

Using Telemedicine to Serve Medically Underserved Regions

Lessons Learned



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Presentation Overview

- ◆ **Part I:
Project Overview & Major
Accomplishments**

- ◆ **Part II:
Lessons Learned &
Recommendations**

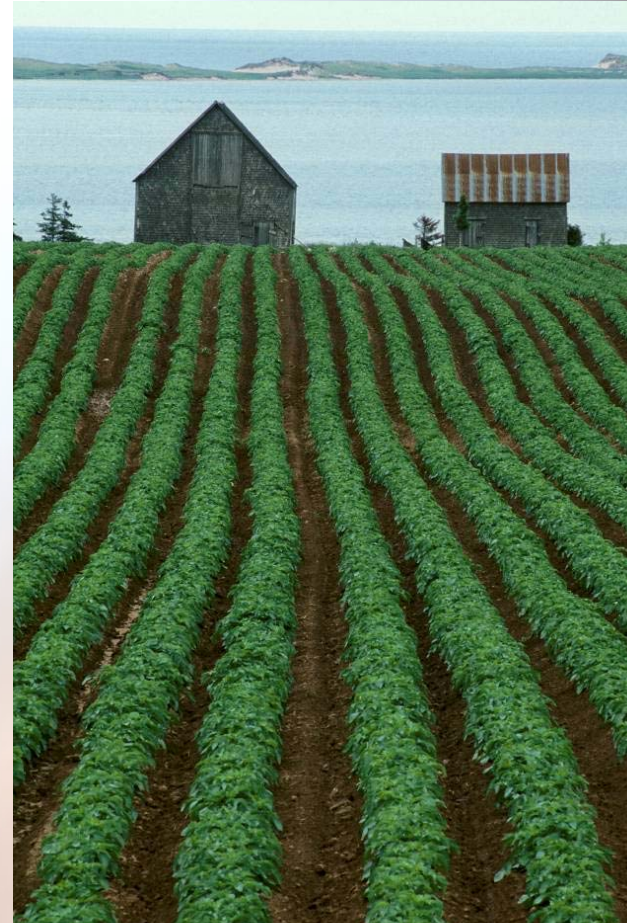


Part 1

California Telemedicine & eHealth Center

CTEC Goals

- **Expanding eHealth**
- **Sustaining Programs**
- **Resource Center**
- **Policy & Advocacy**



CTEC's eHealth Mission Statement



To reduce health care disparities
through strategic applications
of eHealth technologies

eHealth Needs Overview

- **Specialists shortages**
- **Misdistribution of specialists**
- **Rural & urban underserved**
- **Underserved immigrants**
- **Aging rural population**
- **Travel time**
- **Travel costs**
- **Delayed treatment**
- **Language barriers**

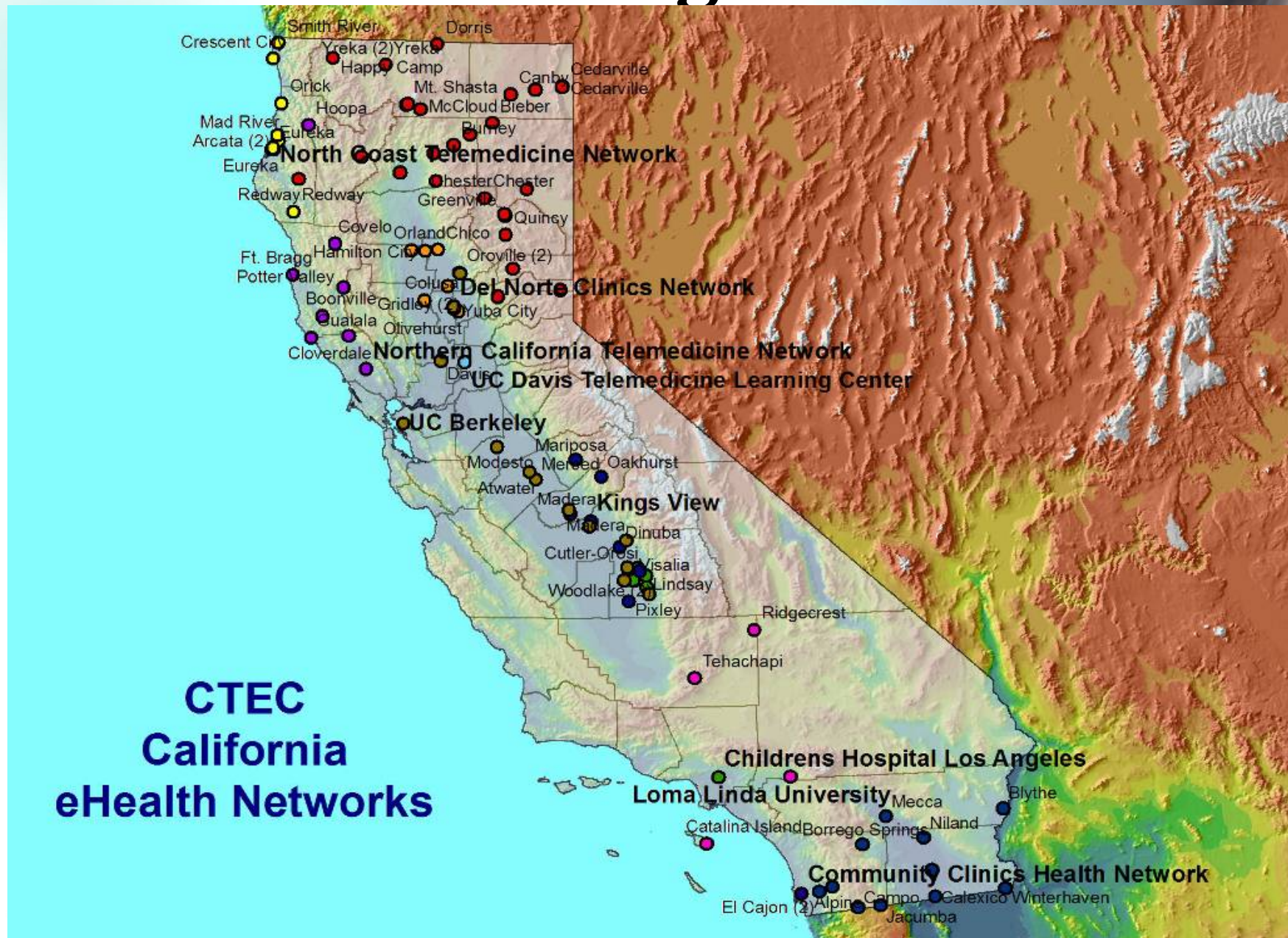
eHealth Successes

- **Reduces barriers to health care access**
- **Reduces delays in health care**
- **Increases efficiency for health care providers**
- **Improves quality of care**
- **Reduces overall health care costs**
- **Increases patient satisfaction**
- **Improves health outcomes**
- **Provides increased clinical resources to clinicians**

Project Overview

- **Ten-year, \$23 million statewide project, currently in 7th year**
- **Emphasis on services to rural underserved areas**
- **CTEC received initial funding and distributed funds to more than 100 grantees to provide TM services and related support services**
- **Seven grantees still in contract cycle**
- **Current grant money provides start-up funds to grantees with self-sustaining potential**

CTEC eHealth Regional Networks



Major Accomplishments

- **Current grantees deliver health services to 32 counties throughout the state**
- **Over 9,000 consultations have been provided between April 2006 and August 2007**
- **Grantees generally continue to provide services beyond their funding cycles**
- **Patients and providers report high levels of satisfaction**



Part 2

Lessons Learned & Recommendations

As assessed by the external evaluation team



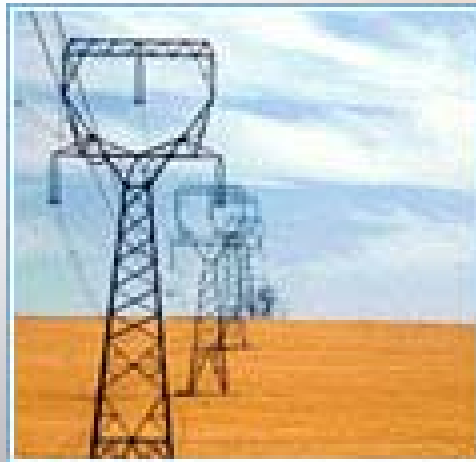
Program Strengths

- **CTEC provides outstanding technical assistance to rural networks**
- **CTEC employs varied strategies to support telemedicine development, i.e., notification of grants and new legislation, technical advice, mentorship program, and other problem-solving services**
- **CTEC employs varied support methods include email, site visits, listserv, website and conference calls**



Program Strengths

- **Policy development and advocacy**
- **Organization is active on state and national levels**
- **Many new laws and other positive changes related to TM have been made during this time**



What Is Working

- **Telemedicine Learning Center (TLC) focuses personnel training topics on TM strategic planning, management, program implementation, and legal and reimbursement issues**
- **Reaching target audience**
- **Providing high-quality courses**
- **Attendees report that training information is applicable to work site**



What Is Working

- **Patient Satisfaction**
- **Patients are very satisfied with using TM (n=164)**
- **Patient comment: “This service is new to us, but this has been beneficial to our family. Thank you.”**
- **Patient comment: “This service saved me time and money because I didn't have to travel far to obtain the services of this doctor.”**



What Is Working

- **Provider Satisfaction**
- **Providers are very satisfied with using TM (n=78)**
- **99% stated that they would recommend using TM to other providers and consultants**



Lessons Learned

- **Better utilization of network & best practices could effectively reduce costs & risks**
- **Networks need a method to rapidly target & re-target programs to new populations & diseases in need**
- **Programs would benefit from regional sites and business templates**

Recommendations

- **Focus on larger self-sustaining regional TM programs**
- **Create regional training centers and possibly a virtual training center**
- **Develop an scheduling system for the hub sites that maximizes provider availability – possibly an on line scheduling system**
- **Conduct a TM needs assessment: Existing services and needs**
- **Sustainability assessment**
- **Continuing education course evaluation**
- **Create best practice models (templates) to ensure high quality and lower trial and error costs**