

St. Luke's Health System

Virtual Care Services

Chris Roth

Senior Vice President, COO

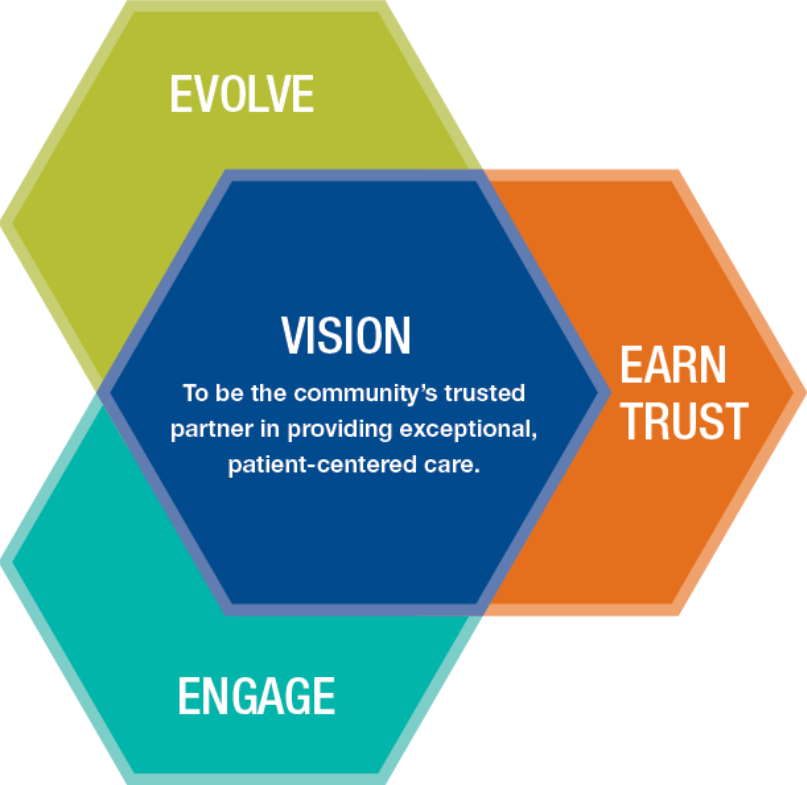
St. Luke's Health System

Boise, Idaho



October 2018

St. Luke's Strategy



STRATEGIC OBJECTIVES

POPULATION HEALTH

We will transform how we work to deliver on population health by improving outcomes and lowering costs.

ST. LUKE'S HEALTH PARTNERS

We will be our communities' preferred provider by delivering coordinated, affordable and accessible care.

COMMUNITY HEALTH

We will be a trusted partner as we work with our neighbors and friends to support healthy communities.

Virtual Care Guiding Principles

1. Improve access to care
2. Improve health outcomes
3. Improve operational efficiency & productivity
4. Lower the total cost of care



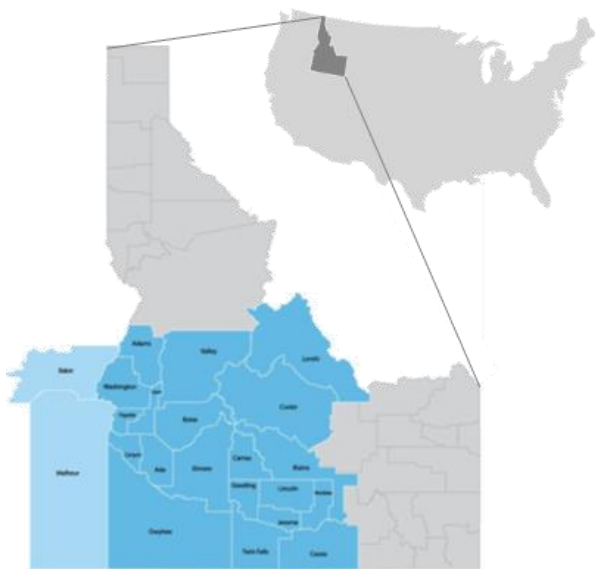
St. Luke's Health System Overview

Service Area

975,000 People

12.7% growth by 2026 (overall)

41.3% growth by 2026 (65+)



Strategic Assets

Provider Operations:

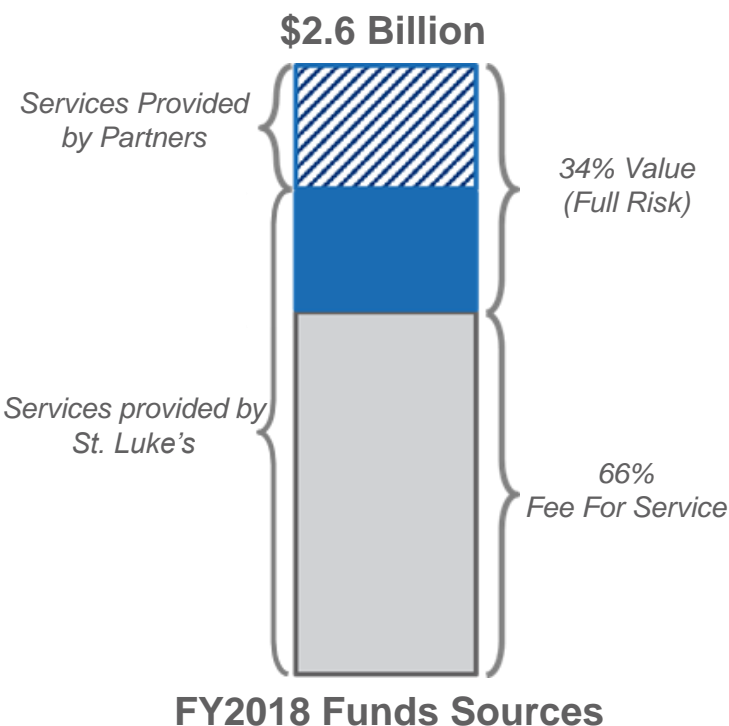
- Eight hospitals
- St. Luke's Children's Hospital
- Mountain States Tumor Institute
- St. Luke's Rehabilitation
- St. Luke's Clinic (multispecialty medical group)
- **St. Luke's Virtual Care Center**

Network Operations (St. Luke's Health Partners)

- 2,400 financially and clinically integrated providers
- 162,000+ Members

People served by St. Luke's & its partners: 550,000+

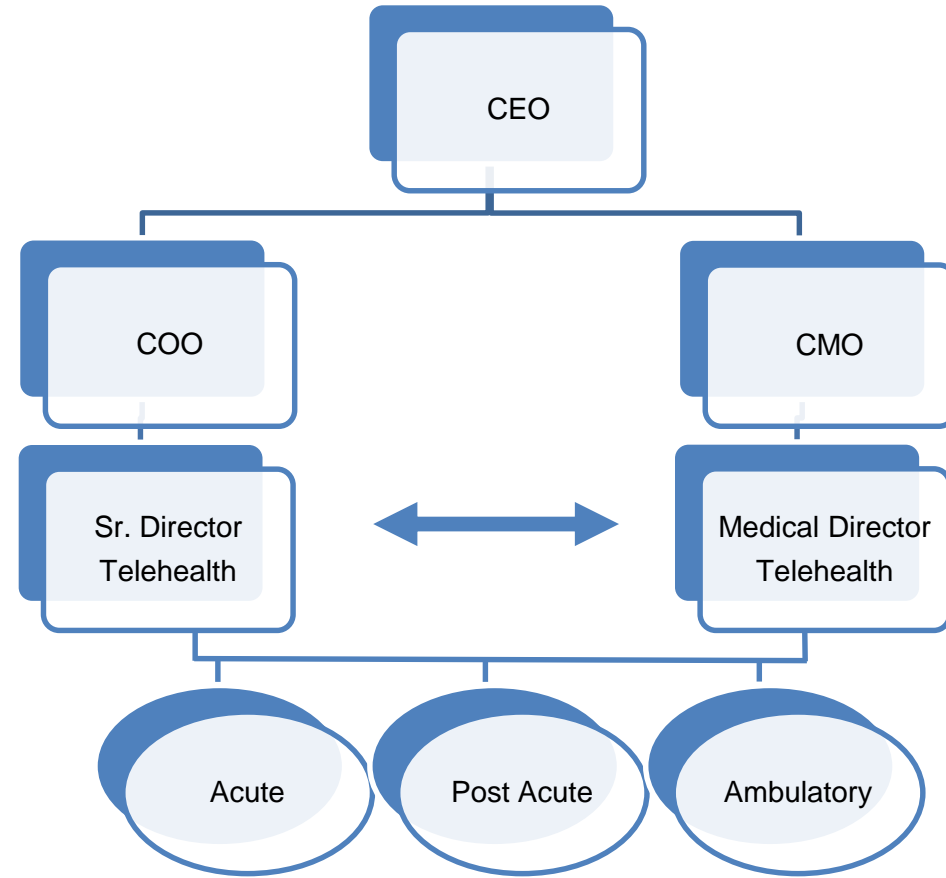
Movement to Value



The image is a horizontal split composition. The left half features a close-up, high-resolution photograph of a red brick wall with visible mortar joints. The right half is a dark blue background with a glowing, interconnected network of white lines and dots, resembling a digital or neural network. The text 'Where Do We Invest?' is centered across the middle of the image, spanning both halves.

Where Do We Invest?

Virtual Care Organization



Dedicated Support Resources

IT Support Team

Clinical Operations Leadership

Clinical Staffing

Administrative Support



Virtual Care Services

Ambulatory Care	Acute Care	Post Acute Care
<ul style="list-style-type: none">• Telenephrology• Teleurology• Telepost surgical follow up-pediatrics• Teledevelopmental pediatrics• Telecardiology• Telesleep• Teleoncology care• Telegenetics	<ul style="list-style-type: none">• TeleICU• Transfer Center• Bed Placement• Teleneurology	<ul style="list-style-type: none">• Remote Patient Management for chronic disease

Active problems we are trying to solve for using virtual care:
1. Care coordination across multiple settings
2. Enabling access to convenient consumer care – what works?



Remote Patient Management

TomThumb Test (00000011234) [EDIT](#)

Age: 35 DOB: 07/07/1982 Gender: Male Phone: (208) 123-4560 Risk Level: 2 [Send Message](#) [Start video call](#)

[Patient Dashboard](#) [Schedule](#) [Detailed Data](#) [Trends](#)

Latest Information

Wednesday, October 11, 2017 10:46:04 AM MDT

Health Sessions

No missed sessions [CHECK CONNECTION](#)

Next Session: 10/12/2017 09:00 AM
Programs: Diabetes BG BP SPO & WT
Current Time for Patient: 11:37 AM (-06:00)
Preferred Session Time: 09:00 AM
Last Connected (iOS): 10/11/2017 11:00 AM [SCHEDULE A PROGRAM](#)

Thresholds

No patient specific thresholds set
Default thresholds applied [EDIT THRESHOLDS](#)

	Reading	Unit of Measure	Trend
Blood Pressure	105/78	mmHg	
Weight	122.1	Lbs	↓
Heart Rate	95	BpM	↑
Blood Glucose	*90	mg/dL	↑
Oxygen Saturation	97	%	↓

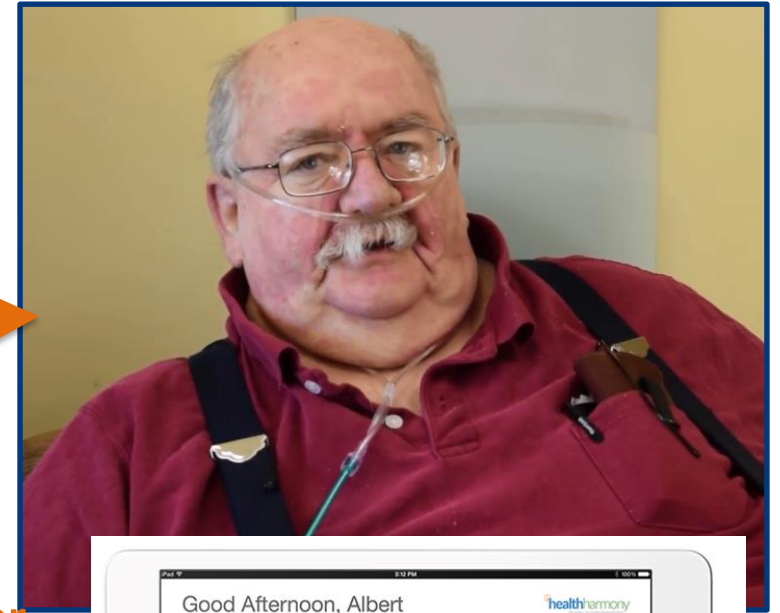
*manual entry

Q: For any questions or concerns would you like your Care Manager to call you?
A: Yes

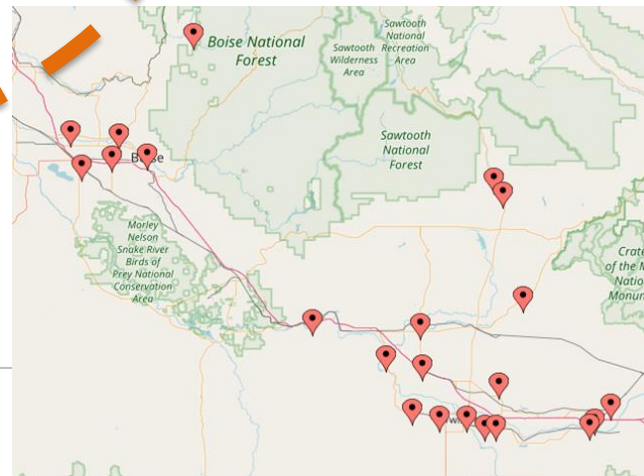
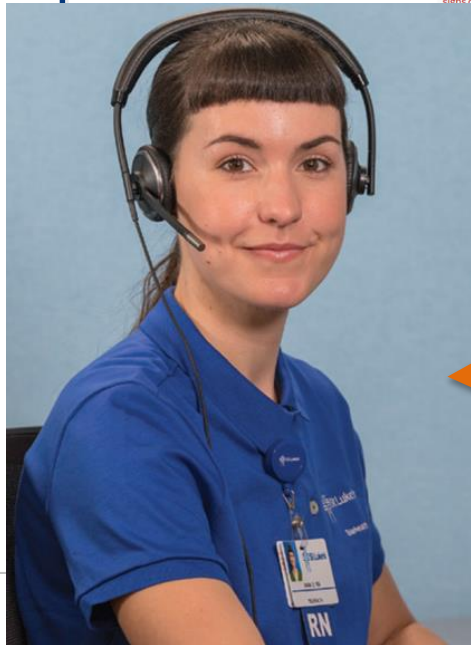
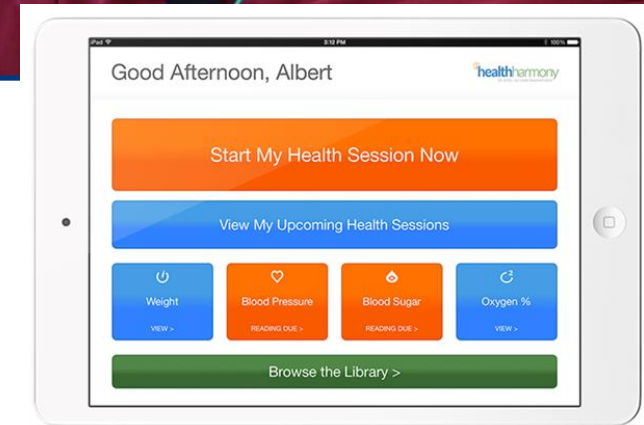
Q: Please tell us what your level of stress has been in general in the past month.
A: Very High

Q: It is important that you check your feet everyday for signs of new sores or redness. In the past week, how often have you examined your feet?
A: at all times

Q: Please let us know why you take your medication(s).



Connecting the patient & provider daily



Remote Patient Management

Initial Outcomes – 9 months

- ✓ *Reduced ED visits*
 - *56% reduction in emergency department visits*
- ✓ *Reduced acute admissions*
 - *77% reduction in hospital visits*
- ✓ *Reduced LOS*
 - *83% reduction in hospital days*
- ✓ *Reduced staffing costs*
 - *Conservative 20% reduction even with the inclusion of technology spend*



Remote Patient Management

Improved Patient Engagement

93% *“ I feel this is an important step in my care and I don’t mind the time it takes each day”*

90% *“ By providing daily information about my current condition, this program has helped me feel more comfortable about caring for myself at home”*

93% *“ The equipment was easy to use”*

96% *“ I would recommend this program to a friend”*



Lessons learned

- **Innovation vs. culture**
 - ✓ *requires a passion for complexity and a tolerance for ambiguity*
 - ✓ *challenges the natural order of things*
- **Reimbursement should not drive the value proposition**
- **Build the foundation.....go slow to go fast**
 - ✓ *Thoughtfully invest in people, process, technology/vendor solutions*
 - ✓ *When it come to infrastructure, solve for today but plan for tomorrow*
- **Be prepared to take the right programs to scale**



Addendum



CARE TRANSFORMATION: Transforming how care is *delivered* and *received*

RESOURCE
CLOUD
Virtual Care Center



“I want access to affordable quality health care services when and where I need it.”



WORK

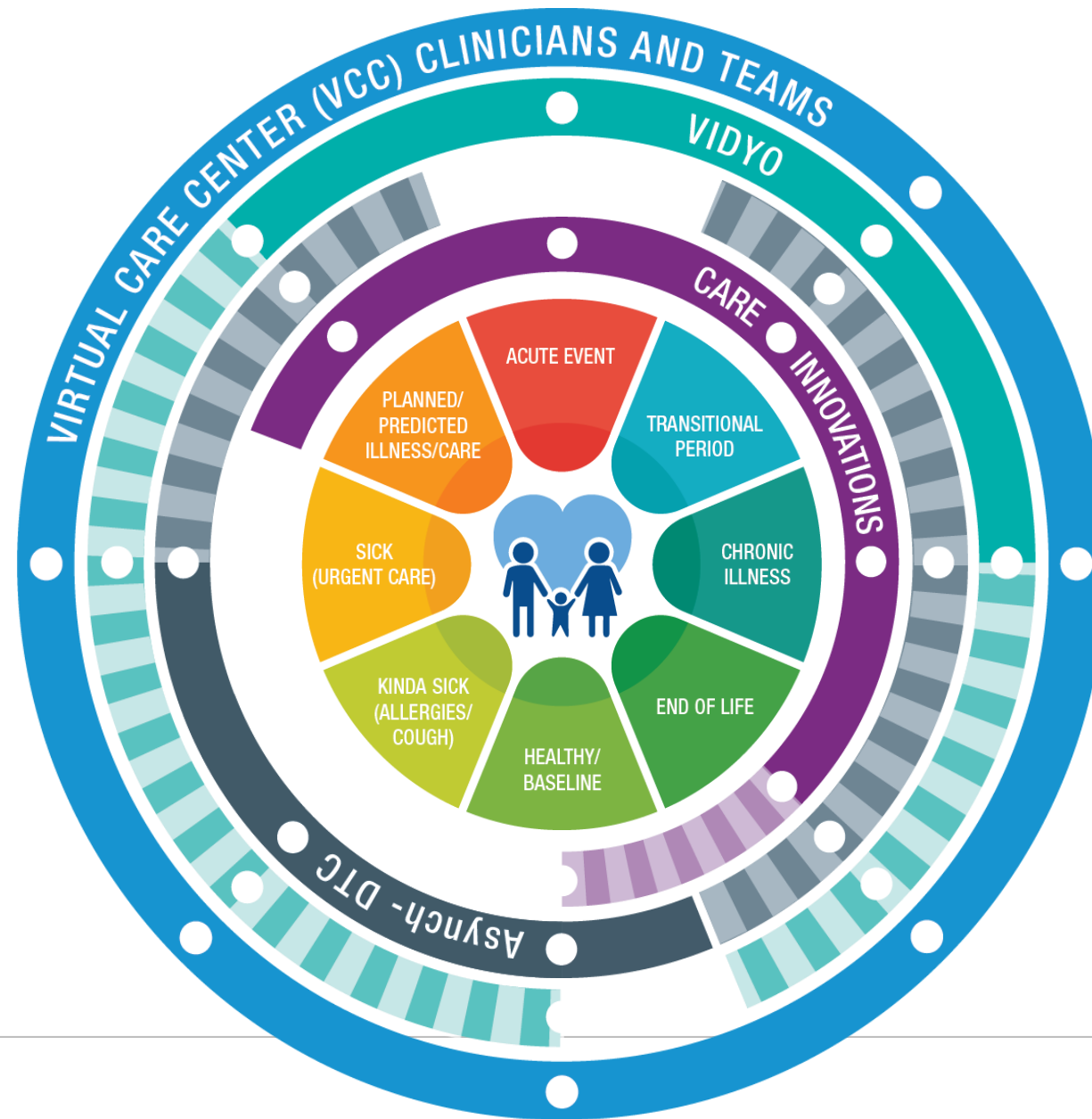
HOSPITAL

CLINIC

HOME

VACATION

Virtual Platforms



National and Local Landscape

Reimbursement



- Care delivered via Telehealth is not reimbursable in the State of Idaho
- Telehealth is only applicable to beneficiaries in value based programs due to reimbursement issues.
- Most payers do not pay for telehealth services



- Billing for telehealth services requires EHR router build modifications
- CMS audits all telehealth claims
- Reimbursement varies by payer and is constantly changing
- Special modifiers and place of service codes are required to bill for services

