Collaboration is Vital to the Success of Telemedicine

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Objectives

• Value nurses’ role as an extension of the provider to achieve excellent patient outcomes

• Envision how the model of tele-facilitation/tele-presentation at Children’s Mercy utilizing a coordinated, team-based approach augments nurses’, providers’ and patients’ experiences with healthcare.
A Snapshot of Children’s Kansas City

• 6,000 employees
• 400+ pediatric specialists
• 2,200 nurses
• More than 900 allied health professionals
• 930 volunteers
The Region’s Pediatric Health System of Choice

- 354 beds
- 370,321 outpatient visits
- 147,938 ER/UC visits
- 13,397 admissions
- 19,144 surgeries
- 20+ outreach clinics

* All numbers Fiscal 2012
ATA Recommendations for Tele-presenting

• Tele-presenter is often used (but not required)
• Provider must be skilled in leveraging resources
• Successful use of technology is dependent on efficient information exchange
• Presenter “acts as a patient advocate to optimize the exchange of clinical information between the provider and patient.”

American Telemedicine Association (ATA)
http://www.americantelemed.org/
Team Tele-specialties

- Endocrinology
- Asthma/Allergy/Immunology
- Neurology/Epilepsy
- Surgery
- Rheumatology
- Orthopedic Surgery
- Metabolic Genetics
- Psychiatry/Psychology
- Pulmonology
- Rehabilitation Medicine
- Plastic Surgery
- SCAN
RN Satisfaction

• Competitive pay
• Professional development
• Expanded skills
• Variety of practice

Half a Heart ➔ A Brand New Start

Arthritis ➔ Artist
Provider Satisfaction

- Proven quality with less wasted time, materials & energy
- Coordinated, team-based care
- Added patient adherence to treatment regimen
- Improved patient outcomes
Patient Satisfaction

Improved access & convenience without compromising quality!

- It’s comforting as a mother that even if we can’t physically be at CMH we can still be treated by our CM team.
- This was the first time I was able to be present for one of my son’s visits and I was amazed!
- Our nurse in the room was efficient, informative, and very helpful.
- Physician and nurse were excellent! Wish we had seen them earlier in son’s treatment.
- Everyone was amazing and great with my daughter.
Patient Experience

• The Children’s Mercy model is good for the patient/family.
• It is comparable and sometimes better than traditional in-person models.
• It improves access to care.
## Patient Satisfaction

I had all the materials needed to manage my child's healthcare per the provider's instructions before I left the clinic.

<table>
<thead>
<tr>
<th>Total Count (N)</th>
<th>Missing</th>
<th>Unique</th>
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<tbody>
<tr>
<td>752</td>
<td>10 (1.3%)</td>
<td>4</td>
</tr>
</tbody>
</table>

Counts/frequency: YES/Strongly Agree (640, 85.1%), Mostly/Agree (81, 10.8%), No Opinion/Neutral (24, 3.2%), Not So Much/Disagree (7, 0.9%), No/Strongly Disagree (0, 0.0%)
Patient Satisfaction

I would recommend this type of visit to a family member/friend.

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<tbody>
<tr>
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<td>10 (1.3%)</td>
<td>5</td>
</tr>
</tbody>
</table>

Counts/frequency: YES/Strongly Agree (561, 74.6%), Mostly/Agree (120, 16.0%), No Opinion/Neutral (57, 7.6%), Not So Much/Disagree (13, 1.7%), NO/Strongly Disagree (1, 0.1%)
Growth Since Implementation

- FY 2013
- FY 2014
- FY 2015
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References


