

What the ROI?! Conquering the Pediatric Telehealth Journey in Unfavorable Conditions



Initiative Background

Mission: Akron Children's Hospital is dedicated to improving the health of children through outstanding quality patient care, education, advocacy and discovery.

Promise:

1. Treat every child as we would our own
2. Treat others as they would like to be treated
3. Turn no child away for any reason

Organizational Needs

Increase capacity
Overcome regulatory challenges
Determine ROI for services
Meet competitive demand

Goals

Provide high quality, efficient care
Provide timely and convenient access to services
Consistent exceptional experience for every patient and family
Grow and collaborate with partners securing the hospital's role as the leading pediatric provider in their market
Strategically expand research and accelerate innovation

Determine needs-
Stakeholders
Services identified
- active & in progress
Evaluate current state
Define goals

Discovery

Interview Stakeholders
Staffing models
Job requirements for support staff
Review community needs
Assess readiness
Evaluate services
Evaluate capacity
Define ROI

Standardized Approach

Potential revenue
Operational cost
Quality improvement
Depreciation
Leverage capacity
Improve efficiency
Reduce cost

ROI Development

Corporate goals
True North
Service deficiencies
New clinical programs
Percentage of effort
Percentage of impact

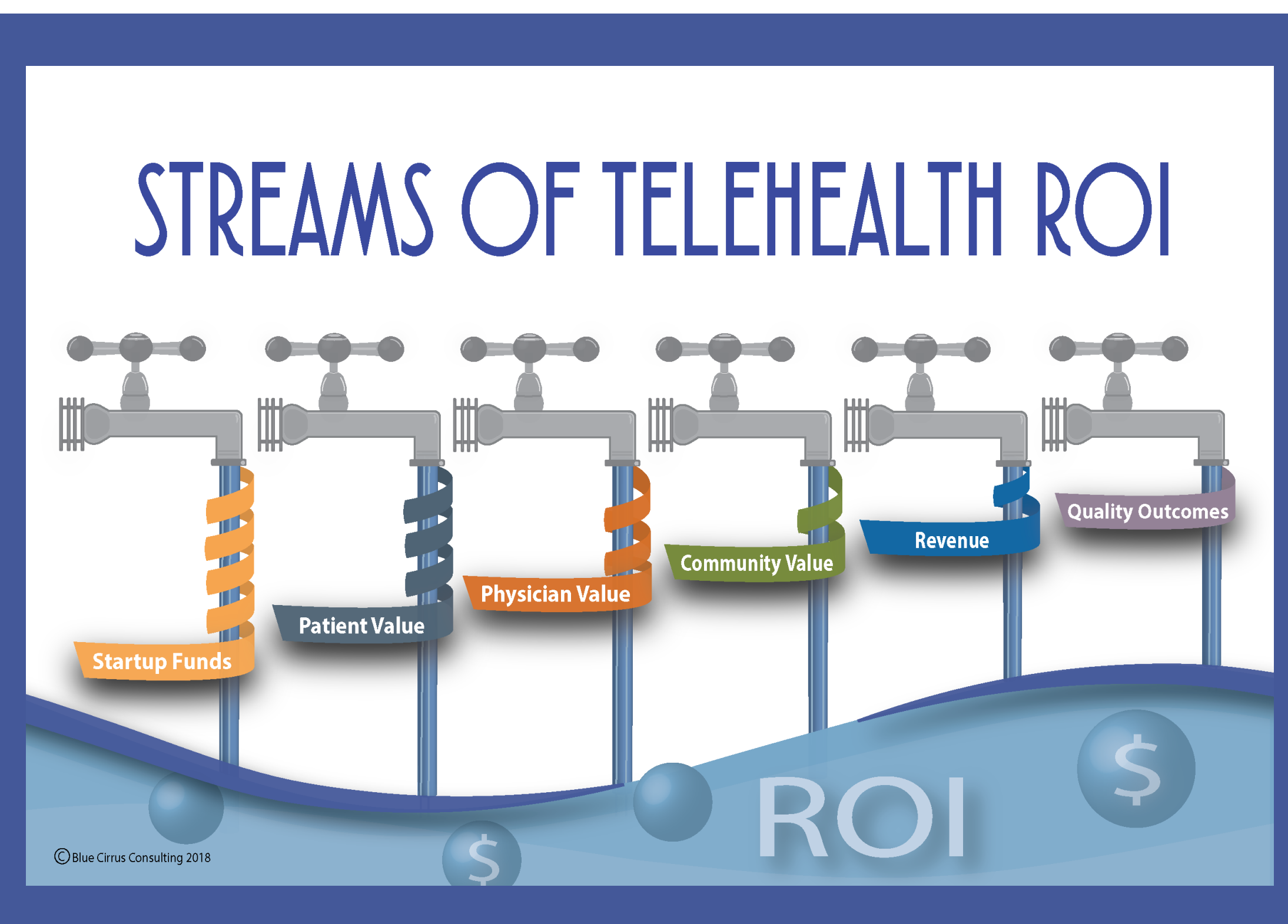
Telehealth Strategy

Quality outcomes
Improvement in patient & physician satisfaction
Reduce transports
Reduce ALOS
Reduce non-medical costs
Reduce mortality
Quality benefits -
95K - 630K/year

Outcome Measurement

Challenges

Reimbursement in Ohio Medicaid is very poor
Capacity of support from primary care
Resource constraints in specialists
Lack of specialist to complete telehealth visits
Sustainability of program
Physician satisfaction



Results

Significant ROI could be obtained with these programs over the course of 5 years.

Total ROI:
\$39k
Year 1

Reaching
1.6M+
Year 5

