



The Right Care, to the Right Place, at the Right Time

October 2013

OHSU Telehealth

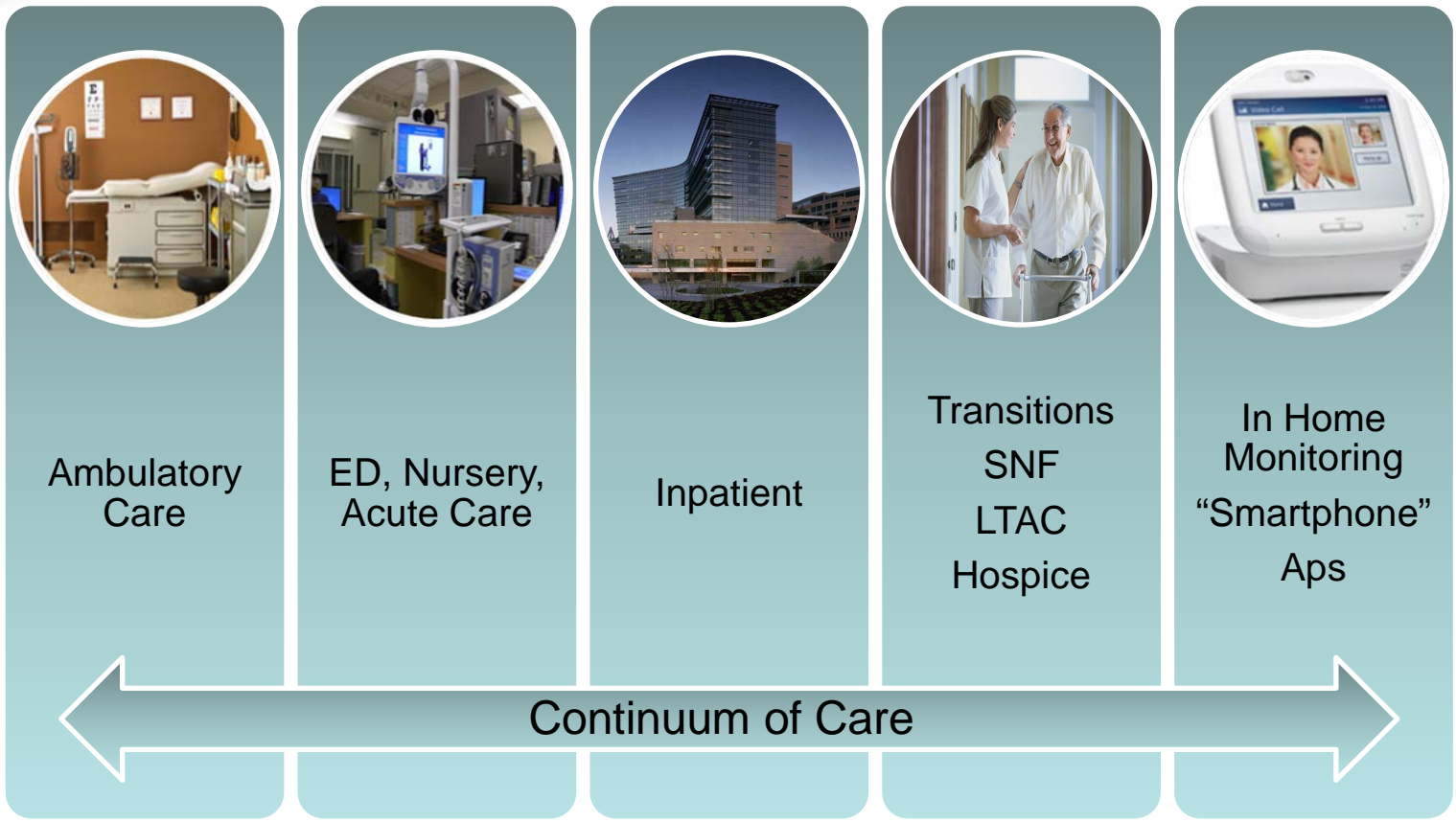
Commitment to improving access to care



Keeping patients as close to home as safely possible

Meeting the Triple Aim

TeleHealth – Across the Continuum of Care



Situation and Background

Situation

- OHSU ALOS was 2+ days greater than UHC 25th percentile benchmark for patients discharged to a skilled nursing facility in 2011



Background

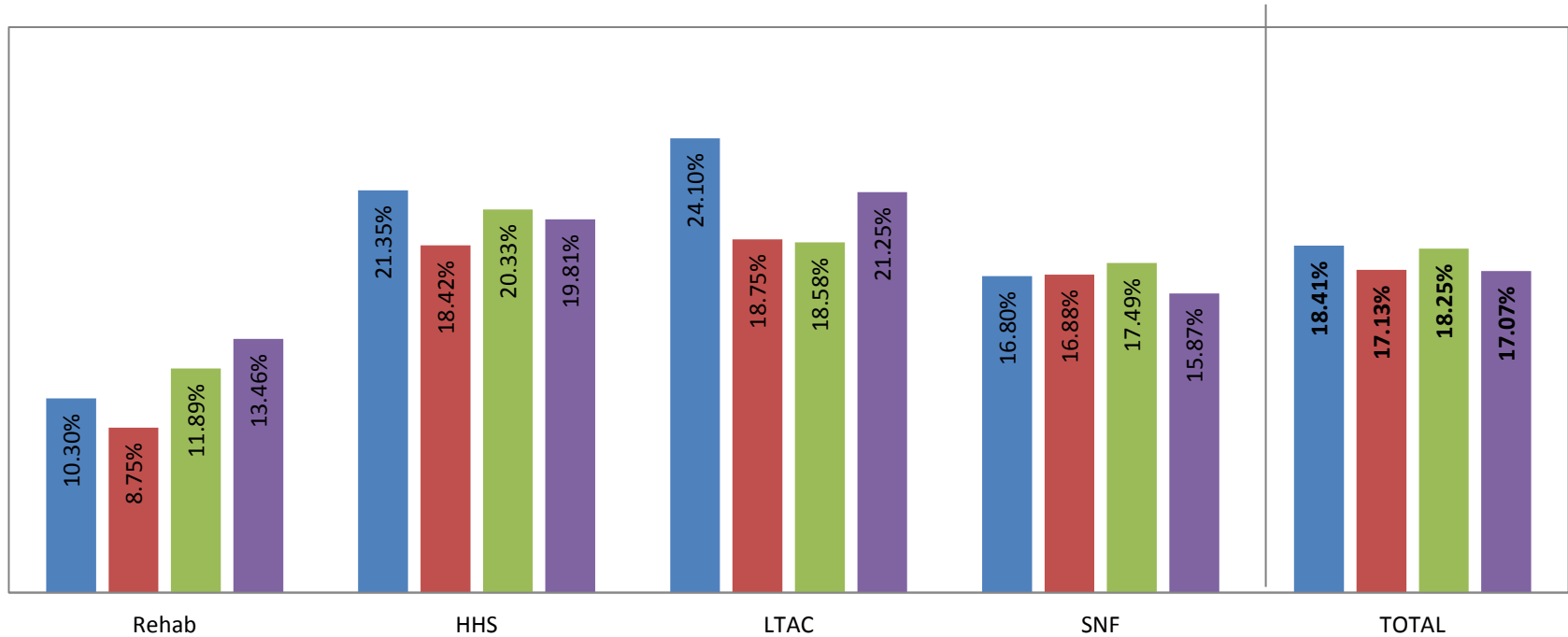
- OHSU uses multiple facilities
- Oregon is largely rural
- 60% of OHSU DC's are to locations >20 miles away
- 138 SNFs in Oregon
- 3 large chains (Avamere, Prestige, Marquis) plus freestanding facilities
- Patient placement decisions a function of: patient preference, bed availability, skill of SNF, and insurance contract

30 Day Readmissions to Post Acute Care

30-Day All-Cause Readmissions for Patients DC'ed to Rehab, Home Health, LTACs, or SNFs

June 2009 - March 2013

FY10 % All-Cause 30-Day Readmits FY11 % All-Cause 30-Day Readmits
FY12 % All-Cause 30-Day Readmits FY13 YTD % All-Cause 30-Day Readmits



Care Delivery Innovations



- **Telemedicine Warm Handoffs:** uses HIPAA-compliant program and iPad technology to provide video nurse-to-nurse handoffs for patients going to skilled nursing facilities (in Portland metro area)
 - Used for 90+ patients
 - Patients appreciate being included
 - Able to send more complex patients as nurses can review dressing changes, gait, lines, etc.

SNF/Rehab Discharges TeleHealth

- Readmissions can be reduced by more effective discharge transitions
 - 240 readmissions from SNF/LTAC in FY 11
- Linked to high volume important continuum sites
 - LTAC, SNF, Rehab
- “Warm” Video-enabled nurse-to-nurse Handoffs
- Educational “Brown Bags”



Patient Comments

“For being the first time, I was very impressed” -- first patient in handoff

“I liked being able to see the nurse there, and they could see me.”

“I’d like to go back to that place (the hospital) I went before, I saw the nurse using video before I left the hospital, I really liked that”

Patient to MD

