

Telehealth is Here to Stay: What You Need to Know Now

Today's Presenters



Kelsey Silver, LMFT

Assistant Vice President of Quality and Data Analytics at Outreach New York



Kevin Scalia

Executive Vice President at Netsmart



AJ Peterson

*Vice President and GM,
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Telehealth Trends and Waivers

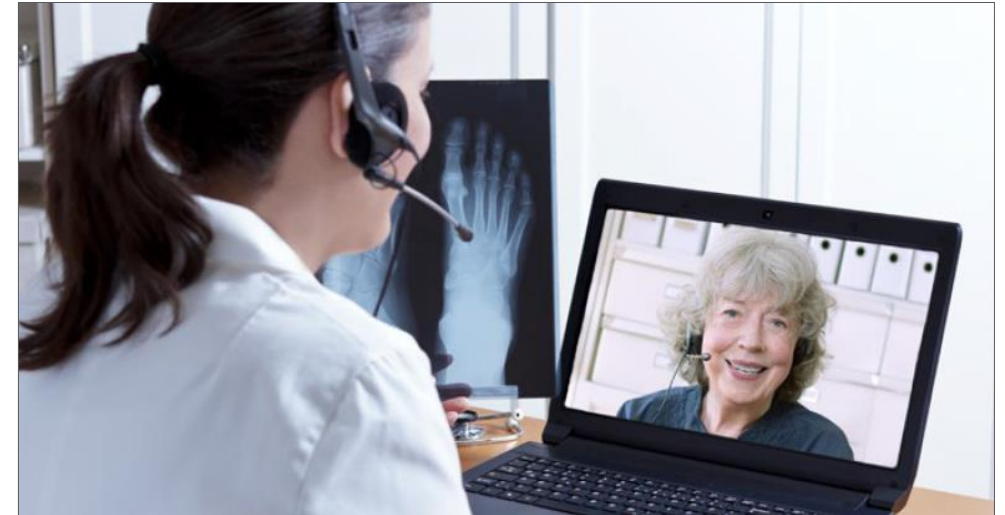


Kevin Scalia

Executive Vice President

Key Drivers of Telehealth

- COVID-19 was a major launch point for telehealth awareness, trial and growth
 - Increased funding, lower compliance requirements
- Consumers are getting more comfortable with the concept
 - 7 out of 10 Americans use mobile apps to track at least one health indicator
 - 77% have shown interest in telehealth
 - 65%+ are willing to use telehealth to manage their chronic diseases
 - 67% percent report telehealth increases their satisfaction with medical care
- In risk bearing models, provides an easy to way to stay in contact with riskier clients



Patients in the hybrid model had significantly fewer hospitalizations in both 30-day and 60-day time periods. Patients in the hybrid model also showed substantially more improvement across a variety of measures, including medication management, ambulation and pain mitigation.

POLL

Are you using telehealth today?

What percent of your visits are virtual?

Have you seen an improvement in client satisfaction?

2022 Telehealth Growth

37%

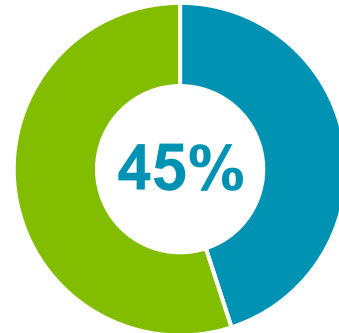
Americans had a telehealth session

38x

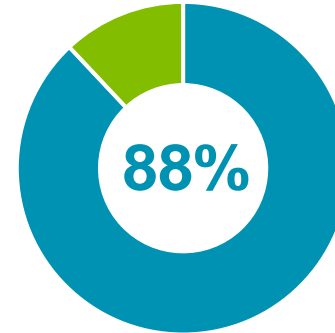
Increase in telehealth use than before COVID

150%

Growth expected in remote patient monitoring (RPM)



Of health professionals consider telemedicine a high priority



Of health professionals are interested in using telemedicine to improve patient outcomes

Consolidated Appropriations Act of 2023

Extends these Medicare telehealth waivers through Dec. 31, 2024

- ⦿ Delays the required in-person visit within 6 months of a mental health services provided via telehealth
- ⦿ Allows telehealth to be provided through audio-only telecommunications
- ⦿ Allows the home as an acceptable originating site
- ⦿ Allows telehealth to be used for a required face-to-face encounter prior to the recertification of a patient's eligibility for hospice care
- ⦿ Expands the list of eligible practitioners who can provide telehealth services to include occupational therapists, physical therapists, speech-language pathologists, and audiologists
- ⦿ Allows FQHCs & Rural Health Clinics to continue to provide telehealth services
- ⦿ Allows telehealth in non-rural locations

Policy Maker's Concerns re Telehealth

🕒 Funding

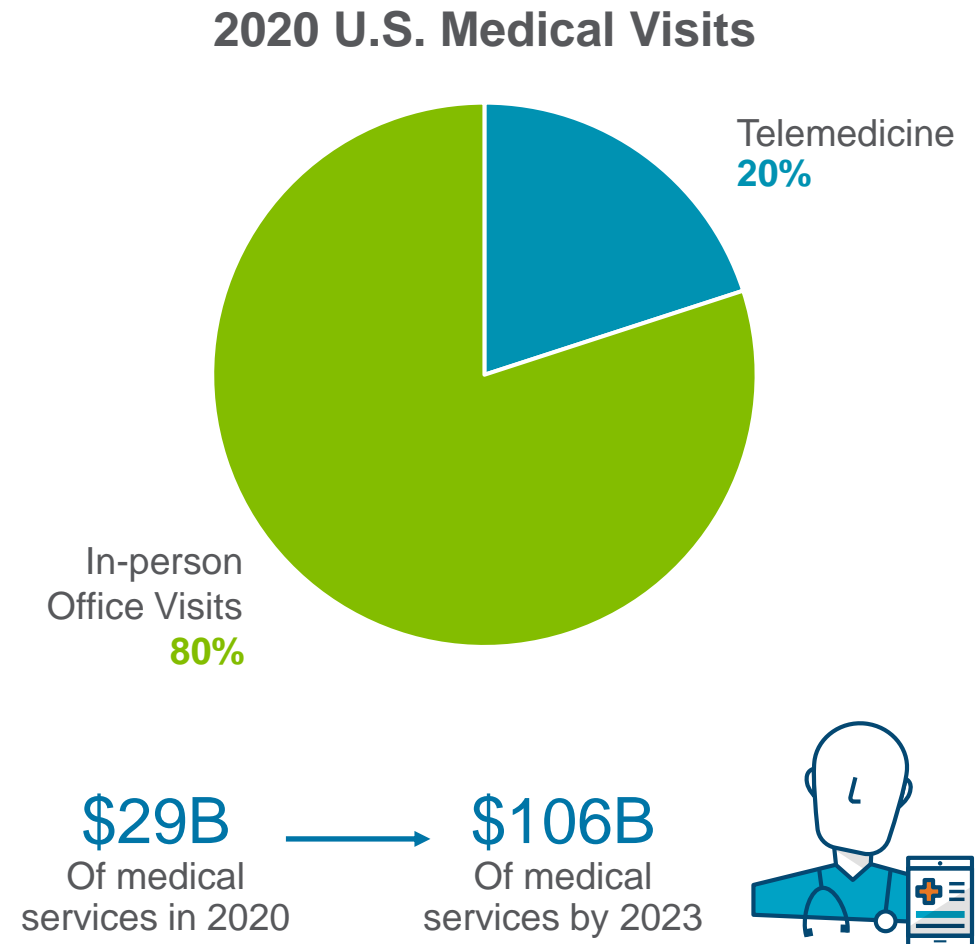
- Some reports that new funding for telehealth (and other new funding by Congress in general) is likely to be tempered because of new spending rules associated with from the new House majority

🕒 Policy

- MedPAC study/report with recommendations related to expanding telehealth services is due out June 15, 2023
- HHS Office of the Inspector General (OIG) report on fraud prevention measures is also out June 15
- Projected cost and fraud are two major concerns cited by Congress in connection with expanding or making permanent the telehealth waivers
- Findings and data in these reports may influence their thinking

Looking ahead – Telehealth and beyond

- We view telehealth as force multiplier for our clients and a key element in a “consumer centricity” evolution
- Anticipate that more of the Medicare, Medicaid, and privately insured office visits will be virtualized in coming years.
- More states and payers are reimbursing for telehealth
- Telehealth will divert a significant percentage of emergency department visits and become an important adjunct to community care support. This will account for upwards of \$106 billion by 2023.



POLL

What product are you using to deliver telehealth services?

Current Trends and Industry Drivers



AJ Peterson
*Vice President and GM,
CareGuidance*

Consumer Trends

What is driving the need to digitalize the patient experience?

Three-Quarters of Patients Note Patient Experience Pros and Cons

Patients keep a mental checklist of patient experience satisfiers like convenient appointment scheduling, friendly staff, and use of patient engagement technology.

When Digital Drives Consumer Choice: Why Healthcare Tech Leaders Must Consider User Experience



Joshua Titus Forbes Councils Member
Forbes Technology Council COUNCIL POST | Membership (Fee-Based)

How telehealth can improve efficiency and increase revenue

Juli Stover, chief strategy officer at eVisit, outlines three ways health system CIOs and virtual care execs can boost the ROI of their telemedicine investments.

Consumers' Perspective Top of Mind

According to a recent Accenture survey, [half of healthcare consumers](#) say a bad digital experience can ruin their entire experience with a provider, and about one in four would switch providers for high-quality digital services.

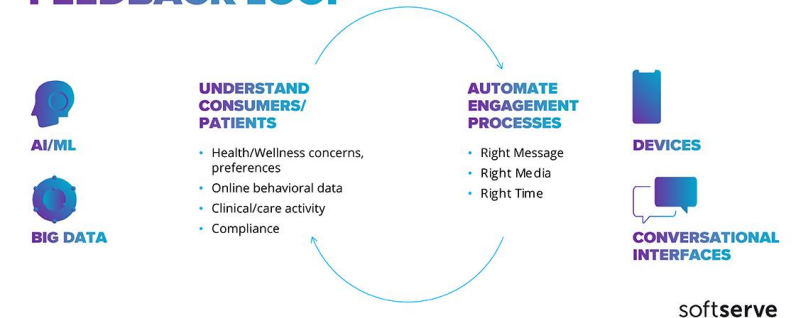
Patient Engagement Solutions Market to Reach USD 32 Billion by 2028 | BlueWeave Consulting

Consumerism of Healthcare

Healthcare organizations increasing their focus on consumer engagement

- Virtual Mental Health apps raise record \$1.5b in funding
- With an increasing number of giant retail and technology companies entering the healthcare space, meeting consumer expectations is essential for practices to engage individuals and remain competitive
- A rise in new devices is expected as well, such as wearable technologies that enable remote monitoring. There will be a wider adaptation of embedding telehealth solutions in the EHR, in order to make it possible to have a person's information already available to the provider
- Touchpoints at each stage of the persons journey are essential to improve clinical outcomes and can be streamlined through an engagement platform

THE CONSUMER ENGAGEMENT FEEDBACK LOOP



<https://www.softserveinc.com/en-us/video-on-demand/elevate-healthcare-consumer-engagement-models>

<https://www.healthcareitnews.com/news>

The Journey to Virtual Care

The progression to true virtual care

Mobile Health-Consumer
Inform, Empower, Engage, Support

**Utilizing CareRecord-
Based Telehealth**
Digitized visits with integrated
scheduling and billing

Virtual Data Exchange
Securely and electronically exchange
documentation with partner providers with whom
you share patients, and perform virtual visits

Integrated, Virtual Care
Device and telehealth integration into the CareRecord
with the ability of staff to leverage the broader patient
network and share documented information through
interoperability standards



Telemonitoring
Turning care insights into action

Provider Network
Including your clinical team onto a national
network to extend provider access

Enabling Your Virtual Care Strategy

Not just technology

- ⦿ It takes more than just enabling the technology. There needs to be a cultural shift in organizational mindset.
- ⦿ Technology needs education for staff on how they can benefit and create value for themselves and consumers
- ⦿ Consumers won't use it unless they see the value – intentional education and promotion of how they benefit
- ⦿ Show consumers the value by tying virtual engagement to in-person conversations and treatment plans

The use of telemedicine rises as people get older, and is highest with women making up 42% of users in comparison to men at 31.7%

Telehealth Value for Providers

Telehealth improves efficiency and can increase revenue

Telehealth is no longer viewed as a replacement to in-person visits but instead as a complementary service

- ① Telehealth allows providers to appropriately assess and triage patients, increasing the efficiency of clinician's workflows
- ① Staffing shortages combined with increased patient demand is creating wait time of several weeks to months
- ① Providers can supplement their physical clinic capacity with virtual capacity to increase revenue and prevent patients from seeking care elsewhere
- ① An integrated telehealth solution allows for providers to facilitate the entire patient journey from intake to follow-up
- ① Telehealth has shown to decrease the rate of missed appointments and increase levels of engagement from patients

Current Trends and Industry Drivers



Kelsey Silver, LMFT

Assistant Vice President of Quality and Data Analytics at Outreach New York

Outreach by the Numbers

14

Total Sites

- 5 Outpatient Clinics
- 5 Outpatient Satellite Clinics
- 2 Adolescent Residential
- 2 Adult 820 Residences

3,926

Clients served last year

- 67.6% Male/ 32.4% Female
- Ages 14-79
- Upton, NY to Yonkers, NY and Staten Island

2,149

Students served last year

- 117 courses
- Full CASAC program
- Internal/External Training opportunities



Go to <http://opiny.org> to find out more

Outreach Telehealth Usage

Monthly Scheduled Sessions

>1,000

50K

Monthly client minutes

Unique Practitioners

>100

15%

Higher show rate for telehealth individuals and assessments compared with in person

3 ways Netsmart can help support your virtual care programs

Ease of use for consumers

Enhance client and family satisfaction and convenience by expanding options for receiving care

Expand access to care

Eliminate the walls of treatment and expand coverage area to remove geographic barriers

Time savings for staff

Reduce documentation burdens and increase ease of use for staff with an EHR-integrated platform



For your free demo, email netsmart@ntst.com

Q&A