



Our Values

Caring & Compassion • Integrity • Leadership • Shared Learning

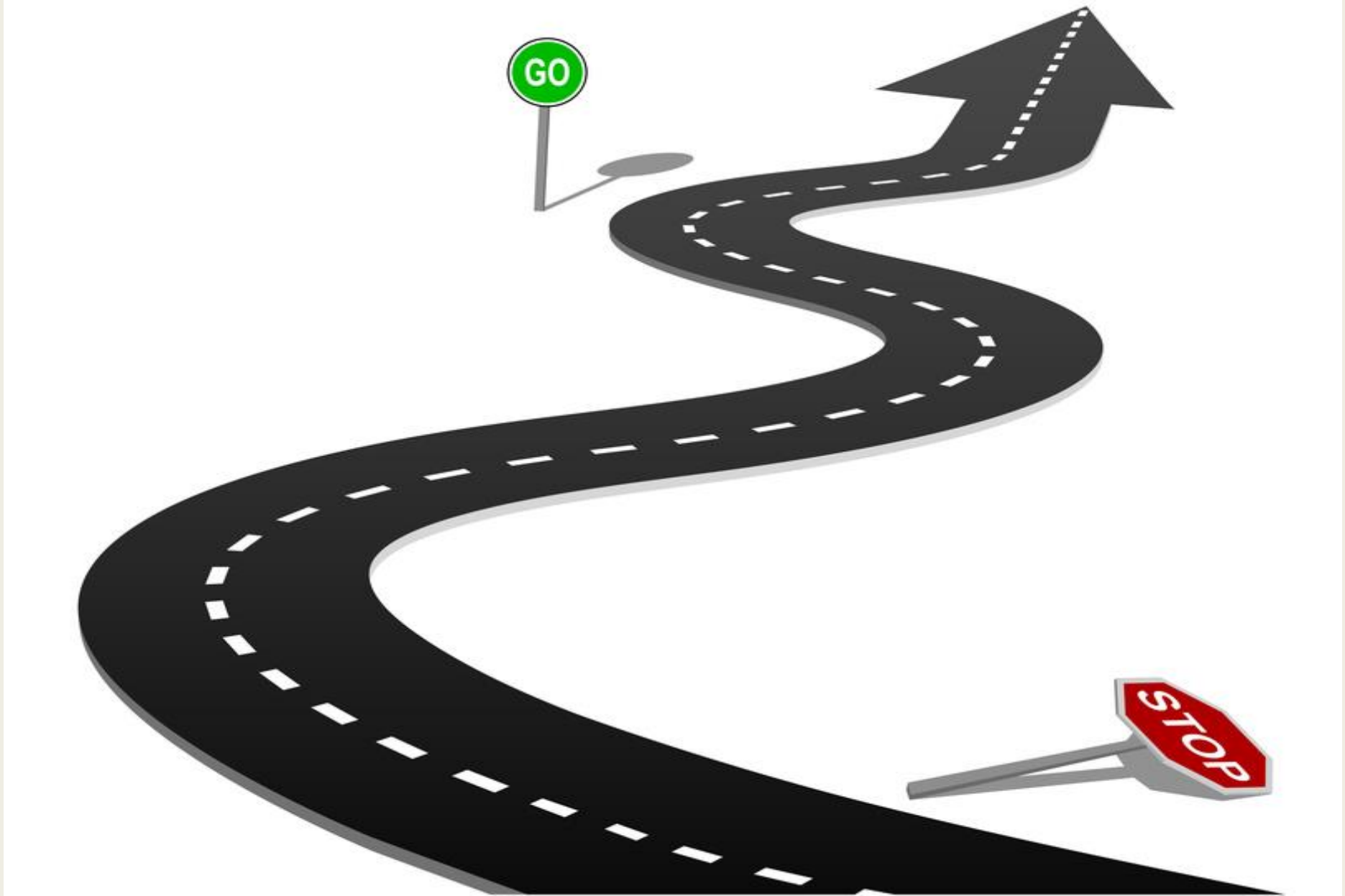
THE UNION HOSPITAL TELEHEALTH JOURNEY

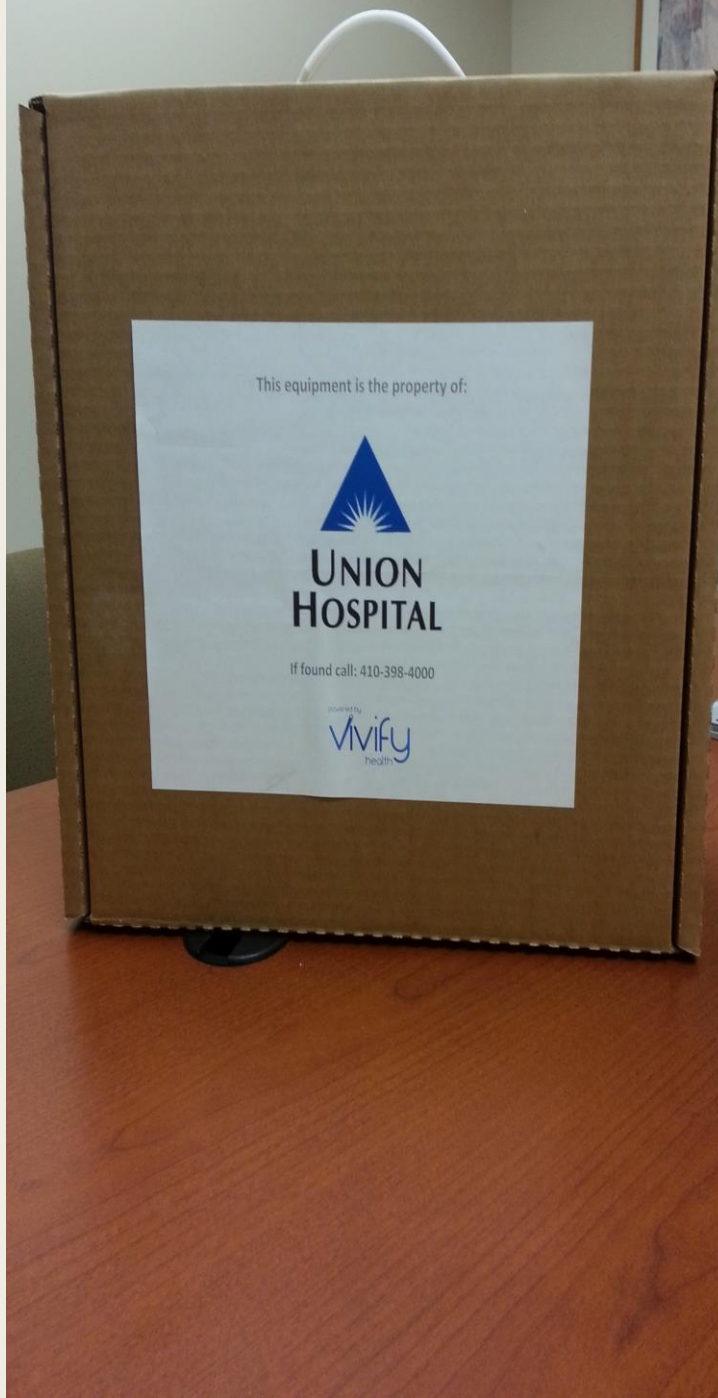
October 4, 2016

Our Journey

- Project Overview
- Clinical Measures
- Challenges
- Successes

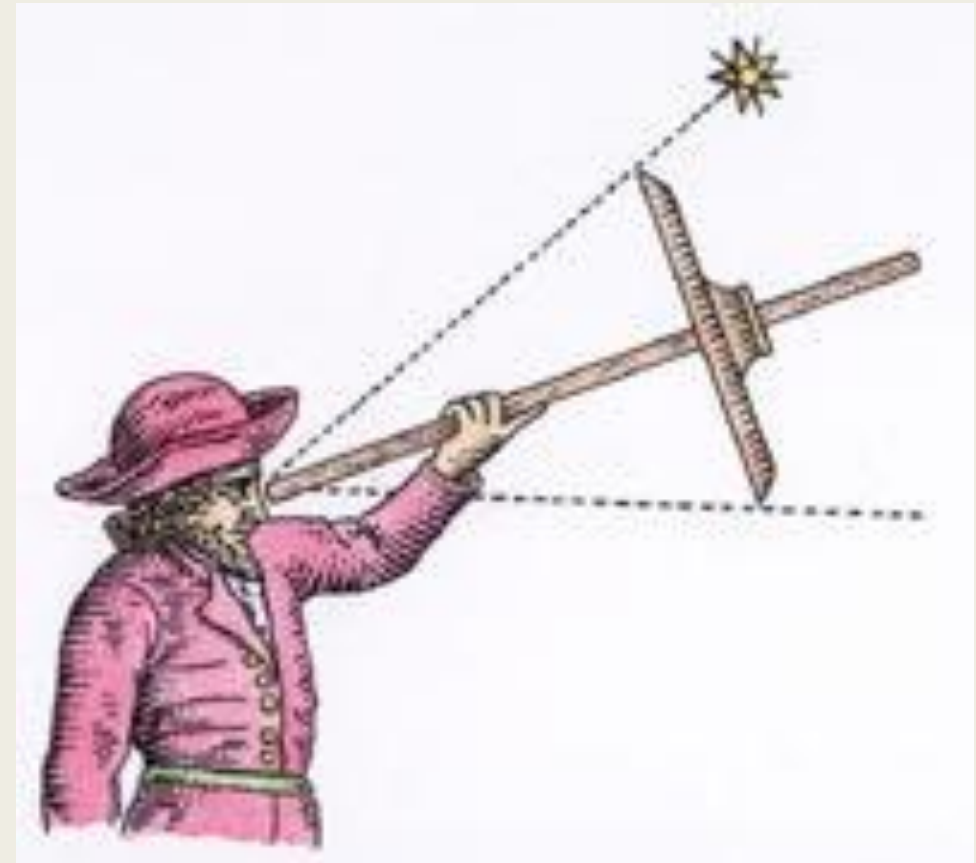






Project Overview

- 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*



Successes



- Patient outcomes
 - *Only 1 of original cohort of patients was readmitted*
 - *Only 1 of round two patients was readmitted*
 - *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*

