PATIENTS AND CLINICIANS ON THE FRONT LINE OF TELEHEALTH

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Kaiser Permanente: Value through Integration

Primary Care
- Reminder/Prompts

Radiology
- PACS

Specialty Care
- eConsult

Rehabilitation Facility

Call Center/Advice Nurse
- Scripts
- Protocols

Pharmacy
- Protocols
- Alerts
- Counseling

Home
- Letters
- Telephone
- Flu Shot Reminders
- Healthwise Handbook
- Member Web site

Laboratory
- Automated Standing Orders

Hospital
- MAPMG
- Integrated EMR
- Care Pathways

Emergency Room

Urgent Care

Care/Case Management
- Protocols

Health Education

INSTITUTE OF HEALTH POLICY FORUM
...Constantly Innovating to Drive Care Transformation and Value

- Video Visits - Direct Booking
- Care Coordination
- Tele-derm
- Express Check-In
- Remote/ Home Monitoring
- Rx Adherence
- AI, Machine Learning
- Care Continuation/ Hospital
- Center for Total Health

1,566
New Technologies Tracked
237 entered in 2014

1,346
Innovation Projects
Recorded Across KP
Since 2012

2,007
Innovation Events
596 entered in 2014
Includes Garfield Center events & tours

39
Technologies Operationalized
Since 2012

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110 million KP patient interactions in 2015, increasing trend via smartphone, videoconferencing, kiosks, and other member-valued technology tools.
Telehealth/Telemedicine Modalities: The Four Dimensions

1. **Live Video (Synchronous)**
2. **Remote Patient Monitoring (RPM)**
3. **Store and Forward (Asynchronous)**
4. **mHealth (Mobile Health)**

- Integration
- Epic EMR
- Patient Portal

**Example Images:**
- Doctor using a computer with video conferencing software.
- Mobile health application showing heart rate and other health metrics.
- Patient filling out a form on a smartphone.
- Radiology image on a tablet with a stylus.
First Dimension—Telemedicine Modalities: Live Video (Synchronous)

- **Live, two-way interaction** between a person (patient, caregiver, or provider) and a provider using audiovisual telecommunications technology
- **Live video** can be used for both consultative and diagnostic and treatment services

**Home/Work Examples:**
- **Urgent Care/PCP/Mental Health**: uses KP app or KP.org to directly book a video visit with their KP physicians
- **Chronic Disease management**

**Facility-to-Facility:**
- **Pediatric Subspecialties**: mother/child sees pediatrician in office, diagnosed with a chronic condition, same-day video visit consult
- **Telestroke**: member shows up to ER with stroke symptoms, stroke protocol activated, including neurologist consult by video
A Patient’s Story: Integrated Care Through a KP Video Visit

Call Center or KP App Direct Booking
- Kaiser Permanente staff

Scheduled Video Visit (no copay)
- First Time? Kaiser Permanente staff courtesy outreach
- EMR accessed/updated
- Care rendered
- Proactive Care Addressed
- Medication prescribed
- Video or Photo uploaded and emailed for follow-up
- Prescription refilled using KP App
- Care coordination to the next level of care
- Integrated Medical Record

Medical Condition @ "Home" or Work