School Telehealth

MATRC 2019 Pre Summit Workshop

Sunday March 31, 2019

Williamsburg, VA

Dr. Steve North, MD MPH

Welcome and Housekeeping

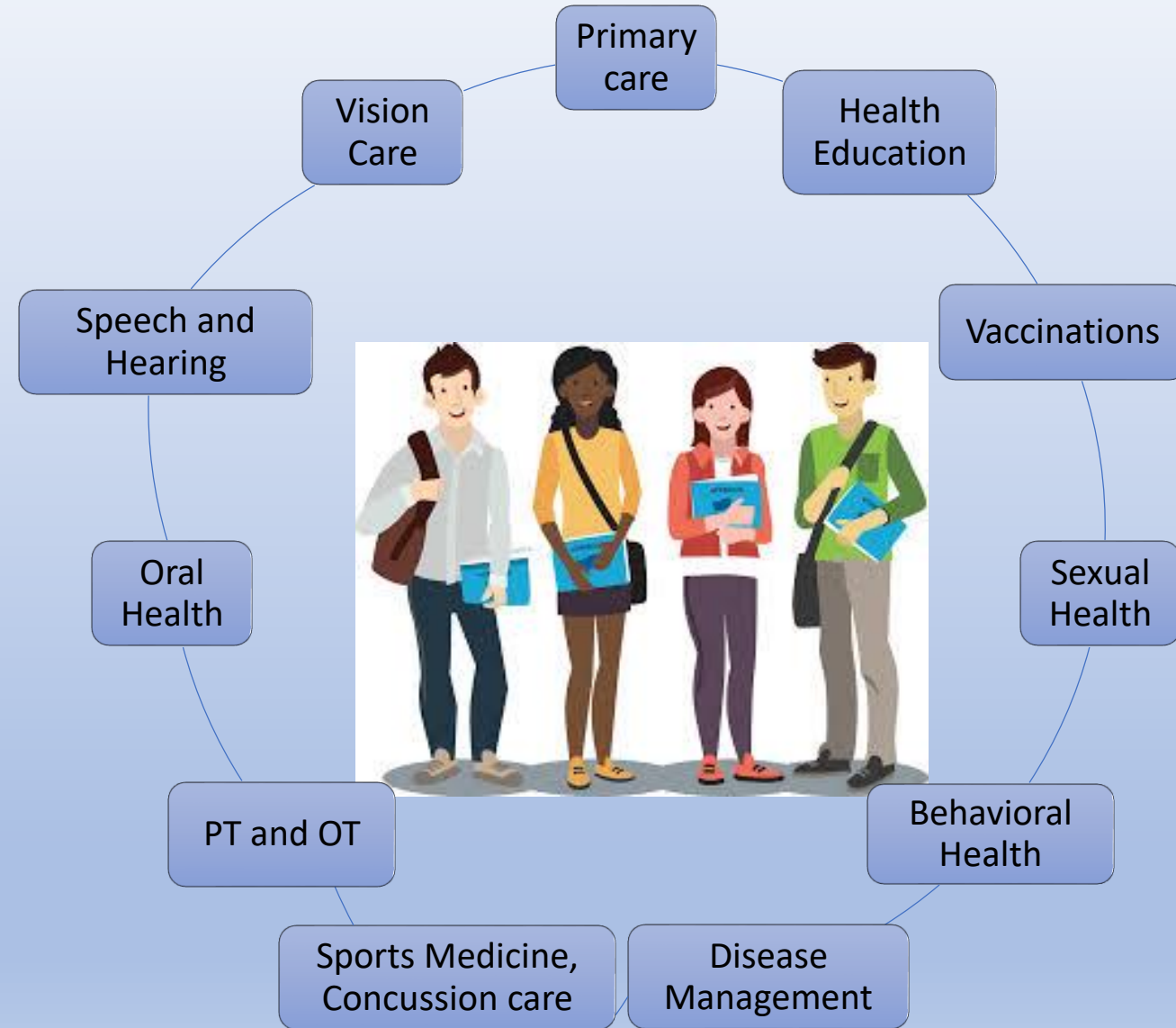Download the app for questions

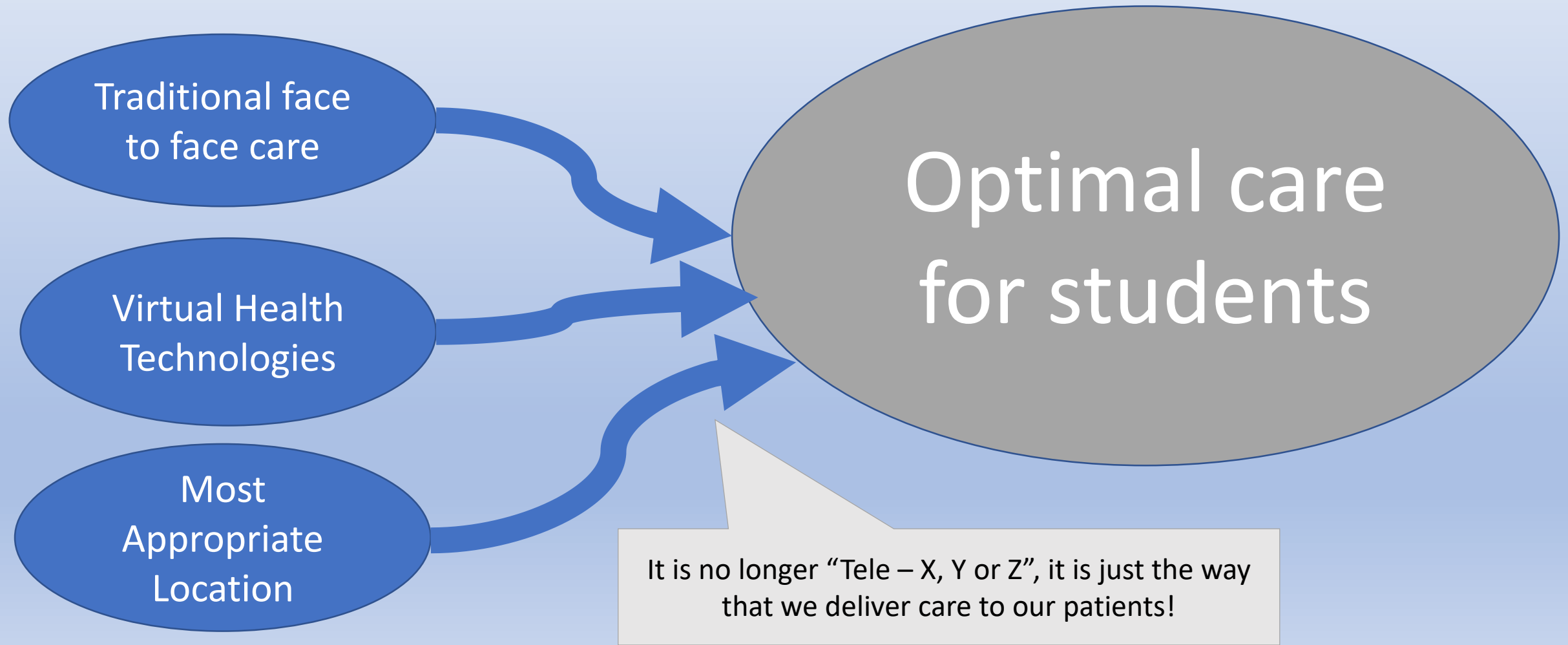TEN beautiful, intelligent professionals

Break at 4:15

Relationships, Policy & Reimbursement, Research & Evaluation

Q&A

Healthier Students Through Virtual Care

- Primary care
- Health Education
- Vaccinations
- Sexual Health
- Behavioral Health
- Disease Management
- Sports Medicine, Concussion care
- PT and OT
- Oral Health
- Speech and Hearing
- Vision Care

CONVERGENCE

Traditional face to face care

Virtual Health Technologies

Most Appropriate Location

Optimal care for students

It is no longer "Tele – X, Y or Z", it is just the way that we deliver care to our patients!

Sandy Rowe
Executive Director

Pender Alliance for
Teen Health (**PATH**)

Pender County
(Near Wilmington, NC)

PATH

School Based Health Centers
Integrated Care including:

- **Primary Care**
- **Mental Health**
- **Health Education**

Family Nurse Practitioner

Licensed Mental Health Therapist

Managing RN and an LPN and

TeleHealth Network

2,500 student population in rural part of Pender County

Average 65% enrollment in PATH

Comprehensive services including
- Annual Physicals
- Well Child Checks
- Mental Health screenings
- Required immunizations

TeleHealth Network population 10,000 Offering acute services via School Nurses, via Health-e-Schools

AI DuPont Virtual Athletic Training Room

Alfred Atanda Jr.

Director, Center for Sports Medicine

Alfred I. DuPont Hospital for Children

Wilmington, DE

AI DuPont Virtual Athletic Training Room

Background

-Sports Med Culture

-Dearth of physicians

-Value →knowledge, experience, judgment

Physicians/Surgeons and Athletic Trainers

6 highs schools, each with 1 ATC

2 years → fall, winter, and spring seasons

Weekly or al a Carte sessions

Videoconference with Vidyo app

+/- presence of athlete

Complicated ROI

Non-billable services

Parent choice

Physician availability variable

Value Proposition

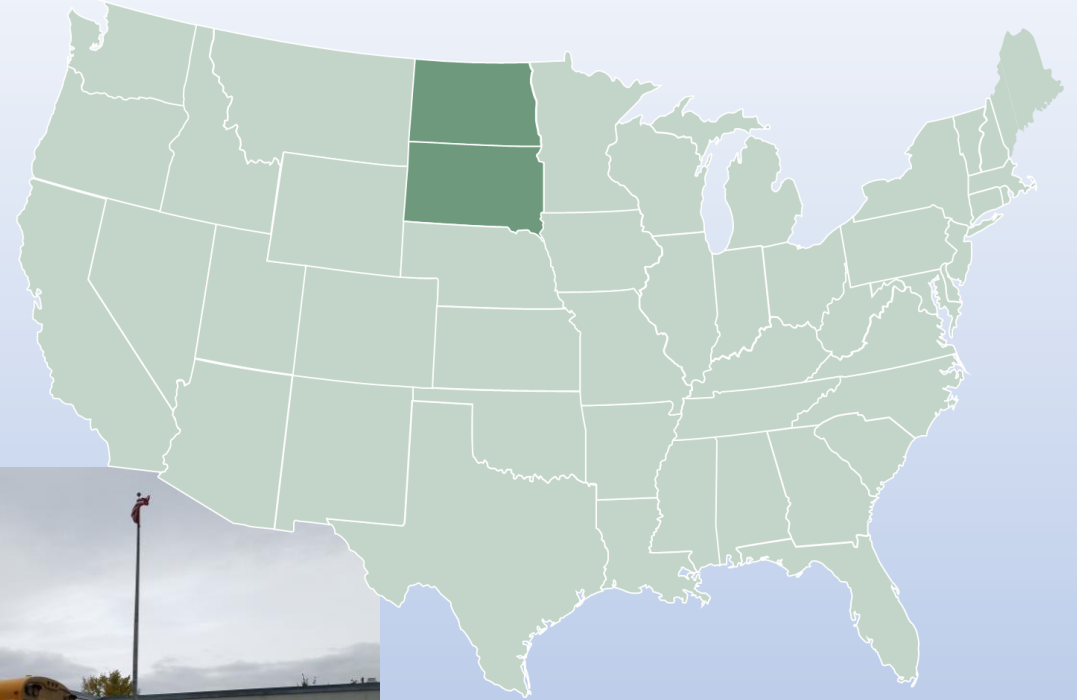Improved Access

Increased Outreach

Multiple Schools

Physician Work/Life balance
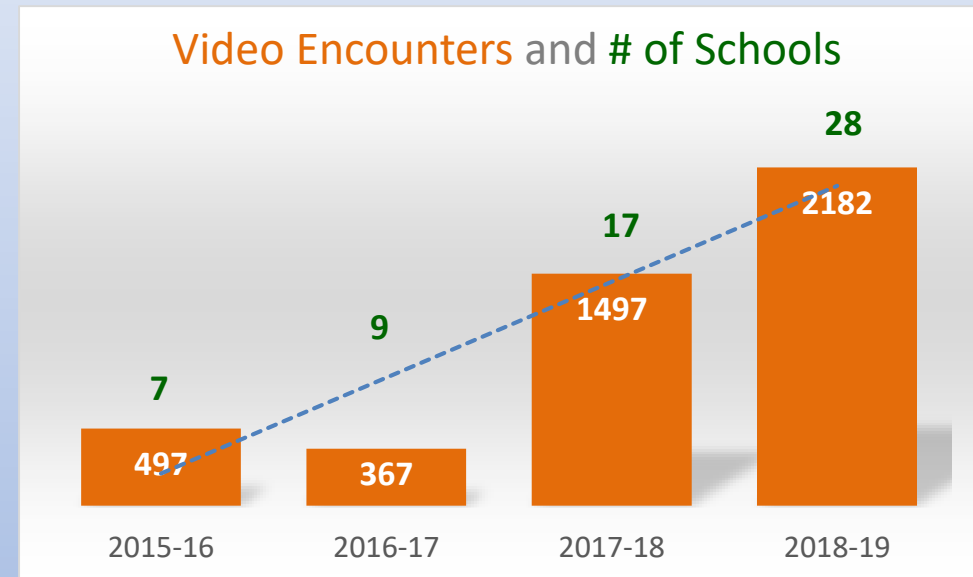
Appropriate Triage

Avera *eCARE*® School Health

- Nurse Extender Services
- Primary School Nurse Services

Benefits:

- Help managing chronic conditions (diabetes, asthma)
- Help with acute sickness or injury
- Case management for parent contacts regarding prescription refills, mental health needs and available resources
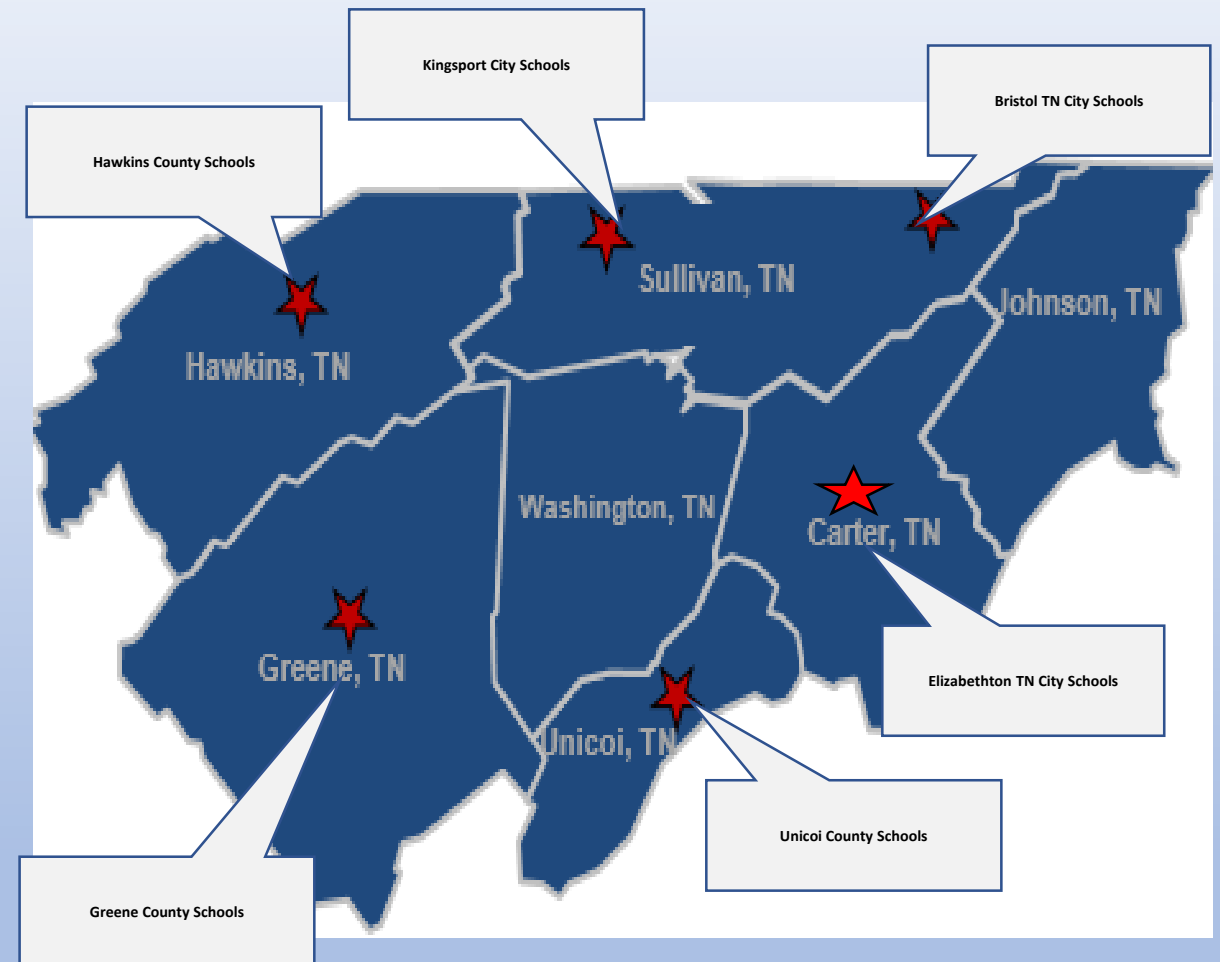
Growth:

Video Encounters and # of Schools

Year	Video Encounters	# of Schools
2015-16	497	7
2016-17	367	9
2017-18	1497	17
2018-19	2182	28

91% of students who had an eCARE School Health nurse video visit were able to stay in school instead of going home

School Based Virtual Health Clinic

Providers - dedicated NP with MD/NP backup
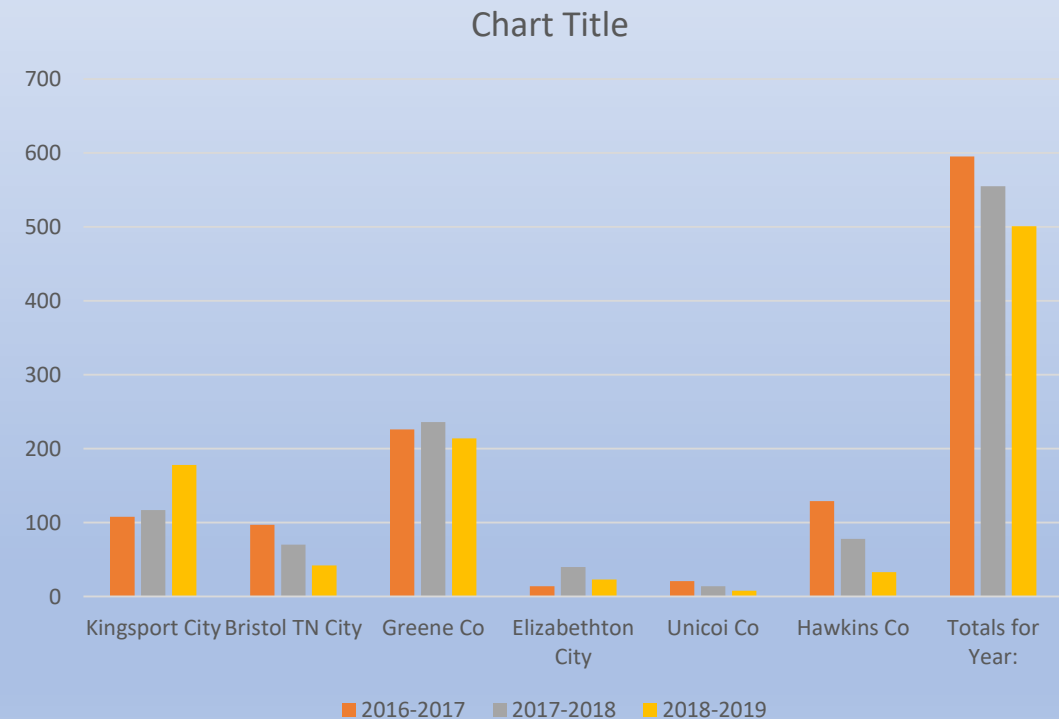
Presenters - School Nurses – LVN/RN (expect in 3 schools)

Urgent Care Offerings

Offer Strep and Flu testing

See both students and staff

Started in 2016

66 Schools in NE Tennessee

Chart Title

Legend: 2016-2017, 2017-2018, 2018-2019

Categories: Kingsport City, Bristol TN City, Greene Co, Elizabethton City, Unicoi Co, Hawkins Co, Totals for Year:

Tonya L. Shuffler, DNP, FNP
Lead Nurse Practitioner

Mitchell, Yancey, McDowell, Burke, Duplin and Pender County Schools, Western and Eastern North Carolina

Staff:

- Two half-time NP providers (1.0 FTE)

- Part-time MD for behavior health visits (also serves as Medical Director)

- Support staff (5.5 FTE) Executive director, program directors, clinic coordinators

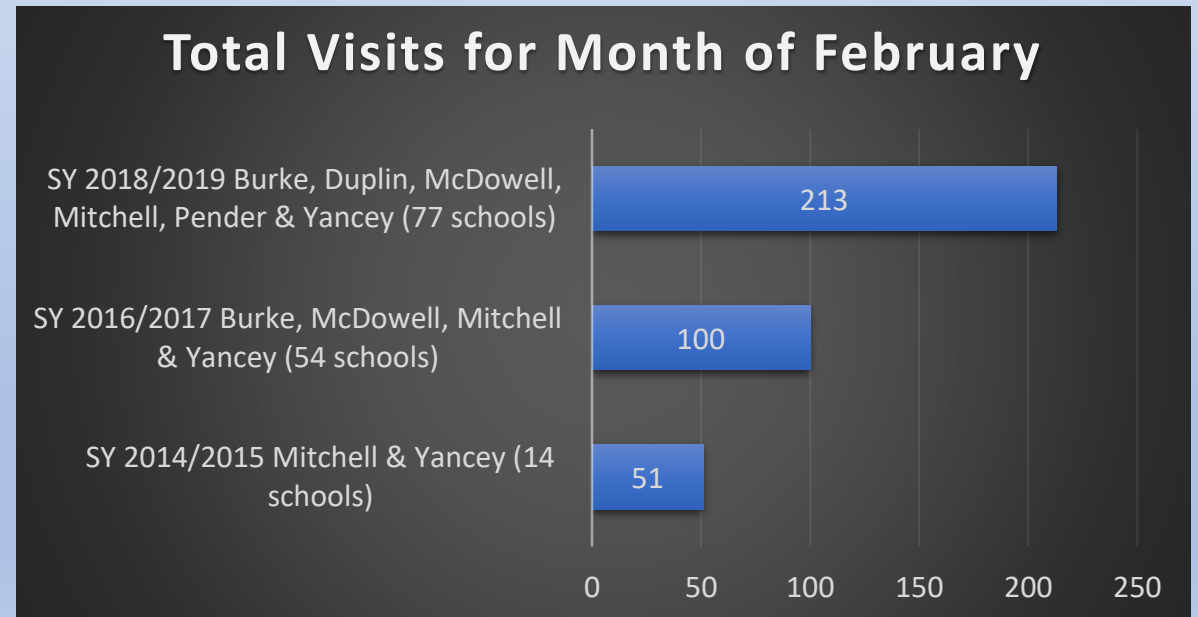Presenters: BSN School Nurses and a few non-clinical "first responders"

Services: Care for students, faculty and staff

- Billable services: Acute primary care services along with sports physicals, new student and kindergarten physicals.

- Nonbillable services: uninsured students and case management (establish at PCP, referrals, school liaison, medication and resource assistance)

Size of program:

54 schools in 4 Western NC Counties and 23 schools in 2 Eastern NC Counties

Volumes/Growth:

Total Visits for Month of February

SY 2018/2019 Burke, Duplin, McDowell, Mitchell, Pender & Yancey (77 schools): 213

SY 2016/2017 Burke, McDowell, Mitchell & Yancey (54 schools): 100

SY 2014/2015 Mitchell & Yancey (14 schools): 51

0   50   100   150   200   250

Tracey Haines, MBA

School Telehealth

Philadelphia, PA

School telehealth in a urban environment

Provider Types/Qualifications
MDs, CRNPs, APPs

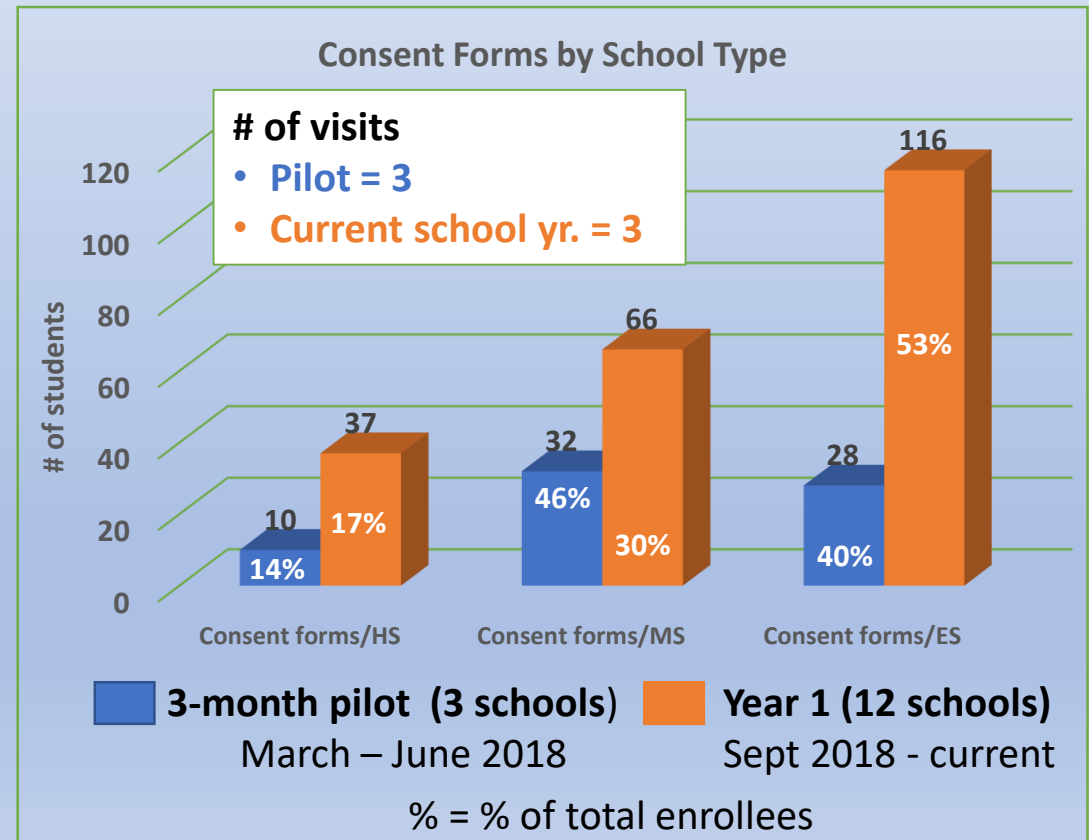**Presenter Types/Qualifications**
RNs (certified school nurses)

Services & CPT codes
New patients: 99201-99205GT
Est. patients: 99211- 99215GT

Services not-billable: All

	3-month Pilot (3 schools)	School Year-to-date (12 schools)
Eligible students	2,963	7,509
# of consent forms	70	219
% enrolled	2.4%	2.9%

Consent Forms by School Type

# of visits
- **Pilot = 3**
- **Current school yr. = 3**

# of students

- Consent forms/HS: 3-month pilot 10 (14%), Year 1 37 (17%)
- Consent forms/MS: 3-month pilot 32 (46%), Year 1 66 (30%)
- Consent forms/ES: 3-month pilot 28 (40%), Year 1 116 (53%)

■ **3-month pilot (3 schools)** March – June 2018   ■ **Year 1 (12 schools)** Sept 2018 - current

% = % of total enrollees

Size of program

Tammy Greenwell, MPH, CPHQ, CPME

FQHC Telehealth

Hendersonville, NC
(19 locations in 8 counties in WNC)

Blue Ridge Health

Blue Ridge Health – Telehealth Program

Provider Types/Qualifications

FNP, PA, MD, DO/Family Practice (including residents)

LCSW, PMHNP, Psychiatrist (MD)

Nutrition: Registered Dietitian (sometimes incident to provider depending on insurance)

Presenter Types/Qualifications

Nurse or MA

Services & CPT codes –

regular E/M codes with modifiers to show provided by telehealth

97804, 97802, 97803, 99202

Services not-billable

Only if not provided at a credentialed site
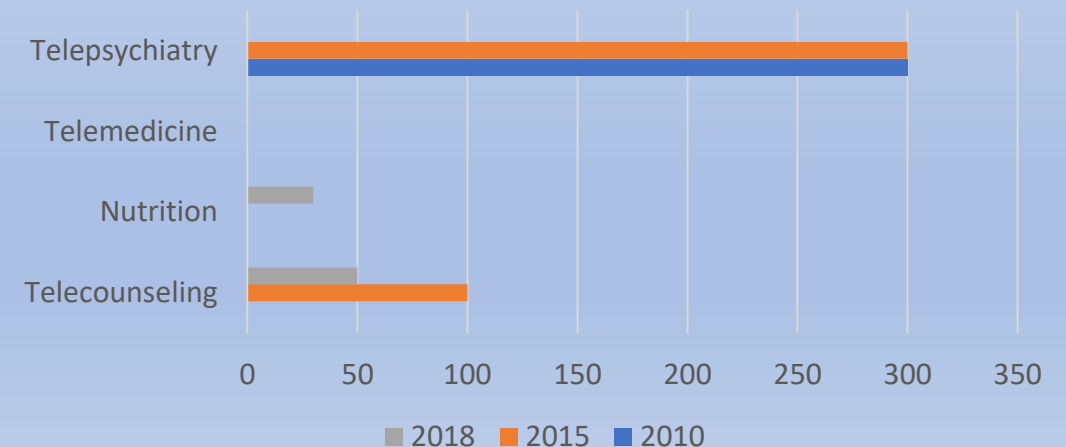
Size of program

Telenutrition available at all CHC and SBHC locations

Telebehavioral health (counseling) at all schools (21)

Telehealth implemented at SBHC school sites (5) in Jan 2019

Volumes/Growth

2010-2018

Brittany Azzolina, LPC, BC-TMH

Virtual School Counselor Network

Pennsylvania-Statewide

TeleMental Health Network, LLC

Virtual School Counselor Network- VSCN

VSCN is a Direct to Consumer Model.

Licensed Providers: From Office or Home

- Professional Counselor-LPC
- Marriage Family Therapist-LMFT
- Clinical Social Worker-LCSW

Consumer: At Home or Blended Learning Center

Student, Guardian, or Designated Learning Coach

IEP Special Education Related Service:

Telehealth Not Billable:

- Virtual Counseling(Individual/Group)
- Virtual Parent Training
- Virtual Tutoring

Started in 2013:
1 Online PA School
1 Licensed Provider
10 Students

2013 to 2019:
6 Online PA Schools
15 Licensed Providers
700 Students Overall

2018: **CollegeTelehealth.com**
Online Therapy for College Students and Young Adults

Break

Post your questions for any & all presenters in the app:
https://eventmobi.com/matrc2019/
-> Agenda -> this session -> Ask a Question
or 'up vote' a question if already asked

Strategic Partnerships

- Starting a SBHC program
  - Considerations

- Community Engagement
  - Stakeholders
  - Advisory

- Ongoing Partnerships

Reimbursement

- The GT modifier, or not
- Originating Site Fee Q3014
- Place of Service – Code 02
- Medicaid policy by state
- How Medicare & CMS policy impacts all of us
- FQHCs and RHC policy
- "Center for Connected Health Policy"   cchpca.org

School Telehealth Center of Excellence

- Develop and Promote Best Practices
- Share evaluation tools and measures
- Provide Real Life Examples

Benjamin Schoenberg

info@crhi.org

tSBHC Evaluation

tSBHC Operational Best Practices

- Access for all students
- School integration
- After-hours contact availability
- Information to PCMH
- Trained presenters
- Back up plans
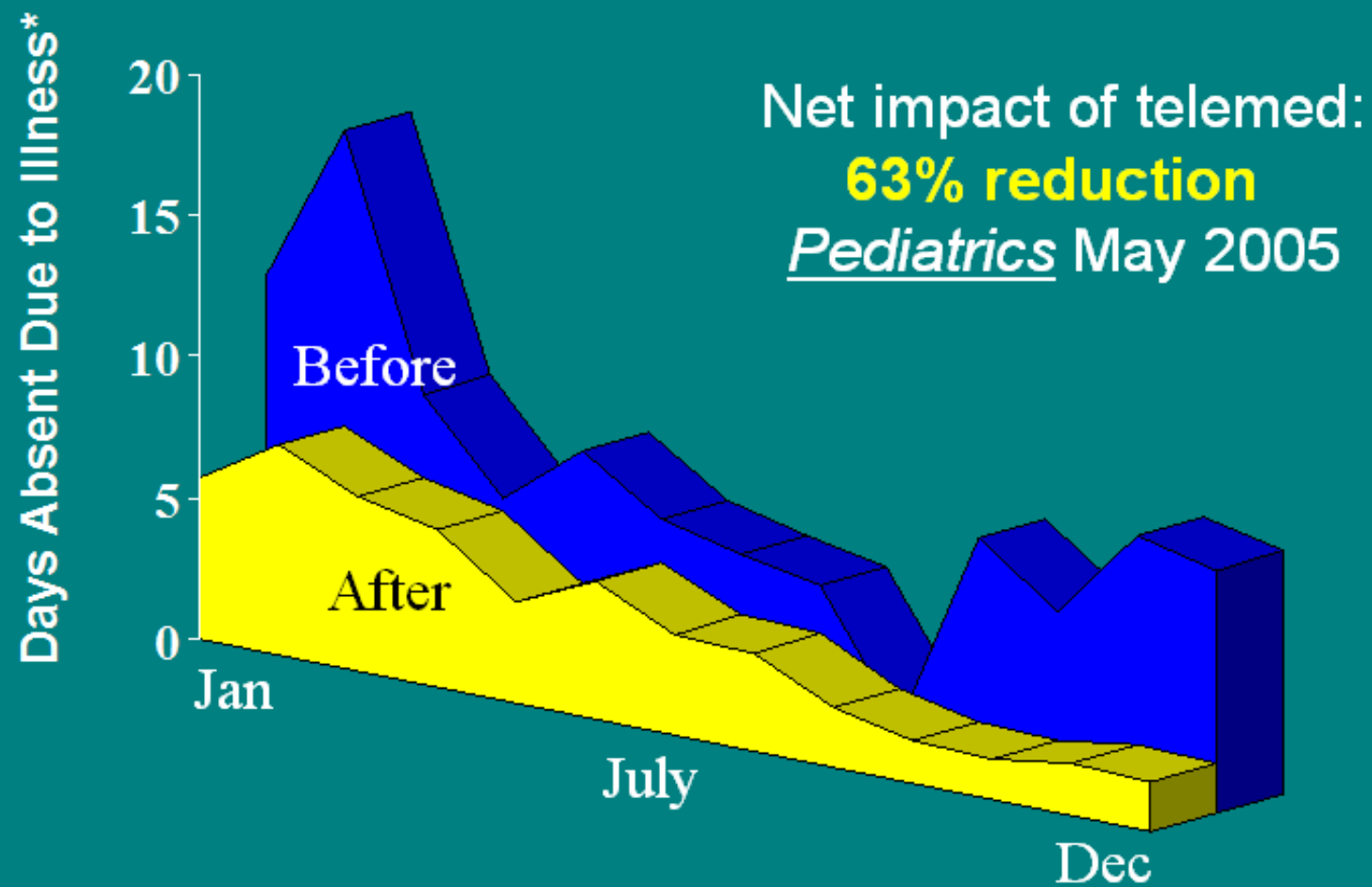- Help find PCP/refer for WCC

tSBHC Equipment Best Practices

- Private space for both originating and distant sites
- Secure connection
- Ability to see or hear what you are treating
- Training on trouble shooting

What should programs measure and why?

Variables	Logic
Health outcomes	• Disease management • Improved screening rates (BMI, mental health, HTN)
Attendance/Advancement Impact	• Are we having an impact on school engagement? • Does providing care improve graduation rates?
Impact on families	• Time away from work • Connecting with services – case management
Follow up visits/referrals	• Downstream impact for WCCs, Immunizations, ancillary services • Are we creating revenue for the health system?
Collaboration	• Who are our partners • Part of the Patient Centered Medical Community
Satisfaction	• Would patients/families recommend us • Collaborative partners satisfaction

University of Rochester Effectiveness: Absence from Child Care Due to Illness

Net impact of telemed:
63% reduction
Pediatrics May 2005

* Absence due to illness in mean days per week per 100 registered child-days.

2016 Telehealth Network Program Grant

- Rural school-based health care via telemedicine
- $300,000/yr for 4 years
- 21 grants awarded
- 177 New school-based telemedicine sites

U.S. Department of Health & Human Services

HRSA

Federal Office of Rural Health Policy

RTRC

Rural Telehealth

RESEARCH CENTER

RTRC Domains for tSBHC evaluation

Clinical

- Asthma
- Behavioral Health
- Diabetes
- Healthy Weight
- Oral Health

Operational

- Access
- Prevention
- Telehealth Structure and Process
- School Performance
- Cost Effectiveness and Savings

Future direction

SPROUT-CTSA Collaborative Research Network

Moderator:
Amanda Martin, MHA, *Executive Director, Center for Rural Health Innovation*

Panelists:

Steve North, MD, MPH, *Founder and Medical Director, Center for Rural Health Innovation*

Sandy Rowe, *Executive Director, Pender Alliance for Teen Health (PATH)*

Alfred Atanda Jr, MD, *Director, Center for Sports Medicine, A.I. DuPont Hospital for Children*

Sheila Freed, BSN, *eCARE eSchool Health Director, Avera eCARE*

Debbie Voyles, *Corporate Director, Virtual Health, Ballad Health*

Tonya Shuffler, DNP, *Lead Nurse Practitioner, Health-e-Schools Telehealth Program, Center for Rural Health Innovation and Assistant Professor and Nurse Practitioner, Western Carolina University*

Tracey Haines, MBA, *Digital Health, Enhanced Partnerships Portfolio Leader, Children's Hospital of Philadelphia*

Tammy Greenwell, MPH, *Chief Operations Officer, Blue Ridge Community Health Center*

Brittany D. Azzolina, MS, LPC, BC-TMH, *CEO, Telemental Health Network, LLC and Founder and CEO, Virtual School Counselor Network*

School Telehealth MATRC 2019

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