AN ENTERPRISE RESOURCE PLANNING APPROACH TO MANAGING TELEHEALTH

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Founder and CEO, Telehealth Management

HISTORY

1960   Material Requirements Planning (MRP I)

1970   Manufacturing Resources Planning (MRP II)
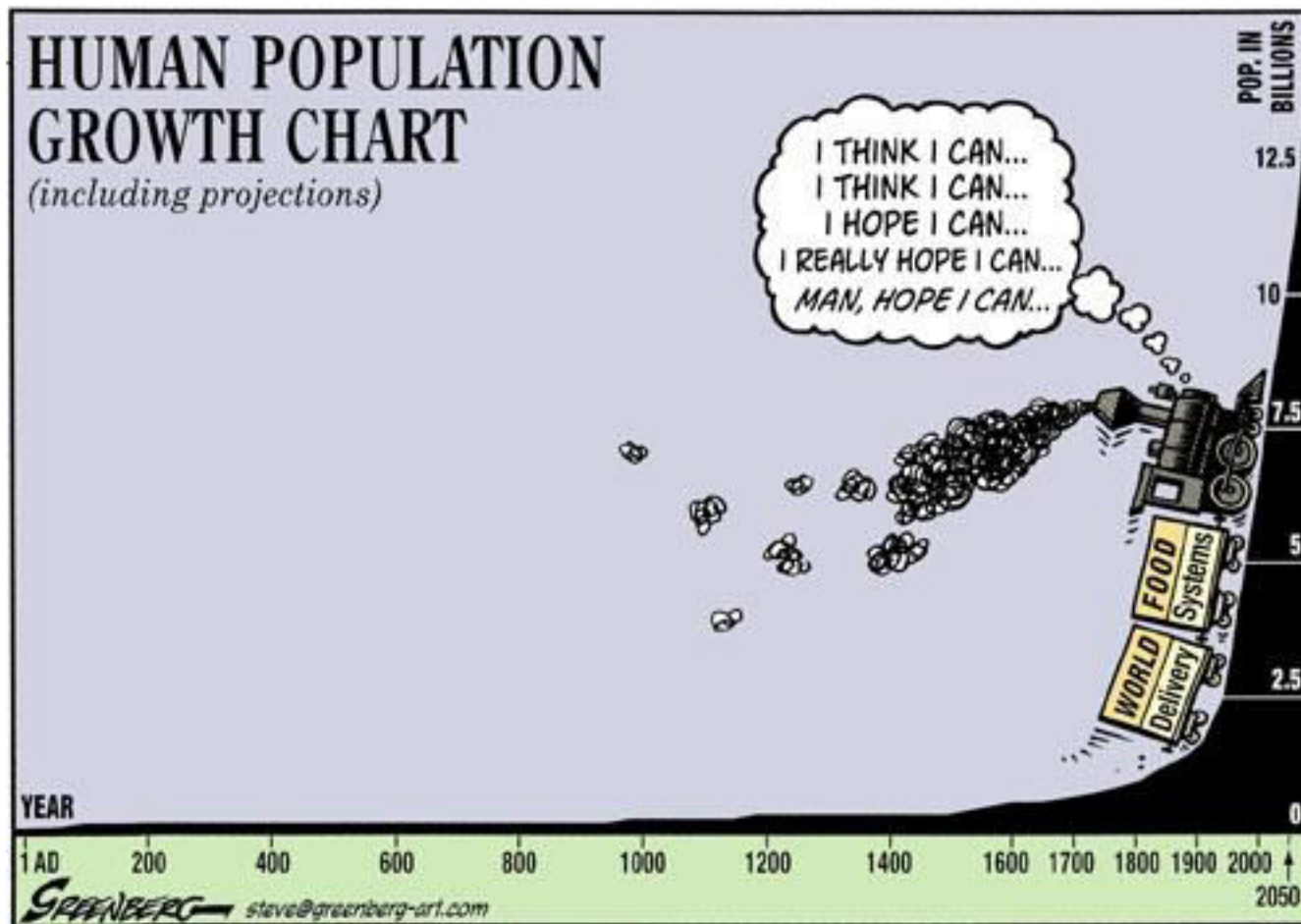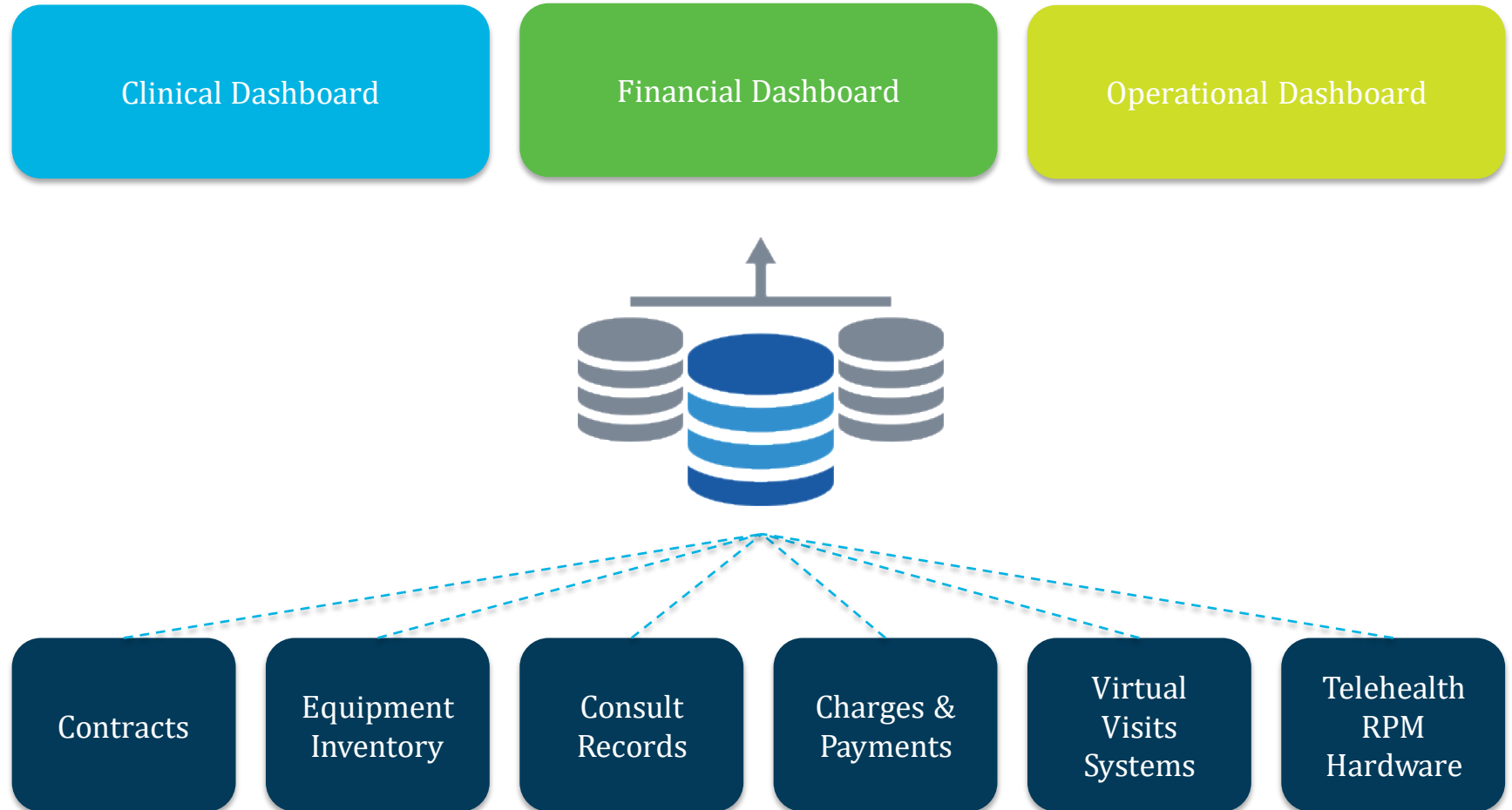
1990   Enterprise Resource Planning

SYMPTOMS

1. You Have Lots of Different Software for Different Processes

2. You Don't Have Easy Access to Information About Your Business

3. Accounting Takes Longer and Is More Difficult
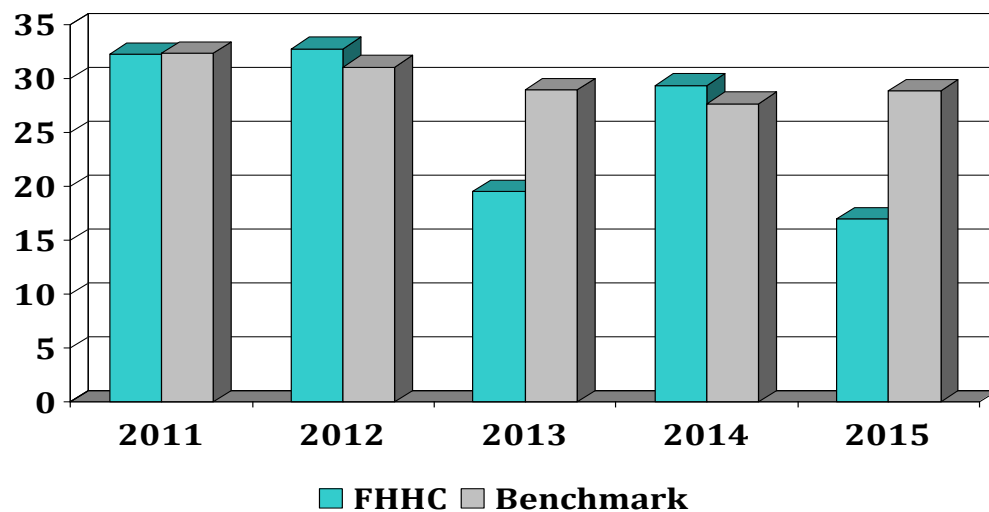
TELEHEALTH

APPROACH

Clinical Dashboard	Financial Dashboard	Operational Dashboard

Contracts	Equipment Inventory	Consult Records	Charges & Payments	Virtual Visits Systems	Telehealth RPM Hardware

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CASE STUDY #1 – HOME HEALTH

- Application: Chronic Disease Management
- Technology: Remote Patient Monitoring & Virtual Visits
- Site: FirstHealth of The Carolinas

Hospitalization Rates - Diabetes
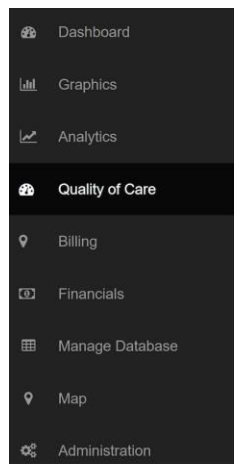
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FirstHealth Complex Care Management Program in Conjunction with Health Recovery Solutions (HRS) Saves $1.9M with Reduction in Readmissions

In a study of 220 high risk heart failure, COPD, and diabetes patients, from September 2015 through May 2016, FirstHealth of The Carolinas achieved a 53% reduction in hospital readmissions with their Complex Care Management Model (CCM) and HRS's telehealth and patient engagement software, saving $1.9 million for payers.

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CASE STUDY #2 – TELESTROKE

- Application: Telestroke
- Technology: Virtual Visits
- Site: University of Virginia

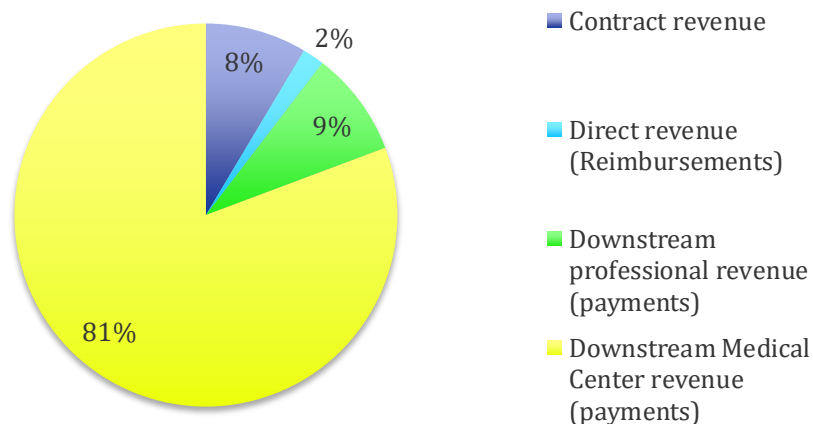|	
Dashboard	**Tele Stroke Clinical Metrics**
Graphics	
Analytics	
Quality of Care	
Billing	
Financials	
Manage Database	
Map	
Administration	

Metric Description	Value	Percentage
TPA administered	41	14.49%
Patient UVa Transfer rate	72	25.44%
Remained at local hospital	204	72.08%
Transfered to other	7	2.47%
Given TPA and transfered to UVa	25	8.83%
Given TPA and stayed at local	14	4.95%
Given TPA and transfered to other	2	0.71%
Seizure rate	15	5.3%
tPA eligibility rate	141	49.82%
Embolectomy eligibility rate	141	49.82%
Rate of calls with suspected stroke diagnosis	95	33.57%
Rate of suspected stroke diagnosis treated with TPA	41	43.16%

TELEHEALTH management

UNIVERSITY of VIRGINIA HEALTH SYSTEM

TELEHEALTH management

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REVENUE DISTRIBUTION

Pie chart with slices: 8%, 2%, 9%, 81%

Legend:
- Contract revenue
- Direct revenue (Reimbursements)
- Downstream professional revenue (payments)
- Downstream Medical Center revenue (payments)

WHAT NEXT?

School Based Telehealth	Direct to Consumer	Urgent Care
Pediatric Echocardiogram	Pediatric Echocardiogram	Diabetes

Physician: We Need A Bloomberg Terminal For Healthcare

Posted in Information Technology by Arundhati Parmar on September 5, 2014

As we move toward an interoperable future, analytics tools need to be developed so that providers aren't overloaded raw data, says a physician, and an expert in medical informatics and clinical research.

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