UPMC LIFE CHANGING MEDICINE

An IDFS's approach to Telehealth & Innovation

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"When you have exhausted all possibilities, remember this - you haven't." - Thomas Edison

The challenges of being both a Provider and Payor

- Fee for Service Reimbursement
- Switch from Volume to Value is slowly evolving
- Providers still expected to increase volumes
- Hospital still focused on census
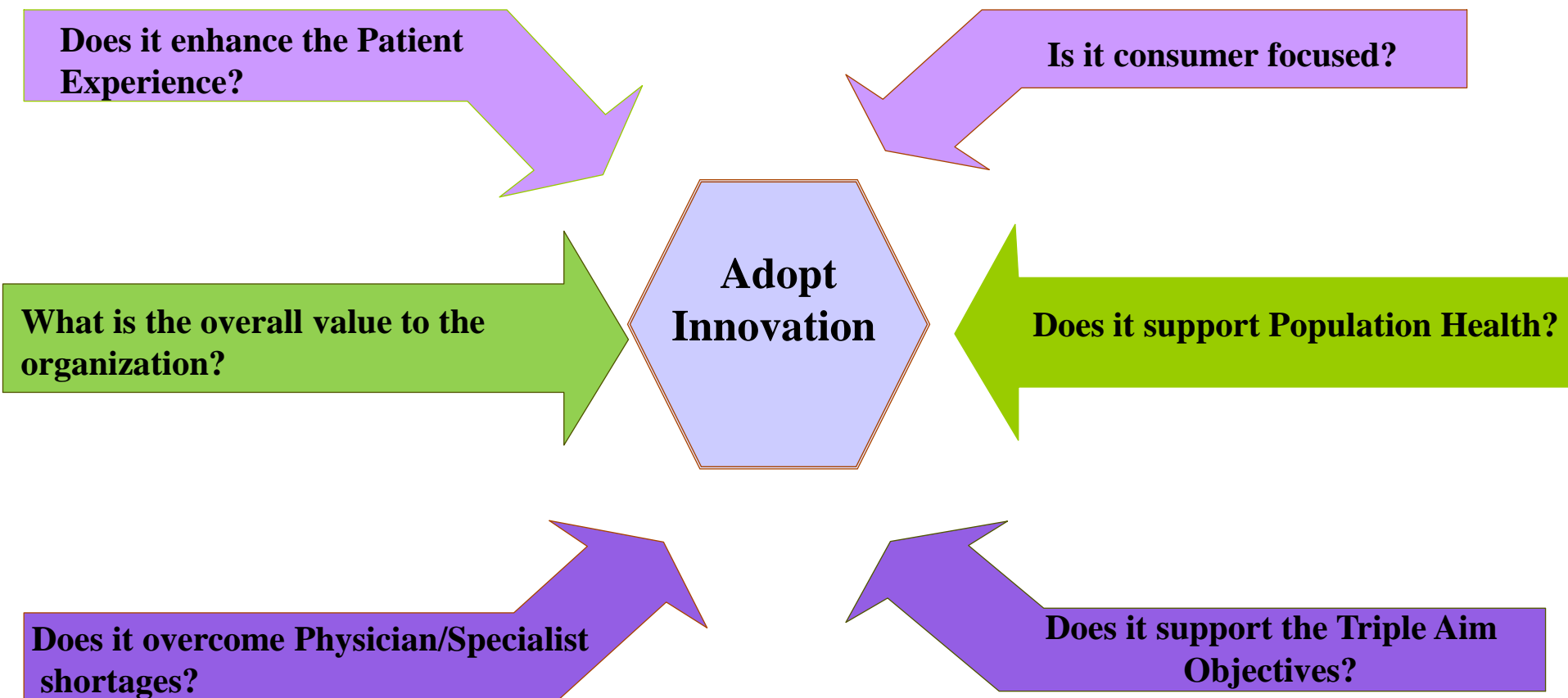- Payor side needs to cover more lives at lower cost

"Laughter is the best medicine, but your insurance only covers chuckles, snickers and giggles."

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Gradual Shift to "Pay for Performance"

- Pay-for-performance Models-
    - ACOs
    - Medical Home Programs
    - Global or bundled payments
    - Episode-of-care Reimbursement

How to determine which innovations & Telehealth programs to support?

Does it enhance the Patient Experience?

Is it consumer focused?

What is the overall value to the organization?

Adopt Innovation

Does it support Population Health?

Does it overcome Physician/Specialist shortages?

Does it support the Triple Aim Objectives?

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www.upmcAnywhereCare.com

Adult Symptoms Treated:			
• Back pain	• Birth control	• Bronchitis	• Burn
• Cold	• Cold and flu symptoms	• Cough	• Diarrhea
• Flu	• Genital herpes	• Pink eye	• Pneumonia
• Poison ivy	• Rash	• Red eye	• Scabies
• Seasonal allergies	• Shingles	• Sinus/cold symptoms	• Sinus infection
• Sore throat	• Strep throat	• Urinary symptoms	• Vaginal irritation/discharge
Pediatric Symptoms Treated:			
• cold	• cough	• pink eye	

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www.upmcAnywhereCare.com Visit Summary

UPMC AnywhereCare Cumulative Visit Report 11/04/13 – 01/31/15					
	Total Visits Submitted	**Total Adult Visits Submitted**	**Total Pediatric Visits Submitted**	**Clinically Inappropriate (NONEVISIT)**	**Total Visits Completed**
AnywhereCare Convenience (24/7/365 On-Demand, Virtual Visits)	3,511	3,473	38	647	2,533
AnywhereCare Continuity (Established PCP eVisit)	436	431	5	41	363
Total	**3,947**	**3,904**	**43**	**688**	**3,248**

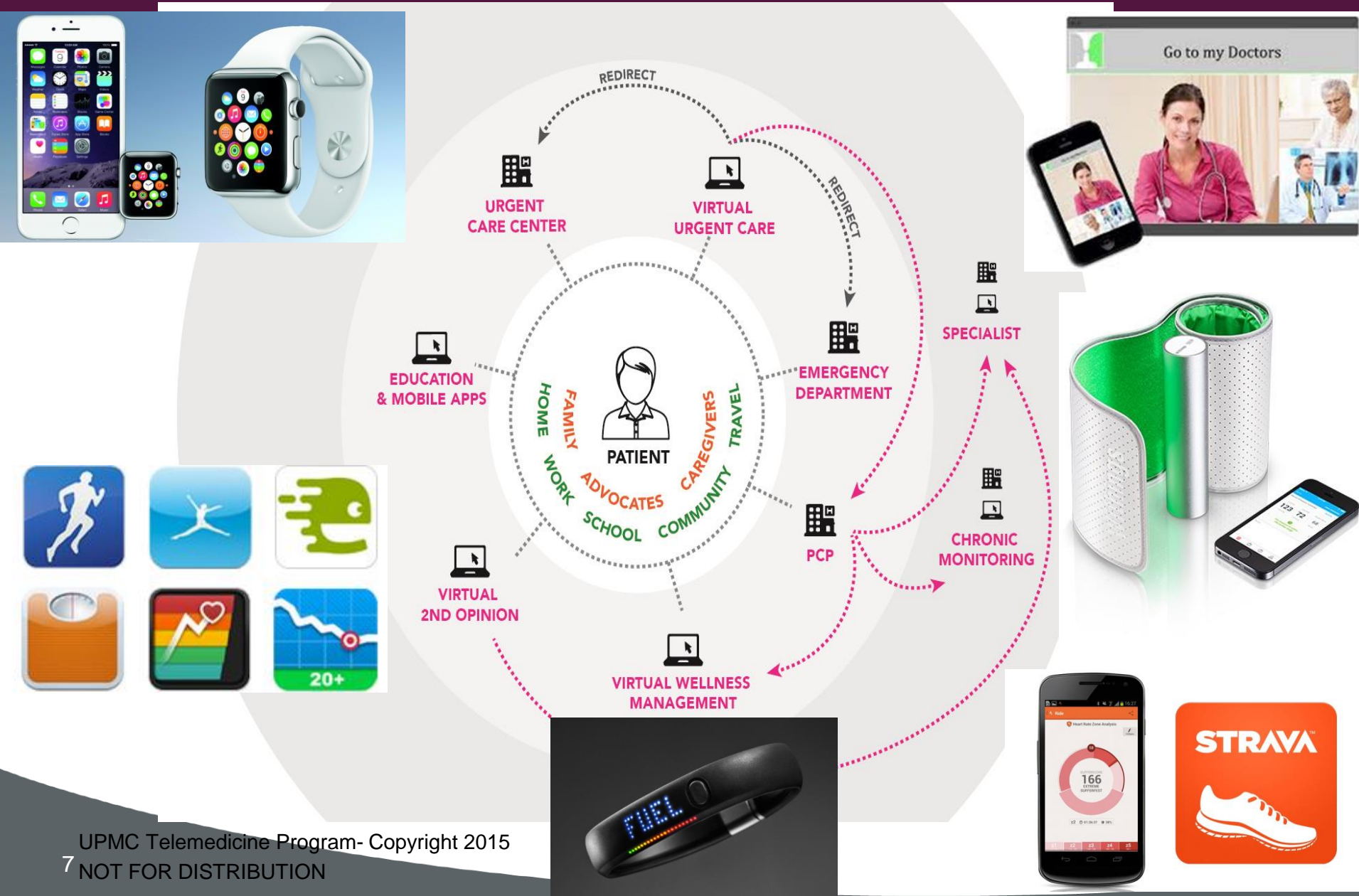**Health Plan eVisit Pilot Program- DoHE Summary:**

542 eVisits completed between November 4, 2013 – February 24, 2014
- 95% Commercial members
- 76% female
- 71% for respiratory conditions

- **No evidence eVisit use is additive** to the care continuum

- 4.83% resulted in subsequent care (ER, PCP, Urgi, or Retail visit) within 30 days

- **eVisits were $86.64 cheaper on average per episode of care, weighted by the current proportion of episodes at alternative places of service for the same diagnoses.** [($289.89 * 10.9%) + ($107.63 * 22.2%) + ($47.23 * 65.9%) + ($12.48 * 1.1%) = $86.64]

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How Technology & Innovation may help to lead the healthcare transformation:

Thank you!

www.upmc.com/Telemedicine