Leveraging Telehealth Collaborations: Experiences and Aspirations from a Community Hospital

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Disclosure

- Nothing to Disclose
Agenda

- Introduction
  1. York Hospital Program
     A. Direct to Consumer
     B. Public Housing
     C. TeleStroke, TeleNeurology In/Outpatient
     D. TelePsych
     E. Virtual Interpreter: ASL and Foreign Language
  2. My Time in Alaska
  3. Collaboration in Maine?
  4. Questions???
York Hospital

- Located in York, Maine
- CEO-Jud Knox-Biggest Supporter
- One of a very few, Independent Community Hospitals in The United States
- We look for Value in what we do!
- We Focus on York County!
- We are a spoke with Hub aspirations!

We really do have Lobster Rolls for lunch!
Direct to Consumer

- Goal
- Launched JAN 2017
  - SnapMD
  - Fee for Service $49
- Barriers
- Opportunities
- Lessons Learned
- Re-Launch TBD
Public Housing

- Partner with Avesta Housing
- SnapMD Platform
- Challenges
- Opportunities
TeleStroke, TeleNeurology
Inpatient and Outpatient Consults

- Partner MGH
- Requested by phone and Telehealth Portal
- Significant reduction in Transfers
- Significant Increase in Patient and Family satisfaction
- Biggest Challenge has been WiFi
- Hardwiring all Patient Rooms Underway
TelePsych

- Partner with Norther Light Health Acadia Health
- Emergent and Inpatient Consults
- Consults Initiated via Phone
- Call to Provider Appointment Time Set
- Conducted via VTC
- Gaining Traction
Virtual Interpreter

- DT/Bluestream Health application
- American Sign Language over 200 languages via audio
- ED, Walk-In Clinics, Soon to be on all MA iPads
- Popular for its OnDemand Availability
- Very Convenient
- Patient’s choice
My Time in Alaska

- Alaska Native Tribal Health Consortium 1998
- ATHS-HIS
- 30 Tribes
- Over 200 Health Clinics
- Working Together to Improve Care
- Development of Their Own Telehealth Network
- Hardware, Software, Synch and Asynch
- 30,000 Telehealth Cases 2018
AK Continued:

- Federal Demonstration Program
- Many Unique Reimbursement Programs
- Medicare, Medicaid
- Store and Forward
- It took a lot of people working together to get them here
- I believe it is the best program in the World
Collaboration in Maine?

- A Maine Telehealth Network? Or **BIGGER**?
- What Would it Take?
- Think About it!!!!

“It is literally true that you can succeed best and quickest by helping others succeed.” *Napoleon Hill*

“We may have all come on different ships, but we’re in the same boat now,” *Martin Luther King, Jr.*
Questions

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