



Assessing Quality in Telehealth Initiatives

SESSION A

MATRC SUMMIT 2017

APRIL 4TH, 8:45AM-9:45AM

Presenters

Moderator

Natassja Manzanero, MS

Telehealth Resource Centers Program Coordinator and Rural Health IT Policy Lead
HRSA, Federal Office of Rural Health Policy, Office for the Advancement of Telehealth

Speakers

Ateev Mehrotra, MD, MPH

Associate Professor of Health Care Policy and Medicine
Harvard Medical School

Marcia Ward, PhD

Professor, Health Management and Policy College of Public Health
Director, Center for Health Policy and Research at the University of Iowa
Director, Rural Telehealth Research Center

Elizabeth A. Krupinski, PhD, FSIM, FSPIE, FATA

Professor & Vice Chair for Research
Department of Radiology & Imaging Sciences, Emory University

Bonnie P. Britton, MSN, RN, ATAF

Co-founder and Executive Director, Reconnect4Health



“

The best way to get a good idea is to get a lot of ideas. There is a right thing to do with regard to quality of care: improve it. If that takes courage, so be it.

”

DONALD BERWICK, FORMER CMS ADMINISTRATOR

Quality in Telehealth Initiatives

- ▶ Data Collection
- ▶ Return on Investment
- ▶ Telehealth Effectiveness

Key Topics

- ▶ Clinical Outcomes
 - ▶ Identify clinical outcome metrics suitable for evaluating telehealth
 - ▶ Examine data sources, especially EHRs
 - ▶ Consider issues related to identifying a suitable comparison sample
- ▶ Human Factors/Satisfaction/Usability
 - ▶ Determine which metrics are most appropriate for a given use case scenario
 - ▶ Appreciate a simple 3-pronged approach to obtaining useful program outcomes
 - ▶ Gain exposure to the variety of validated surveys available in telemedicine assessment

Key Topics

- ▶ Financial ROI
 - ▶ Determine most critical ROI patient population
 - ▶ Obtain CFO/Financial Department Support for pulling/analyzing data
 - ▶ Pull and analyze < 30-day readmissions, # hospitalizations, Hospital Bed Days and ED visit cost/charges/reimbursement
- ▶ Policy
 - ▶ Measuring quality for direct to consumer health
 - ▶ Direct to consumer ROI
 - ▶ Policies demonstrating telehealth effectiveness

Questions

