Portability

Physician licensure across state lines

- Physician must be licensed in the state where the patient is at the time of the consult
- Utah as a regional hub for healthcare
- Border communities

Recommendation

  – Reciprocity agreements with neighboring states

Provider adoption

Health care providers have been slow to adopt. Why?

In addition to reimbursement & licensure…

- Change is hard!
- Workflow and process
- Challenges of coordination, technology, time

Recommendation

– Telehealth must become streamlined into practice

Opportunities & Challenges

- Untapped potential
- Proliferation of technologies
- New telemedicine service providers
- Security
- Health care transformation

Untapped potential

- Patient engagement through home and mobile access
- School-based telehealth
- Expansion of education & training of health professionals, including IT staff
- Coordination between medical and behavioral health, including crisis intervention
- Project ECHO
- Patient-centered medical home support
  - Access to specialty consults
  - Medication management, nutrition counseling, chronic disease monitoring, translation services

Proliferation of technology

- Appropriate videoconferencing solutions to fit the need
  - Cost efficient, easy-to-use
  - Interoperable with existing videoconferencing systems, phones & tablets
  - Secure

Proliferation of technology

And also

- Trends toward proprietary solutions, consumer-based videoconferencing and apps
- EMRs will soon imbed videoconferencing
- Development of mobile health – apps
  - Impact on workflows?
  - Impact on security?
  - Who approves the apps?

New telehealth service providers

Traditionally telehealth has been delivered by academic medical centers and large health systems.

- Private companies have entered the marketplace.
- Payers are choosing to deliver telehealth services directly.
  - Impact on patients?
  - Impact on policy?

Security

- UTN staff work closely with UTN members to secure the network and member sites.
- The expansion of telehealth and other innovative approaches add new complexities.
- Security will remain a high priority and an increasing challenge for the Utah Telehealth Network staff and member sites.

Health care is transforming

Affordable Care Act, HITECH Act, health care reform efforts are impacting health care delivery.

- Telehealth will be integral to:
  - Clinical health information exchange
  - Patient-centered care
  - Care coordination

It is time for new perspectives and new models!

Utah Education and Telehealth Network

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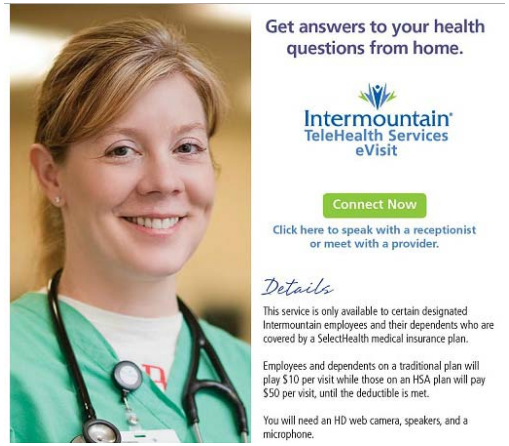
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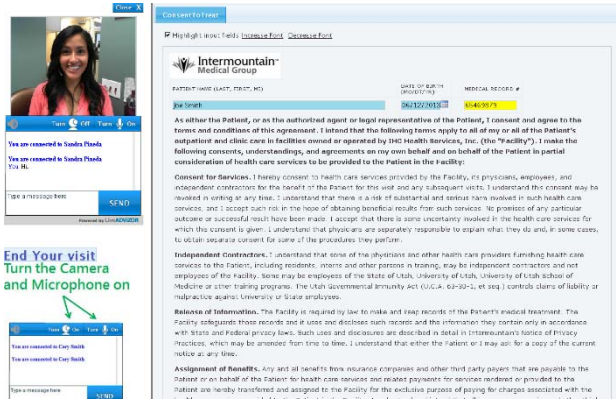
You will need an HD web camera, speakers, and a microphone.

Manny's Room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