Quality Measurement in Telehealth

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Jefferson™
HEALTH IS ALL WE DO

Overriding Philosophy

- Telehealth is not about the technology, but rather about the work flows and operations
- Telemedicine is a care delivery model
- The medicine is the same
- The appropriate comparator is the alternative
  - Not an in-person visit
- You *are* doing a physical exam
- You might actually get more information than in an office visit
- Focus on actionable information

JeffConnect

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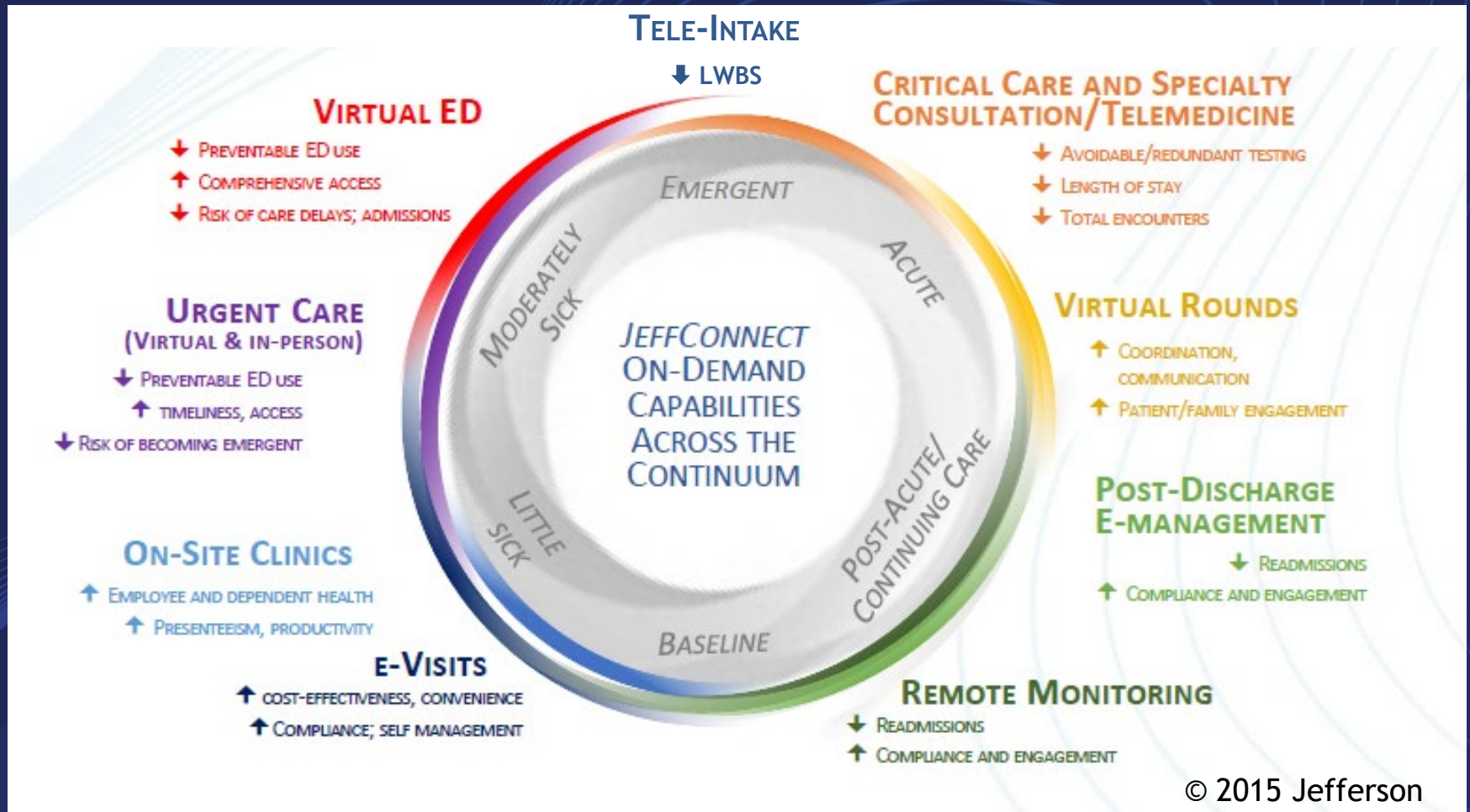
Improving Provider and Patient Experience

- Real Time Assessment
  - Call Center
  - Checkout survey informs hiccup rate
    - ….every call
  - Back-up with Quick Connect
  - Mid-day hiccup report
- Quality Control
  - Daily metrics report
  - Survey results & NPS
- Begins with training
- Intelligence & foresight
  - Back up solutions
  - Anticipate problems
    - Snow day conversions

TABLE 2. DOMAINS AND SUBDOMAINS OF THE TELEHEALTH MEASUREMENT FRAMEWORK

Domain	Subdomain(s)
Access to Care	• Access for patient, family, and/or caregiver • Access for care team • Access to information
Financial Impact/Cost	• Financial impact to patient, family, and/or caregiver • Financial impact to care team • Financial impact to health system or payer • Financial impact to society
Experience	• Patient, family, and/or caregiver experience • Care team member experience • Community experience
Effectiveness	• System effectiveness • Clinical effectiveness • Operational effectiveness • Technical effectiveness

Overriding Philosophy

- Telehealth is not about the technology, but rather about the work flows and operations
- Telemedicine is a care delivery model
- The medicine is the same
- The effectiveness outcome is disease or complaint specific
- Chronic care is most often treated with a hybrid model
- Acute or episodic care should focus on actionable information
- The appropriate comparator is <u>not</u> an in-person visit
- You might actually get more information

Quality Control On-Demand Experience - FY20

- How do people find it?
  - 29% - Jefferson website
  - 21% - Healthcare Provider

- Are people satisfied?
  - 85% Strongly Agree with the following:
    - JeffConnect made it easier for me to get care when and where I needed it
    - JeffConnect was easy to use
    - I was satisfied with my most recent JeffConnect visit
    - My health complaint was able to be addressed as well as I hoped
    - I had enough time with the Jefferson provider
    - I would use JeffConnect again

- Do people recommend it?
  - NPS of 73
  - 74% at time of survey had already recommended to friends and family

- When do people download it?
  - 53% - When needed
  - 31% - When first found

Quality Control Scheduled Visit Experience FY20

- How do people find it?
  - 87% - Healthcare Provider
  - Only 4% - Email, 3% Website

- Are people satisfied?
  - 86% - Strongly Agree/Agree with the following:
    - JeffConnect made it easier for me to get care when and where I needed it
    - JeffConnect was easy to use
    - I was satisfied with my most recent JeffConnect visit
    - I received the same level of care as an in-person visit
    - I had enough time with the Jefferson provider
    - I would use JeffConnect again
- Do people recommend it?
  - NPS of 49
  - 42% at time of survey had already recommended to friends and family

- When do people download it?
  - 68% - When needed
  - 18% - When first found

Real Time Assessment

What platform was used to BEGIN the visit?
- Epic Haiku (iPhone/Android)
- Epic Canto (iPad)
- Epic desktop
- JeffConnect app
- JeffConnect web
- Back-up video platform
- Telephone
- Unable to complete visit

Comments for the telemedicine team:

Please rate the visit quality:
- very good
- good
- acceptable
- poor
- very poor

- With each visit
- Select platform
- Rate quality

Real Time Assessment

What was the issue? (select all that apply)

I could not see patient (whole time)	I could not hear patient (whole time)
I could not see patient (intermittently)	I could not hear patient (intermittently)
Patient could not see me (whole time)	Patient could not hear me (whole time)
Patient could not see me (intermittently)	Paitent could not hear me (intermittently)
Low video quality	Low audio quality

Comments for the telemedicine team:

- If poor or very poor quality
- Select the issue
- Free text comments

Daily Reports

Table 1 (04/1/2020):

04/1 /2020	
Daily Report	4/17/2020
Data for visits	4/16/2020
Total Visits	2421
ED Tele Triage:	62
Total FY19 YTD:	29000
Total FY20 YTD:	43989
JeffConnect Scheduled Visits:	2205
Center City	1145
JNJ	475
Abington	585
Jefferson Northeast	*Pending PowerBI Report
Total FY19 YTD:	4129
Total FY20 YTD:	61804
Inpatient TeleMed:	46
Consults:	28
Total FY20 YTD:	2497
Virtual Rounds:	18
Total FY19 YTD:	423
Total FY20 YTD:	840
On-Demand Visits	108
Total FY19 YTD (OD)	1720
Total FY20 YTD (OD)	7938
Provider-to-Provider Consults (Non-ED):	0
Total FY19 YTD:	14
Total FY20 YTD:	0
Total FY19 YTD JeffConnect Visits:	35286
Total FY20 YTD JeffConnect Visits:	114571

Table 2 (Daily Report Tracker 2/3/2021):

Daily Report Tracker	2/3/2021
Daily Report	2/3/2021
Data for visits	2/2/2021
Total Visits	1938
Scheduled and On-Demand Visit Total	1740
Total FY20 YTD:	6525
Total FY21 YTD:	232155
JeffConnect Scheduled Visits:	1698
Center City	892
JNJ	411
Abington	282
Jefferson Northeast	113
Total FY20 YTD:	4303
Total FY21 YTD:	214099
Epic Scheduled Visit Hiccup Percent:	9%
On-Demand Visits	42
Total FY20 YTD (OD)	2222
Total FY21 YTD (OD)	18056
On Demand Visit Hiccup Percent:	0%
ED Tele Triage:	189
Total FY20 YTD:	34075
Total FY21 YTD:	32808
Chatbot COVID Requests	0
Total FY20 Chatbot Requests:	2271
Total FY21 YTD:	7380
E-Visits	0
Total FY21 YTD:	2786
Inpatient TeleMed Consults:	6
Total FY21 YTD:	2440
Virtual Rounds:	3
Total FY20 YTD:	342
Total FY21 YTD:	533
Provider-to-Provider Consults (Non-ED):	0
Total FY20 YTD:	0
Total FY21 YTD:	0
Total FY20 YTD JeffConnect Visits:	40942
Total FY21 YTD JeffConnect Visits:	278102

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HEALTH IS ALL WE DO

Monitoring Telemedicine Performance

Epic Video Visit Technical Issues vs. Industry Standard
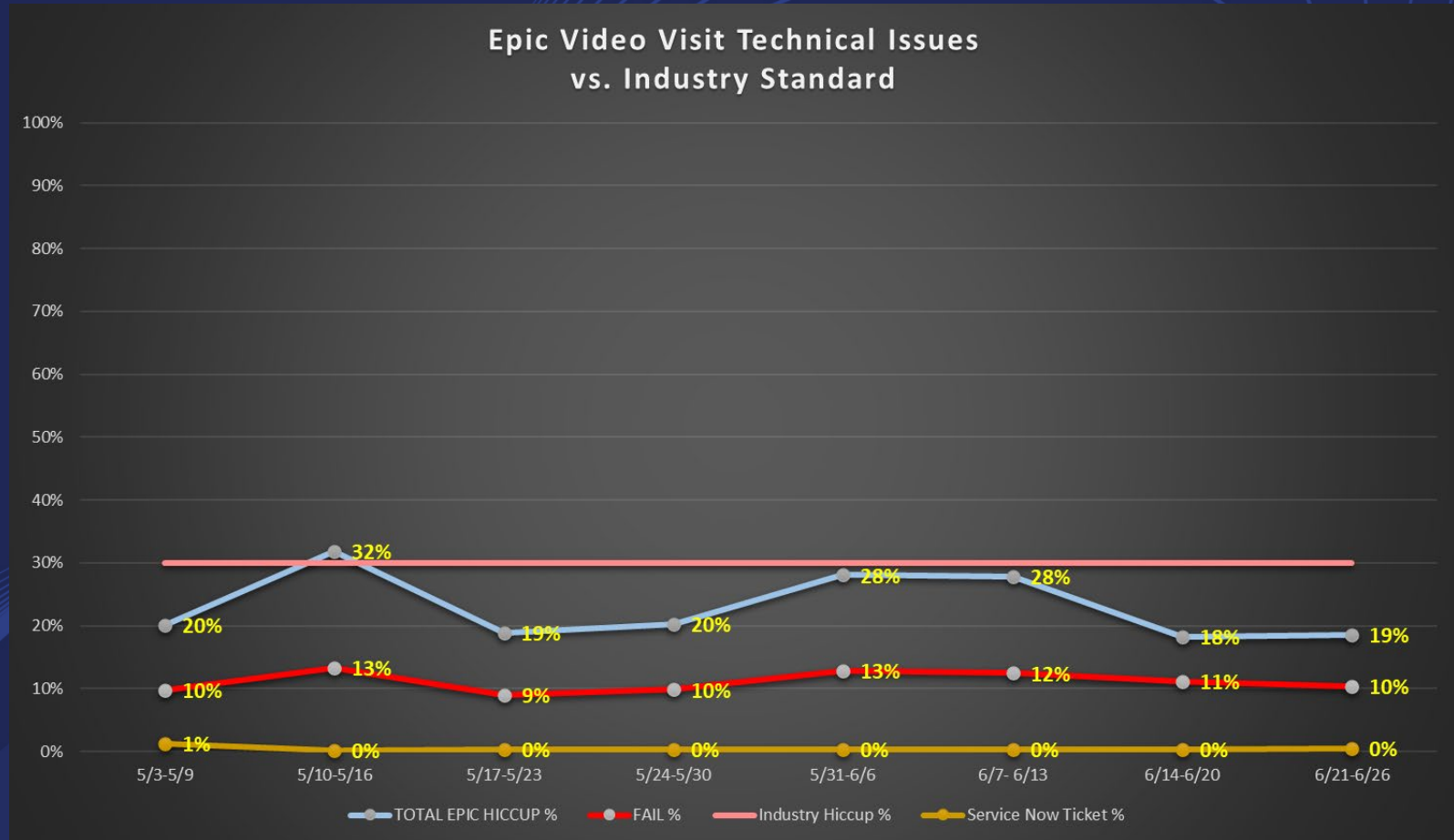
Monitoring Provider and Patient Experience

	NEGATIVE		POSITIVE		Total MRN #	Total MRN %
	MRN #	MRN %	MRN #	MRN %		
7/26/2020 - 8/1/2020	461	11%	3552	88.51%	4013	100.00%
8/2/2020 - 8/8/2020	417	10%	3669	89.79%	4086	100.00%
8/9/2020 - 8/15/2020	335	8%	3639	91.57%	3974	100.00%
8/16/2020 - 8/22/2020	323	10%	3026	90.36%	3349	100.00%
8/23/2020 - 8/29/2020	279	9%	2854	91.09%	3133	100.00%
8/30/2020 - 9/5/2020	433	10%	4028	90.29%	4461	100.00%
9/6/2020 - 9/12/2020	335	10%	3104	90.26%	3439	100.00%
9/13/2020 - 9/19/2020	416	9%	4208	91.00%	4624	100.00%
9/20/2020 - 9/26/2020	425	10%	3986	90.36%	4411	100.00%
9/27/2020 - 10/3/2020	381	9%	3720	90.71%	4101	100.00%
10/4/2020 - 10/10/2020	409	9%	4202	91.13%	4611	100.00%
10/11/2020 - 10/17/2020	359	8%	4174	92.08%	4533	100.00%
10/18/2020 - 10/24/2020	392	8%	4331	91.70%	4723	100.00%
10/25/2020 - 10/31/2020	353	8%	4272	92.37%	4625	100.00%
11/1/2020 - 11/7/2020	375	8%	4089	91.60%	4464	100.00%
11/8/2020 - 11/14/2020	432	9%	4637	91.48%	5069	100.00%
11/15/2020 - 11/21/2020	455	8%	5310	92.11%	5765	100.00%
11/22/2020 - 11/28/2020	415	11%	3276	88.76%	3691	100.00%
11/29/2020 - 12/5/2020	833	14%	5267	86.34%	6100	100.00%
12/6/2020 - 12/12/2020	879	14%	5439	86.09%	6318	100.00%
12/13/2020 - 12/19/2020	981	14%	5952	85.85%	6933	100.00%
12/20/2020 - 12/26/2020	535	13%	3646	87.20%	4181	100.00%
12/27/2020 - 1/2/2021	405	13%	2760	87.20%	3165	100.00%
1/3/2021 - 1/9/2021	750	12%	5405	87.81%	6155	100.00%
1/10/2021 - 1/16/2021	555	9%	5388	90.66%	5943	100.00%
1/17/2021 - 1/23/2021	345	8%	4106	92.25%	4451	100.00%
1/24/2021 - 1/30/2021	414	8%	4795	92.05%	5209	100.00%
Grand Total	**12692**	**10%**	**112835**	**89.89%**	**125527**	**100.00%**

- Daily hiccup rate report
- Mid-day hiccup rate for early detection of major issues
- Weekly aggregated data
  - Targeted outreach

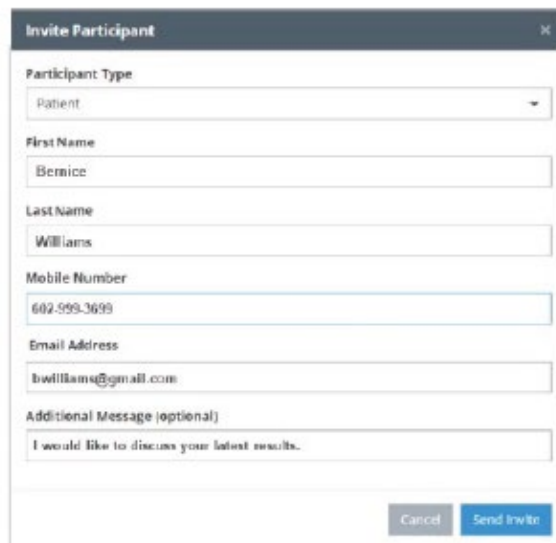% of Visits w/ Poor or Very Poor Quality
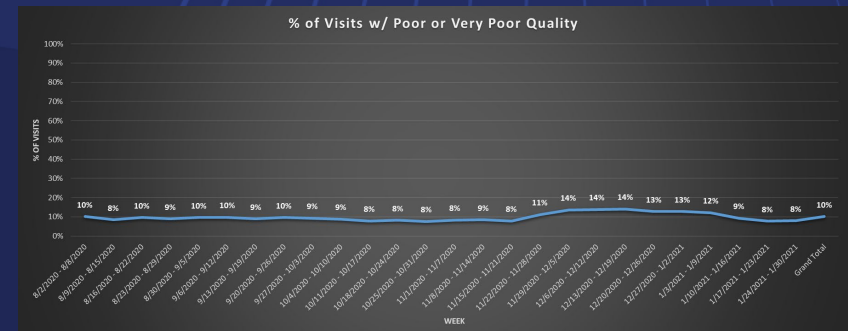
# Targeted Outreach
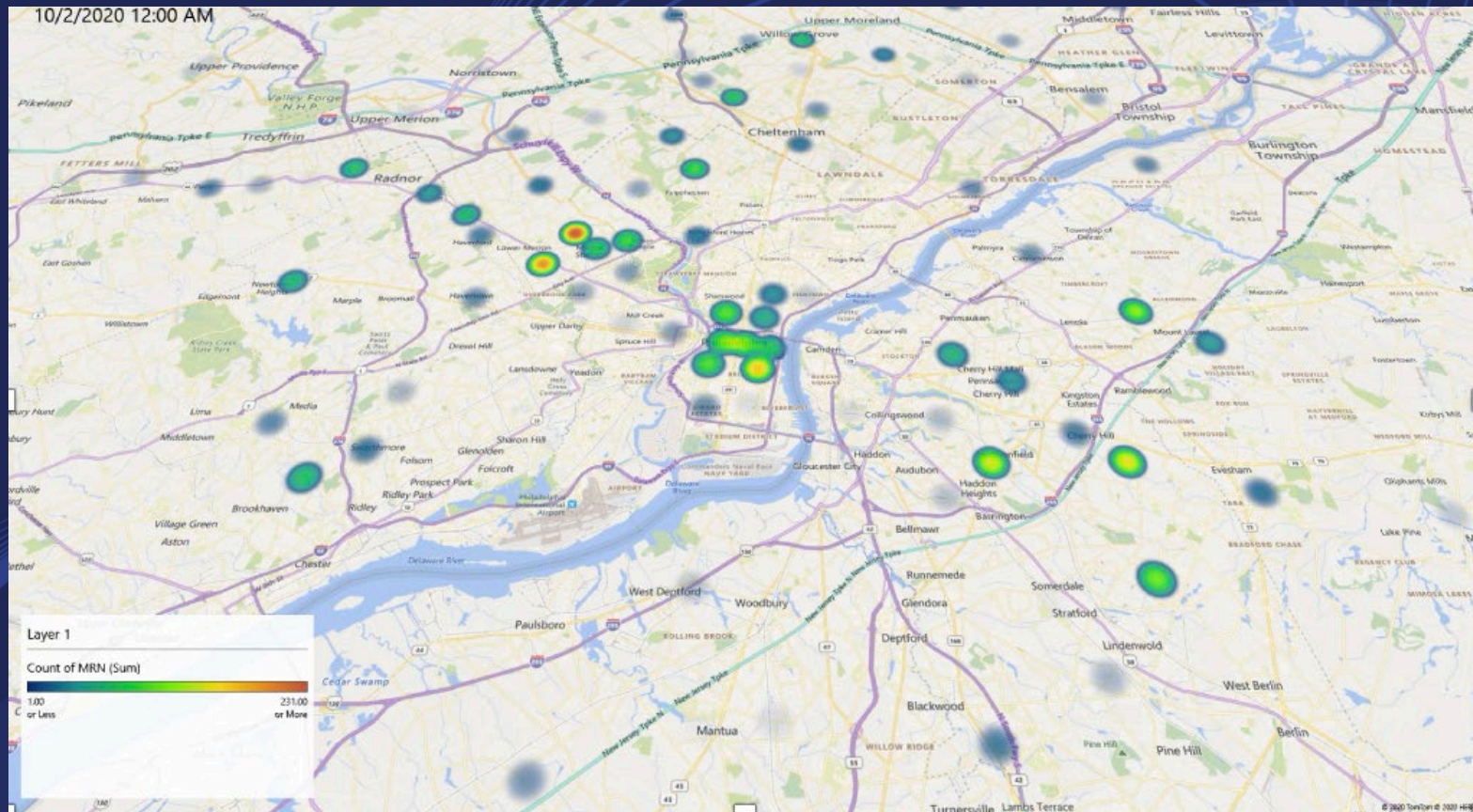
Have a Back-up Plan

- Back-up with Quick Connect

1. From the provider portal, click "Invite."

2. Provider completes the Invite Participant form and clicks "Send Invite."

Invite Participant

Participant Type
Patient

First Name
Bernice

Last Name
Williams

Mobile Number
602-999-3699

Email Address
bwilliams@gmail.com

Additional Message (optional)
I would like to discuss your latest results.

3. A Quick Connect audio/video session is started (provider web experience shown).

Waiting for participants to join the call
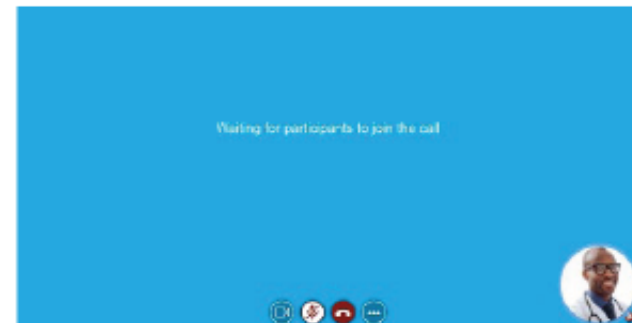
Have a Back-up Plan

- Back-up with Quick Connect

4. Invite notification(s) sent to invited parties by SMS (shown) and/or email.

Today 2:50 PM

Michael Adams has invited you to join a session. Click this link to join: https://5m24f.app.link/SA01HF21Vba. Message from Michael Adams: I would like to discuss your latest results.
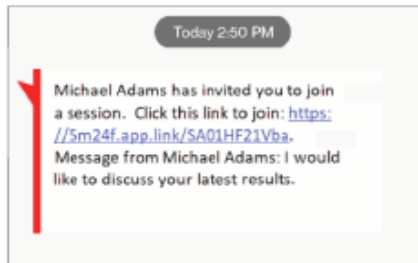
5. Upon clicking the link within the message, the invited party is directed to a landing page where they click "Join Session" to connect with the waiting provider.

TELADOC

Michael Adams has invited you to join a session.

JOIN SESSION
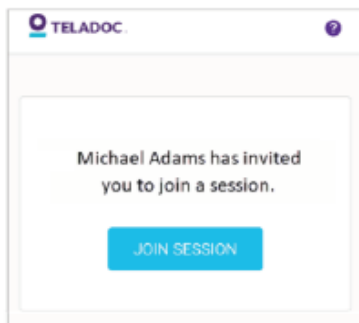
6. Provider and patient connect via Quick Connect session.
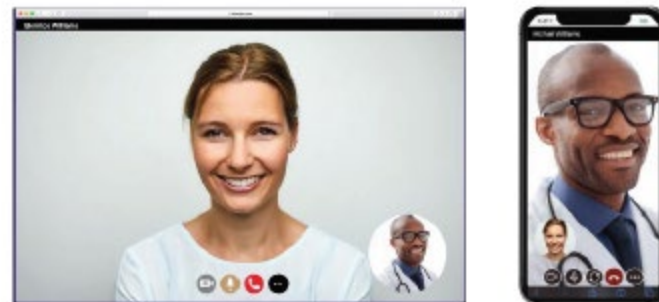
It Begins with Training

- What is telehealth
- Why telehealth
- Legal requirements
- Experience a visit
- Check technology
- Enroll
- How to schedule
- Prepare for a visit
- Conduct the visit
- Website manner
- Patient assessment
- Putting it all together

Quality Dashboard: Internal Operations

ONPOINT

- **ONPOINT Forums**
  - **Daily ONPOINT Escalating Huddles**
  - **Weekly ONPOINT Quality Forum**
  - **Quarterly ONPOINT Summit**
  - **Bi-Monthly ONPOINT Clinical Specialty Council Forums**
  - **Annual ONPOINT Quality and Safety Conference**
  - **Annual ONPOINT Playbook**
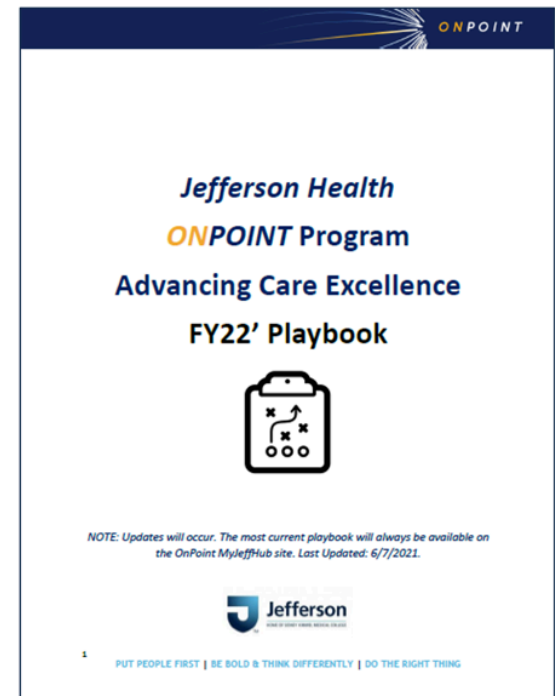
Quality Dashboard: On Point Program

Summary

- Real Time Assessment
- Quality Control
- Training & Onboarding
- Intelligence & foresight
- Make it part of everyday care

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