Elizabeth Lounds Memorial Lecture

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Telehealth: A Means for Achieving Excellence The Future is Now

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Disclosure

I have not actual or potential conflict of interest in relation to this program/presentation.

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Objectives

- Describe the different types of telehealth delivery models.
- Identify billing and policy regulations for telehealth in the state of Virginia.
- Describe different telehealth delivery models for dietitians.

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What is Telehealth

- Telemedicine
  Telehealth
  Telenutrition
- mHealth
  eHealth
- Connected Care

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The Academy of Nutrition and Dietetics

- Recognizes telehealth as a tool for registered dietiticians
- Included topic in the evidence analysis library (EAL)
- EAL not updated since 2012

eat right. Academy of Nutritic and Dietetics

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Telehealth Modalities

- Synchronous
- Asynchronous
- Remote Patient Monitoring
- Mobile Health

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Common Telehealth Use Cases

- Follow Up Visits
- Pre-Screenings
- Remote Expert Consultation
- In-Home Care
- Behavioral Health
- Stroke

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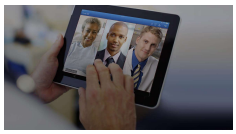
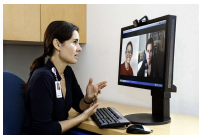
Equipment Examples





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Role in Interprofessional Care

- Teams are NOT co-located
- Telehealth can:
  - Close communication gaps
  - Enable comprehensive patient care
  - Empower and increase confidence in team members
  - Promote a team mentality
  - Enhance team member's knowledge

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Patient Satisfaction

- Patients are satisfied
- 97% are satisfied after first visit
- 74% felt that the visit improved care
- 70% are comfortable communicating with providers via text, email, or video rather than in person
- Millennials are expecting virtual visits
- Seniors are satisfied with care
- 30% of Americans check the interne for labs and diagnosis

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Billing and Policy Regulations

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Telehealth is a Top Priority

- 83% of healthcare executives report that they are likely to invest in telehealth (2017)
- 261% commercial growth in telehealth claims (2014-2017)
- Health and Human Services is investing at unprecedented rates in telehealth

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Provider Licensure Considerations

- Originating Site Limitation
  - Patient must be in a rural area or,
  - Qualifying location
- Provider site location
  - Must be licensed where the patient is located
- Consultation
  - Allows peer to peer consultation in a state not licensed in

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Virginia Billing and Policy Regulations

- Full parity state
- State licensure guidelines (Border State)
- Telehealth consent required (every state is different)
- FAX and Phone calls are NOT telehealth
- In-person visits do not need to occur first
- Initial tele-nutrition visits can be synchronous or asynchronous

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Federal Changes to Telehealth Reimbursement

- In 2019 CMS increased Medicare TH reimbursement
- Created provider to provider consult codes
  - Both providers are eligible for reimbursement
- Expanded patient service area for renal dialysis patients
  - Monthly visits from home
- Added a code for a brief virtual check-in ($14/service)
- Eliminated geographic boundaries for stroke care

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Telehealth Delivery Models

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Adoption of "Tele-nutrition"

- Slow adoption due to:
  - Varying state licensure laws
  - Perceived increased start up costs
  - Learning curve to new systems

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Adoption of "Tele-nutrition"

- Benefits
  - Alternative to in-person
  - Decreases geographic barriers
  - Outcomes are similar to in-person
  - Food insecurities has been improved through virtual visits
  - Increases patient activity in nutrition program

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Tele-Nutrition Use Cases (2016 survey results)

- E-visits for MNT (17.90%/84.07%)
- Nutrition assessment/re-assessment (31.57%/71.30%)
- Nutrition diagnosis (26.54%/75.57%)
- Nutrition education (35.20%/68.75%)
- Nutrition counseling (33.51%/69.80%)
- Coordination of nutrition care (25.89%/77.00%)
- Nutrition monitoring and evaluation (32.68%/70.66%)
- Intensive behavioral therapy (18.60%/84.06%)
- Health and wellness coaching (28.80%/74.42%)
- Self-management training/support of diabetes (21.78%/80.58%)

Academy of Nutrition and Dietetics Survey 2016 TG1
5,087 surveyed

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Angel Eye
Breast Feeding Support

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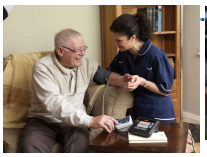

Remote Patient Monitoring Home Care
Diabetes Management

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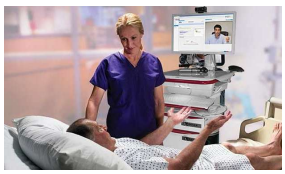

Critical Access Hospitals
Dietitian's Visit Remotely

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Pediatric Weight Management Program
School Based

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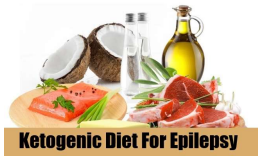

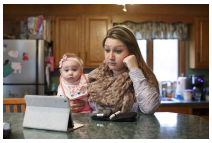

Ketogenic Diet Home Management for Epilepsy

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Anderson's Nutrition
Health Lifestyle & Medical Nutrition Therapy

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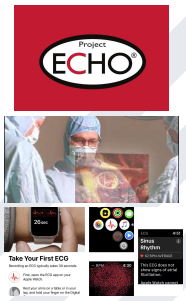
Beyond Virtual Visits

- Project ECHO
- Holograms
- Smart Homes
- iPhone capabilities



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Organizations that Support Providers

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Organizations That Support Providers

- American Telemedicine Association (ATA)
  - Americantelemed.org
- Center for Telehealth and e-Health Law (CTeL)
  - CTeL.org
- Society for Education and the Advancement of Research in Connected Health (SEARCH)
  - Searchsociety.org
- Telehealth Resource Centers (TRC)
  - Telehealthresourcecenter.org

TG1

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Q & A

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