Where Do We Grow From Here:

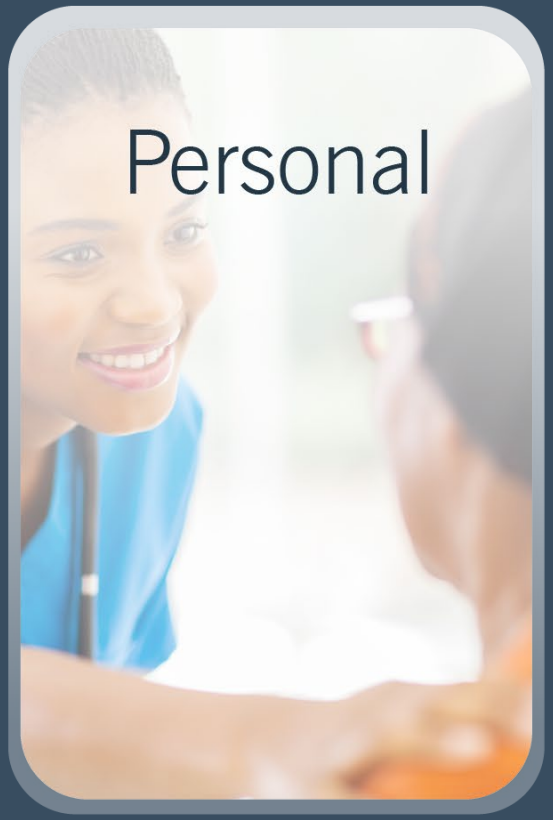
Cleveland Clinic Building the Next Generation of Telehealth

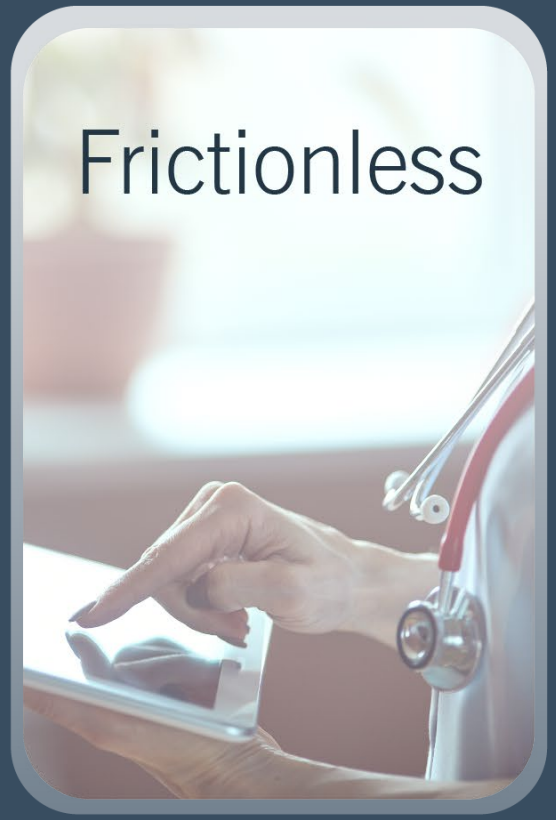
Steven Shook, MD, MBA

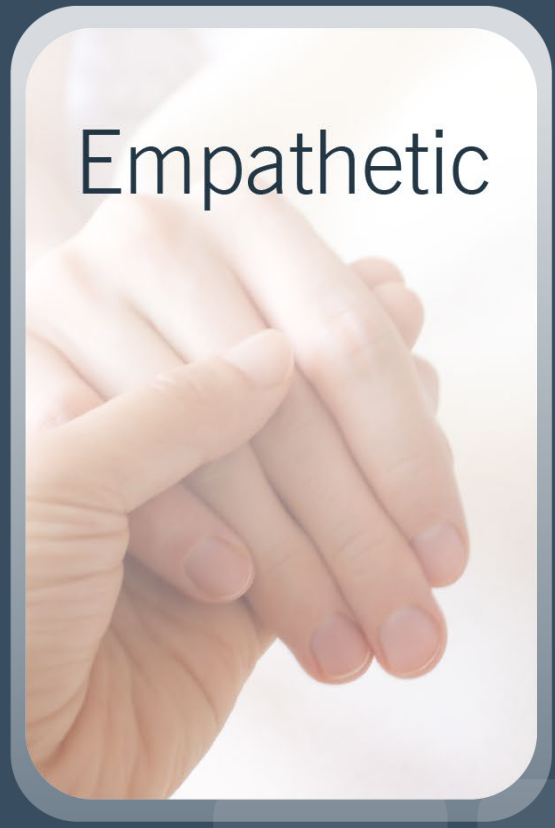
Lead for Virtual Health, Cleveland Clinic

Digital technology
will allow us to deliver
smarter, more affordable,
and more accessible care.
Tom Mihaljevic, MD

All healthcare experiences should be safe and...







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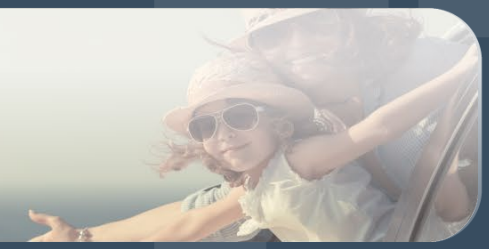

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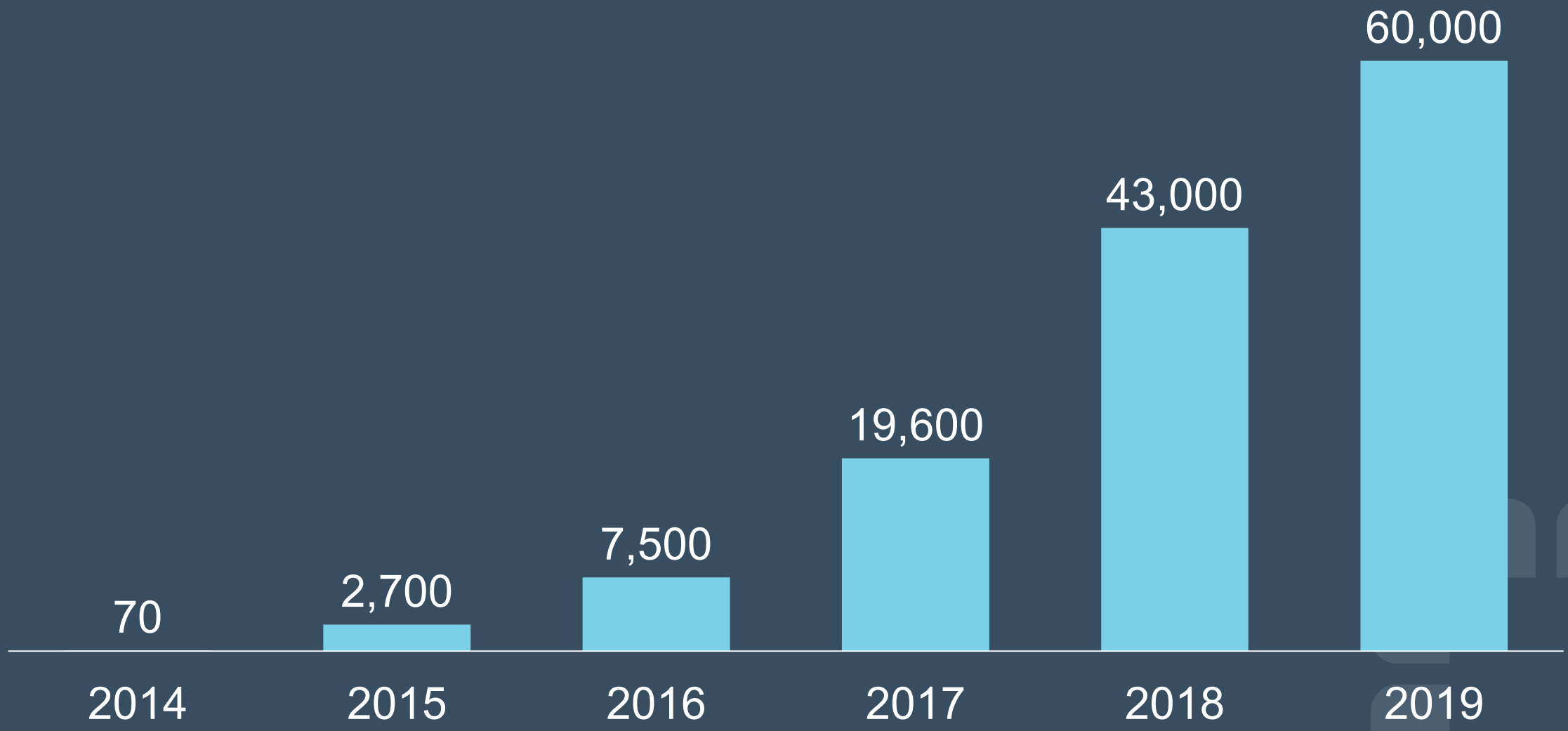
Pre-COVID Virtual Visit Volume



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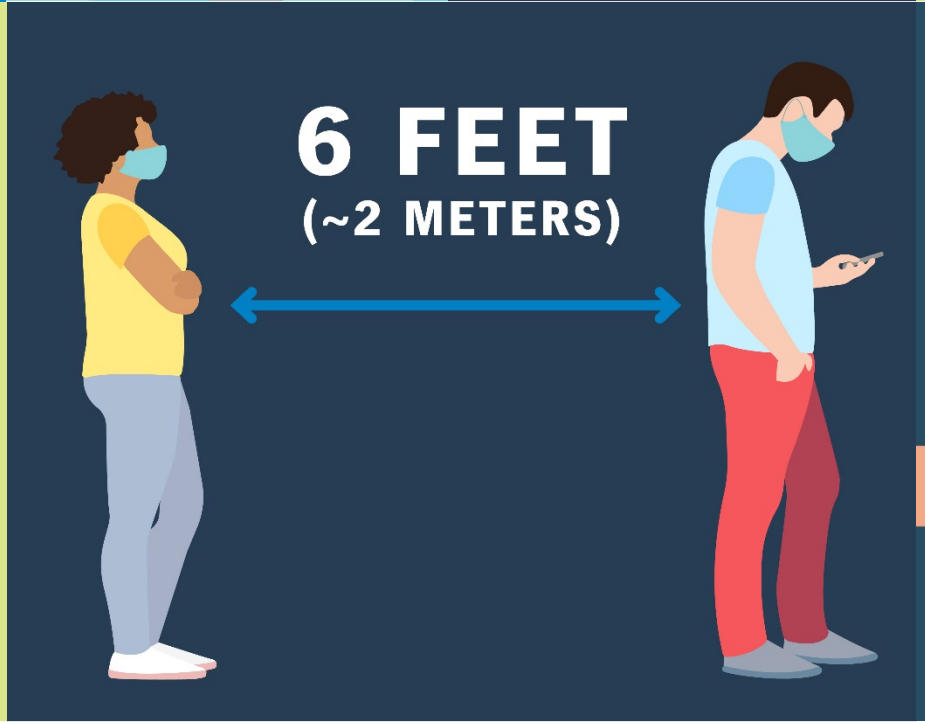
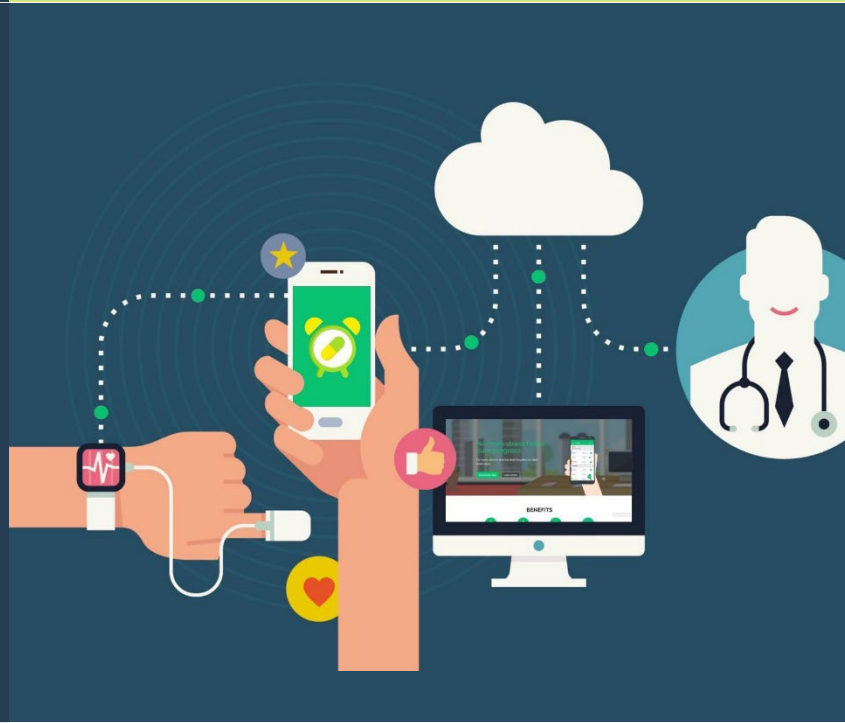

6 FEET
(~2 METERS)



Virtual Health During the Pandemic

Online Services

Cleveland Clinic offers a variety of secure, online services for both patients and physicians.

MyChart Customer Support 866.915.3383

CONTACT US

For Patients

Express Care® Online

24/7 care you need right now, from home – or anywhere via your smartphone, tablet or computer.

Scheduled Virtual Visits

Help stay connected to your healthcare team. Learn more about how to ask your provider about your options.

MyChart

View portions of your medical record, see test results, renew prescriptions, request appointments and more.

MyAccount

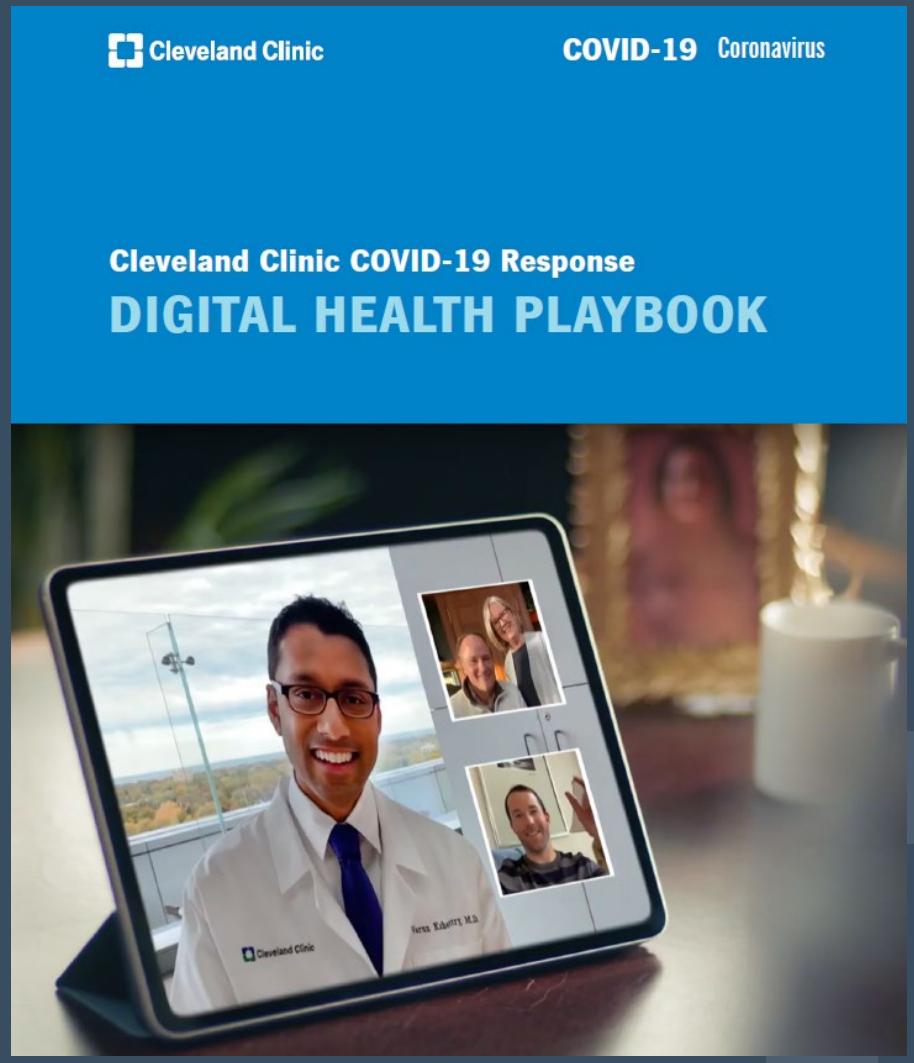
MyAccount Online Bill Pay lets you pay bills online and instantly access previous billing statements.

MyConsult

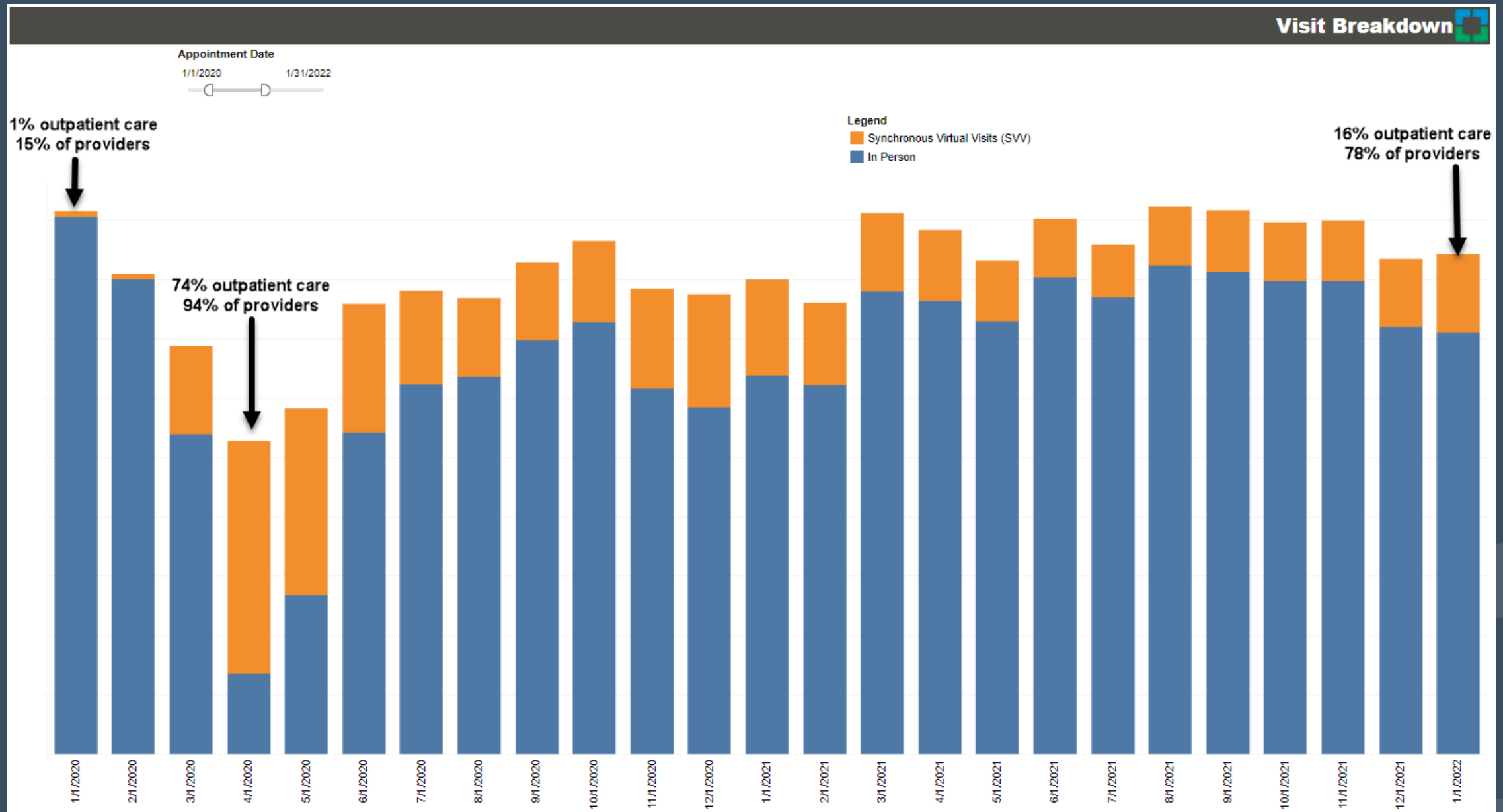
Receive an online medical second opinion from Cleveland Clinic physicians.

MyImages

Securely request a copy of your radiology images from Cleveland Clinic to be mailed to you.

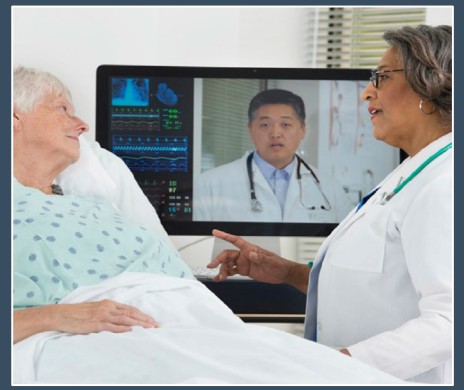


Virtual Visits 2020 - Present



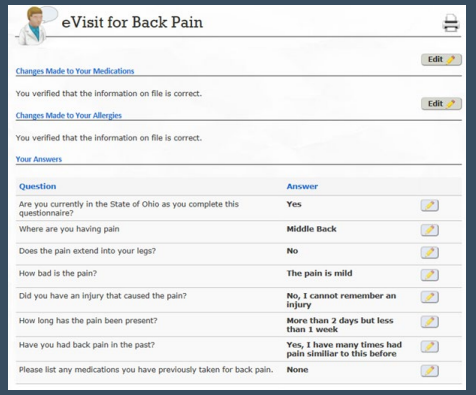
Synchronous Care Delivery

- Scheduled Outpatient Visit
- On Demand Outpatient Visit
- Virtual Second Opinions (Educational Visits)
- ED Consults
- Inpatient Consult
- Inpatient Rounding
- Post-Acute Care Consult (LTACH, SNF)



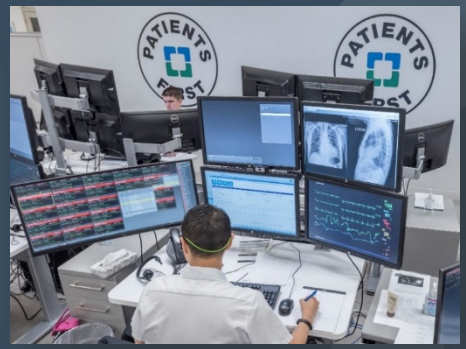
Asynchronous Care Delivery

- MyChart eVisit
- eConsult



Digital Biological Monitoring

- Remote Patient Monitoring
- eHospital
- eCMU



Virtual Care Challenges

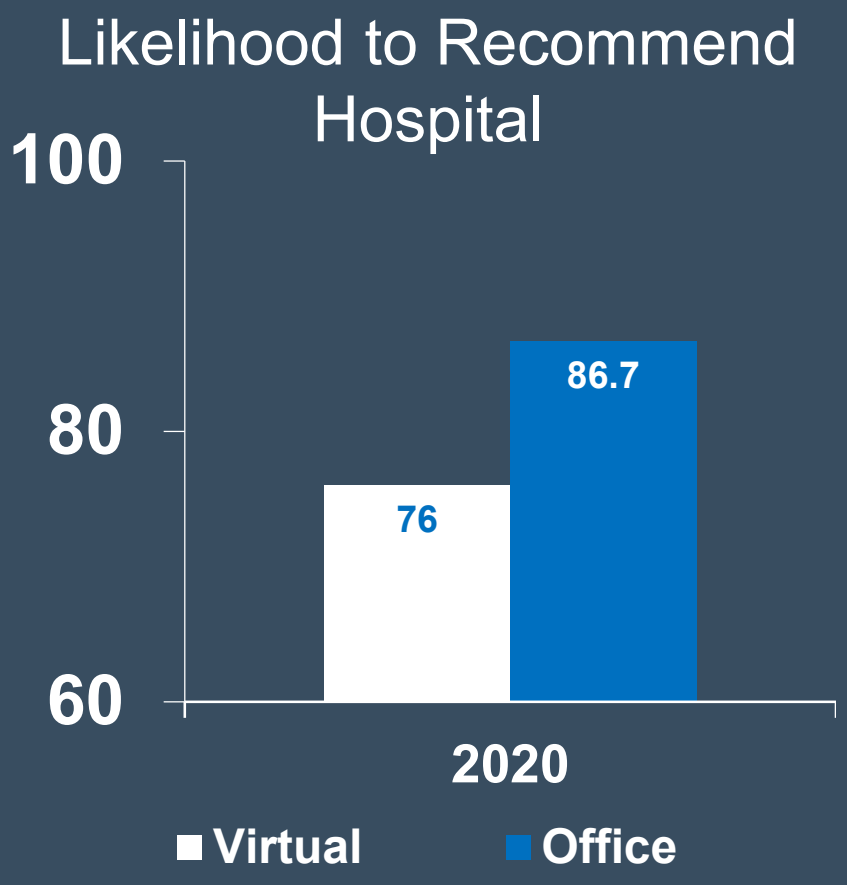
Broad Issues

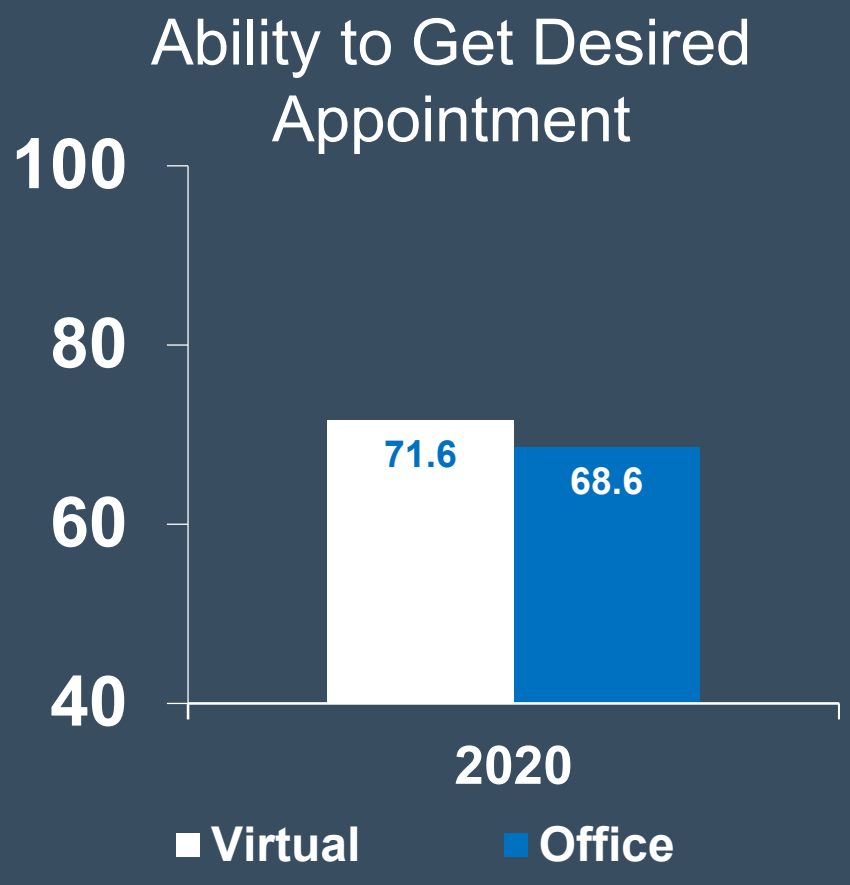
- Reimbursement uncertainty
- State/national regulatory challenges

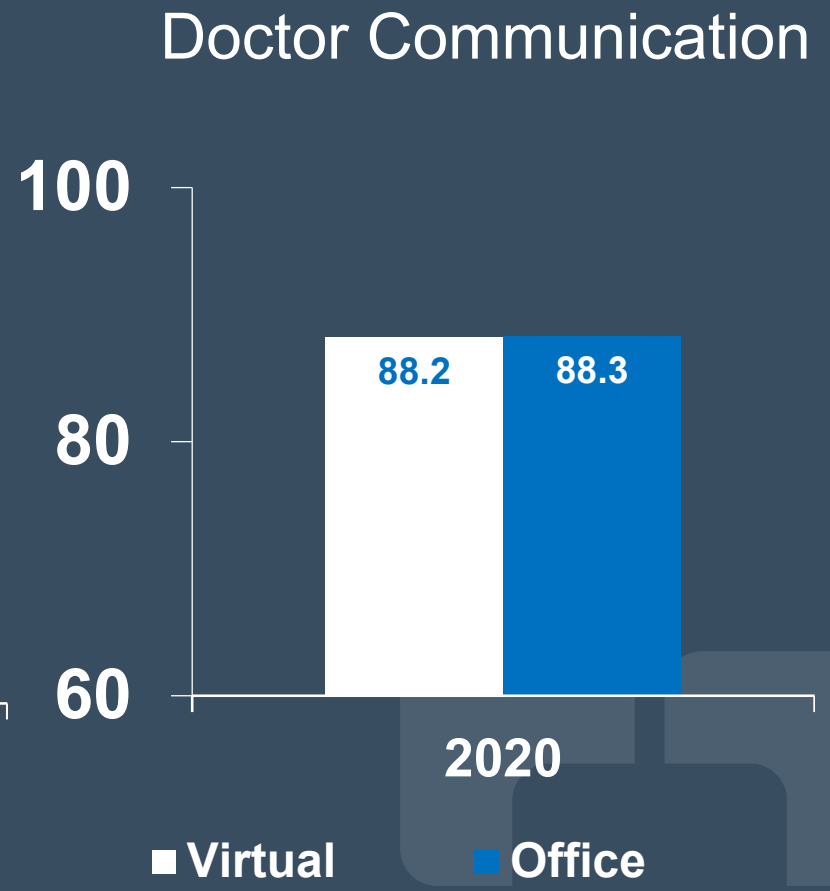
Patient and Provider

- Digital Disparities / Equity
  - Comfort & experience with technology
  - Broad band availability
- Impact on patient outcomes and safety
  - Diagnostic Errors associated with Virtual Assessment
  - Managing Transitions in Care

Patient Experience







% Top Box Scores, Press Ganey Telehealth Survey

Research: Patient Experience

Key findings from two studies (n=591):

- Chose virtual visit for convenience
- High satisfaction with virtual visits
- Virtual visits were comparable or ***better than*** in-person visits
- Perceived excellent provider empathy virtually
- Technical experience significantly impacted satisfaction

Five Recommendations

1. **Patient-centered** design is the foundation for care
2. Virtual options need to be tailored to **patient segments**
3. Strive for **frictionless access** across all aspects of care – education, support, data sharing, scheduling, visits, results
4. **Remote patient monitoring** must be part of a comprehensive chronic disease management strategy
5. Seamless **hybrid care models** should optimize the best of virtual and in-person care

Thank you!

No more stress here
cure progress.
BENEFITS