

SPECTRUM HEALTH
Medical Group



Virtual Visits

Implementing Video Technology to Manage
Chronic Conditions in a Family Medicine
Residency Clinic

Lauren Snyder, MD
Kara Tibbe, MBA

December 7, 2019

Goals & Objectives

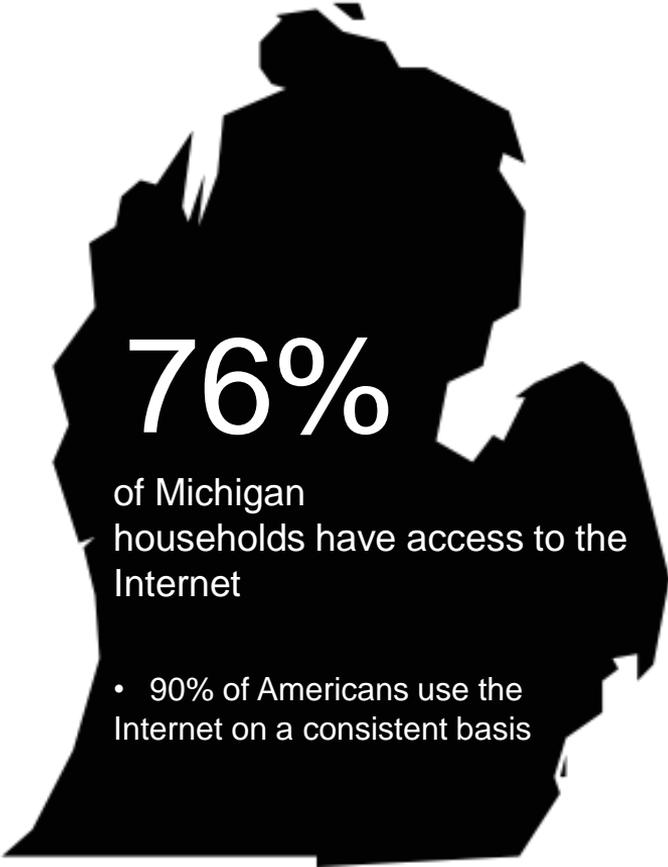
After completion of this session, participants should be able to:

- 1. Identify qualifying conditions for virtual visits
- 2. Describe the scope of chronic care virtual visits
- 3. Imagine how they would start a virtual visit program in their practice

Why Virtual Visits?

“It is the policy of the AAFP to support expanded use of telehealth and telemedicine as an appropriate and efficient means of improving health when conducted within the context of appropriate standards of care.”

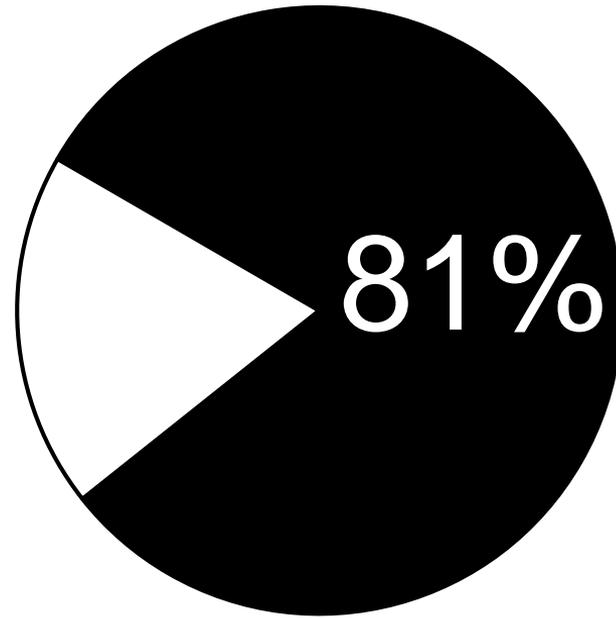
- AAFP Response to the CMS Proposed Rule on 2020 Part C/D - December 20, 2018



76%

of Michigan households have access to the Internet

- 90% of Americans use the Internet on a consistent basis



of Americans have smart phones

<http://www.census.gov/content/dam/Census/library/publications/2014/acs/acs-28.pdf>

SPECTRUM HEALTH
Medical Group



Spectrum Virtual Health in the News

The screenshot shows the mHEALTH INTELLIGENCE website. At the top left is the logo "mHEALTH INTELLIGENCE" with "xtelligent HEALTHCARE MEDIA" below it. On the top right are "login" and "register" links. A navigation bar includes "Home", "News", "Features", "Interviews", "Podcasts", "White Papers & Webcasts", and "Events". Below this is a secondary navigation bar with "Apps & Software", "Devices & Hardware", "Remote Monitoring", "Telehealth", "Policy", and "Focus on Interoperability". A central banner reads "View The Latest White Papers and Guides On" followed by a blue box containing "Telemedicine Workflows", "Mobile-First Infrastructures", "Transforming Workspaces", and "...And More!". To the right of this box is the mHEALTH INTELLIGENCE logo.

TELEHEALTH NEWS

Spectrum Health's DTC Telehealth Service Tackles the Polar Vortex

The Michigan health system's MedNow telehealth platform saw a 60 percent surge in traffic during the three-day weather emergency, when people were told to stay indoors. Officials say it proved its value as an emergency healthcare resource.



Learn more about

- TELEHEALTH
- MHEALTH DEVICES
- AND MORE

mHEALTH INTELLIGENCE

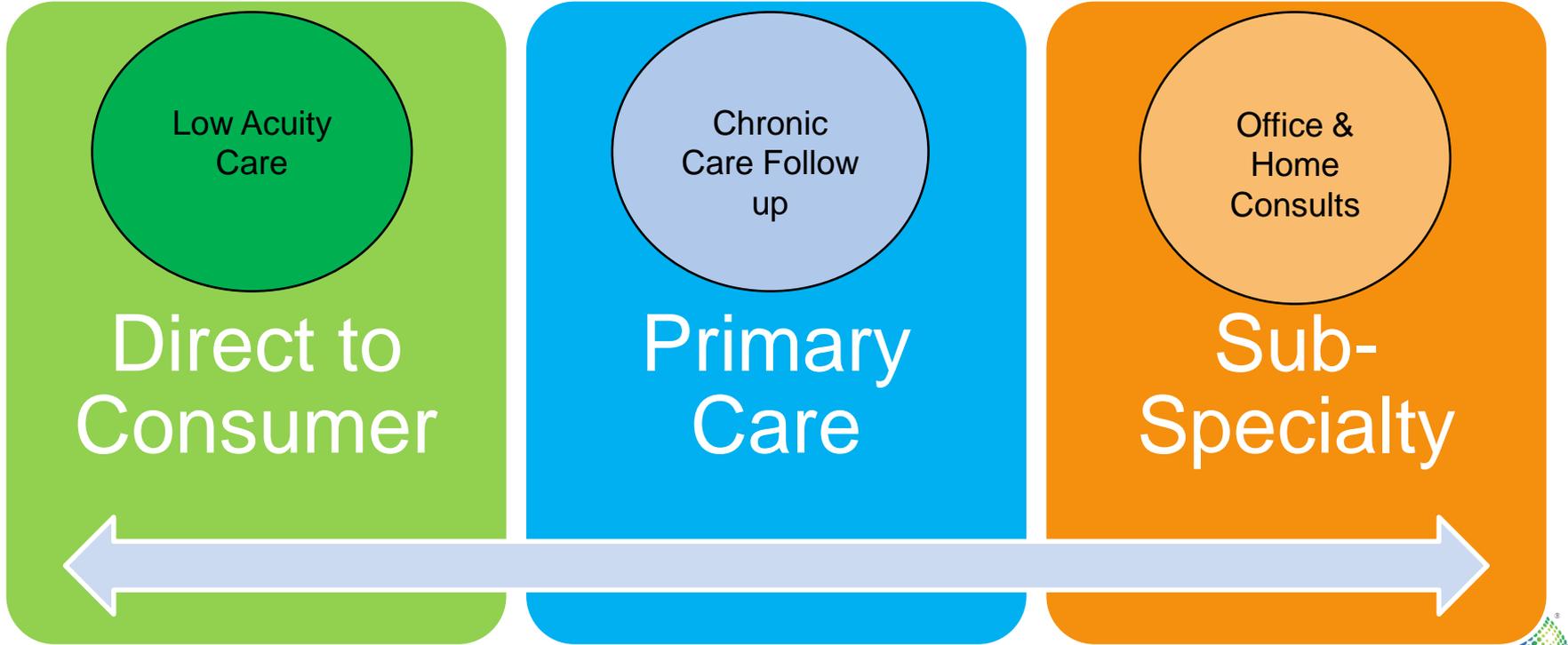
Subscribe to The mHealth Newsletter TODAY

Newsletter Signup

- mHealth & Telehealth
- EHR and Interoperability
- Revenue Cycle and Finance
- Analytics, AI and Blockchain
- Patient Engagement

<https://mhealthintelligence.com/news/spectrum-healths-dtc-telehealth-service-tackles-the-polar-vortex>

Spectrum Health Virtual Health



Virtual Health in Primary Care: Overview

-  Launched January 2018
-  Currently in 15 primary care locations, including one Adolescent Medicine Clinic, and two Residency Clinics
-  1,632 visits seen since 2018 with small rollout
-  2 insurers covering visits, or patient can self-pay
-  Virtual MA (from Spectrum Health) contacts patient, walks them through how to join, virtually rooms the patient including PHQ and GAD7 questions. After rooming the MA “passes” patient to provider.

Equipment for Virtual Visits



Scope of Visit

 Providers templated for Video visits two days per month in a two hour block

 Appointment times are 15-30 minutes in length

 Billing is reimbursed through codes 99211-99215

1	1:15 P	TeleMed PC
1	1:30 P	TeleMed PC
1	1:45 P	TeleMed PC
1	2:00 P	TeleMed PC
1	2:30 P	TeleMed PC
1	2:45 P	TeleMed PC
1	3:00 P	
1	3:15 P	
1	3:30 P	
1	3:45 P	COMPLEX FOLL
1	4:15 P	SameDay
1	4:30 P	SameDay

Sample Schedule

	Time	Pri?	MRN	Name	Visit Type	Len	Appt Notes
1	8:00a		12345	Brown, Dan	OV	15	2nd NO SHOW/NO CALL mood
1	8:15a			COMPLEX FOLL			
			11111	Yellow, Terri	Complex F/U	30	physical
1	8:45a		321321	Orange, Joe	OV	12	monitoring
1	9:00a		654654	Purple, Kandi	OV	12	(1st NO SHOW/NO CALL) hand pain
1	9:15a		456456	Pink, Brad	OV	12	mood (fam1/2) QVV
1	9:30a			New PT			
				Grey, Ella	WCC Exam	30	15 mo wcc (fam2/2)
1	10:00a			COMPLEX FOLL			
			789789	Blue, Natalie	OV	30	Physical, htn QVV BP
1	10:30a			COMPLEX FOLL			
			985658	Green, Jake	Complex F/U	30	3-4 month f/u chronic conditions QVV BP
1	11:00a			SameDay			
			145145	White, Sharon	Ov	30	annual physical exam QVV
1	11:15a			SameDay			
1	11:30a			COMPLEX FOLL			
			78965	Teal, Mia	Complex F/U	30	3-4 month f/u chronic conditions
0	12:00p			Unavailable-Lunch			
1	1:15p			TeleMed PC			
			745745	Red, Ruby	OV	30	newborn
1	1:30p			TeleMed PC			
1	1:45p		125412	Black, Jessica	VIDEO VISIT	30	VIDEO adhd SENT Confirmed Android- already has both apps- MyHealth checked
1	2:00p		56895	Lime, Sam	VIDEO VISIT	30	VIDEO med check SENT/CONFIRMED MyHealth checked, Iphone, Advised to download SHNow



Provider Portal



M MAR 15	T MAR 16	W MAR 17	R MAR 18	F MAR 19	Sa MAR 20	Su MAR 21
-------------	-------------	-------------	-------------	-------------	--------------	--------------

Appointment data loaded at 5:00pm

Service

Provider

MedNow
All
MedNow
Primary Care

All

<p>March 15, 2017 10:30 AM Video Visit - UC</p>	<p>Shaun Moore 04/20/1989 ALLERGIES</p>	<p>Share</p>
<p>Join as</p>	<p>Dr. Leo Spaceman</p>	<p>Medical Assistant</p> <p>✓</p>

<p>March 15, 2017 11:00 AM Video Visit - OCC.</p>	<p>Christopher Silvatore 10/06/1980 COUGH</p>	<p>Notify Patient</p>	<p>Share</p>
<p>Join as</p>	<p>Dr. Pepper Soda</p>	<p>Join as</p>	<p>Medical Assistant</p>



Provider Portal

Hide ▾

 Spectrum Health

NOW

Care right where you are.

Camera: Logitech Webcam C925e (▾)

Microphone: Default - Microphone (Logi ▾)

Speaker: Default - Speaker/HP (Real ▾)

Preview

Ready to connect
v19.2.0.8

Patient Portal

Subject: Primary Care Chronic Condition Follow Up

MyHealth

You are invited to a Chronic Care Virtual Visit with MyHealth
Please follow these steps to join:

STEP 1: Prepare for your visit
Please make sure to have the following ready at the time of your visit:

- Photo ID
- Credit card for copay
- List of current medications and dosages
- Preferred pharmacy
- Insurance card

STEP 2: On Tuesday, May 01, 2018 at 9:30 AM start your visit
Please join the appointment **10 minutes** prior to your start time.

- If you'll be using your phone or tablet please make sure you have the MyHealth app installed before your visit
- If you're using a personal computer it is recommended that you use Chrome
- Log in to your MyHealth account
- Select your appointment from the timeline
- Click "Start Visit"

For best results, have your device connected to a Wi-Fi Network.

[Go To MyHealth](#)

Need help connecting? Contact our support team at **844.322.7374**

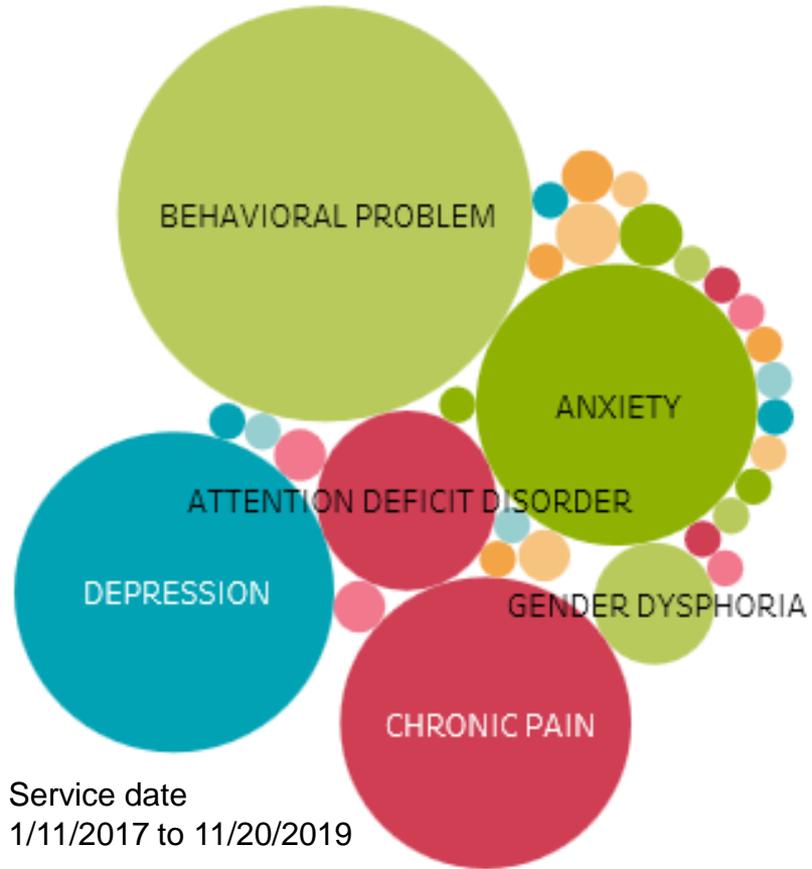
Sent by SPECTRUM HEALTH 100 Michigan St, NE, Grand Rapids, MI 49503 [Patient Privacy Policy](#) [Contact Us](#)

Patient Portal

The screenshot displays the MyHealth Patient Portal interface. At the top, there is a search bar with the text "I am looking..." and user information for "Azul Cortez" with a "Sign Out" button. Below the search bar is a navigation bar with several icons: MedNow (247), View Results, Message My Provider, Make An Appointment, Renew Prescriptions, Manage Bills, and View My Messages. On the left side, there is a sidebar menu with options: Azul Cortez, Change user, Share Access, Timeline, To Do's, Medical (highlighted), Appointments & Admissions, MedNow, Results & Orders, Medications, Health Info, Health Tracking, Patient History, Care Team, Referrals, Health Conditions, Release of Info, Insurance, Find A Doctor, Costs, Message Center (25), Forms, Learning Resources, Notebook, and About. The main content area is titled "Azul's Video Appointment" and includes a video player icon, a "View All Appointments" button, and a "Print This Page" button. Below the video player is a section for "APPOINTMENT DETAILS" with the following information: When: Tuesday, May 1, 2018 at 9:30 am (Please arrive at 2:45 am); Provider: Michelle Gianturco, DO; Where: Primary Care Video Visit. There are also buttons for "Download to Calendar", "Confirm Appointment", and "Appointment Wait List". A consent form is displayed, asking the user to give consent to be treated via video. The consent form includes a "View Consent Form" link and a "I give consent to be treated" button. At the bottom of the consent form is a "Start Visit" button and the text "Powered by MedNow".

Conditions Treated

- All Clinics
 - Behavioral Problems
 - Depression/Anxiety
 - Chronic Pain
 - ADD/ADHD
 - Gender Dysphoria



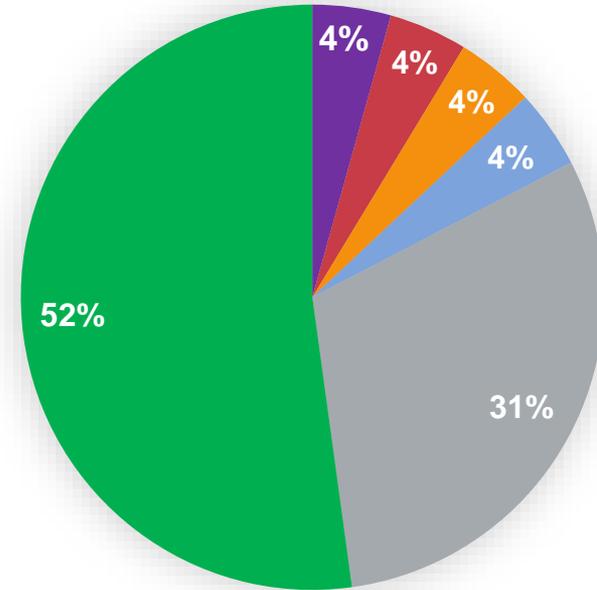
Service date
1/11/2017 to 11/20/2019

What do we treat?

- Contraception
- Osteoporosis
- Menopause
- GERD
- Constipation/Diarrhea
- ADHD
- Depression
- Anxiety
- Insomnia
- Chronic Pain
- Asthma
- COPD
- Hyperlipidemia
- Erectile Dysfunction
- HTN
- CHF
- Headache
- Anemia
- Hypothyroidism
- Diabetes

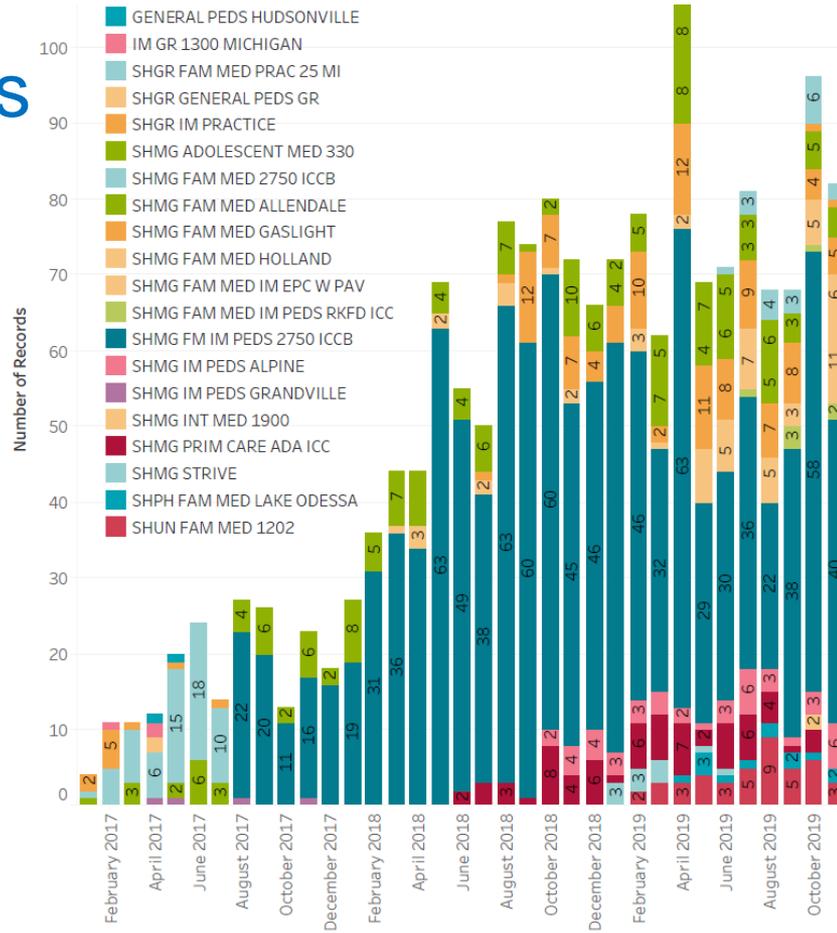
Conditions Treated

- Residency Clinic
 - Depression/Anxiety
 - ADD/ADHD
 - Hormones (Gender Dysphoria)
 - Headache
 - OCD
 - Wheelchair Paperwork



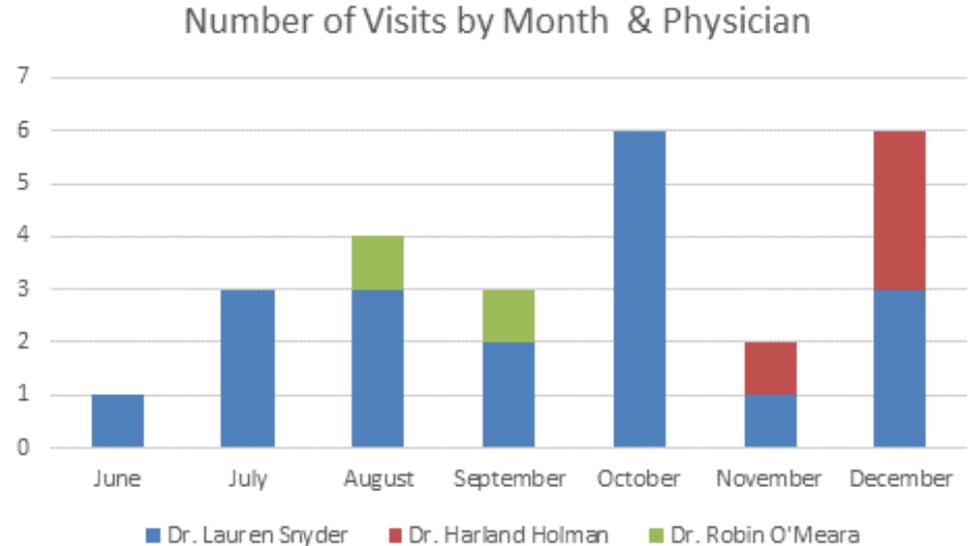
Number of visits

- All Clinics



Family Medicine Residency Clinic

- Since June 2019
 - 3 Physicians participating
 - 25 completed visits
 - 6 no-shows (19%)
 - 9 scheduled



Provider Satisfaction Survey

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
Felt well prepared before conducting first visit	50%	37.5%	6.25%	6.25%	0%
Experience thus far has been excellent	31.25%	50%	3.25%	12.5%	0%
Would recommend virtual visits to others	68.75%	18.75%	12.5%	0%	0%
Quality of medical care meets expectations	31.25%	62.5%	6.25%	0%	0%

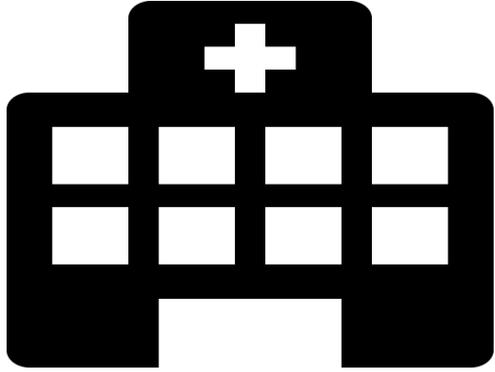
Benefits



1,626,800+
Patient Miles Saved
Since 2014

SPECTRUM HEALTH
Medical Group





25,500+

Avoided ED or UC visits



20,300+

New patients to the system
from video visits & eVisits

Benefits

- Convenience
- Work from home
- Free up clinic space
- Patients seem to like it!

Barriers

Barriers

- Technology
- Insurance
- Home monitoring equipment
- Geography
- Practice inertia

ACGME

- IV.C.4.e) Residents must provide care for a minimum of 1650 in-person patient encounters in the FMP site. (Core)
- IV.C.4.e).(1) The majority of these visits must occur in the resident's primary FMP site. (Core)
- IV.C.4.e).(2) One hundred sixty-five of the FMP site patient encounters must be with patients younger than 10 years of age. (Core)
- IV.C.4.e).(3) One hundred sixty-five of the FMP site patient encounters must be with patients 60 years of age or older. (Core)
- IV.C.4.f) Residents' patient encounters should include telephone visits, e-visits, group visits, and patient-peer education sessions. (Detail)

https://www.acgme.org/Portals/0/PFAssets/ProgramRequirements/120_FamilyMedicine_2019.pdf?ver=2019-06-13-073936-407

Future Directions

- Expand to all physicians in clinic
- Incorporate residents
- Patient satisfaction data
- Productivity
- Visit duration

Questions?

SPECTRUM HEALTH
Medical Group

