



**Our Values**

*Caring & Compassion • Integrity • Leadership • Sharing*

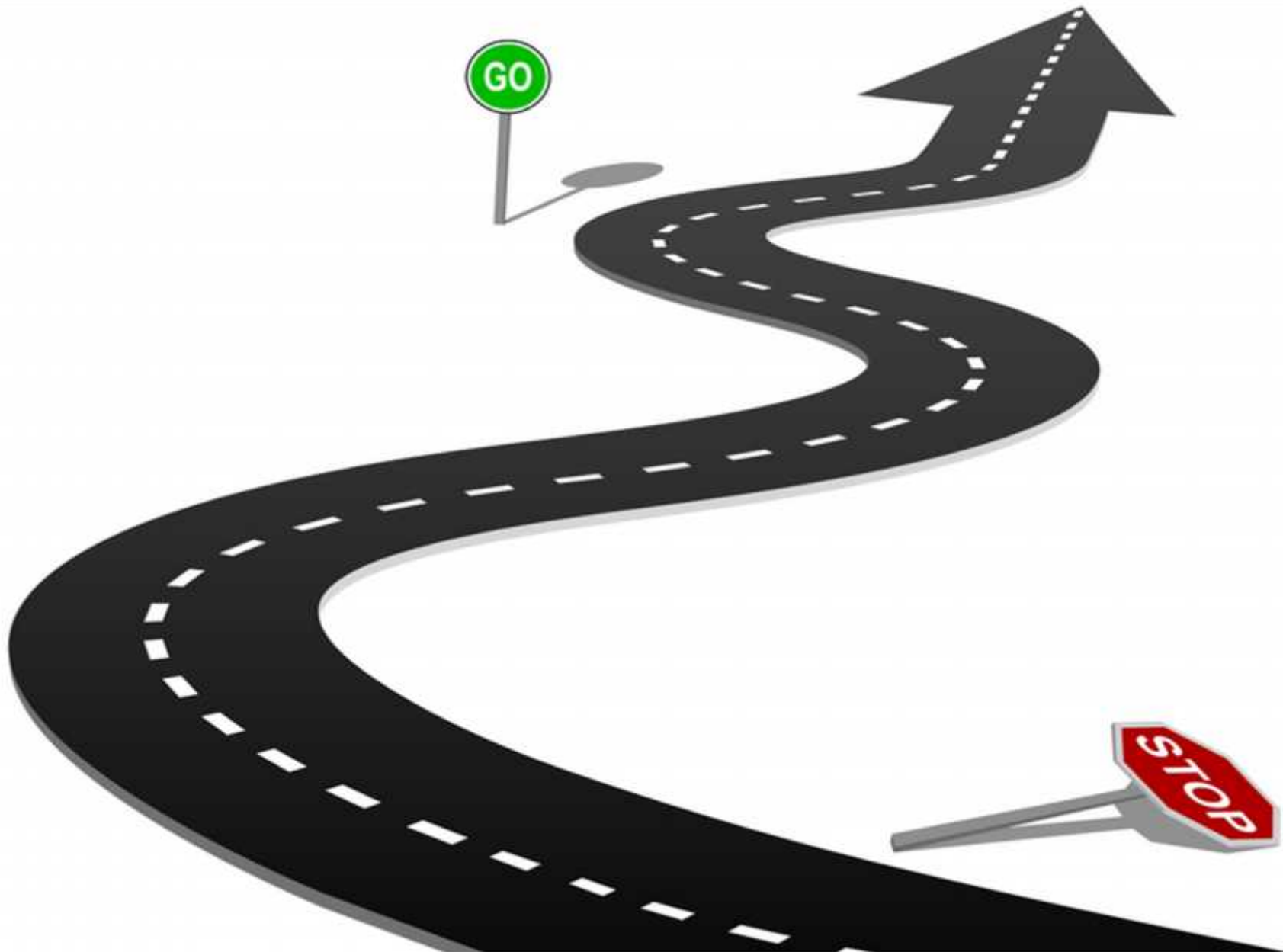
# THE UNION HOSPITAL TELEHEALTH JOURNEY

March 9, 2017

# Our Journey

- Project Overview
- Clinical Measures
- Challenges
- Successes

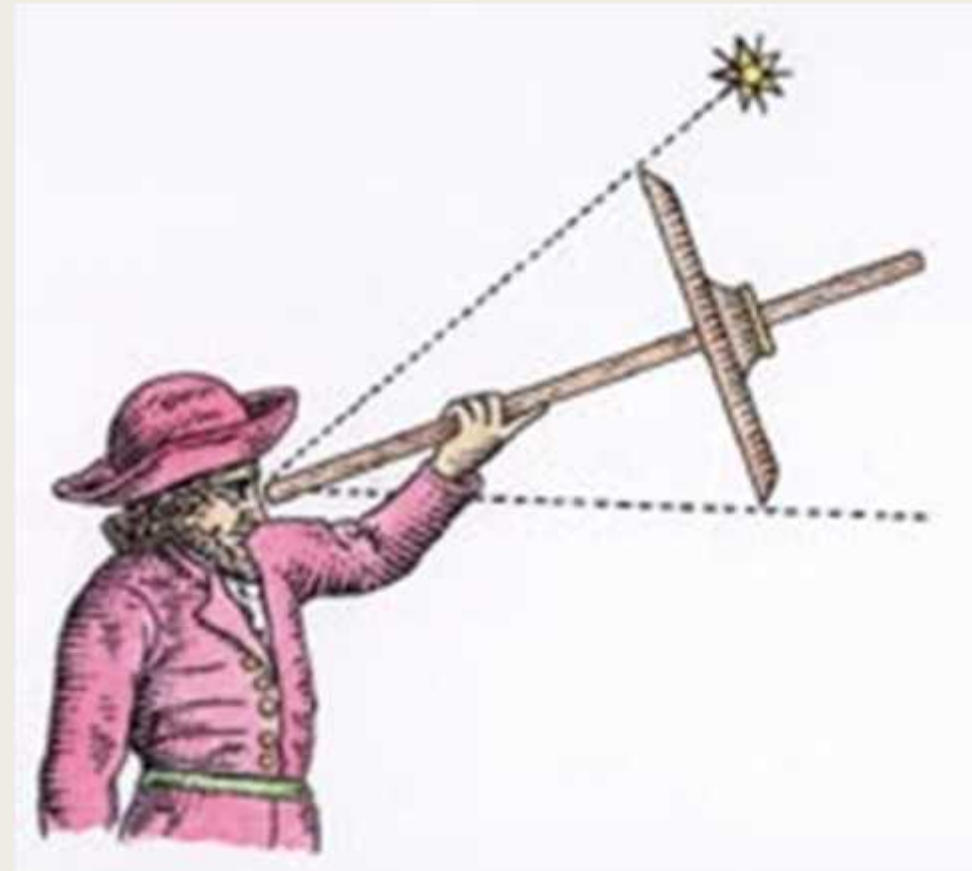






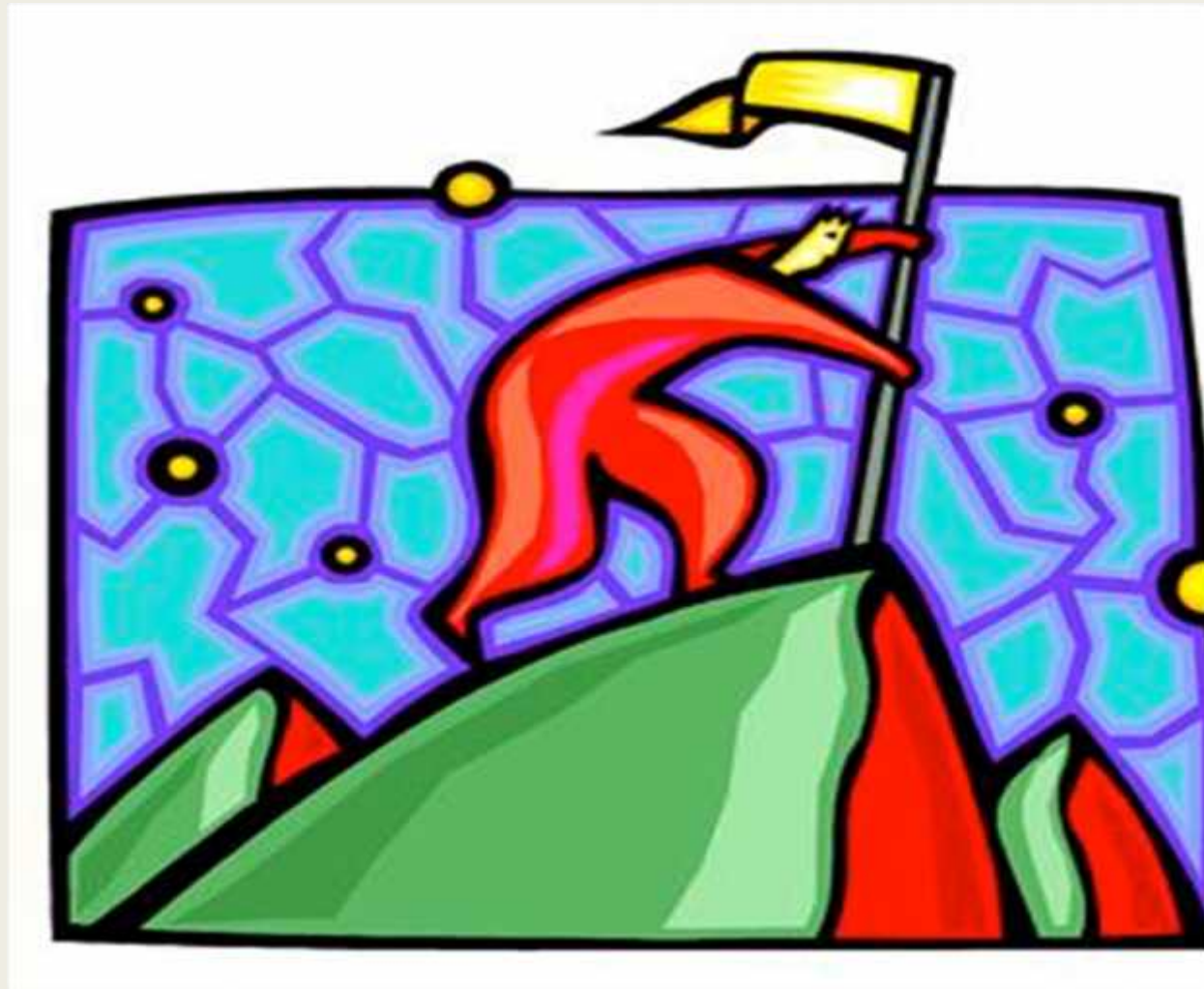
# Project Overview

- Three phases
  - *Pilot*
  - *Round 2 funding*
  - *Round 3 funding*
- Patient Selection Criteria
  - *Chronic conditions*
  - *High-utilizer*
  - *Willingness to participate*



# Clinical Measures

- Readmission rates
- PQIs
- CRISP utilization



# Challenges

- Compliance
- Technology
- Logistics
  - *Kit return*
  - *Kit component return*
- Measure reporting
  - *PQIs*



# Participant Profiles

- Total number
- Gender
- Diagnosis
- Length of time in program
- Readmissions
- Readmissions by diagnosis
- 30 day Readmissions vs. Days on the program



# Successes



- Patient outcomes
  - *30 Day Telehealth Patients* \*= 0.02%
  - *30 Day Hospital Patients* =10.94%
  - *Patient with low oxygen saturation obtained portal oxygen at home*
- CRISP utilization increased
- Recognition of positive impact of program on patient outcomes
- Participation in the program increased from 30 to at least 60 days
- *Positive patient satisfaction scores*

