

Improving Telemedicine and Care for Patients with Chronic Illness

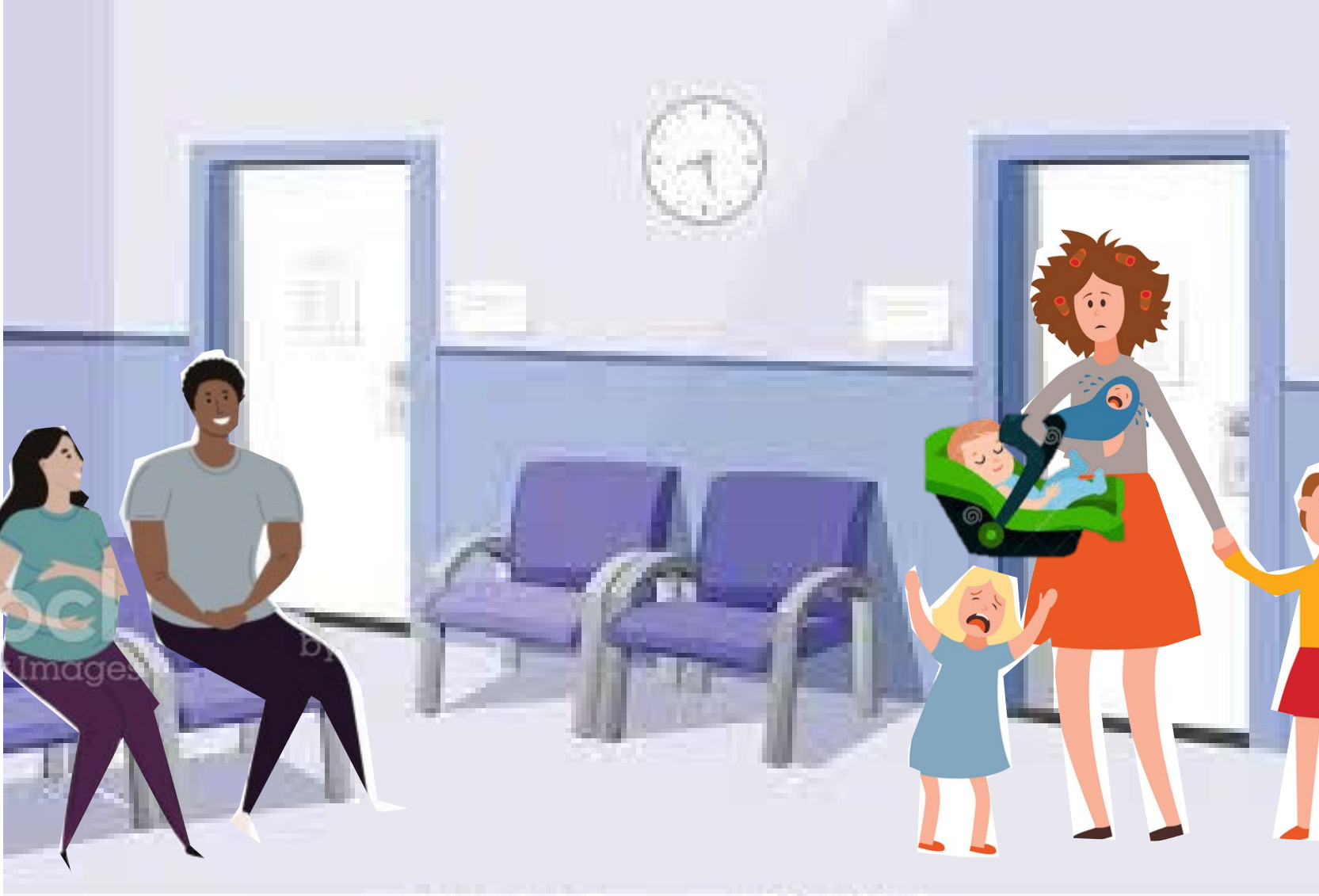
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Project Sponsor: Terry Noah MD

Project Team Members: Arianna Keil MD, Kelly Reilly MEd, Jennifer Elston-Lafata PhD, Martha Taylor, RN; Tonya Stafford RN, Benjamin Butler, RN, Samantha Jemiolo, CPN CPNP, PC



Video Visits – Improving Access to Care



Aim Statement

Global Aim: Improve quality and continuity of care for pediatric patients with CF, along with patient and care team member satisfaction.

Aim: Increase the percent of CF care team members who agree *telehealth visits are efficient and coordinated* between team members from 30% to 90% through development and implementation of a telehealth model that standardizes care.

Importance

Video visits are an opportunity to improve continuity and access to care

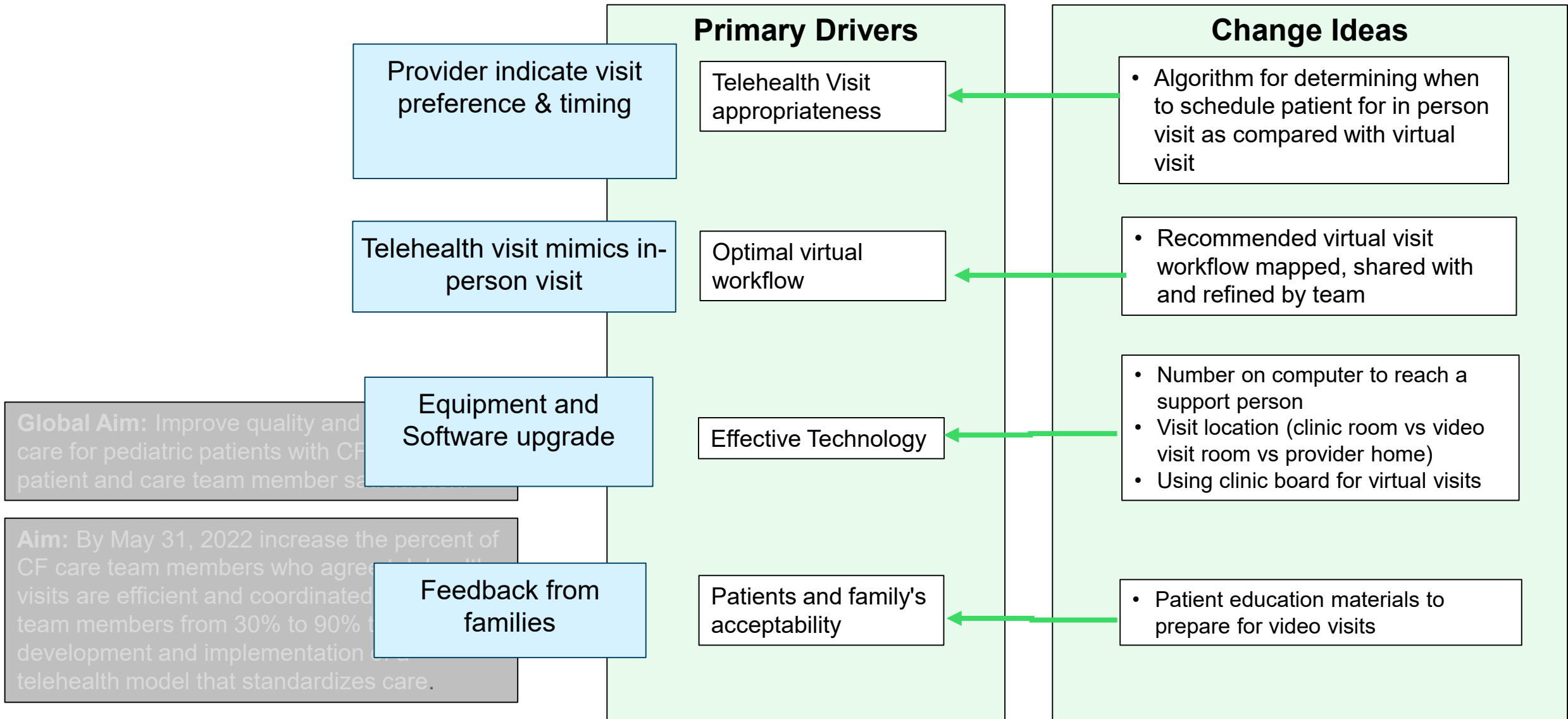
Data has shown that providers and families support video visits

- 87.3% of CF families wanted to consider telehealth clinics beyond the COVID-19 pandemic (Shanthikumar 2021)

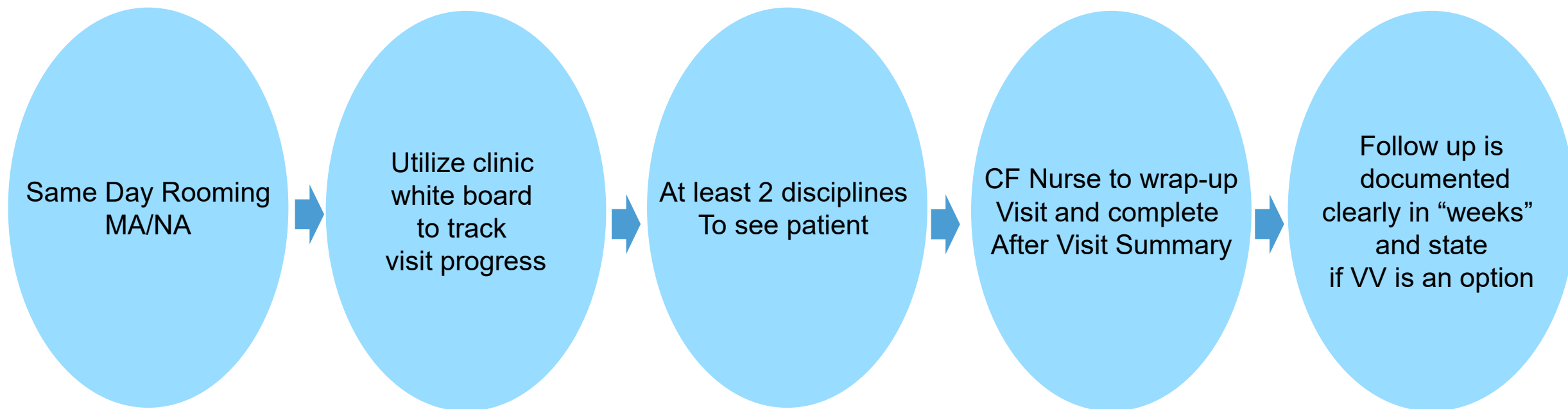
Cystic Fibrosis Provider Survey at UNC, Baseline Data:

- 100% (20/20) CF providers agreed that telehealth visits are beneficial for their patient population
- 30% (7/20) providers agree that telehealth visits are efficient and coordinated between team members

Changes/Interventions

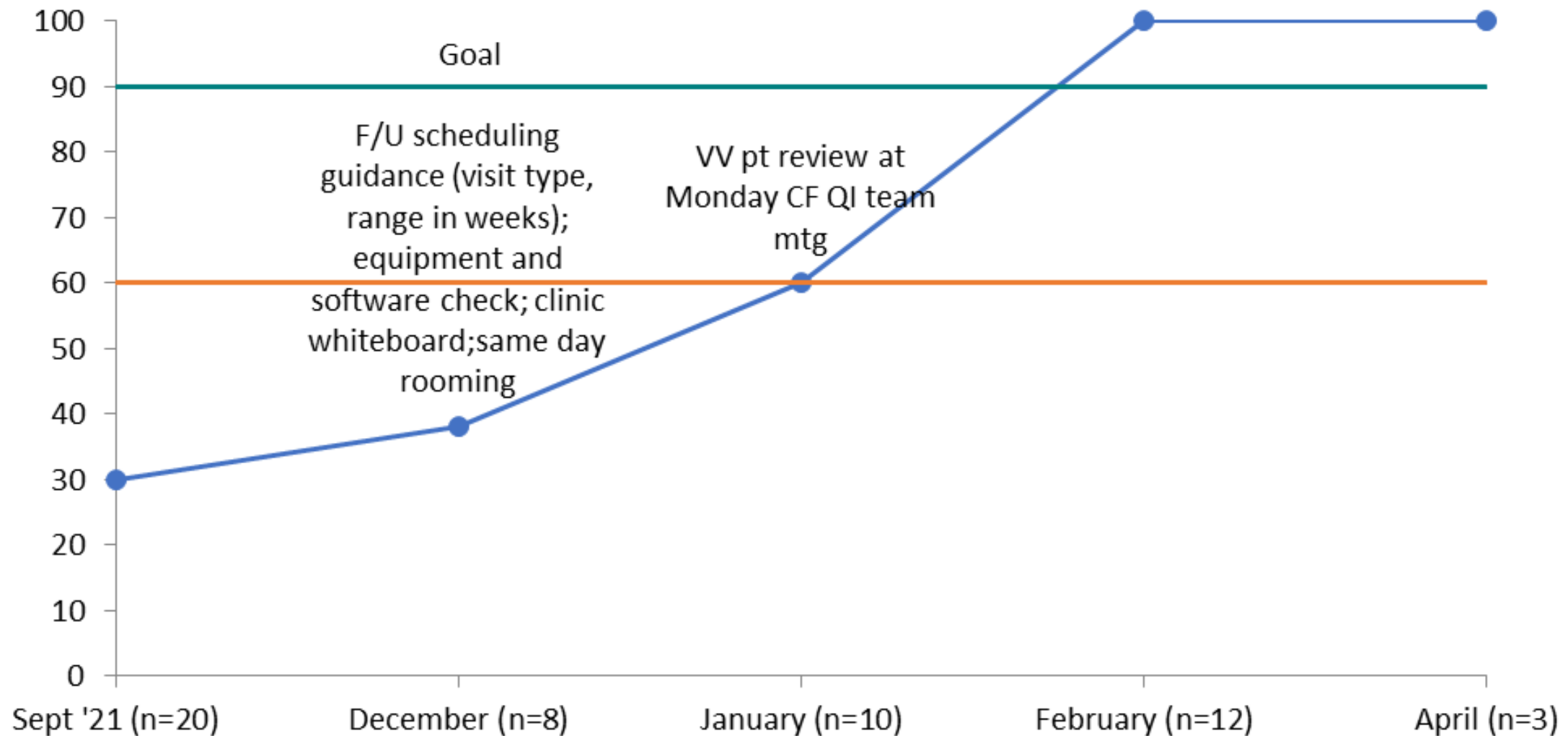


Resulting Telehealth Workflow for Cystic Fibrosis

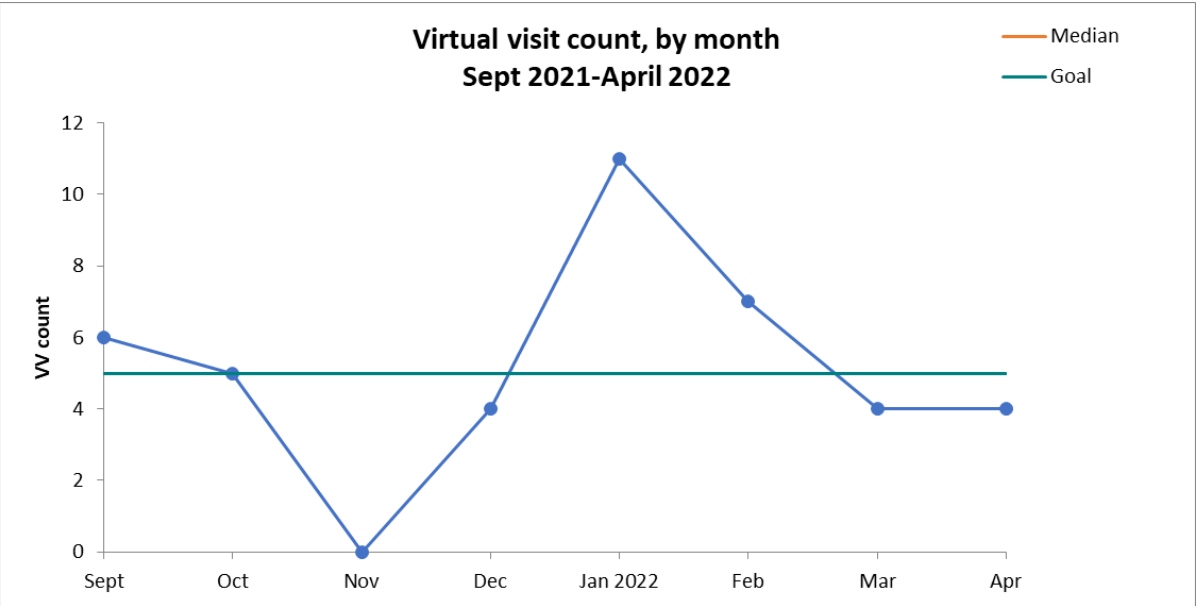
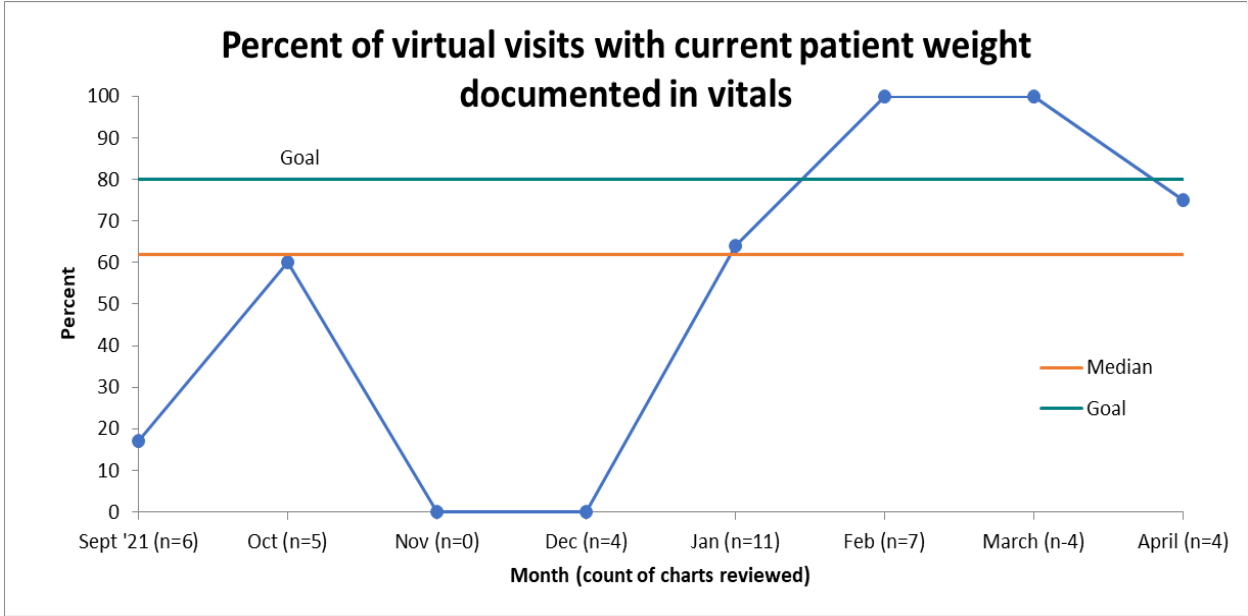
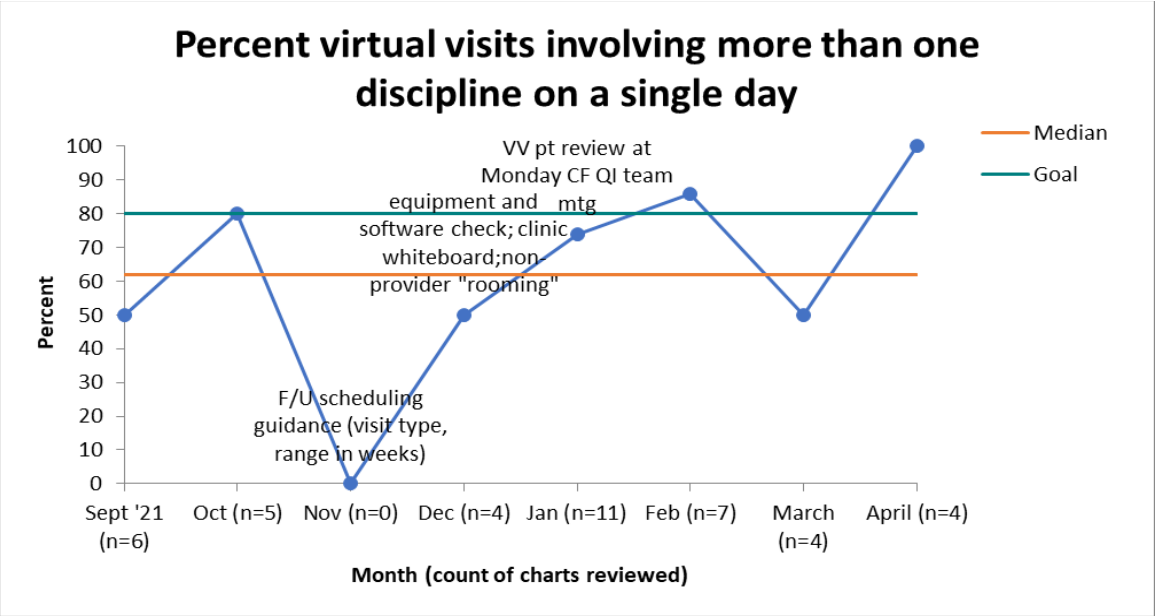


Communication during visit: Epic Chat or Verbal communication

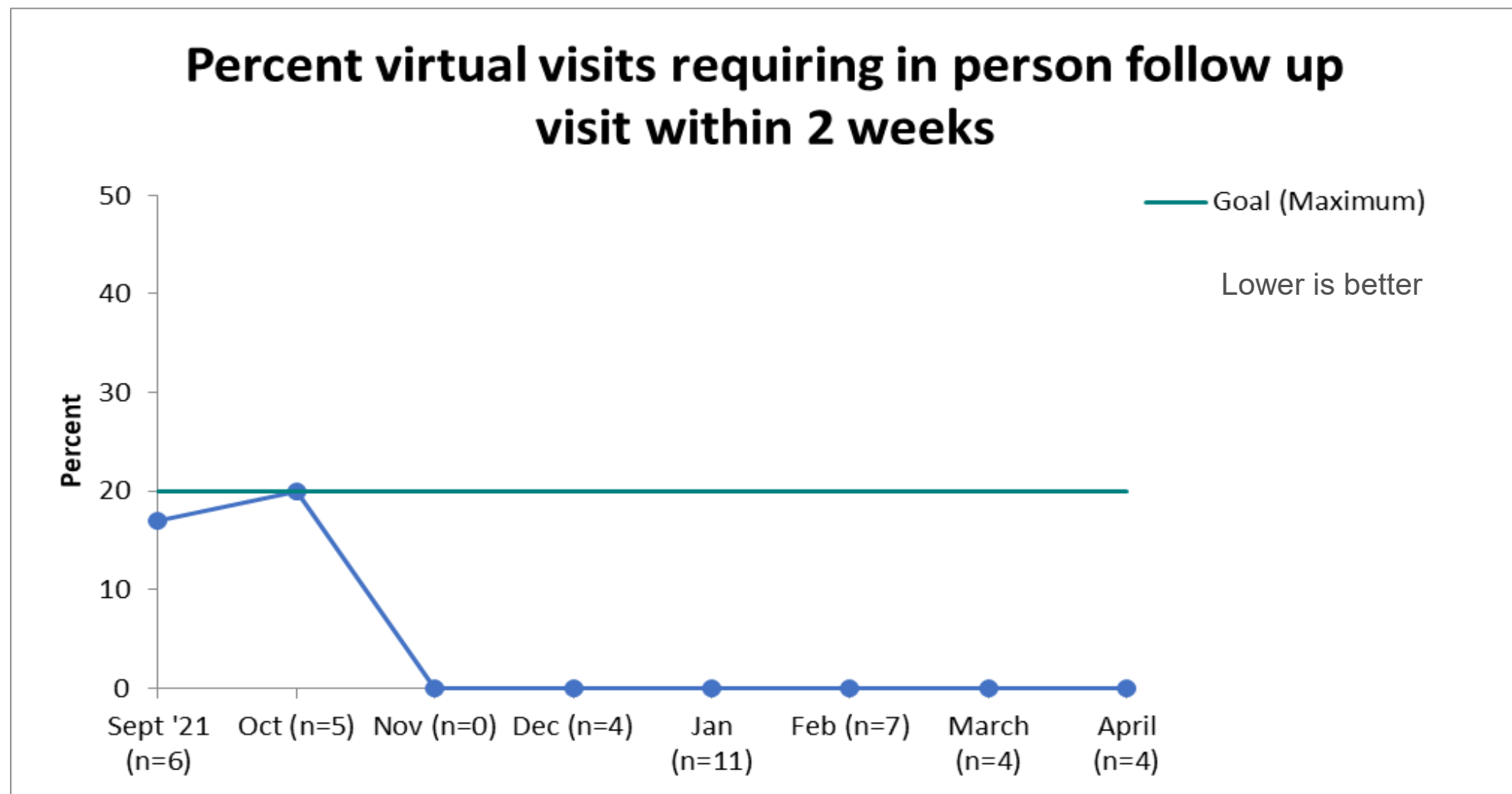
Percent CF care team members who agree or strongly agree virtual visits are efficient and coordinated



Process Measures



Balancing Measure



Patient Education Material

Preparing for Your Video Visit

Treat the appointment the same as you would an in-person visit. You are here to receive the same

Before the Visit

Day Before the Visit

- Choose a device that has audio and video capability
- Find a location with reliable internet connection, preferably Wi-Fi
- Use a cellphone if Wi-Fi is not available
- Review instructions for how to join a video visit: <https://unchealthcare.org/patients-families-visitors/my-unc-chart/video-visits/>

Day of the Video Visit

- Weigh your child or have a recent weight ready to share
- Measure your child's temperature
- Have your child's medications or medication list ready to review
- Join the video visit 10 minutes before your scheduled appointment time

During the Visit

- Make sure your child is present
- Avoid eating, driving, or engaging in other activities
- Make sure the room has good lighting
- Make sure you are in the state of North Carolina
- Please wait 10-15 minutes before disconnecting if your provider is late

After the Visit

- Review your After Visit Summary (AVS)
 - MyChart: AVS will be sent through MyChart automatically
 - Email: If you do not have MyChart, please provide your CF nurse with an e-mail to send you the AVS

- Provide clear expectations for successful video visit
- English & Spanish Versions
- Distributed to families of patients with CF
 - Social Media
 - CF Newsletter

Celebrations of Successes



Developed a successful telehealth model to optimize CF care



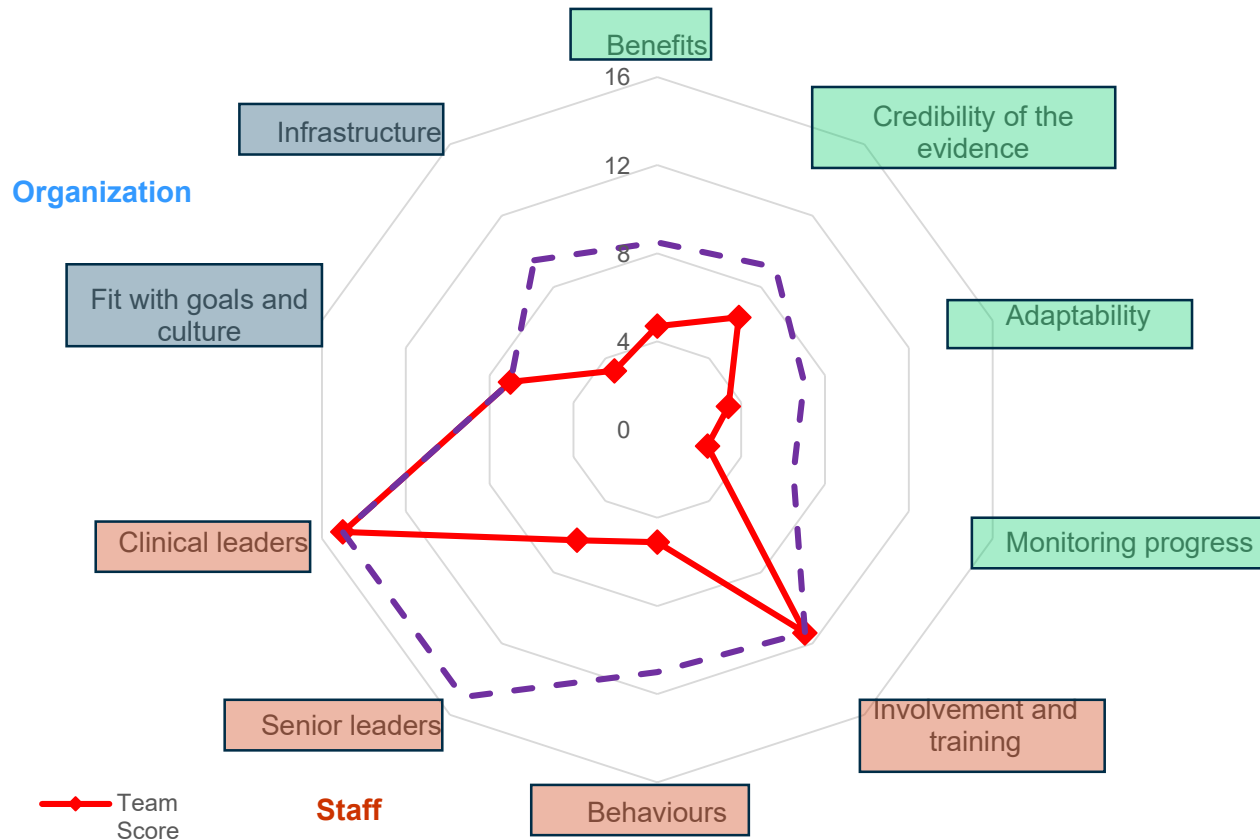
Patients voice appreciation for telehealth options



Reached goals for our project → more opportunities for growth in other arenas

Sustainability Plan

Portal Diagram



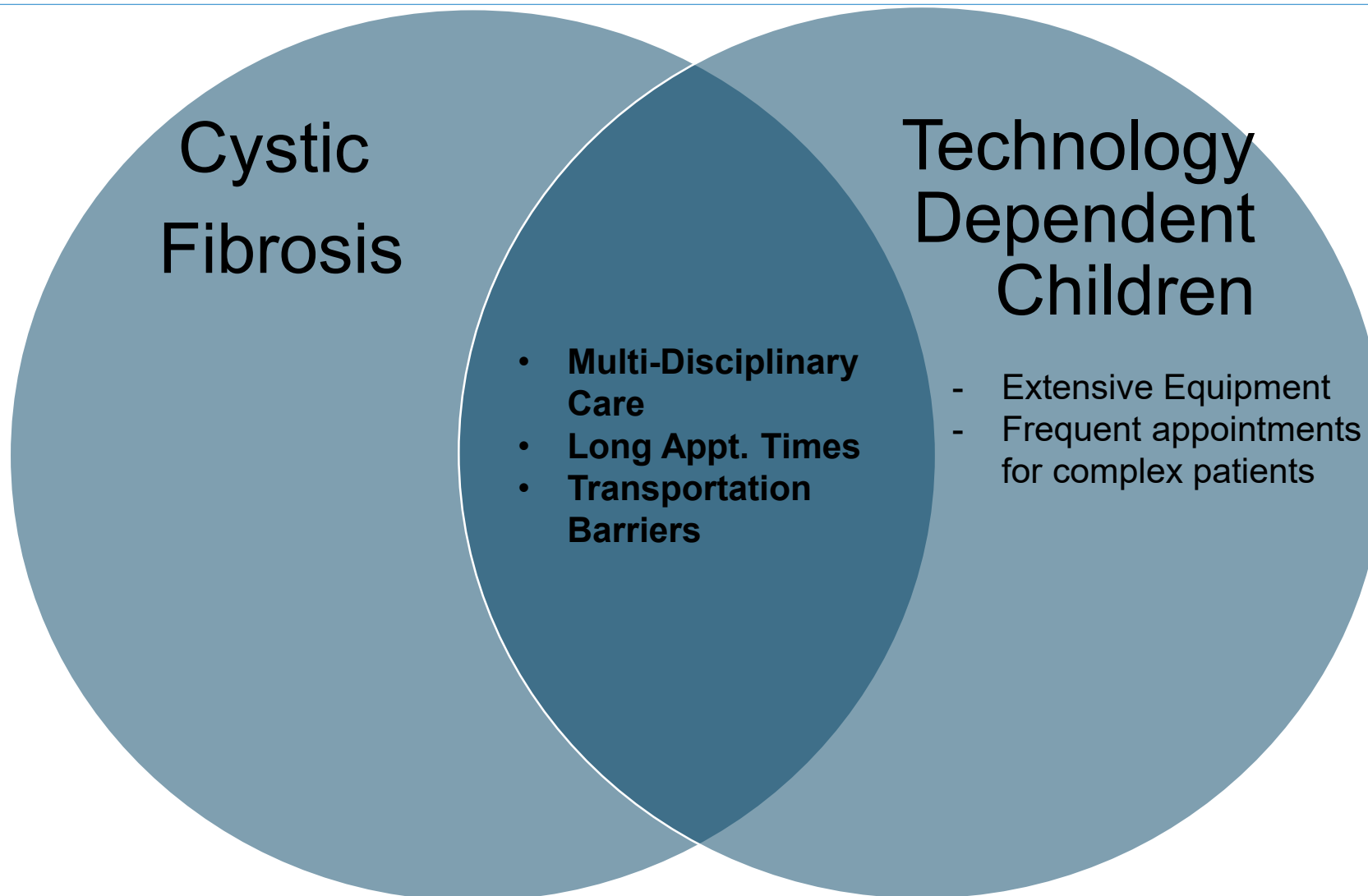
Strengths:

- Strong involvement from Clinical Leaders and Staff
- Fits with goals of organization

Improvement:

- Infrastructure
- Evidence Based

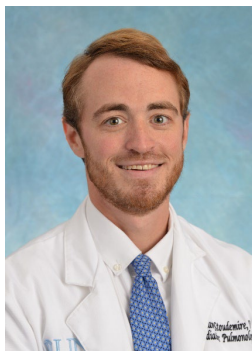
Refinement & Spread



Collaborating with the Home/Chronic Ventilator Team



Samantha Jemiolo, MSN,
RN, CPN CPNP, PC
Home Ventilator Program



Will Stoudemire, MD
Medical Director of the
Home Ventilator Program



Cynthia Reilly, MS, CPNP
Advance Practice Provider



Cathy Tutka, MSW, LCSW
Social Worker



Mandy Gee
Administrative Coordinator
Pediatric Airway Center



Collaborative team effort with built-in support

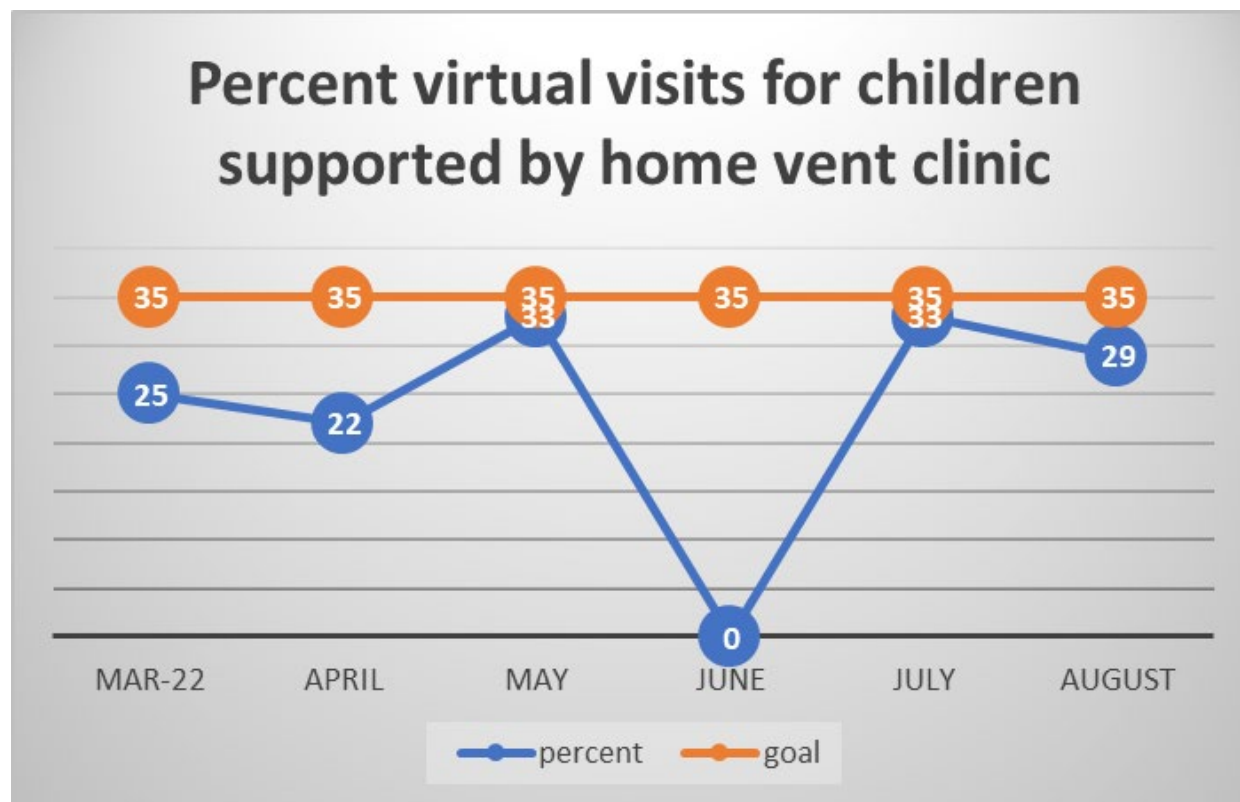


Routine team meetings to support QI projects



Interest in utilizing video visits

Measure Set: Outcome



Measures	Type	Baseline	Goal
Percent of children served by home vent clinic with remote portal connected and working	Process	39%	85%
Percent in person visits meeting virtual visit eligibility criteria	Process	28%	10%
Percent virtual visits requiring in person follow up visit, ED visit or hospitalization within 2 weeks	Balancing	0%	<10%

Lessons Learned



- Subset of families appreciated video visits
- Almost all virtual visits replaced in person visit
- Clinic Flow translated to Telehealth Visits
 - Rooming by staff
 - Clinic whiteboard
 - Using clinic rooms for providers to conduct visits
- ***Telehealth Model adaptable for spread to other complex patient care models***



- Insurance coverage of telehealth is difficult to predict for the future
- Engaging a subset of providers to conduct video visits can be challenging
- Ongoing need for telehealth infrastructure development

Telemedicine 2062 or 2022?

Thank you to our wonderful team!

Elisabeth Dellon, MD, MPH

Jennifer Elston-Lafata, PhD

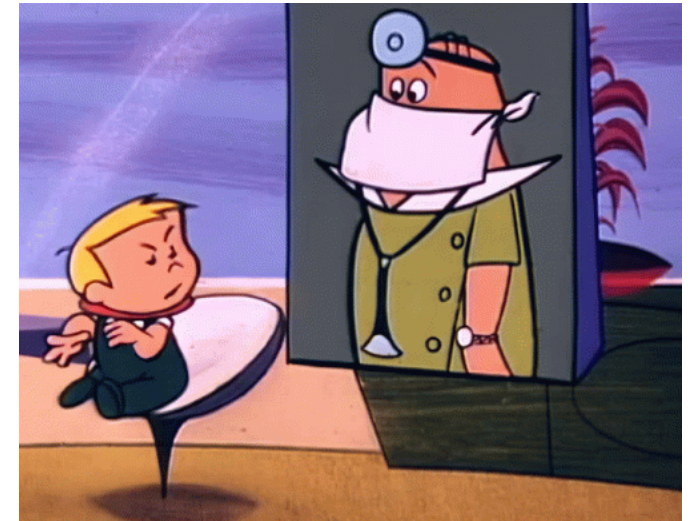
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Questions?

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