Telehealth Integration at Baptist Health South Florida

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Baptist Health South Florida

• Not-for-profit, community health system
• 7 acute adult care hospitals including
• 18 Urgent Care and Diagnostic Centers
• 1 Tertiary Care Center
• 1 Academic Care Center
• 1 Children's hospital
• Miami metropolitan area
Unblocking the value of Telehealth

Leveraging Technology

Access
Increase the ease with which patients receive care from BHSF

Cost
Reduce the cost while increasing the efficiency and effectiveness of BHSF patient care

Improved patient outcomes
Measurable Outcomes such as:
- Reduced Mortality
- Reduced readmission rates
- Reduced LOS
- Reduced Time to ‘Doc’
- Patient Centered Delivery of Care

eHistory

First Telehealth program - eICU
6 hospital turned on = 143 beds
7 Mobile Carts: in ED’s

2006
2007
2008-10
2009
2011
2012
2013
2014
2015

Transfer Center: Tele Communication Hub
Home Health: remote telemonitoring
30 Step down beds added
ePharmacy and Telestroke
TeleHealth Research Team, Tele-Psych, e-Primary Care Visit
TeleStroke expansion, e ED visit, Urgent Care Centers
Sept 2015 - Tele-Wound recheck
Tele-ICU
Tele-Stroke
Tele-Psych
Tele-Pharmacy
e-Visits
Remote Monitoring
e-Sitter
Tele-EDMD

Impacted patient care
Acute Physiology and chronic health evaluation
Severity of disease classification
They allow an assessment of the severity of disease and provide an estimate of in-hospital mortality.

BHSF Telehealth Center use cases

1 EMR
2 Tablets
1 Feedback mechanism

Tele-ingredients

Tele Presence
**TeleHealth Research**

**The Effect of Tele-ICU Innovation on Progressive Care Unit (PCU) Patient Population**

**Introduction:**
We compared significant well established outcomes and quality measures between PCU standard of care and PCU Tele-intervention...

**Conclusions:**
...resulted in significantly decreased mortality and much shorter PCU Index LOS. These findings provide evidence of the effectiveness of Tele-innovation and validate the impact on quality and cost in the progressive care setting, providing a rationale for extension of access to Tele-PCU care services across broader hospital populations.
Tele-Stroke

• Efficient method of delivering stroke specialist care to remote hospitals
• Reduces geographical differences in stroke management
• In the state of Florida telehealth non reimbursable

Time is Brain:
Goal is to administer the “clot-busting” drug tPA within 3 hours of the onset of symptoms if tPA is indicated

Tele-Psychiatry and Tele-Pharmacy

Tele-Psychiatry
• Life threatening intervention
• Suicide prevention

Tele-Pharmacy
• Clinical pharmacist reviewing medications at home with the patient
**Tele-Home Health Care**

- Video conferencing with patients at home
- Devices at home that measure BP, heart rate, glucose, oxygen levels, weight
- Smart pill bottles to track compliance with meds
- Data relayed via cellular to home care office
- Our Telehealth readmission rate about $\frac{1}{3}$ that of the national average

**E-Visits**

Used by Primary Care doctors for some follow-up office visits.

Very convenient for patients
Baptist Health South Florida
– Falls policy in place
– Falls occurred in areas with no sitter
– Sitter Ratio 1:1 or 1:2
– Approx. $350,000 annual charges

– Goals
  • Reduce Risks
  • Enhance patient safety
  • Enhanced communication between patient and clinical staff
  • Centralize to reduce costs
  • Expand services to more patients

Virtual Sitter (e-Sitter)

Baptist Health “On Demand”
Anyone with a mobile phone can speak with a physician – anytime, anywhere.
Stumbling Blocks

- Currently Non reimbursable in Florida
- Big Brother concern
- Staff buy in
- Doc / Staff training
- Docs remembering their Ipads/tablets
- Potential Equipment loss / damage

BHSF Telehealth Center

- Increase the ease with which patients receive care from BHSF.
- Reduce the cost while increasing the efficiency and effectiveness of BHSF patient care.
- Improve patient outcomes
- Decrease mortality
- Lower readmission rates
- Reduce LOS