

# 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.

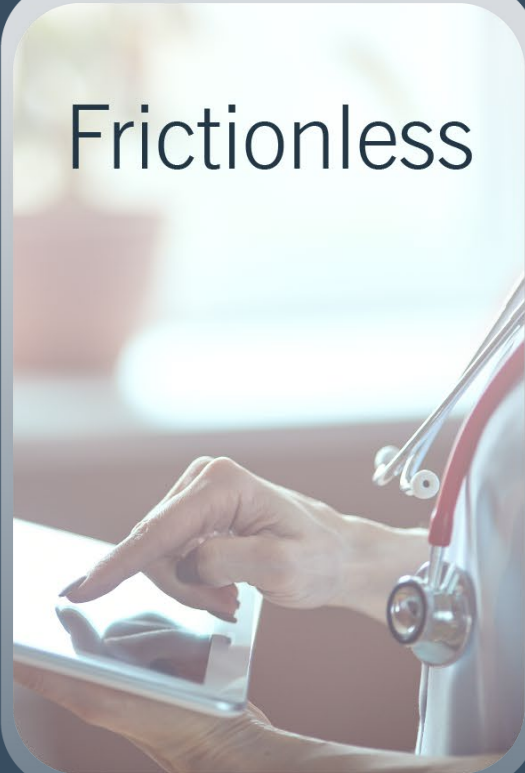
Tom Mihaljevic, MD

# All healthcare experiences should be safe and...

Personal



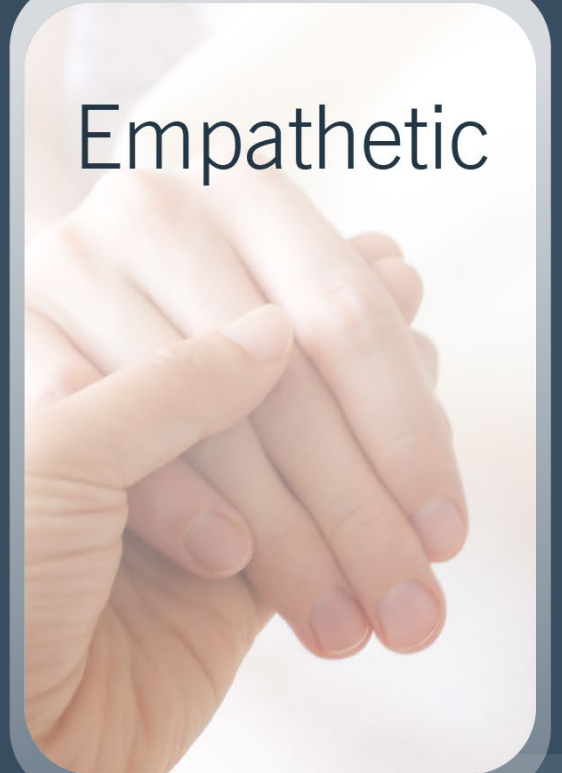
Frictionless



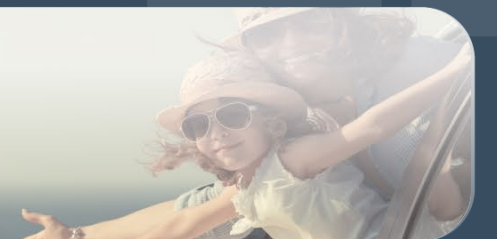
Intuitive



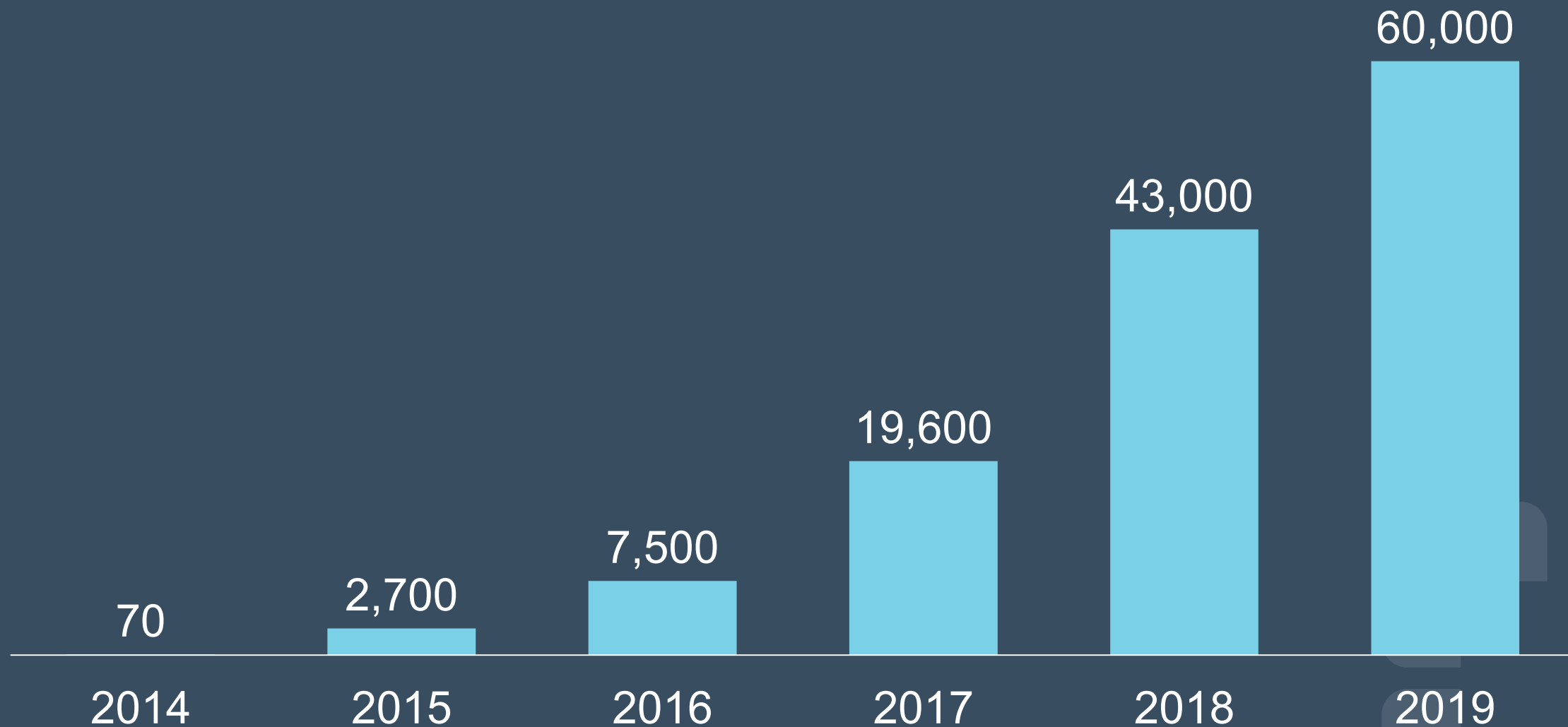
Empathetic



Continuous



# Pre-COVID Virtual Visit Volume





# 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.

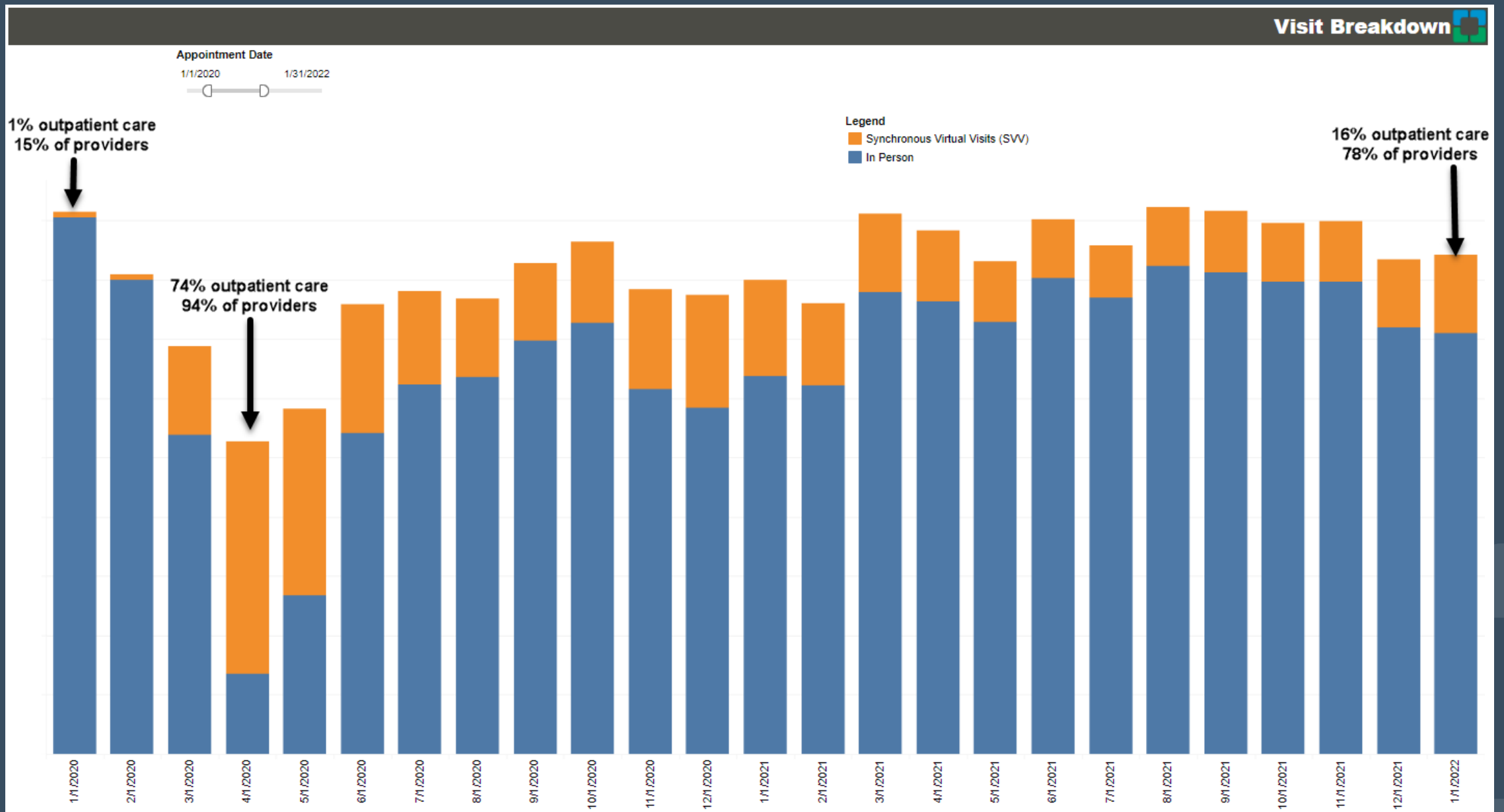
**Cleveland Clinic**

**COVID-19** Coronavirus

**Cleveland Clinic COVID-19 Response**  
**DIGITAL HEALTH PLAYBOOK**



# 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

**eVisit for Back Pain**

[Changes Made to Your Medications](#) [Edit](#)

You verified that the information on file is correct.

[Changes Made to Your Allergies](#) [Edit](#)

You verified that the information on file is correct.

[Your Answers](#)

Question	Answer	
Are you currently in the State of Ohio as you complete this questionnaire?	Yes	<a href="#">Edit</a>
Where are you having pain	Middle Back	<a href="#">Edit</a>
Does the pain extend into your legs?	No	<a href="#">Edit</a>
How bad is the pain?	The pain is mild	<a href="#">Edit</a>
Did you have an injury that caused the pain?	No, I cannot remember an injury	<a href="#">Edit</a>
How long has the pain been present?	More than 2 days but less than 1 week	<a href="#">Edit</a>
Have you had back pain in the past?	Yes, I have many times had pain similar to this before	<a href="#">Edit</a>
Please list any medications you have previously taken for back pain.	None	<a href="#">Edit</a>

# Digital Biological Monitoring

Remote Patient Monitoring

eHospital

eCMU



# Virtual Care Challenges

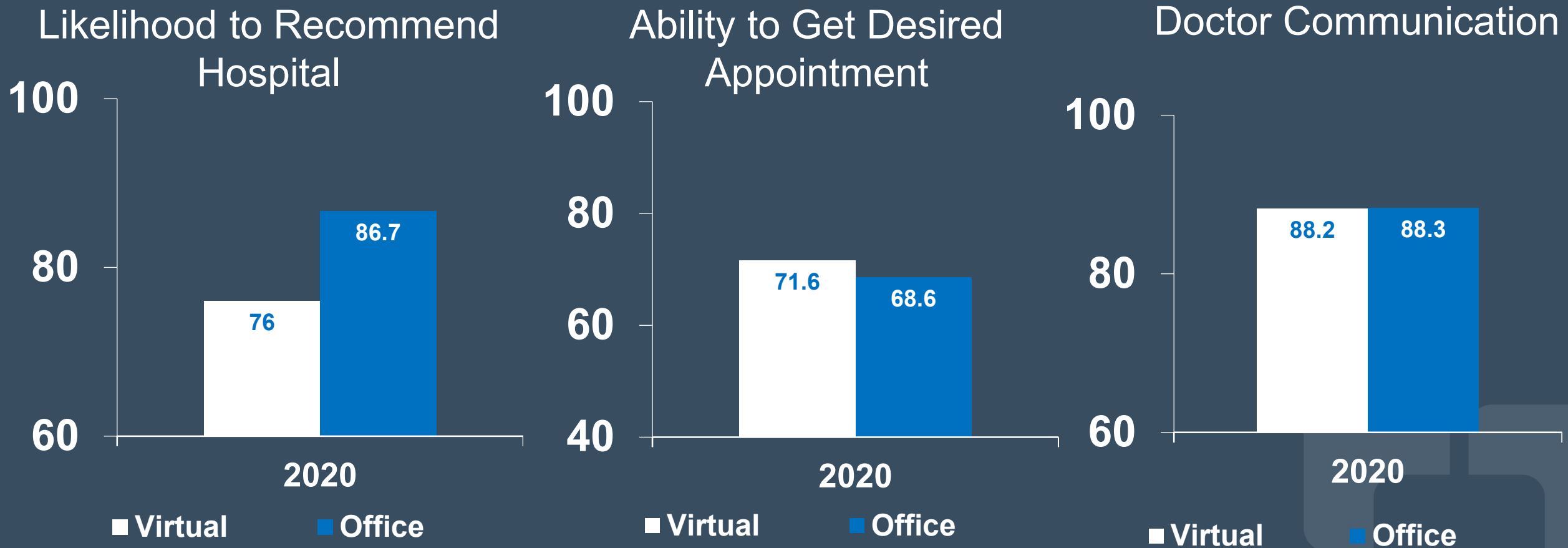
## Broad Issues

- 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!**



