

One Mission, *We are called to make a healthy difference in people's lives.*



The Heart of High Reliability  
for our Patients

*Right Care, Every Patient, Every Time, Everywhere*

One Essentia

# Telecare Services

7/19/2017

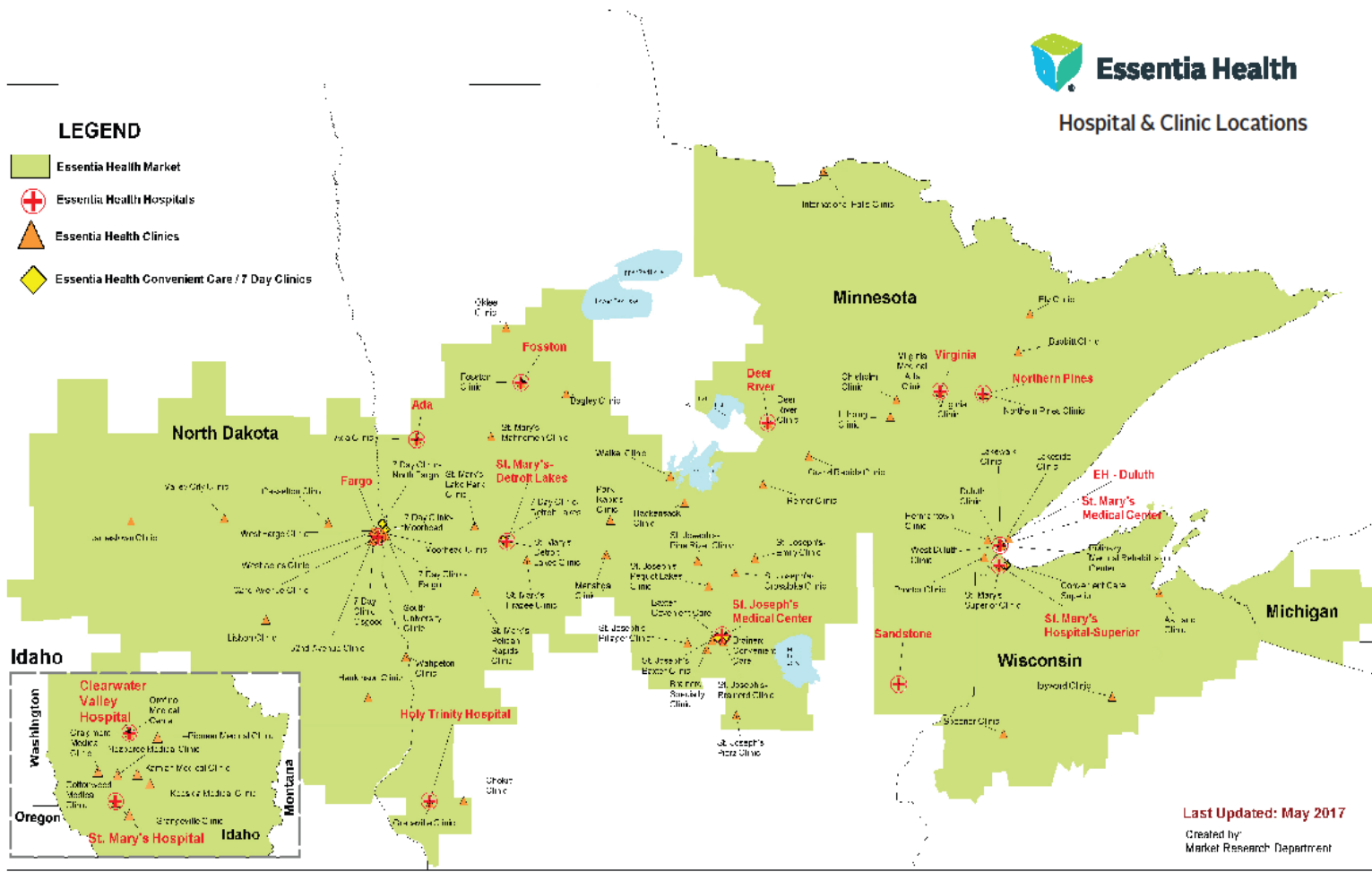
Rebecca Sienko, RN

Manager, Nurse Care Line

15,000 Employees  
 17 Clinics  
 4 Independent Living

1,900 MDs/APCs  
 7 Long Term Care Facilities  
 5 Ambulance Services

15 Hospitals  
 2 Assisted Living  
 1 Research Institute



# Essentia Health Telecare Services encompasses....

- RN Triage, Scheduling, Standing Orders
- Prescription Refill Authorization
- Physician to Physician Acute Referral and Transfer
- Post Discharge Follow Up Calls
- Population Health Registry Management Team
- Patient Appointment Scheduling, Pre-Visit Planning, Schedgistration
- Referral Center
- Switchboard and Physician Paging

# Annual Telecare Encounters

## Encounter Type

- Prescription Refills
- RN Triage
- STAT Doc
- Patient Care Contact Center
- Transitional Care Calls
- Switchboard
- Patient Reminders
- Outbound clinical calls (COAT, CRC, MSSP, Gaps, Unassigned PCP, MyHealth, Online Appointment Requests, External Referrals)

## Total Encounters

- 577,301
- 121,142
- 13,588
- 1,834,106
- 6,247
- 2,057,124
- 1,313,911
- 174,033
- **Total 6,097,452**

# Nurse Care Line Triage

## **Daytime RN triage support for Primary Care**

- RN triage support “off loads” important clinical work from clinic practice, so they can focus on the patient in clinic.
- Patients can choose RN triage up front through “One Contact” resolution (consumerism)
- RN triage is inversely related to access, working hand in hand with our clinical call center when access to appointments is not available in a timeline needed

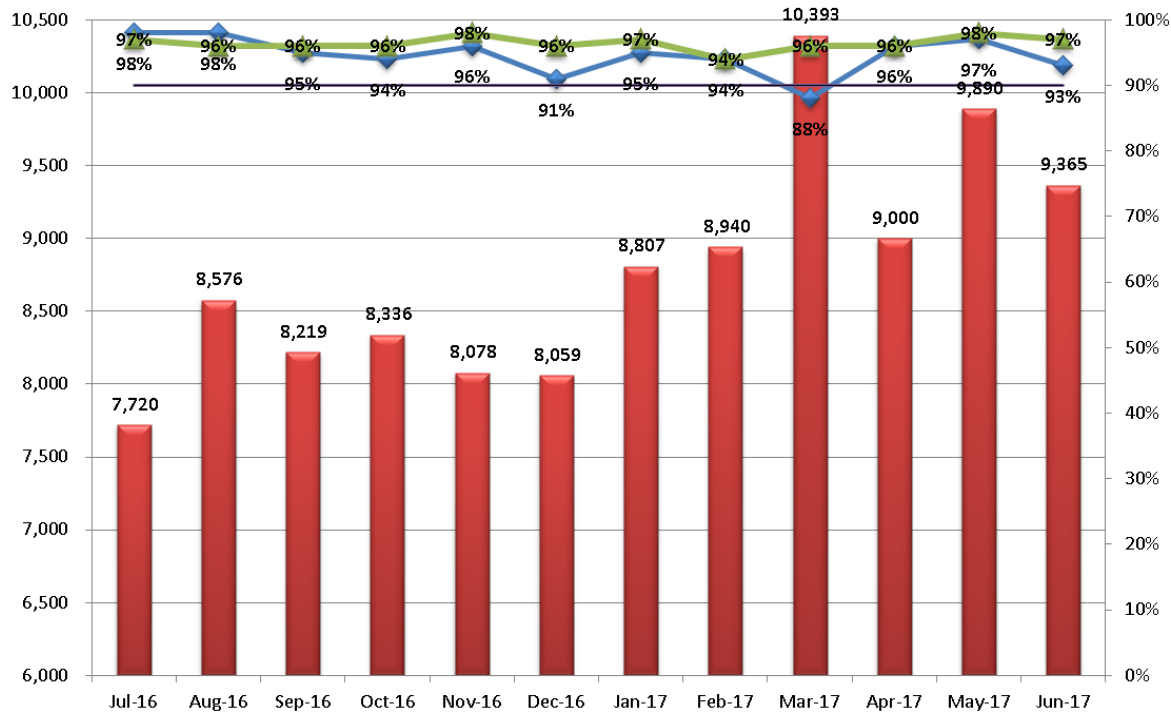
## **After Hours RN triage support for Primary and Specialty Care**

- Nurse Care Line supports after hours triage for East, Central & West Markets

Value = partnership with clinic practice and placing “right work” in “right place” with “right staff”

# Triage Turnaround Time

Percentage of Triage Turn Around Time within 60 minutes  
[Target is 90%]



	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Triage Volume	7,720	8,576	8,219	8,336	8,078	8,059	8,807	8,940	10,393	9,000	9,890	9,365
Office Hours Triage	98%	98%	95%	94%	96%	91%	95%	94%	88%	96%	97%	93%
After Hours Triage	97%	96%	96%	96%	98%	96%	97%	94%	96%	96%	98%	97%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Nurse Care Line Prescription Refills

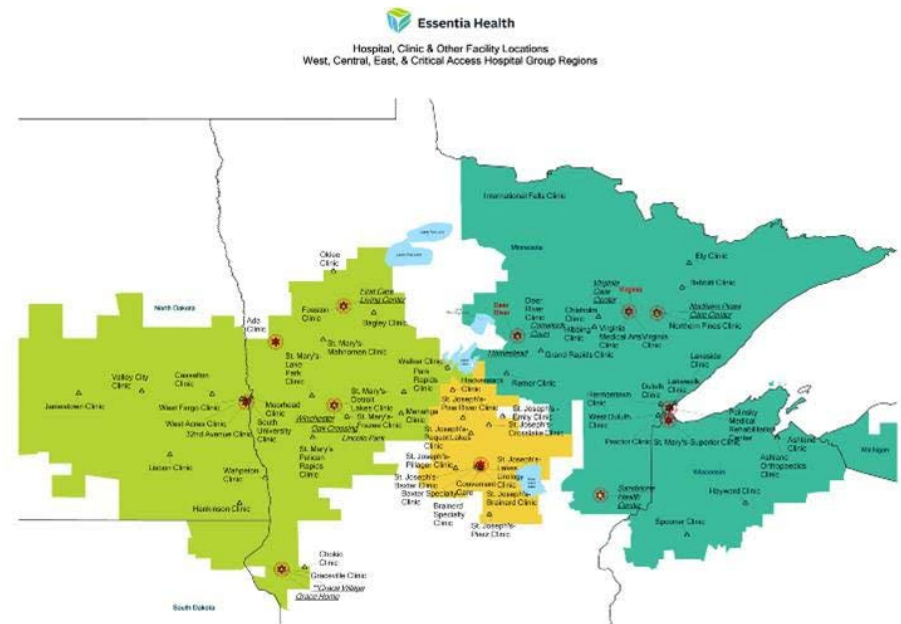
## Prescription Refill Support for Primary Care

- Refill support “off loads” clinical work from the clinic practice
- Ensures safe medication therapy
- Acts as a “safety net” for quality and chronic disease

Value = safe, timely care, applying same standard of care for all patients

# Our History

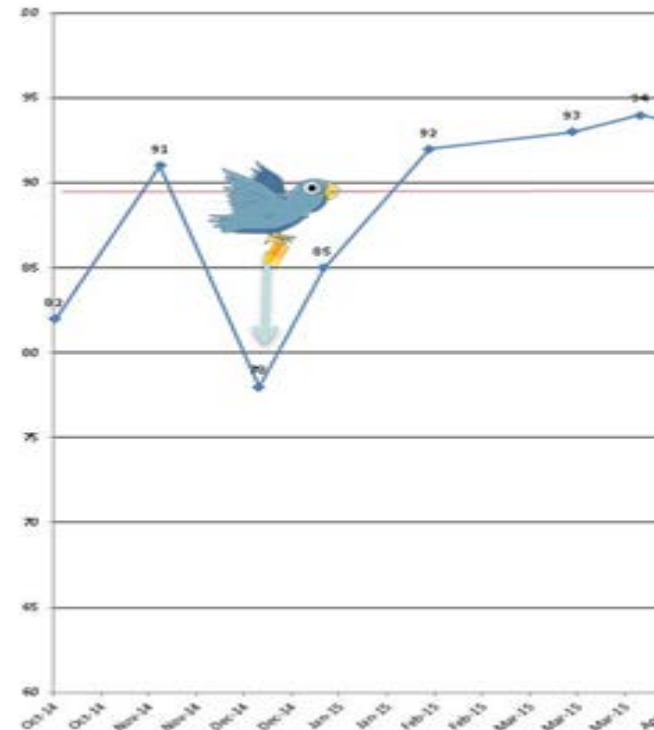
- We started processing refills in a centralized environment in 2003 for two clinics.
- We currently handle refill requests for just over 500 primary care providers
- We process approximately 50,000 refills per month
- As more clinics wanted refill support, we needed more RNs





# We Found Swoop

- Organization's vision to have NCL process all of Primary Care's refill requests
- Our organizational metric for refill turnaround time is 90% of refills being completed by the end of the next business day. We were not meeting that goal very often and pre-Swoop had a low of 78%.
- We implemented Swoop in December 2014



# How Swoop Helped

- We use our EH Medication Refill Protocol (custom-built within Swoop)
- Categorizes refill requests into “buckets”
- Auto-denies duplicates
- Gives us warnings (i.e. dose change, historic med)
- Sends scheduling action messages to refill schedulers instead of RN work

Status	Date and Time	Refill Status	Pool	P. Controlled?	Medication
New	05/03/2017 12:56 PM	In Protocol	X	F.	atorvaSTATin (LIPITOR) 40 MG tablet...
New	05/03/2017 12:57 PM	Off Protocol	X	H.	FLUoxetine (PROZAC) 20 MG capsul...
New	05/03/2017 12:59 PM	Medication Error	X	K.	metoprolol tartrate (LOPRESSOR) 1...
New	05/03/2017 1:00 PM	Controlled	X	K. X	ALPRAZolam (XANAX) 0.25 MG table...
New	05/03/2017 1:00 PM	Out of Protocol	X	C.	NOVOLOG FLEXPEN 100 UNIT/ML pe...
New	05/03/2017 1:00 PM	Manual Review	X	K.	levothyroxine (SYNTHROID) 150 MCG...

Filters: High Priority In Protocol Duplicate Out of Protocol Off Protocol Medication Error Medication Status

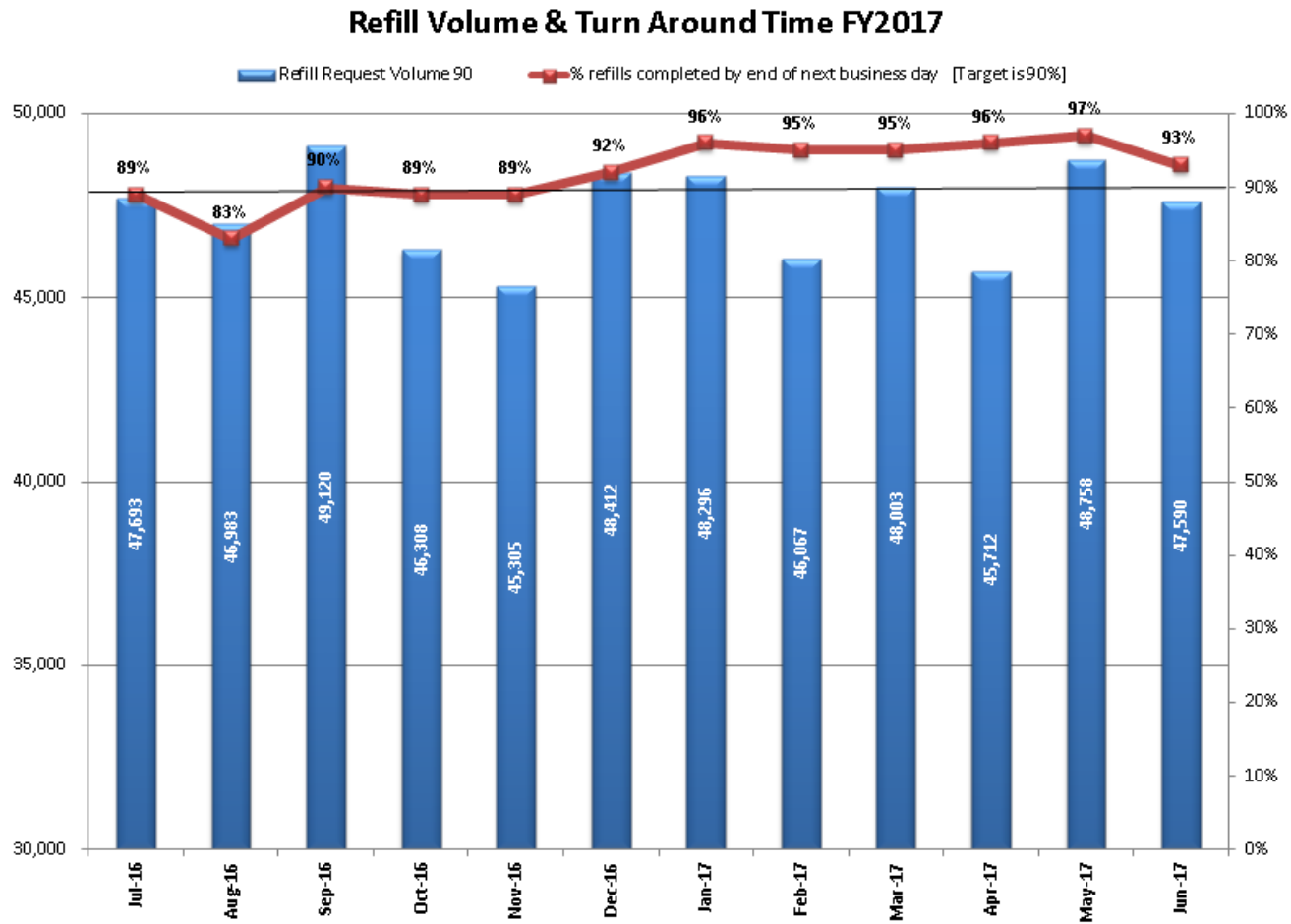
Sort: Advanced Sort Default Sort

# Brief Summary of Swoop

1. Swoop is a refill automation tool that does much of the chart review and documentation for us, which increases efficiency.
2. Swoop **does not** authorize refill on the provider's behalf; that part has to be done by a human.
3. The RN cannot authorize Off-Protocol, Controlled Substance, or any request where the patient is not eligible for a refill per the protocol – those refills need to be addressed by a provider.
4. The protocols that are built into Swoop have been reviewed and signed-off on by our organization.



# Refill Turnaround Time Now



# STAT Doc

## Physician to Physician Referral and Transfer

- 1000+ STAT Doc calls per month
- Group paging for emergency cases (STEMI and ECMO)
- Documentation in EMR- reporting
- Plans to add STAT Doc support for Virginia Hospital

# Transitional Care Calls (TCC)

- Patient Criteria For TCC
  - Lace score greater than 10
  - Inpatient problem list includes diagnosis of:
    - COPD
    - CHF
    - AMI
    - Pneumonia
- Average 420 patients a month are called
- Calls are placed 24 hours after discharge
- Readmission rate averages 13.4% for all hospitals

# What happens during a TCC ?

- Specific encounter flow was created in Epic with discreet data points
- RNs use the Teach Back Method for all Transitional Care Calls
- Average call length is 30 minutes
- Focus on:
  - Med reconciliation
  - Discharge summary present
  - Follow up appointment made

# TCC Outcomes and Challenges

- Reports were created tying readmission outcomes to specific criteria:
  - Med reconciliation
  - Discharge summary present
  - Follow up appointment made
- Most challenging aspect of program is who owns the feed back and the correlation of findings to readmission



# Registry Management Team



- A partnership (Quality, Primary Care and Telecare) that supports care teams in their standard work at the visit, in addition to population management outside the visit
- A goal of improving overall health by meeting the ambulatory metric targets in the Clinical Quality Dashboard
- Centralized team of dedicated staff who focus daily work on chart scrub and registry management
- Adoption of standard work
- Staff alignment to specific clinics to create relationships with patients and providers in the clinics and communities they are supporting

# RMT Recent Success

- After focusing on **Depression** for 4 months, RMT helped to move the KPI Quality Metrics from **red** to **green** through focused patient contact using registries; has remained green.
- After focusing on **Adult and Pediatric Asthma** for 3 weeks of working the clarity reports, we have moved from **red** to **green** and remain green.



# Patient Care Coordination Centers Overview

- Clinical Call Centers in four cities
- Consistent technology build and reporting in all centers
- Same job description, regardless of bargaining unit
- Consistent management structure
- Service level and quality metrics are standard in all centers
- Processes are standard to the degree possible



# Call Center Functions

## Core Function

- Appointment scheduling
- Pre-visit planning
- Empanelment
- Colorectal cancer screening
- Smoking cessation line
- Pre-registration

## Alignment to Strategy

- Standard work
- Chronic Disease Mgmt.
- ACO
- Population Health
- Population Health
- Cost effective care



# Referral Center

- Establish a single point of contact for incoming external referrals
- Create a smooth system for the flow of information into and within Essentia, with a handover back to the referring physician
- Make it easy for external referrers to obtain consults for patients who need specialty care from Essentia Health
- EH – East received ~25,000 incoming external specialty referrals over the last two years\*

# Telecare Technology Appointment Reminders



Initially 100% appointment reminders sent by phone

- Poor response rate
- Often went to voicemail or patient hangs up before listening to the call to action of confirming
- Not effective on reducing no-show rates

# Telecare Technology Appointment Reminders



## Decision made to migrate to text reminders

- Response rates increased when reminders offered by text
- No show rates decreased when more reminders were sent via text versus phone
- New opportunity forthcoming for bi-directional interface for immediate opening of slot in Epic when patient indicates they wish to cancel
- Bi-directional interface will improve access by immediately opening cancelled slots for other patients

# Telecare Technology

- MyHealth
  - 47.6% of patients have MyHealth
  - Online scheduling
  - Prescription refill requests
- E-visits
  - Volume is low
  - Plans to enhance the program
  - Eventually offer after hours virtual visit with NP/PA in conjunction with RN triage



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Questions