

# ***Telehealth 101: How To Set Up A Successful Program***

Spartanburg Regional Healthcare System



**11<sup>TH</sup>** ***Annual Telehealth Summit of South Carolina***  
**December 4 - 6, 2023**  
Hyatt Regency Greenville  
Greenville, South Carolina



# ***Then:***

- Pre-telehealth department
  - EC telestroke/teleneurology
  - EC telepsychiatry
- First programs initiated by telehealth department
  - Direct to Consumer as a benefit to employees then the community
  - School-based Telehealth – partnered with SCTA and PCC
- Telehealth programs launched and managed by individuals from various departments

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# **Now:**

- Dedicated Telehealth department, consisting of:
  - VP of Telehealth Services
  - VP of Clinical Informatics
  - Medical Director
  - Director
  - Program Manager
  - Operations Manager
  - Nurse Practitioner
  - LPN Telepresenter
  - IT Network Engineer

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# Now:

- Physician Advisory Council
  - Quarterly meetings for updates, feedback, guidance, etc.
- Dedicated on-call telehealth phone 24/7 to troubleshoot equipment and connectivity issues
- Expanded collaboration with other departments
  - Our "Project Team" includes members of:
    - Compliance/Billing
    - Legal/Contracts
    - Medical Group leaders and providers
    - IT
    - Marketing

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# ***I have an idea for a telehealth program, now what?***

- New Project form on Intranet site
- Present to the Telehealth Team to determine if the project/program is aligned with the strategic plan, resources, and sustainability



# *Get the right people at the table*

- Identify a physician leader
- Is this compliant?
- Can and how do we bill for this?
- Develop a workflow...map it out
- Equipment? Platform? What are others doing?

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# Project Grid

SRHS TELEHEALTH PROJECT TIMELINE				
Project Team:				
IMPLEMENTATION STEPS	OWNER	START DATE	COMPLETION DATE	NOTES/STATUS
Agreements/Addendums Signed				
IT Assessment of equipment needed for program				
Identify appropriate platform to utilize				
Order hardware; peripherals				
Reimbursement: Develop/Work pathway to bill for facility fee - if applicable				
Pathway for billing complete and communicated to providers				
Monthly/Biweekly meetings with project team				
Meet with practice manager of identified practice				
Meet with physicians and APPs to introduce program				
WiFi assessment of unit/department/practice				
Identify KPIs				
Telehealth hardware delivered				
Telehealth hardware installed/configured/firewall assessment				
Identify clinical staff for training				
Clinical staff to complete AHEC online telepresenting skills				
Develop clinical workflow for clinical staff				
Introductory training to connecting providers				
Train nurses/staff on telehealth process				
Complete workflow, tip sheets, and test workflow				
Mock Training sessions for nursing/staff				
Review training with physicians and APPs				
TEST TEST TEST process				
Compile Master List of trained staff and physicians				
Develop post-telehealth visit survey for patient experience/satisfaction				
SRHS Leadership Meeting Announcement				
Clinical Launch				
HUB link				
Social Media/Press release				
Evaluate progress and processes				
Data collection (KPIs)				



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# *An example of success*

- Tele-Wound program
  - Two skilled nursing facilities in rural areas
  - Goal – reduce movement of patients and staff to Wound Center
  - Began as an idea during Covid, but never took off
  - New physicians renewed interest in the program
  - All hands-on deck for consults...we are ready to act quickly





# Questions?

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