

Telemedicine: Health at Home



Mary's Center

Ellen Evans, MHSA RN - Clinical Director of Telemedicine

Dara Koppelman, MHSA RN - Chief Nursing Officer



Mary's Center Mission:

Building better futures through the delivery of health care, education, and social services by embracing our culturally diverse community and providing the highest quality care, regardless of ability to pay.



Key Facts:

1988 - Founded

2005 - Federally Qualified Health Center

50,000 - Number of unduplicated participants served annually

650 – Staff Members

5 – Health Center sites across Washington DC and Maryland

\$60M – Annual Budget

70% - Patients served in a language other than English



HEALTH

- Women's Health
- Pediatrics/Adolescents
- Adult Medicine
- Behavioral Health and Psychiatry
- Dental
- Health Promotion
- Care Coordination/Chronic Disease Management
- Infectious Diseases & HIV
- Telemedicine

EDUCATION

- Early Childhood Education; Parenting Classes
- English and Computer Classes for Adults
- Child Care Credential Training; Child Care Licensing Technical Assistance; Medical Assistant Training
- High School Diploma
- Coaching Hub for Infant and Toddler Child Care Providers
- Adolescent Tutoring and College Preparation

SOCIAL SERVICES

- Case Management
- Behavioral Health
- Senior Health and Wellness
- Early Intervention for Children with Special Needs
- Home Visiting
- Benefits Enrollment Assistance
- WIC Program

Our outcomes speak to the effectiveness of our overlapping programs:

- ◆ 63% of our pregnant participants enrolled for prenatal care in 1st trimester.
- ◆ 94% of our babies are born at a healthy birth weight (5.5 lbs).
- ◆ 79% of our children receive the recommended childhood immunizations by age 2.
- ◆ 86% of adults who learn English in our family literacy program participate in neighborhood, school, community and political advocacy work.
- ◆ 87% of our family literacy program participants with an employment goal obtained or retained employment.
- ◆ 89% of parents who complete the family literacy program read with their children.
- ◆ 100% of our Teen Program participants avoid pregnancy and graduate from high school.



Mary's Center Background

SOURCES OF FUNDING

Patient Revenue	55%
Grants *	26%
Fundraising & Contributions	9%
Rental and Other Income	10%

* Federal, Local, Foundation, Corporate

PARTICIPANTS AT A GLANCE

Ages		Gender		Race/Ethnicity		Insurance Status	
Adults (25-54):	44%	Females:	63%	Hispanic:	70%	Medicaid:	51%
Children (0-12):	32%	Males:	37%	Black/African:	14%	Uninsured:	25%
Young Adults: (13-24):	17%			Other*:	10%	Safety-Net:	14%
Seniors (55+):	7%			White:	5%	Commercial:	9%
				Asian:	1%	Medicare:	1%
				*Unreported/More than 1 Race			



Telemedicine at Mary's Center



**Health@Home**

**THE SAME MARY'S CENTER YOU KNOW
AND TRUST. NOW MAKING HOUSE CALLS.**

**EL MISMO MARY'S CENTER QUE USTED CONOCE Y CONFIA.
AHORA LLAMAMOS A SU CASA.**

Mary's Center
2333 Ontario Rd NW
Washington DC 20009



Chronic Disease, Access a Two-Pronged Challenge in DC

DC Heavily Burdened by Chronic Disease...

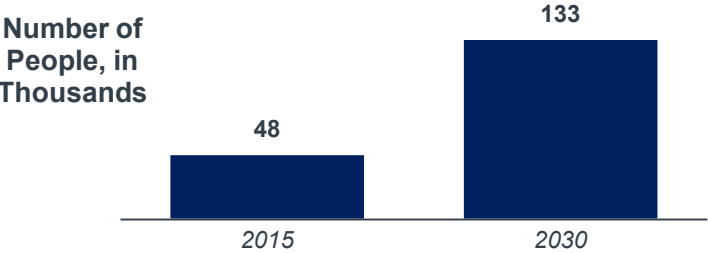
354,000

Number of DC residents with at least one chronic condition in 2015

8.4%

Percentage of DC residents diagnosed with diabetes as of 2014

DC Residents with 3+ Chronic Diseases



... But Many Patients Face Barriers to Traditional Primary Care



Transportation

Many low-income patients lack a car or convenient access to public transportation

Mobility Issues

Chronic disease patients particularly affected by physical mobility issues

Limited Child Care Support

Appointment logistics complicated for patients with childcare responsibilities

Disconnection with Providers

Insufficient opportunities to build relationship and engagement with primary care providers

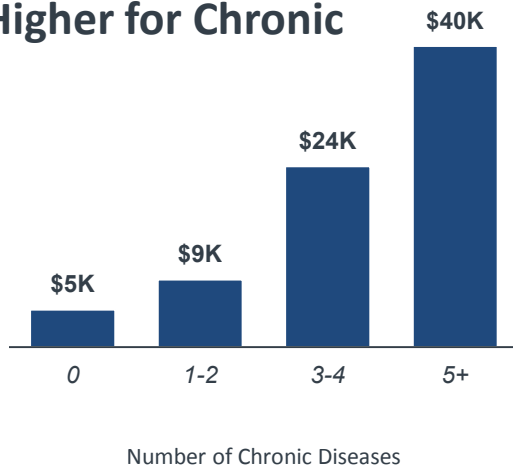


Source: AmeriHealth, <https://www.amerihhealthcaritasdc.com/pdf/community/2016-community-report.pdf>; Partnership to Fight Chronic Disease, https://www.fightchronicdisease.org/sites/default/files/download/PFCD_DC_Factsheet_FINAL1.pdf

Overcoming Access Saves DC Lives, Reduces Costs

Health Care Costs Higher for Chronic Disease Patients

Annual Cost Per Person



\$8,400

Projected **per person medical and productivity cost** of chronic disease in 2030 in Washington, DC if current trends continue

Improving Chronic Disease Care Can:



Save **1,200 lives** annually in Washington, DC



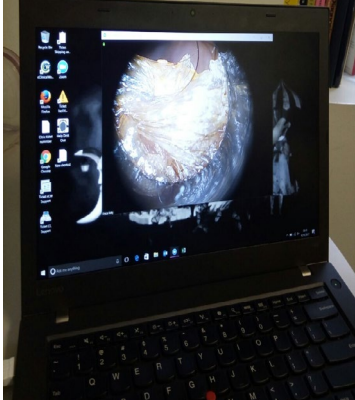
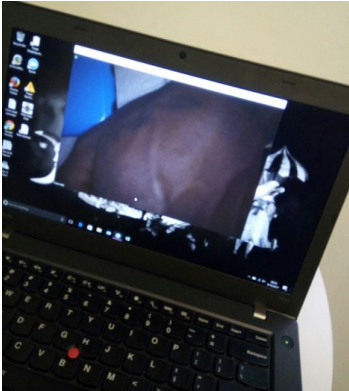
Save the District **\$11 billion** in medical expenses by 2030

Source: Partnership to Fight Chronic Disease,



https://www.fightchronicdisease.org/sites/default/files/download/PFCD_DC_Factsheet_FINAL1.pdf



Health at Home Solves Access Problem



Mary's Center Access Problem and Solution

Problem   Skipped appointments
Member -----> No follow-up for chronic care

 Solution:

Mary's Center reaches out to the patients and schedules a home telemedicine visit

Home visitor goes to patient residence



Special telemedicine technology enables real-time diagnosis

Where Are We Now?

1250

Completed Telemedicine Visits Since Inception

4

FTE Staff (3 Home Visitors, 1 Director)

95

Average Number of Telemedicine Visits Per Month

500+

Number of Unique Patients in the Program

74%

Increased Visit-Volume in First 9 months





Carla¹, mid-40s

Caregiver for aging parent, has bipolar disorder and comorbidities

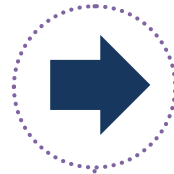
Before

! BP 165/104

! Frequent no-show for appointments

! Chaotic, unsafe home

! Morbid obesity and severe edema in legs



After

✓ BP 140/89

✓ Has kept all appointments

✓ Restarted therapy, more organized home

✓ Lost 20 lbs



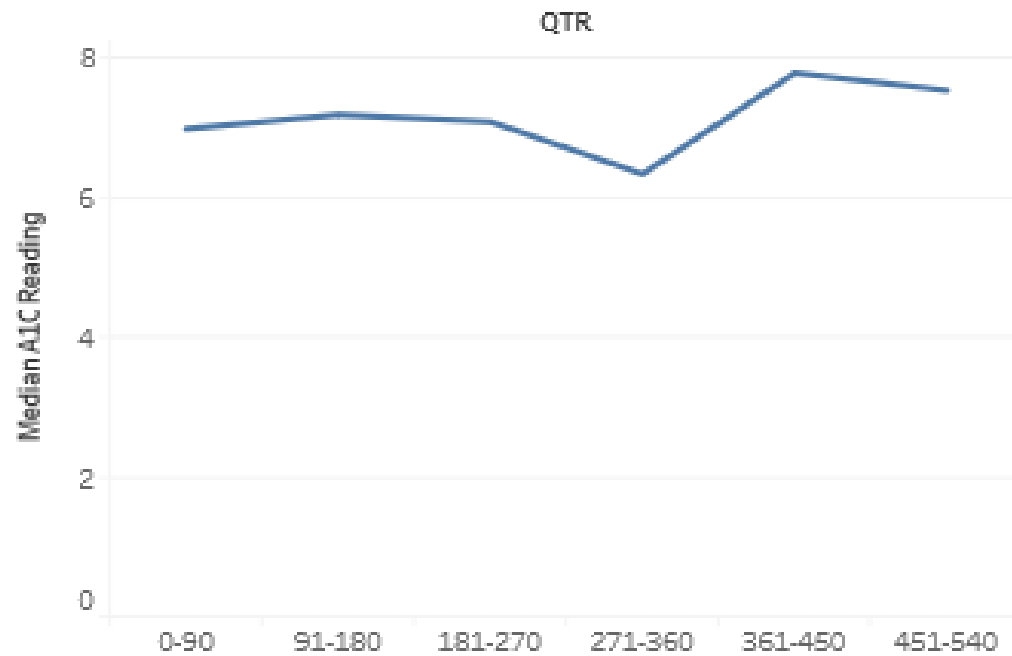
“ After my mom died, I had to take care of my dad, and I stopped taking care of myself.² ”

“ I feel better and more motivated to do things for myself.³ ”

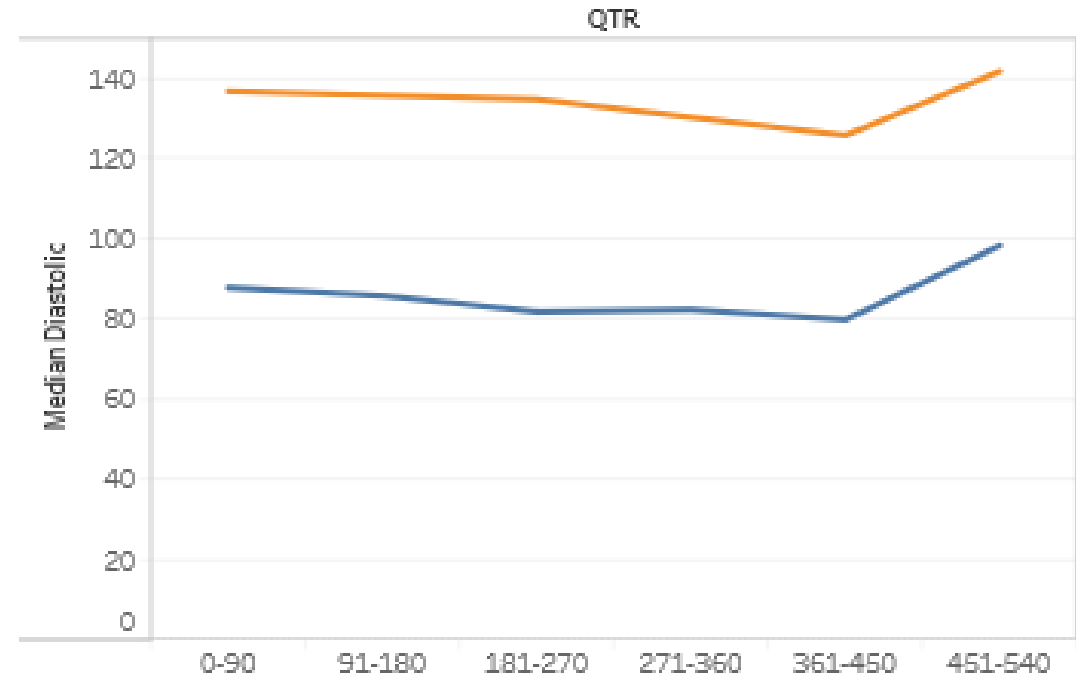


Value Brought Home - Improved Population Health Management

Diabetes Telehealth Patients
Readings from Telehealth Encounters



Hypertension TeleHealth Patients
Readings from Telehealth Encounters



Quality Outcomes Demonstrate Value

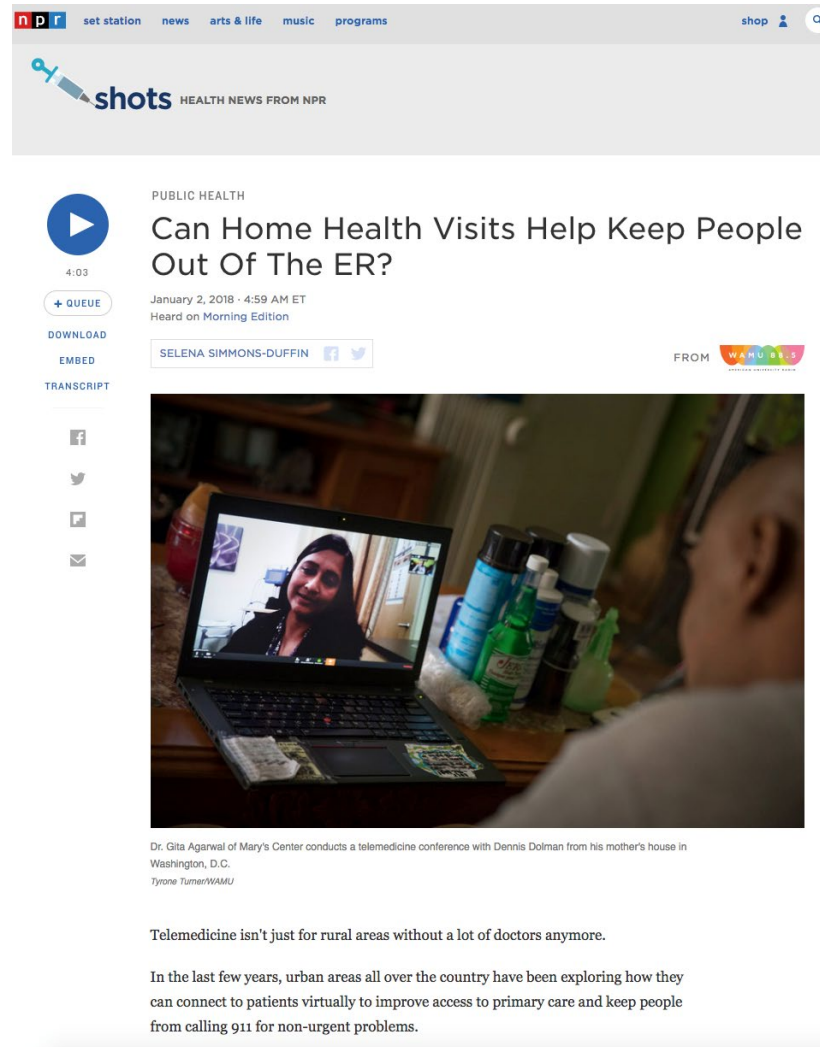
Measure Name	Met	Not Met	Denominator	Rate	75th
Cervical Cancer Screening	63	2	65	96.92%	65.90%
Breast Cancer Screening	22	3	25	88.00%	65.52%
Comprehensive Diabetes Care - HbA1c Testing	56	1	57	98.25%	90.06%
Comprehensive Diabetes Care - Eye Exams	37	20	57	64.91%	63.33%
Comprehensive Diabetes Care - Poor HbA1c Control	38	19	57	66.67%	35.52%

“The partnership with Mary’s Center’s Telemedicine has been extremely beneficial. I compared the performance of their subgroup to our aggregate population for HEDIS 2018 (MY 2017) and the results speak for themselves. The Telemedicine Program... outscored the aggregate by a double digit margin and exceeded the NCQA 75th percentile benchmark [for the measures listed in the chart]. The partnership and collaboration that Mary’s Center has embraced as a provider partner has been as impressive as the individual results. The weekly meetings are engaged, forward thinking, and ALWAYS focused on the member and how we (together) can better meet the needs of our shared patient population.”

*Jerome Schorr, MHA CPHQ
 Manager, Quality Management
 AmeriHealth Caritas District of Columbia*



MC Telemedicine in the News



The screenshot shows an NPR article titled "Can Home Health Visits Help Keep People Out Of The ER?". The article is categorized under "PUBLIC HEALTH" and was published on January 2, 2018, at 4:59 AM ET. It was heard on the Morning Edition and is by Selena Simmons-Duffin. The article features a video player with a play button and a duration of 4:03. Below the video player is a photograph of Dr. Gita Agarwal conducting a telemedicine conference with Dennis Dolman. The article text discusses the use of telemedicine in urban areas to improve access to primary care and reduce ER visits.

PUBLIC HEALTH

Can Home Health Visits Help Keep People Out Of The ER?

4:03

+ QUEUE


DOWNLOAD

EMBED

TRANSCRIPT

SELENA SIMMONS-DUFFIN

FROM WAMU 98.5



Dr. Gita Agarwal of Mary's Center conducts a telemedicine conference with Dennis Dolman from his mother's house in Washington, D.C.

Tyrone Turner/WAMU

Telemedicine isn't just for rural areas without a lot of doctors anymore.

In the last few years, urban areas all over the country have been exploring how they can connect to patients virtually to improve access to primary care and keep people from calling 911 for non-urgent problems.



AmeriHealth Highlights Telemedicine Program

Innovations in Health Care — Mary's Center's Telemedicine Program

We know that regular health care provider visits are a great way to ensure patients are getting the care they need. At the same time, it can sometimes be difficult for patients to travel to medical offices due to many factors such as inflexible work schedules or challenges finding child care. Telemedicine is a solution that makes it easier for patients to receive the medical care they need from the convenience of their own homes. Even better, it is now available to AmeriHealth Caritas DC members through a partnership with Mary's Center, a DC-based community health center.

For AmeriHealth Caritas DC members who are also Mary's Center patients, a Mary's Center Home Visitor — a certified medical assistant or nurse — will travel to the patient's home with a screening kit, diagnostic equipment, and a laptop computer. Using the Home Visitor's laptop, the patient can see and talk to their provider, receiving nearly an identical experience as physically visiting the clinic. Using special telemedicine equipment, the provider can listen to the patient's heart and lungs; see inside their ears, nose, and throat; and examine their skin. The Home Visitor can also obtain blood or urine samples and send them to the lab, if the provider requests them.

"Our Home Visitors are truly an extra set of eyes and ears for the provider and form invaluable personal bonds with the patients they visit," said Ellen Evans, Clinical Director for Telemedicine at Mary's Center.

"The extra time and attention telemedicine patients receive from Mary's Center Home Visitors is undoubtedly at the root of the early success of the telemedicine program."

The Mary's Center Telemedicine Team is focusing its efforts primarily on patients who have diabetes, hypertension, asthma, and/or congestive heart failure. These diagnoses were chosen because clinical evidence strongly indicates that regular clinician management and follow-up for patients with these diseases results in improved short- and long-term health outcomes for patients. Based on Mary's Center providers' clinical judgment and knowledge of their patients' unique needs and circumstances, patients with other chronic conditions may also be identified as good candidates for telemedicine.

"Members who have received visits by the telemedicine team are pleased with the personalized care, which is less focused on the interaction with the physician and more focused on the nurse and community health worker exchange," said Rosalyn Carr-Stephens, Interim Director, Integrated Healthcare Services at AmeriHealth Caritas DC. "Members feel as if these visits allow for more time to be spent with the patient and have less of a hurried feel than they have experienced with visits to the clinic."

To date, the Mary's Center Telemedicine Team has completed over 300 telemedicine visits for approximately 220 individual AmeriHealth Caritas DC patients with over 100 more telemedicine visits scheduled for the future. Providers can learn more about the program by visiting www.maryscenter.org/blog/telemedicine.

Source
www.ncbi.nlm.nih.gov/pmc/articles/PMC5747596/

AmeriHealth Caritas District of Columbia | Provider Newsletter



AmeriHealth Caritas
District of Columbia

"The Mary's Center continues to be a trusted partner with AmeriHealth Caritas DC as we expand access to healthcare and improve health outcomes. Our collaboration brings telemedicine services to chronically ill adults resulting in lowered incidence of gaps in care and increased patient engagement in primary care. Initial successes have positioned us to expand telemedicine services to at-risk children and pregnant women."

Rosalyn Carr Stephens, RN MSN CCM
Interim Director, Integrated Health Care
Management
AmeriHealth Caritas District of Columbia



MC Telemedicine in the News

Mary's Center Powers their Telehealth Program with Zoom

Customer: Mary's Center, a community health center that provides healthcare and social services

Challenge: Needed to develop a HIPAA-compliant virtual environment to connect providers to patients who had difficulty accessing in-person consultations

Solution: Zoom and its features, including those that enable HIPAA compliance and compatibility with virtual medical equipment, was the perfect platform for Mary's Center's telehealth platform

Result: The telehealth program has grown to one of Mary's Center's most successful healthcare initiatives, with about 300 remote patients



Mary's
Center

Customer

Founded in 1988, Mary's Center is a community health center dedicated to providing healthcare and social services to those in need in the DC metropolitan area. Based on a holistic social change model, the center seeks to bring services that are often unmet in traditional public and private systems. In addition to medical services such as primary care, cardiology, and mental health, Mary's Center also focuses on social services such as senior wellness and teen programs, as well as educational partnerships with local charter schools. The center currently has five clinics in Washington, D.C. and Maryland.

Challenge

Many of Mary's Center's patients had difficulty accessing in-person consultations with healthcare providers. Some patients faced distance issues, as they lived far from Mary's Center locations and often were not healthy enough to travel. Others faced scheduling challenges and rarely had enough time for an in-person visit in their demanding days. In order to address these issues, Mary's Center launched a telehealth program to enhance access to their services while also cutting costs. They needed a video communications service that would make virtual meetings identical to in-person consultations through exceptional audio and video quality. In addition, they needed a platform that enabled HIPAA compliance to ensure patient confidentiality.

Solution

Zoom proved to be the perfect platform to support Mary's Center's telehealth program. Although the team was worried whether the technology would be reliable, Zoom's technology turned out to be

zoom



Mary's
Center

<https://blog.zoom.us/wordpress/2018/07/18/marys-center-powers-their-telehealth-program-with-zoom/>



Opportunity to Expand Scope of Services

Plans for Program Expansion

Current

- Adult patients enrolled in AmeriHealth or Trusted Medicaid MCO
- Patients with chronic conditions (diabetes, asthma, hypertension, CHF)



Future

- Pediatric patients with chronic conditions
- OB (prenatal and postpartum)
- MAT patients
- Phone triage for sick visits



Three-Pronged Value Proposition of Telemedicine

- 1 Increased Access to Primary Care Services**

Telemedicine visits allow patients to access preventive services from the convenience of their homes, eliminating in-person barriers to care

- 2 Improved Population Health Management**

With regular monitoring of patient biometric data by certified health care professionals, patients are able to better manage their chronic conditions and escalate necessary care early on

- 3 Increased Cost Savings**

Increasing access to and utilization of primary care and improving patient outcomes can prevent unnecessary utilization of high-cost services (emergency department and inpatient admissions)



Thank you!

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