GOODHEALTH
Virtual Care Services

Virtual Care Growth

Global Telemedicine Market, 2014 – 2020 (USD Billion)

Revenue (USD Billion)

14.0

2014 2015 2016 2017 2018 2019 2020

Revenue

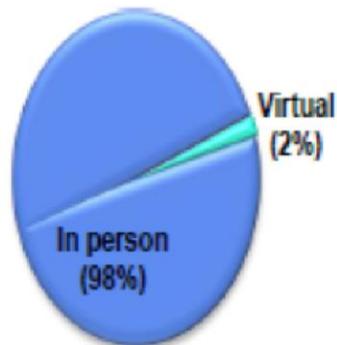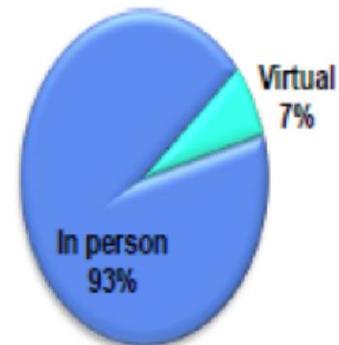Source: Zion Research Analysis 2015
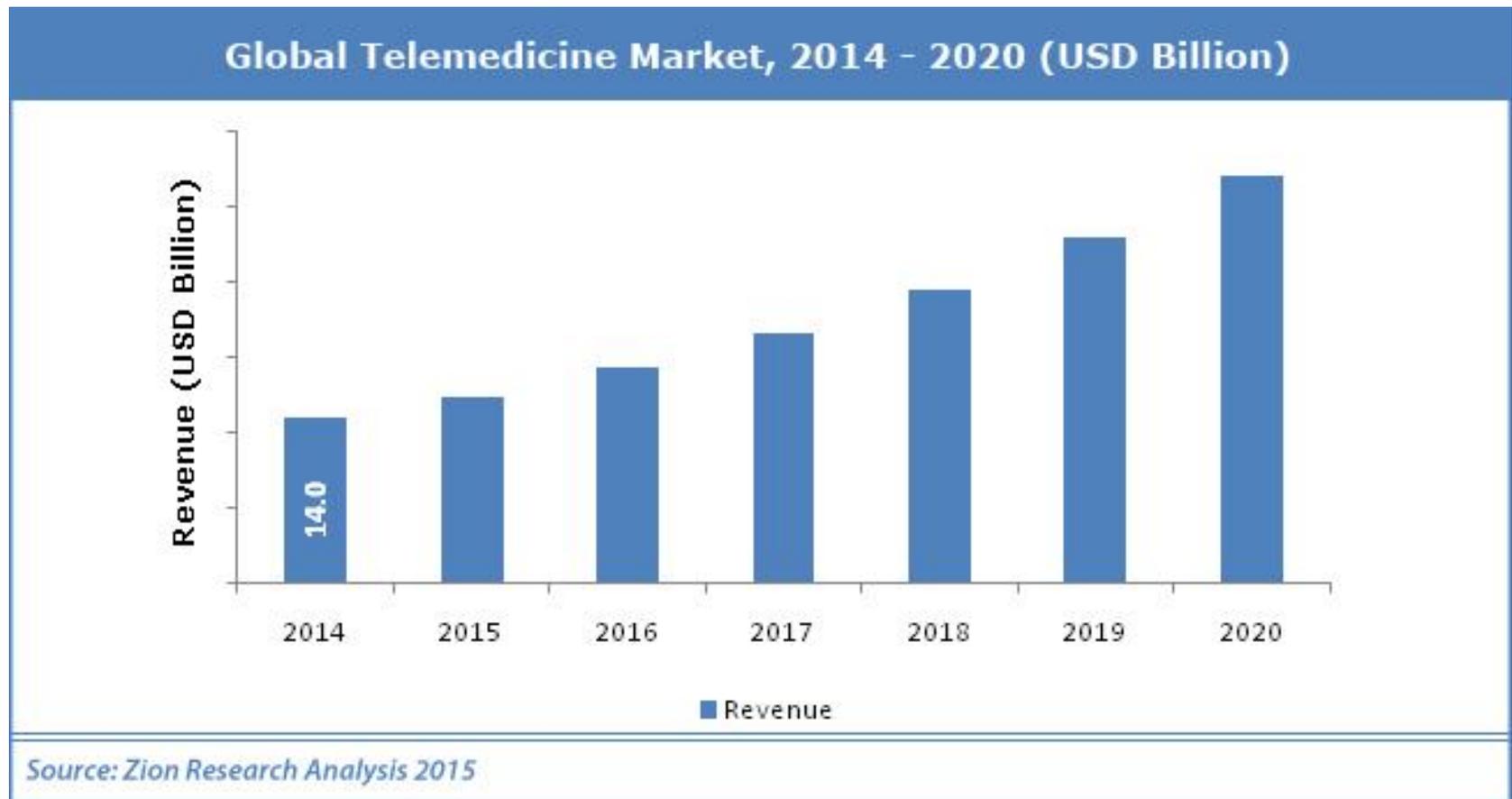
Market Cannibalization

Migration of E&M Visits to Virtual Modalities
Behavioral, Cardiology, Pediatrics and Stroke*

2015
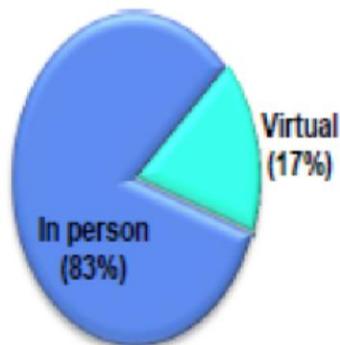- Virtual (2%)
- In person (98%)

2018
- Virtual 7%
- In person 93%

2021
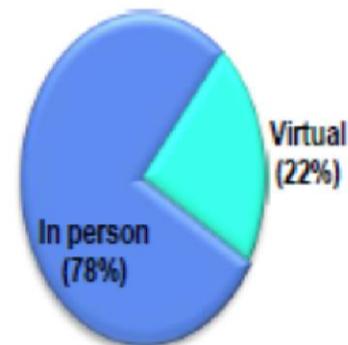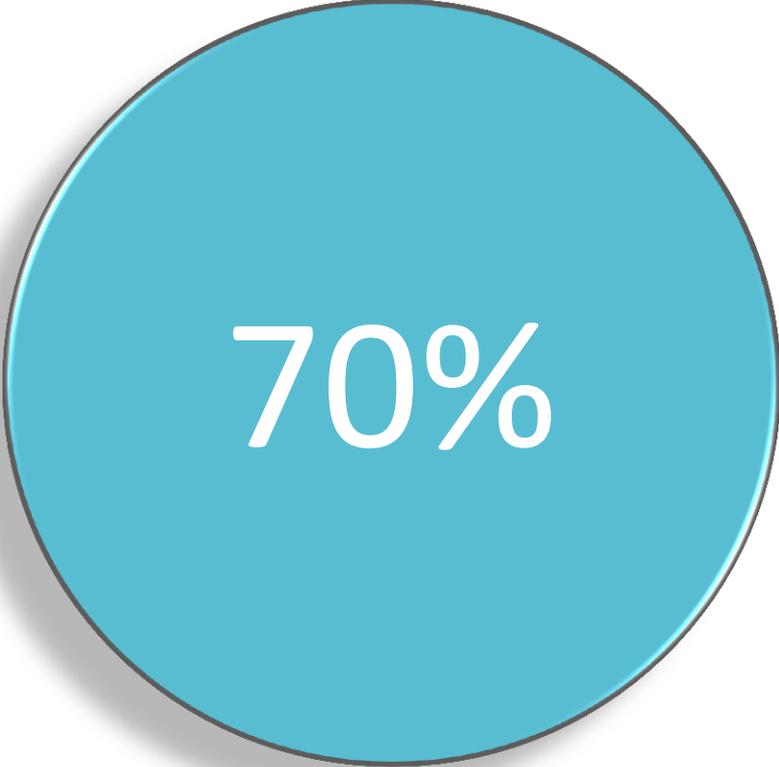- Virtual (17%)
- In person (83%)

2024
- Virtual (22%)
- In person (78%)

Source: Sg2

70%

My Perspective

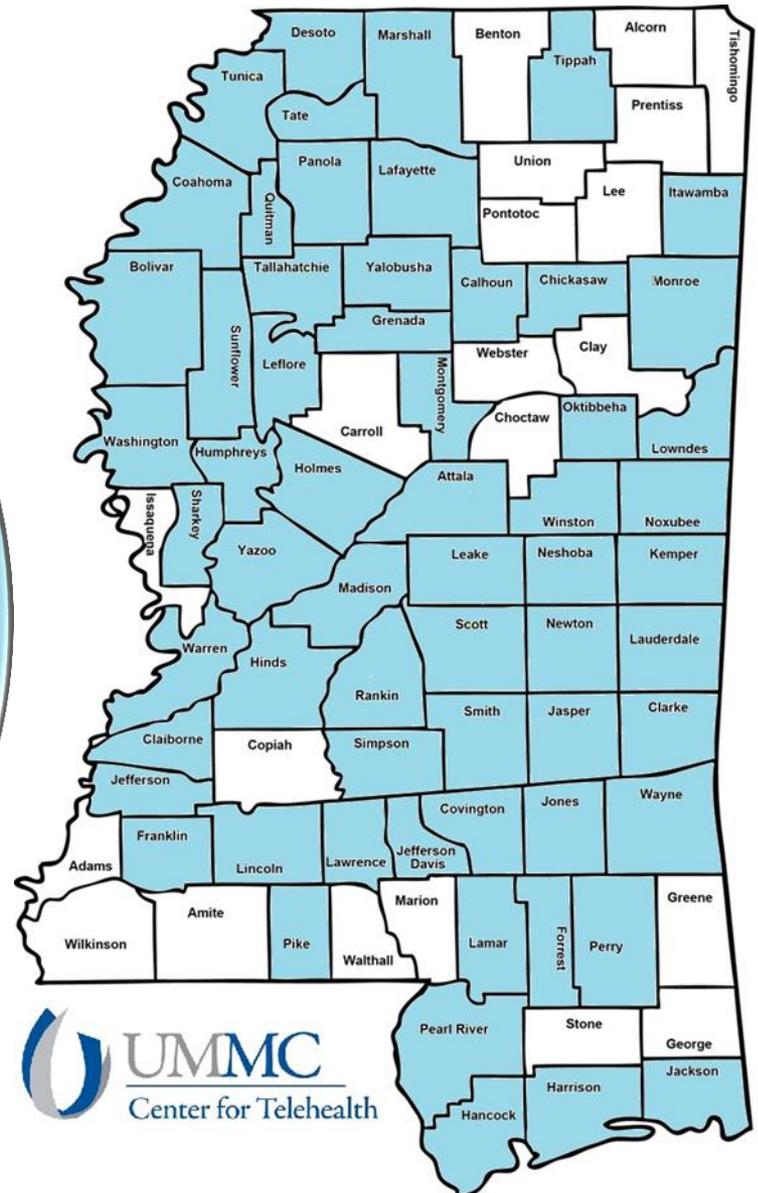University of Mississippi Medical Center
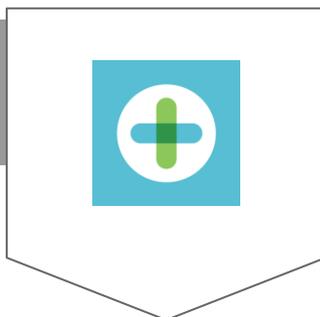
- **213** sites of service
- **8** types of locations
- 35 medical specialties
- 100,000 encounters/yr
- **800,000+** cumulative

UMMC
Center for Telehealth

GOODHEALTH

Command Center & Virtual Care technology for providers and patients.

TELEMEDICINE
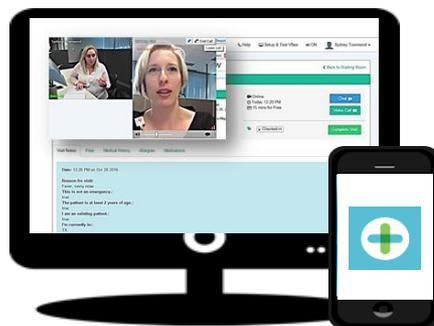
DIGITAL CLINICS

REMOTE MONITORING

Suite of Services

GOODHEALTH

TELEMEDICINE

Virtual Care Services

Cardiology
Complex Care- Pediatrics
Dermatology*
Employee Health
Global Health
Interpreter Services
Maternal Fetal Medicine*
Neonatology
Neurology
Orthopedics
Pediatric Emergency Medicine
Pharmacy
Psychiatry/Psychology
School Health*
Urgent Care

Activity Report

GOODHEALTH
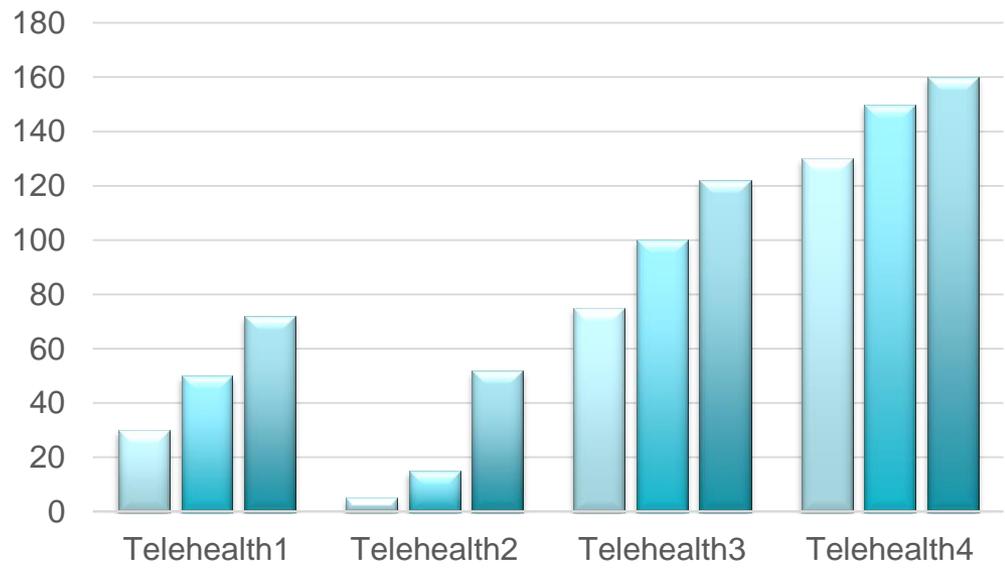
Example of Success

- **Access to Care**
  - 15 rural MS hospitals
  - >500,000 patients treated
- **Multidisciplinary Team**
  - NP & Board Certified EM physician
- **Cost Effective Staffing**
  - ⬇ EXPENSE

  25% reduction in staffing costs
- **Rural Communities Benefit**

  20% ⬆ admissions locally
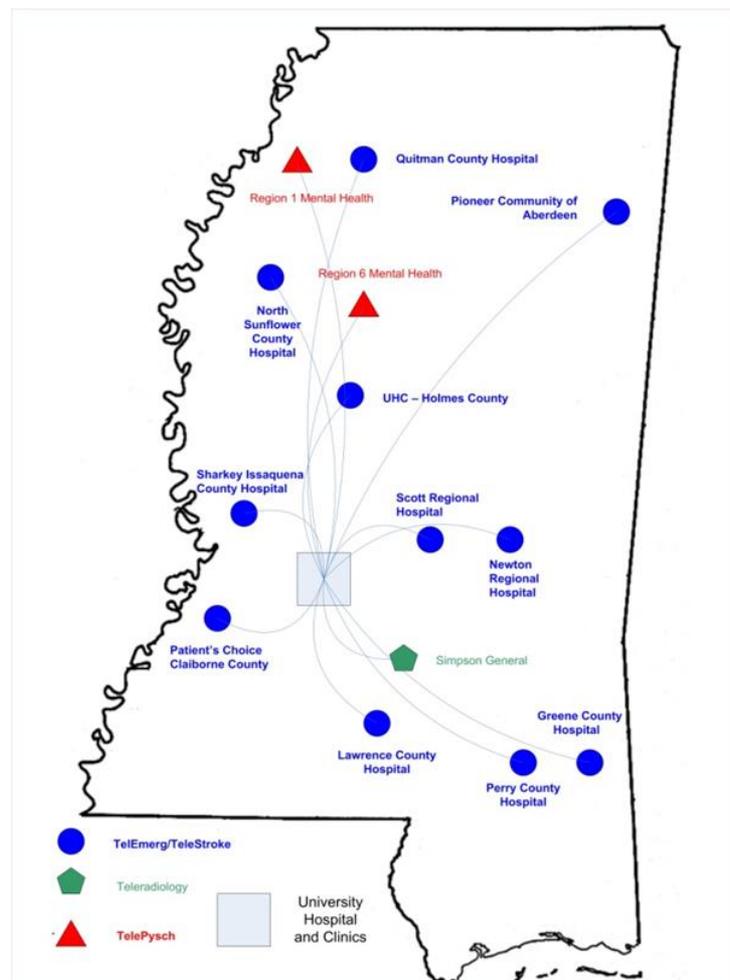
DIGITAL CLINICS
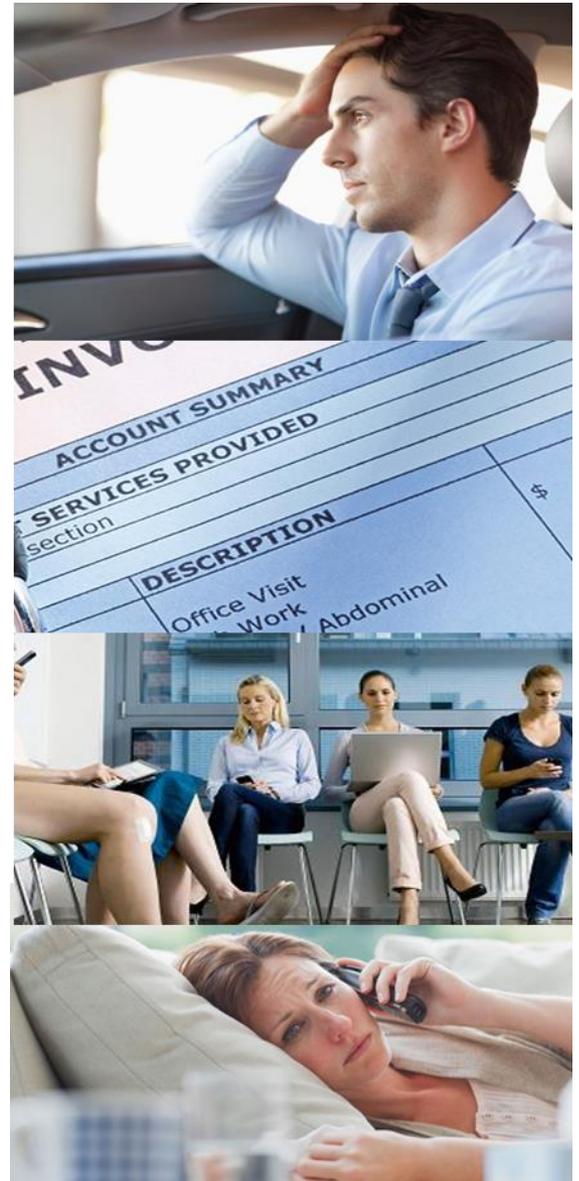
We provide an easy-to-use kit for patients **to take home**. It allows us to monitor health data for patients remotely, alert providers when needed, and connect with patients in their homes over video.
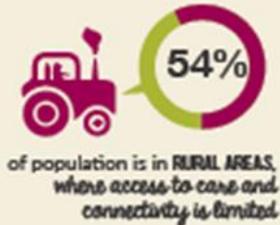
REMOTE MONITORING

GOODHEALTH

Home Health Monitoring Kit

Example of Success

How MISSISSIPPI is *Leading* the Way in {INNOVATION}

Problem

13% of adults in Mississippi have DIABETES

DIABETES is the 8TH leading cause of DEATH in Mississippi

54% of population is in RURAL AREAS, where access to care and connectivity is limited

Solution

Mississippi DIABETES TELEHEALTH NETWORK Established

connectivity

reimbursement

provider engagement

technology

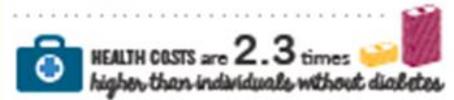Designed to measure the impact of connecting rural diabetics to chronic care managers UTILIZING A REMOTE CARE MANAGEMENT SOLUTION.

Outcomes

100 PATIENTS utilizing the Intel-GE Care Innovations REMOTE CARE MANAGEMENT SYSTEM

1.7% Average A1C REDUCTION

Zero HOSPITALIZATIONS & ER VISITS for patients using the system

Amended Medicaid rules and regulations to further support telehealth.

First state to also pay transmission fees for telemedicine enabling improved connectivity in the state

Medicaid reimburse introduced for telehealth based on preliminary results

Projected Savings

DIABETES is responsible for $7,888 excess expenditures per year, per person.

43% of EXPENSES driven by hospital inpatient care

HEALTH COSTS are 2.3 times higher than individuals without diabetes

$339,184 COST SAVINGS of the 100 PATIENTS enrolled in the MS Diabetes Telehealth Projects

$189 MILLION/YEAR Total projected Medicaid savings for State of Mississippi (assumes 20% of diabetic population in MS participates in telehealth program)

GOODHEALTH
Command Center Services

Consolidated and clear patient entry points, including:
- A single centralized number for all Seton services
- Single sign-on and consistent portal experience

Dedicated provider entry-point into Command Center:
- 24/7 provider support and access to system resources
- Reduced administrative burden
- Streamlined issue escalation/ resolution

Patients & Providers

Command Center Mission

Right care, right time, right place

"Centralized and consolidated control tower" providing a single source of support for our providers and directing patients to physical care delivery or virtual care delivery, based on need and availability

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Scheduling & Registration

Contact Center Facilitated Registration & Scheduling for all Care Settings

Integrated Online and Mobile Scheduling

Capacity Management

Schedule Template Rationalization

Appointment Grooming

Panel Size and Attribution

Local/Regional Load Balancing

Care Coordination and Patient Engagement

Streamlined Referrals

Leading Reach

Secure Messaging

Centralized, Coordinated Chronic Care

Centralized Patient Navigation

Digital/ Telehealth

Digital Clinics

Specialty Telemedicine

Remote Patient Monitoring

Supporting Technology Architecture

Lessons learned

- Integrate VC into the system's strategic plan

- Embed virtual care into your Clinical Excellence/PI/QA initiatives

- Ensure staffing models maximize VC before adding FTE's

- Use virtual care to build external partnerships

- Don't forget the policy and reimbursement work

- Create a multi-pronged financial model (FFS, Contracts, Grants…)

- Dedicate a resource to virtual care

WELCOME TO
HUMANCARE | Seton

GOODHEALTH

Thank you!