
Indian Health Service SD Medicaid Tribal Consultation Meeting

**Telehealth Progress Update
July 2017**

GPA Telehealth Services Contract Overview

- Contract awarded September 2016 to Avera Health (Avera eCare)
- Telemedicine services will be offered in at least 14 sites managed by IHS in the Great Plains Area (GPA).
 - (Tribally managed sites not included at present)
- Initial equipment investment of \$1.67M – Hardware, peripherals, mobile carts, etc.
- Use cases:
 - eEmergency: annual fee for unlimited access \$183k/year (\$1.1M for 6 sites)
 - eConsult: per episode fee for specialty visits + monthly program admin fee \$160K/month (\$1.9M for 14 sites)

Participating Sites:

Emergency Departments

1. Pine Ridge
2. Rosebud
3. Eagle Butte
4. Omaha Winnebago
5. Fort Yates
6. Belcourt

Tele-ED listed in order of implementation

Sub-Specialty

1. Rapid City
2. Wagner
3. Ft. Thompson
4. Lower Brule
5. Sisseton
6. Wanblee
7. Kyle
8. McLaughlin
9. Ft. Yates
10. Eagle Butte
11. Winnebago
12. Belcourt
13. Pine Ridge
14. Rosebud


*Youth Regional Treatment Center and Drug Dependency Unit- TBD

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Timeline Update

- Services began **in June 2017** with eEmergency services fully operational for: Rosebud, Pine Ridge, Eagle Butte, Omaha Winnebago, Fort Yates, and Belcourt.
- Tele-Specialty implementation planning meetings began the week of 7/10/2017 with Avera and all 14 service units. Estimated rollout is Fall 2017.

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eEmergency

Patient & Staff Education and Engagement are Key to Success!

HOW IT WORKS


When your doctors and nurses request emergency assistance.

- The emergency room doctor and nursing staff press a button on the wall to connect with experts by video.
- Emergency experts appear on a screen. They can hear and see everything your doctor can.
- It is available 24 hours a day to assist in a fast-moving, life-or-death situation.

WHAT IS eEMERGENCY?

Avera eCARE eEmergency supports your hospital with expert doctors and nurses during emergency situations.

At the push of a button, your doctor and emergency room staff have immediate access by video to a team of doctors and nurses with expertise in emergency medicine.



For more information:
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BENEFITS OF EMERGENCY TELEMEDICINE FOR PATIENTS

- Improved response time and care quality in critical situations
- Expert care in your emergency room
- Additional support for your doctors and nurses during busy times
- Increased help coordinating transfers so doctors and nurses can focus on your care

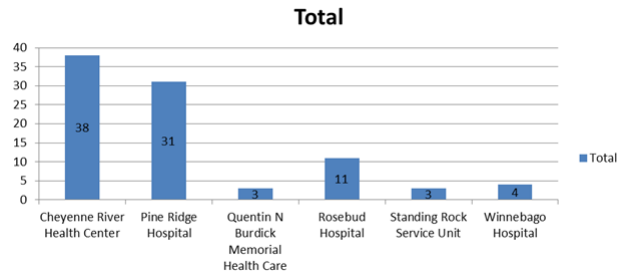
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Tracking Utilization of Tele-ED Services

- Avera is providing IHS with facility-specific utilization reports weekly until August 2017
- Monthly facility-specific and Area-wide aggregate reports will be available in **August 2017**
- Avera reports on the following measures:
 - **Total Patient Encounters:** Total volume is measured by the number of eEmergency video encounters. In order to count as a video encounter, two-way video communication with patient interaction must occur.
 - **This Month's Non Patient Video Encounters:** Count is measured by the number of times the camera was activated for reasons that do not include patient involvement
 - **Encounters as a Percentage of Total Emergency Visits:** eEmergency patient related interactions as a percentage of this facility's average monthly ED volume.
 - **Encounter by Chief Complaints**
 - **Discharge Disposition of Video Patient Related Encounters**

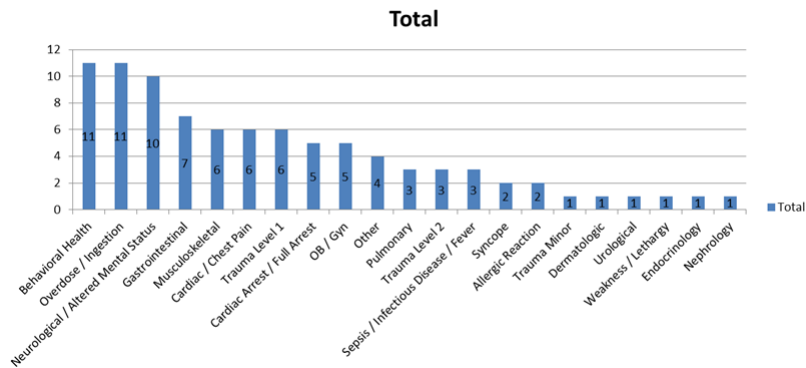
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Tele-ED Usage – As of 7/3/2017



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Tele-ED Chief Complaints: As of 7/3/2017



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Tele-Specialty Services

Behavioral Health

Counselor
 Psychologist
 Psychiatry*
 Pediatric Behavioral Health

***NP Psychiatry services- TBD**

Specialty

Cardiology
 Dermatology
 Endocrinology
 ENT
 Gastroenterology
 Hepatology
 Infectious Disease
 Internal Medicine Maternal/Child Health (OB)
 Nephrology
 Neurology
 Pain Management (Physiatrist PM&R)
 Pediatrics
 Rheumatology
 Wound Care (Infectious Disease, Podiatry)

Orthopedics- NEW (ADDED since last update)

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Contact info

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