



ARMY MEDICINE
Serving To Heal...Honored To Serve

Army Telehealth (TH)

MATRC Summit

Dr. Colleen Rye
Chief, Telehealth Service Line
Office of the Surgeon General

March 2015

UNCLASSIFIED

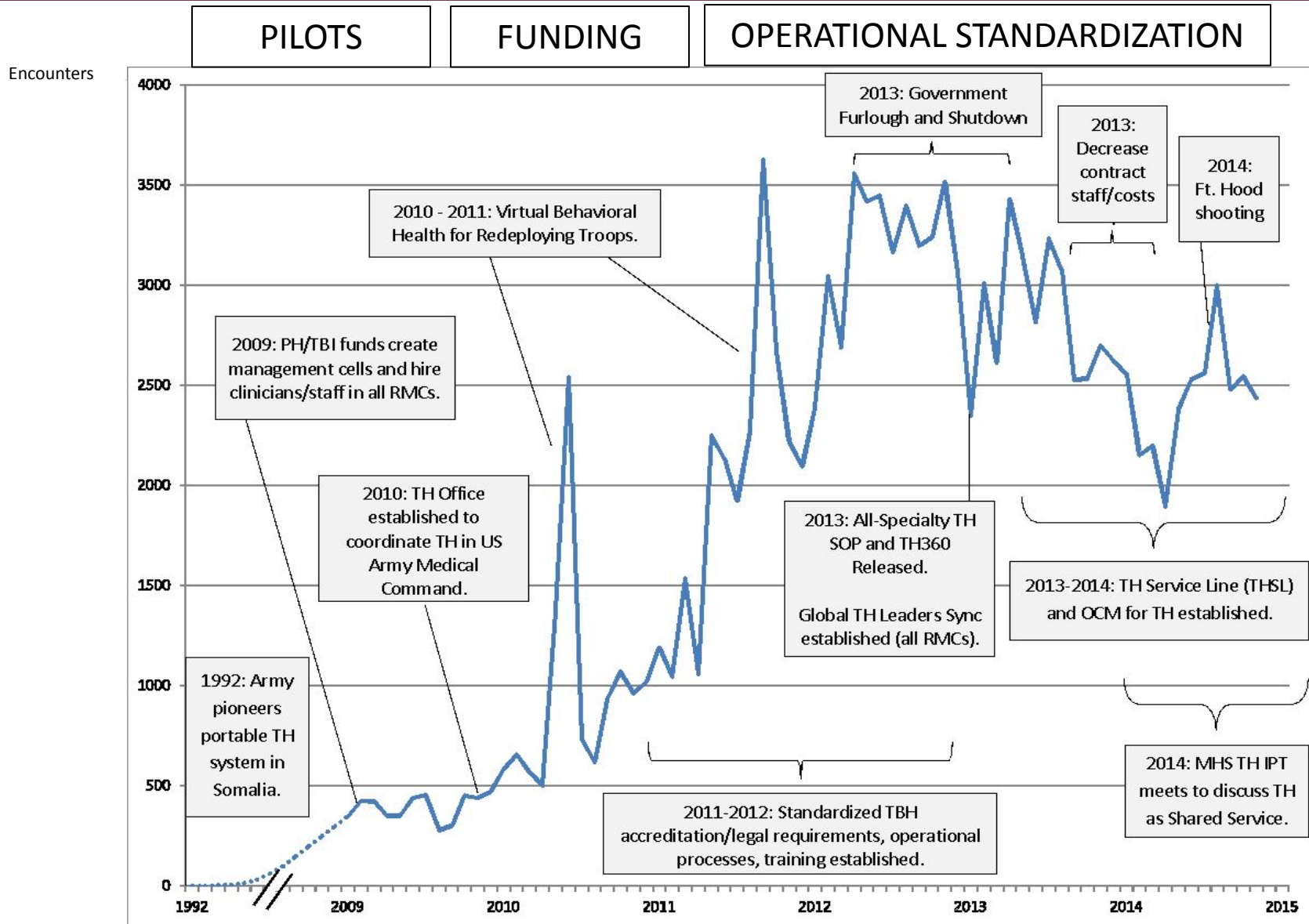


Bottom Line Up Front

- Past:
 - The Army has over 20 years of experience in TH
- Present:
 - Over 150,000 clinical encounters provided FY08-14
 - Services offered in over 30 countries / territories, 18 time zones, over 30 clinical specialties
 - Over 85% of FY14 encounters are Tele-Behavioral Health
- Future:
 - Army TH expansion is underway with the “Connected Consistent Patient Experience” (CCPE)
 - CCPE creates a 360° care continuum around patients using advanced TH modalities
 - Operating Company Model for Army TH is underway



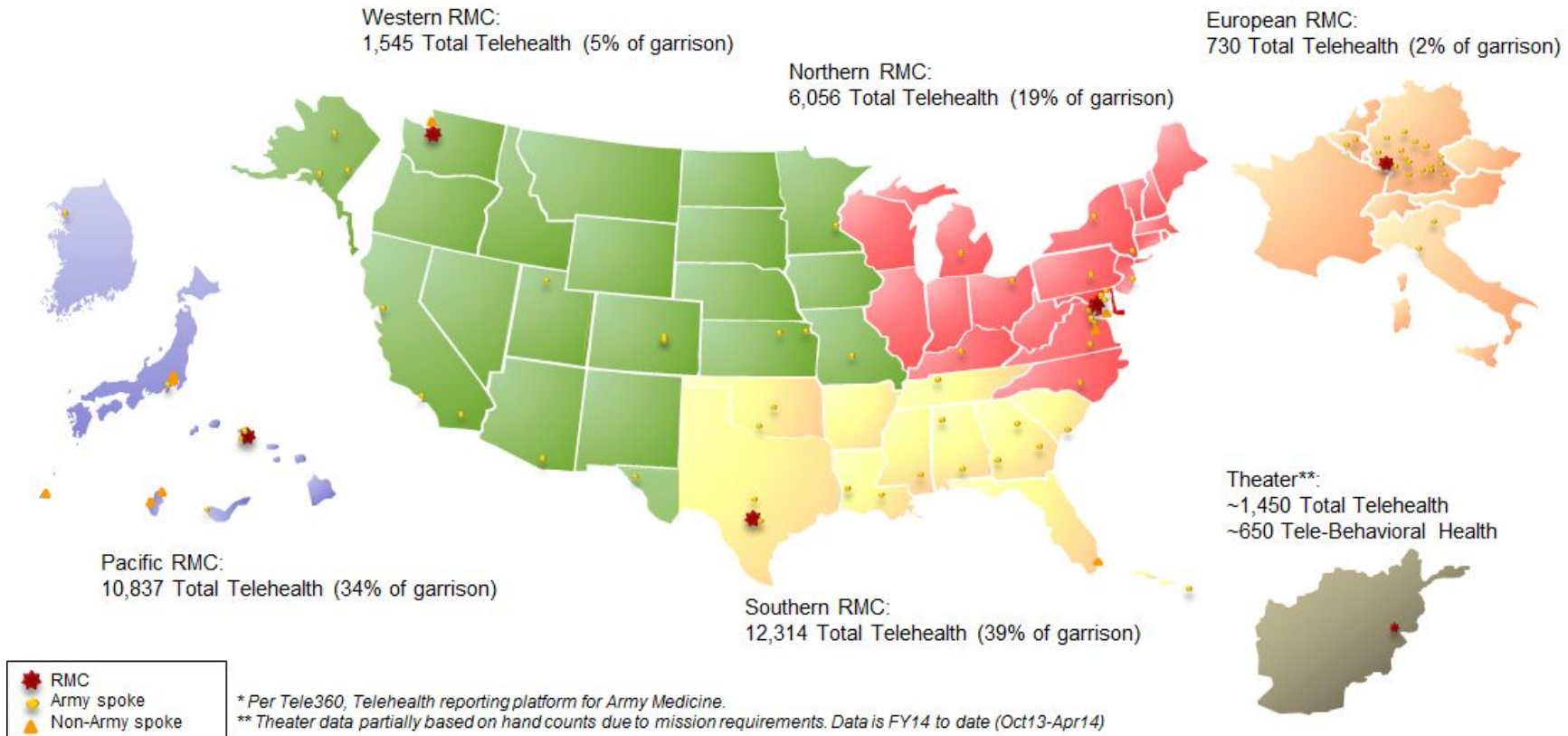
Army Telehealth Timeline





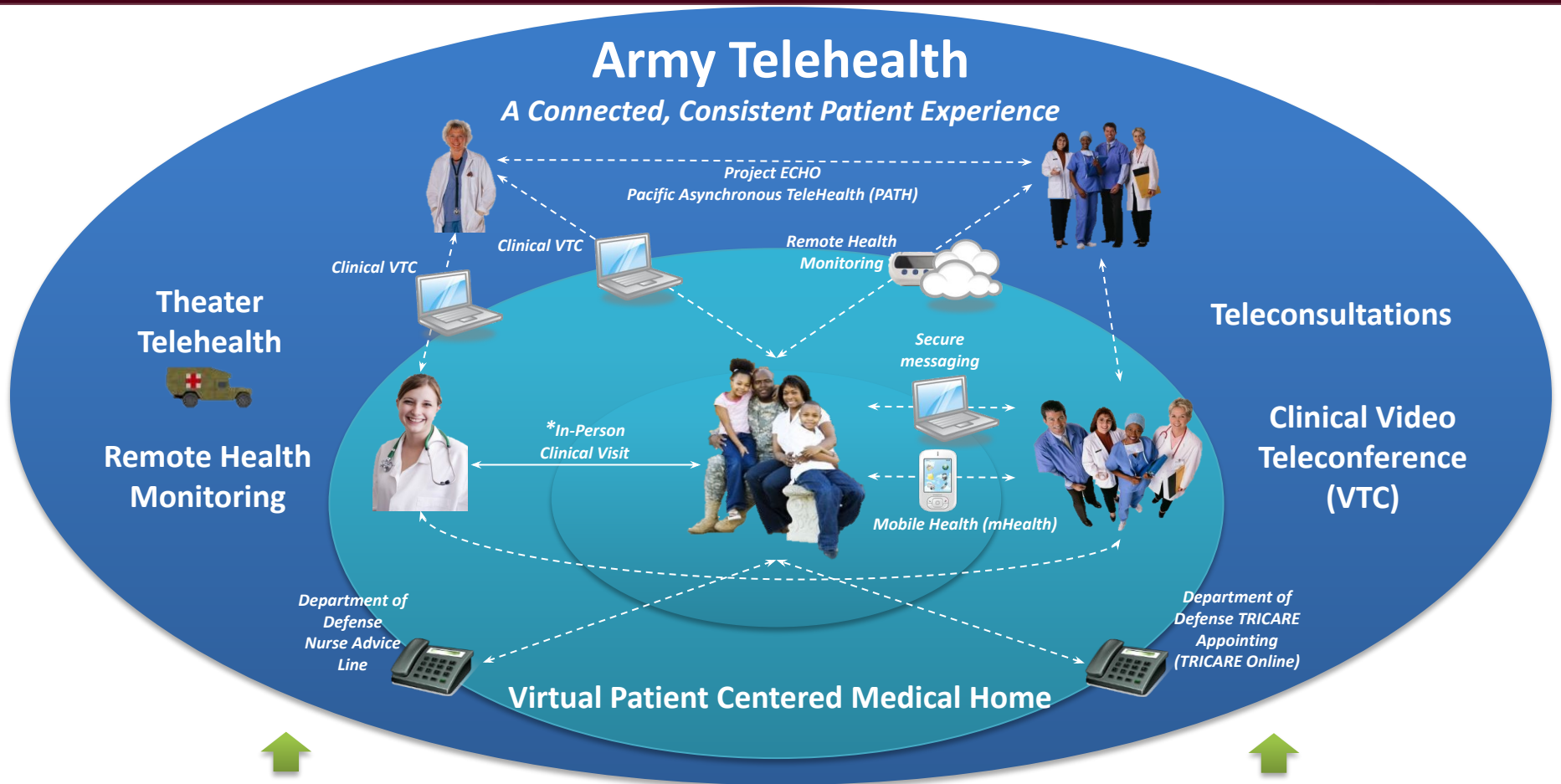
Current Army Telehealth Capabilities

- Army TH is connecting health globally to increase access, readiness, quality, & safety
 - Care provided across 30 countries/territories, 30 specialties, 18 time zones
 - Approximately 33,000 clinical TH encounters and consults in FY14*
- Over 2.0M secure messages (over 234K patients and 9K clinicians and staff) in FY14





CCPE: Current TH Programs + Expansion



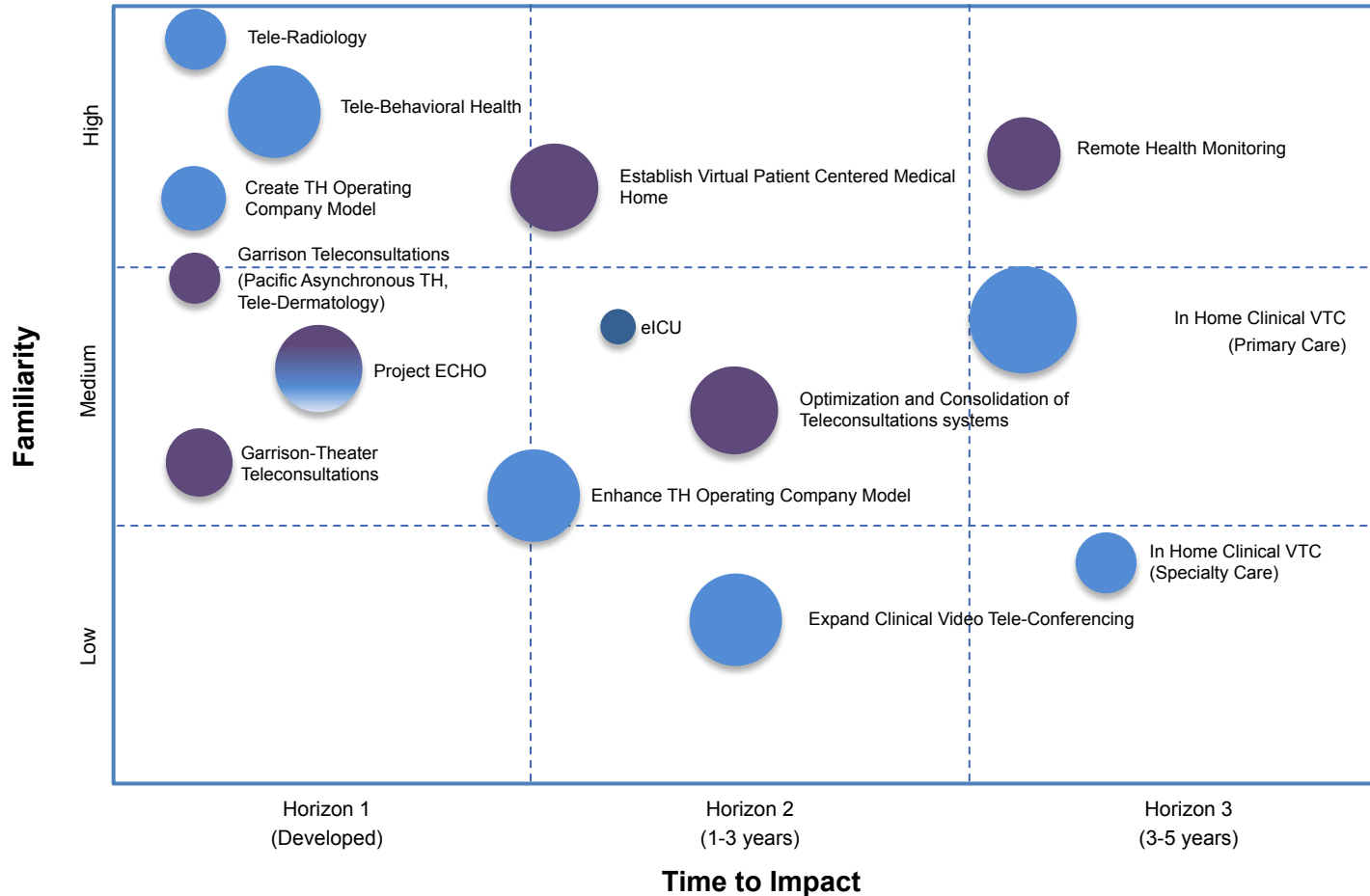
System for Health – Ensure beneficiaries have connection to health care in the Lifespace, where they are

Operating Company Model – Deploy strategy, optimize processes, and maintain accountability
Align payment systems for accelerated, sustained telehealth use

* Telehealth to Home not permitted per Department of Defense Manual 6025.13 unless Assistant Secretary of Defense (Health Affairs) Waiver is obtained (holding meetings with Health Affairs).



Army Telehealth: A Balanced Portfolio



Time to Impact (x-axis): Approximate length of time it will take for the Army to realize value.

Familiarity (y-axis): The degree to which the capability is known to be effective in the Army and/or by other health systems.

Size of Circle: Potential value to the Army, where value is defined as (Readiness + Health + Care) / Cost

● Solid blue circle denotes Army only

● Solid purple circle denotes Army with tri-Service participation

● Ombre circle denotes transition to tri-Service



Army Telehealth Service Line

- **VALUE STATEMENT:** “Connecting Health Globally to Increase Readiness, Access, Quality, and Patient Safety”
- **MISSION:** To accelerate and integrate the standardized adoption of telehealth by creating consistency, clarity, relevancy, and accountability
- **VISION:** To place standardized use of TH into the toolkit of every clinician in Army Medicine in support of combat casualty care; readiness and health of the Force; a ready and deployable medical force; the health of families and retirees; enhancing medical diplomacy; and expanding boundaries with combatant commands





Questions?

- Learn more about Army Telehealth at:
<http://armymedicine.mil/Pages/telehealth.aspx>

