

# **HRSA Health Information Technology and Quality Webinar**

**“Telehealth Resources for Safety Net Providers”**

**Date: 8/17/2012**

# Office of Health Information Technology and Quality

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Additional HRSA Health IT and Quality Toolboxes and Resources including past webinars can be found at:

<http://www.hrsa.gov/healthit>

<http://www.hrsa.gov/quality>

Additional questions can be sent to the following e-mail address:

[HealthIT@hrsa.gov](mailto:HealthIT@hrsa.gov)

- US Department of Health and Human Services
- Health Resources and Services Administration

# Upcoming HRSA Health IT and Quality Announcements

- HIMSS Jobmine for Safety Net Providers (Free Job Postings for HRSA Grantees and Safety Net Providers). Email [hfigge@himss.org](mailto:hfigge@himss.org) for more information.
- ONC Competency Exam for Health IT Professionals, free vouchers available to cover cost of exam, email [healthit@hrsa.gov](mailto:healthit@hrsa.gov) for more information.
- September 10-14 is National Health IT Week and HRSA celebrates with two webinars:
  - HRSA-ONC Webinar “ONC Privacy and Security Game Training Tool and HIPAA Update,” Tuesday, September 11 at 10 AM ET (*Registration Open*)
  - HRSA Health IT and Quality Webinar “Leadership Tips During a Health IT Implementation,” Friday September 14 at 2 PM ET (*Registration Open*)
  - Sign up for HRSA’s Health IT Week Updates through Twitter and Facebook
  - Sign up for HRSA’s Health IT and Quality Newsletter to receive Health IT Week Updates, email [healthit@hrsa.gov](mailto:healthit@hrsa.gov) to register
- New HRSA Clinical Quality & Performance Measures Toolkit, located on HRSA’s Quality Improvement website (<http://www.hrsa.gov/quality>).
- NACHC Health IT Communities of Practice – Registration Open – Learn more and sign up today! And please help us spread the word within your organization and health centers. Visit [http://www.nachc.com/NACHC%20COMMUNITIES%20OF%20PRACTICE%20\(CoP\).cfm](http://www.nachc.com/NACHC%20COMMUNITIES%20OF%20PRACTICE%20(CoP).cfm) for more information.
- Association for Clinicians for the Underserved is Calling for Abstracts for their 2013 Annual Conference March 7-8, 2013 in Poughkeepsie, NY, please visit <http://clinicians.org> for more information.

# Introduction

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## Presenters:

- Monica Cowan – Health Resources and Services Administration
- Paloma Costa – Universal Service Administrative Company
- Gordon Alloway – Heartland Telehealth Resource Center (HTRC), Oklahoma
- Stephanie Laws – Union Hospital, Indiana

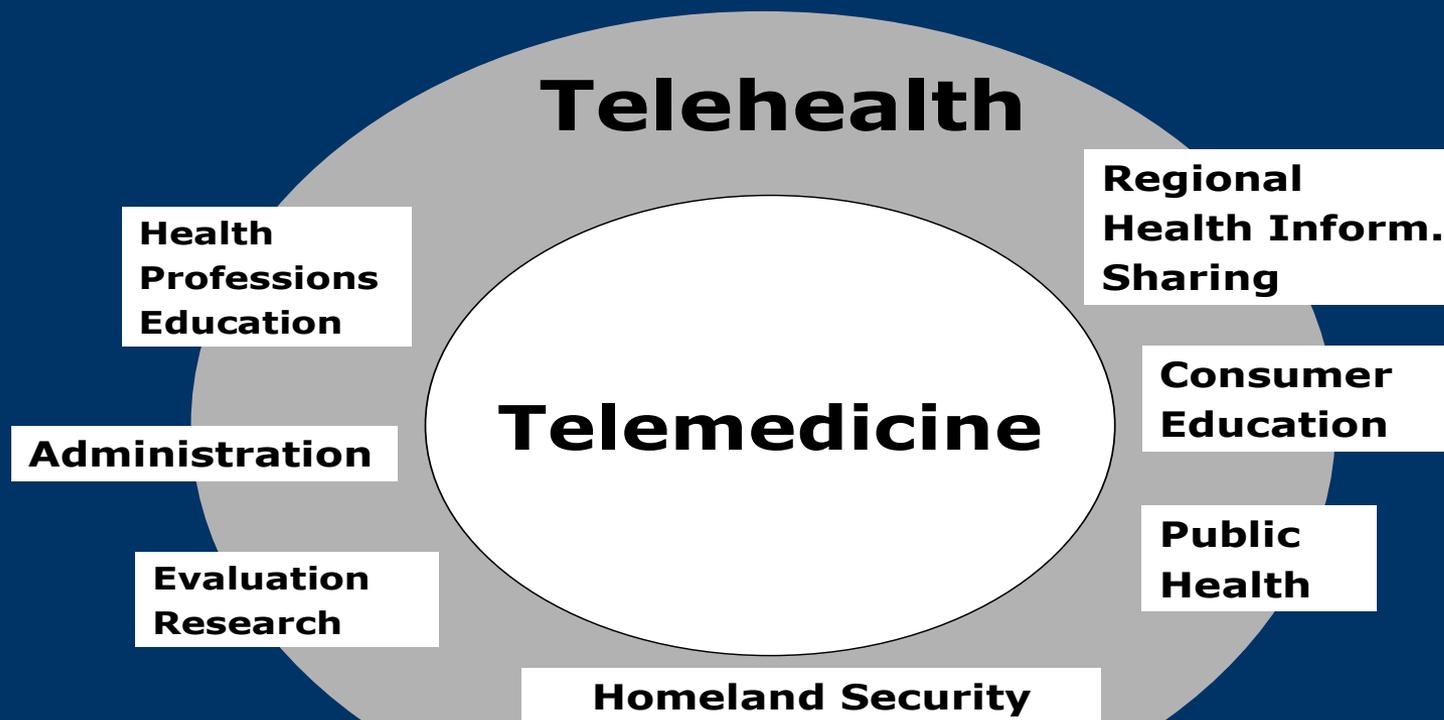


# Mission

To advance the use of telehealth technologies for improving access and quality of health care services for the underserved

Serves as the operational focal point for coordinating and advancing the use of telehealth technologies.

# Telehealth vs. Telemedicine





# Telehealth Network Grants



## To demonstrate how telehealth technologies can be used through telehealth networks to:

- (1) Expand access to coordinate and improve quality of health services
- (2) Improve and expand the training of health care providers
- (3) Expand and improve the quality of health information available to health care providers, and to patients and their families

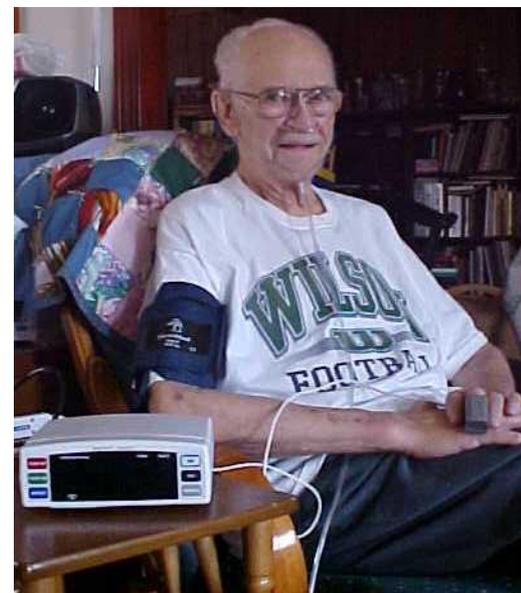




# Telehomecare Networks



- Evaluate the cost and effectiveness of remote vital sign monitoring of individual patients and the delivery of healthcare services to individuals in their place of residence by a healthcare provider using telecommunications technologies to exchange healthcare information over a distance.





The primary objective of the Telehealth Resource Center Grant Program is to provide telehealth technical assistance to new and existing programs interested in expanding clinical services or offer new services via telehealth



# Telehealth Resource Centers



- Telehealth Resource Centers are working together
- Joint web presence

[www.telehealthresourcecenters.org](http://www.telehealthresourcecenters.org)

Visit us on the web at [www.telehealthresourcecenters.org](http://www.telehealthresourcecenters.org) or contact any of the regional centers listed below.



877.590.8144  
[www.CTECOnline.org](http://www.CTECOnline.org)



808.692.1090  
[www.pbtrc.org](http://www.pbtrc.org)



Great Plains Telehealth  
Resource & Assistance Center  
888.239.7092  
[www.gptrac.org](http://www.gptrac.org)



855.664.3450  
[www.LearnTelehealth.org](http://www.LearnTelehealth.org)



Heartland  
Telehealth Resource Center  
877.643.4872  
[www.HeartlandTRC.org](http://www.HeartlandTRC.org)



520.626.4498  
[www.southwesttrc.org](http://www.southwesttrc.org)



888.662.5601  
[www.nrtrc.org](http://www.nrtrc.org)



888.738.7210  
[www.setrc.us](http://www.setrc.us)



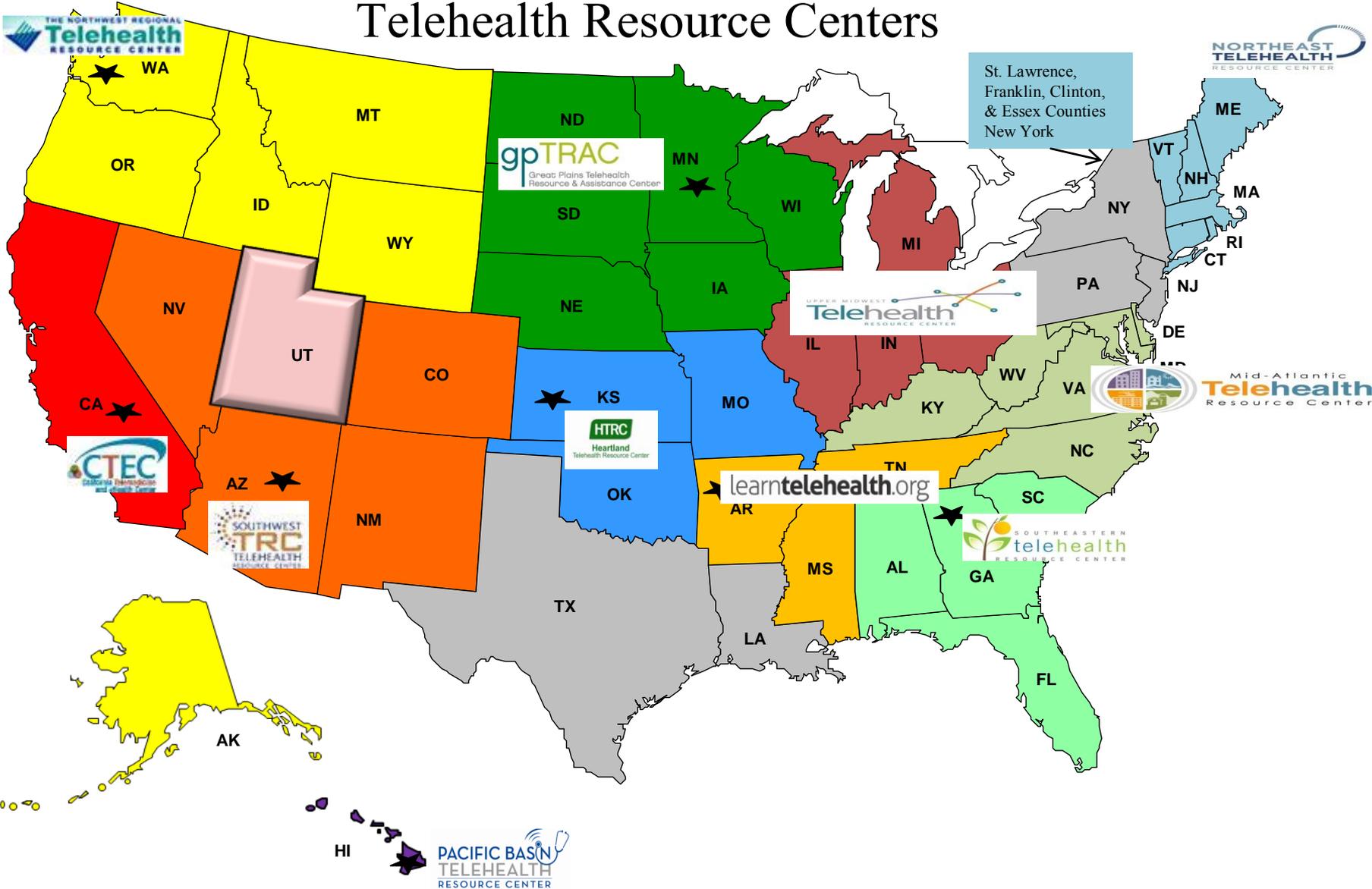
202.230.5090  
[www.ctel.org](http://www.ctel.org)



907.729.4703  
[www.telehealthtac.org](http://www.telehealthtac.org)

The Telehealth Resource Centers are supported by grants from the Office for the Advancement of Telehealth, Office of Health Information Technology, Health Resources and Services Administration, DHHS (G22IT16262, G22TH07770, G22TH07747, G22IT16263, G22TH07767).

# Telehealth Resource Centers





# OAT's Partners in Telehealth



- Office of the National Coordinator (ONC)
- Indian Health Service
- CMS
- USDA
- FCC
- American Telemedicine Association
- National Rural Health Association





# Contact Information



## Program Coordinator for the Telehealth Network Grant Program:

Carlos Mena

301-443-3198

[cmena@hrsa.gov](mailto:cmena@hrsa.gov)

## Program Coordinator for the Telehealth Resource Center Grant Program:

Monica M. Cowan

301-443-0076

[mcowan@hrsa.gov](mailto:mcowan@hrsa.gov)



# Rural Health Care Program

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## **Funding for Internet and Telecommunications**

August 17, 2012

## **USAC, the Universal Service Fund (USF), and the FCC**

The Universal Service Administrative Company (USAC) administers the Universal Service Fund (USF) on behalf of and under the auspices of the FCC

**High Cost  
(\$4 billion)**

**Low Income  
(\$1.3 billion)**

**Rural Health  
Care  
(\$90 million)**

**Schools and  
Libraries  
(\$2.25 billion)**

# Rural Health Care Program

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## Overview

- **Pilot Program** (closed to new applicants) supports 85% of the cost of broadband networks.
- **Primary Program** provides discounts for telecommunications services and Internet access for rural health care providers (HCPs)

## Primary Program Basics

- For telecommunications services, RHC funds the difference between the urban and rural rates
- For Internet access, RHC funds a straight 25% discount off the rural rate

## What does the RHC program fund?

- Connectivity to:
  - Telephone service
  - Internet access
  - Telecommunications services
  - Wireless services

*Must be used for the provision of health care*

## Four Steps for Health Care Providers:

1. Health Care Provider's eligibility is determined
2. HCP requests services, and Service Providers (SPs) provide bids for the HCP to evaluate (1st Form: 465)
3. Once HCP has selected services/service providers, HCP notifies RHC of selection (2nd Form: 466/466-A)
4. Once approved for support, HCP notifies RHC that services have been received (3rd Form: 467)

## 1. Eligible Location

- Determined by FCC definition of rural

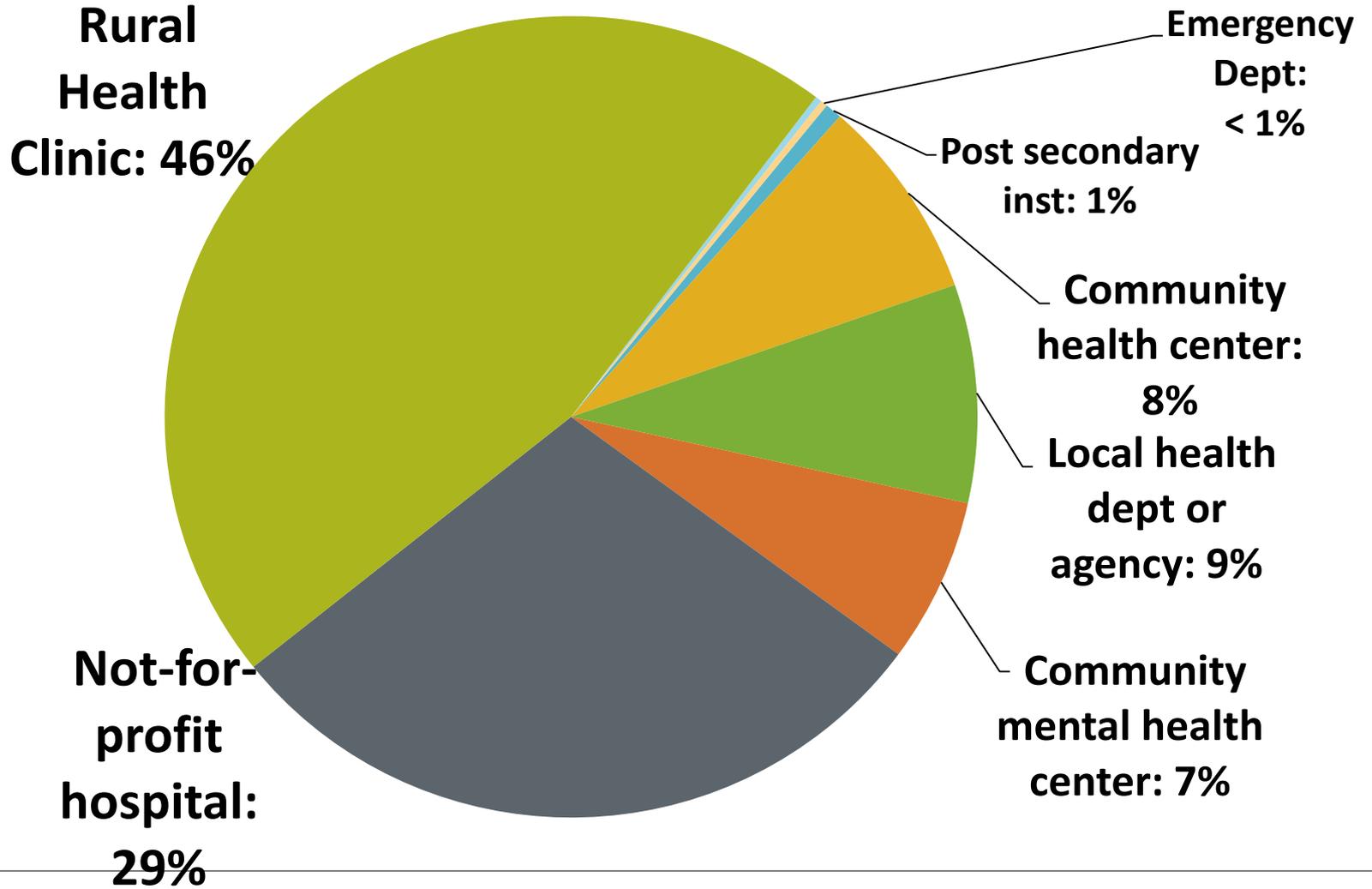
## 2. Eligible Status

- Non-profit
- OR
- Public

## 3. Eligible Organization Type

- Not-for-profit hospitals
- Rural health clinics
- Community mental health centers
- Local health departments or agencies
- Post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools
- Community health centers or health centers providing health care to migrants
- Dedicated emergency departments of rural for-profit hospitals
- Consortia of HCPs consisting of rural not-for-profit hospitals
- Part-time eligible entities located in facilities that are ineligible

## Eligible Health Care Providers by Type



## Four Steps for Health Care Providers:

1. Health Care Provider's eligibility is determined
2. HCP requests services, and Service Providers (SPs) provide bids for the HCP to evaluate (**1st Form: 465**)
3. Once HCP has selected services/service providers, HCP notifies RHC of selection (2nd Form: 466/466-A)
4. Once approved for support, HCP notifies RHC that services have been received (3rd Form: 467)

## What is the Form 465?

### ***Description of Services Requested and Certification Form***

- First form filed by the HCP to initiate program participation
- Certifies that the HCP meets eligibility requirements
- Used to request bids from service providers for eligible services

## Competitive Bidding

- HCPs must select the most cost effective service provider, which is defined by the FCC as “the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors relevant to choosing a method of providing the required services.”

## Competitive Bidding

- HCPs should choose the selection criteria most important to them. Some examples include but are not limited to:
  - Technical support
  - Previous experience with service provider
  - Cost for service
  - Rapid response
  - Service provider to provide a single point of contact

## Competitive Bidding

- HCPs must not enter into a contract or service agreement until the Allowable Contract Selection Date (ACSD), or the 29<sup>th</sup> day after the 465 is posted

## Four Steps for Health Care Providers:

1. Health Care Provider's eligibility is determined
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4. Once approved for support, HCP notifies RHC that services have been received (3rd Form: 467)

## What are the Forms 466 and 466-A?

### ***Funding Request and Certification Form***

- Second form(s) filed in the application process
- Identifies the HCP's selected service(s), rates, carrier(s), and date of carrier selection
- The HCP must submit one form for each service
- Funds cannot be committed until RHC receives a completed form and required supporting documentation

## Four Steps for Health Care Providers:

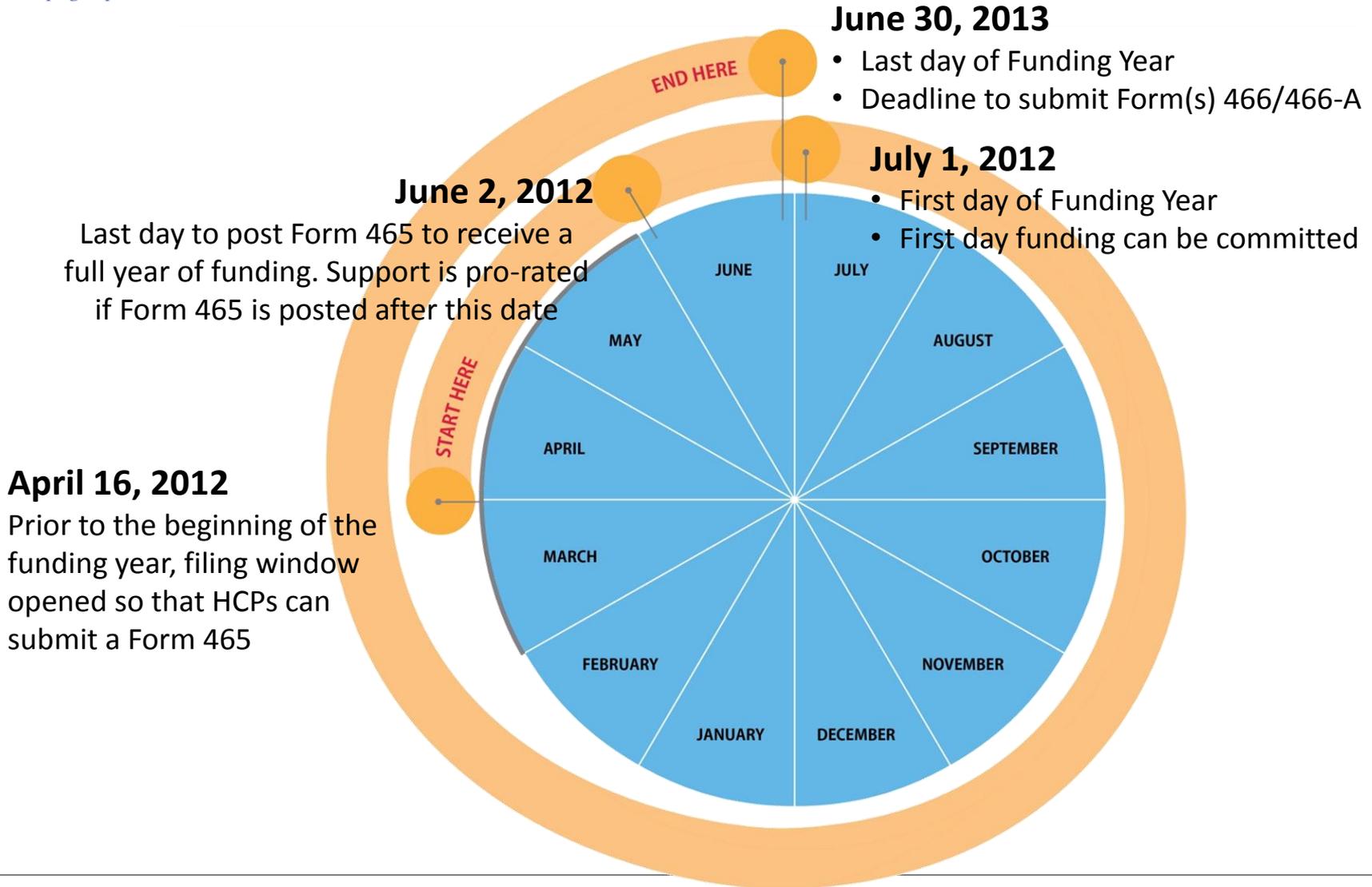
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4. Once approved for support, HCP notifies RHC that services have been received (**3rd Form: 467**)

## What is the Form 467?

### ***Connection Certification***

- Third and final form required in the application process
- Used to confirm the following:
  - When service was provided (service start date)
  - When/if service was disconnected (service end date)
  - If service was never turned on
- The HCP will NOT receive support until the Form 467 is submitted

# RHC Primary Program



## About My Portal: RHC's New Application Management System

My Portal was created so account holders could have access to their HCP's RHC-related account information. You can:

- Store account information year over year, by fund year
- Gain access to PDFs of all approved forms
- Learn the status of all forms – completed or in draft mode
- Gain access to important documents issued by USAC, such as Funding Commitment Letters and HCP Support Schedules
- Link communication and supporting documentation to a specific form

### ABOUT THE PROGRAM

- Getting Started
- Who Is Eligible
- Program Integrity
- Trainings & Outreach
- Frequently Asked Questions (FAQs)
- Rural Health Care Pilot Program

### RESOURCES & TOOLS

- Applicant Login**
- Information by State
- Sample Documents
- Funding Commitment Tool
- Search Tools
- Forms
- Latest News
- Feedback

HEALTH CARE PROVIDERS

SERVICE PROVIDERS

### APPLICANT LOGIN

#### Funding Year 2012

To access the new RHC My Portal for **Funding Year 2012**, [log in here](#). Eligible health care providers (HCPs) may submit an FCC Form 466/466-A (Funding Request and Certification Form/Internet Service Funding Request and Certification Form) beginning on Monday, July 2, 2012 at 9:00 AM ET. Funding Year 2012 is from July 1, 2012 to June 30, 2013, but because the beginning of the funding year falls on a non-business day, health care providers will need to wait until July 2 to submit the FCC Form 466/466-A.

You may experience compatibility issues with My Portal and Internet Explorer 9. If you are using Internet Explorer 9 and find that search functions are not displaying correctly, try accessing My Portal using another browser such as Google Chrome or Firefox. Users of Internet Explorer 9 may also try browsing My Portal pages using compatibility mode by clicking the "Compatibility View" button  to the right of the URL in the address bar. For more information about compatibility view, see the [Microsoft help page](#).

Important Note: All applicants will be required to submit an FCC Form 465 for Funding Year 2012 in order to register for and access the RHC My Portal. This applies even for those applicants who have evergreen contract status. More information explaining My Portal is [available here](#).

- Welcome Packet

## RURAL HEALTH CARE

[USAC Home](#) | [Rural Health Care Program](#) | [Getting Started](#)

### ABOUT THE PROGRAM

[Getting Started](#)

[Who Is Eligible](#)

[Program Integrity](#)

[Trainings & Outreach](#)

[Frequently Asked Questions \(FAQs\)](#)

[Rural Health Care Pilot Program](#)

### RESOURCES & TOOLS

[Applicant Login](#)

[Information by State](#)

### HEALTH CARE PROVIDERS

#### GETTING STARTED

[Process Overview](#)

[Welcome Packet \(PDF\)](#)

[Rural Health Car](#)

### The Rural Health Care Program

Rural Americans can have a hard time finding the same level of care in less populated areas. Care provided over the Internet – with some exceptions – can bring high-quality medical services to everyone. For many rural patients, the universal service Rural Health Care Program is a more affordable, less expensive, and more convenient way to receive care.

- Welcome Packet

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- [STEP 3 Evaluating Bids & Selecting a SP](#)
- [STEP 4 Submit Funding Requests](#)
- [STEP 5 Review, Approve, and Submit](#)

## SERVICE PROVIDERS

re FAQs

el of medical care available  
nds and images transmitt  
one, no matter where they  
provides reduced rates for

### Get Started

The first step is to learn about eligibility for the Rural Health Care Program. If you are a service provider, review the [application process](#). Once you understand the process, click about what you need to know before you begin.

The Rural Health Care Program team has developed a few handouts to help make the understand, including an [RHC Filing Timeline](#)  handout and an [RHC Lifecycle Proces](#) information on the Rural Health Care Program, visit USAC's [Rural Health Care FAQs](#) pa

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[Frequently Asked Questions \(FAQs\)](#)

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HEALTH CARE PROVIDERS

SERVICE PROVIDERS

## TRAININGS & OUTREACH

[Training Events Archive](#)

[Quarterly Newsletter](#)

[Online Learning Library](#)

[Handouts & Reference](#)

[Conference Calls](#)

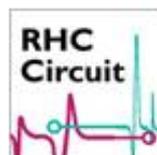
USAC offers a variety of training events for health care providers (HCPs) and service providers who participate Rural Health Care Program. All events and resources are offered free of charge.

### Upcoming Events

- [Monthly Conference Call](#) — July 12, 2012

[Past Events](#)

### Newsletter



Keep in touch with the Rural Health Care Program through our quarterly newsletter, the RHC Circuit.

View All Issues: [Quarterly Newsletter](#)

Sign up: [Subscription Center](#)

### Handouts & Reference

A variety of publications are available to help HCPs and service providers learn what they need to know to participate successfully in the Rural Health Care Program.

Click here to see the [Handouts & Reference section](#).

[Webinar Recordings & Online Tutorials](#)

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#### Funding Year 2011

*Thank you for joining us today!*

## **Customer Support Center**

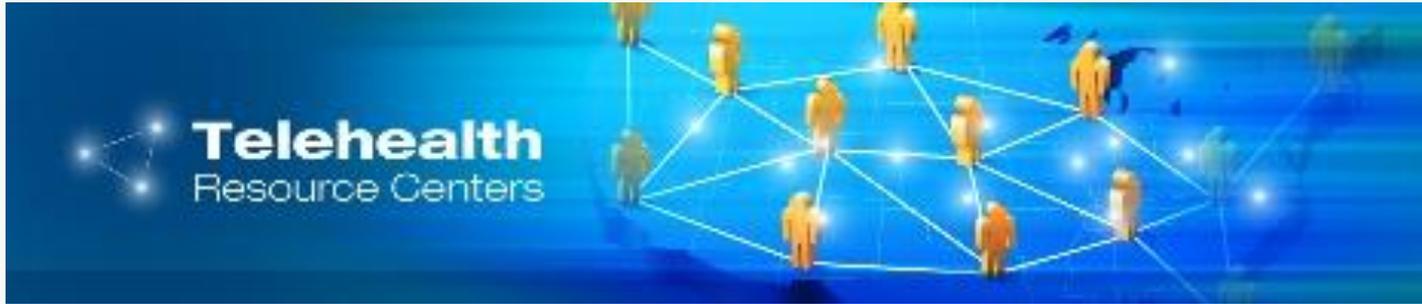
[RHC-Admin@usac.org](mailto:RHC-Admin@usac.org)

1-800-229-5476

## **Paloma Costa**

[pcosta@usac.org](mailto:pcosta@usac.org)

202-772-6274



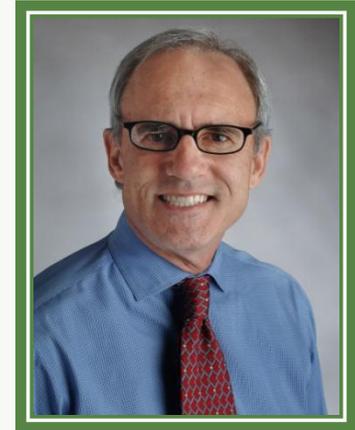
# The Telehealth Resource Center Grant Program

*Technical assistance for  
starting or expanding telehealth services.*

[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)



**Heartland**  
Telehealth Resource Center



Gordon Alloway  
Project Director,  
HTRC

Phone: 1.877.643.HTRC (4872)

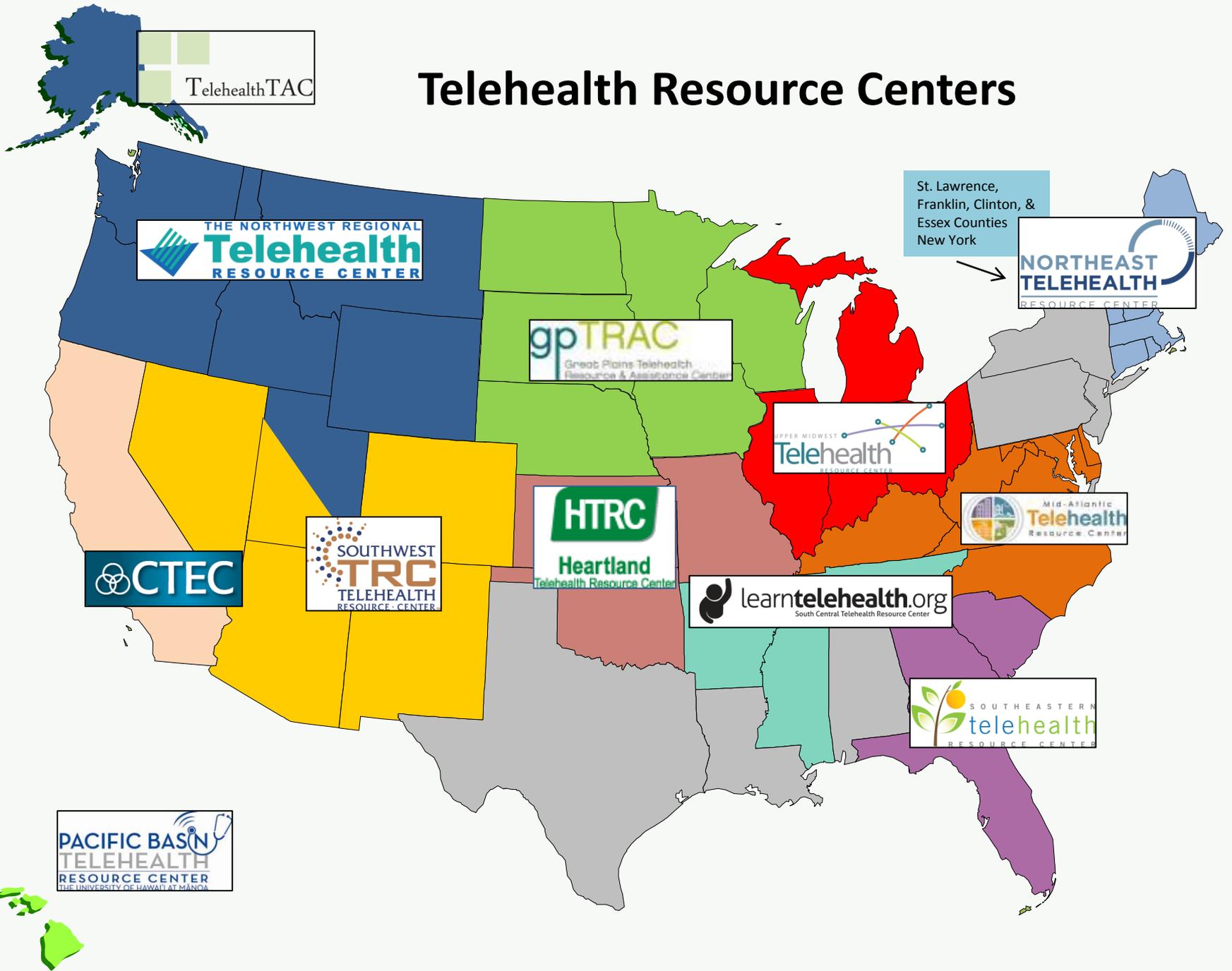
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# What are Telehealth Resource Centers (TRCs)?

- Federally funded through HRSA/ORHP
- TRC Grant Program – established 2006
- Extensive telehealth program implementation experience
- 11 Regional TRCs, plus
- 1 Telehealth Technical Assistance Center



# Telehealth Resource Centers



# Regional Telehealth Resource Centers

- California Telemedicine & eHealth Center (CTEC)  
CALIFORNIA HEALTH FOUNDATION AND TRUST, SACRAMENTO, CA
- Great Plains Telehealth Resource & Assistance Center (GPTRAC)  
UNIVERSITY OF MINNESOTA, MINNEAPOLIS, MN
- **Heartland Telehealth Resource Center (HTRC)**  
UNIVERSITY OF KANSAS , KANSAS CITY, KS
- Mid-Atlantic Telehealth Resource Center  
UNIVERSITY OF VIRGINIA, CHARLOTTESVILLE, VA
- Northeast Telehealth Resource Center  
MEDICAL CARE DEVELOPMENT, AUGUSTA, MAINE



# Regional Telehealth Resource Centers

- Northwest Regional Telehealth Resource Center

SAINT VINCENT HEALTHCARE FOUNDATION, BILLINGS, MT

- Pacific Basin Telehealth Center

UNIVERSITY OF HAWAII, HONOLULU, HI

- South Central Telehealth Resource Center

UNIVERSITY OF ARKANSAS, LITTLE ROCK, AR

- Southeastern Telehealth Resource Center

GEORGIA PARTNERSHIP FOR TELEHEALTH, WAYCROSS, GA

- Southwest Telehealth Resource Center

UNIVERSITY OF ARIZONA, TUCSON, AZ

- Upper Midwest Telehealth Resource Center

INDIANA RURAL HEALTH ASSOCIATION, TERRE HAUTE, IN



# HTRC SERVICE AREA



KANSAS - MISSOURI - OKLAHOMA



# HTRC PARTNERS

- University of Kansas Medical Center
  - Program started in 1991 with one hospital
    - now over 2,000 clinical consults/yr
- University of Missouri Health System
  - MTN began in 1994 with 10 sites
    - now over 200 endpoints in the network
- University of Oklahoma Health Sciences Center
  - Program since 1993 with 60 rural/regional hospitals
    - Particular expertise in store-and-forward consults



# Telehealth or Telemedicine?



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# Technology Terms

***Telehealth*** - the use of electronic information and telecommunications technology to support long-distance [delivery]:

- clinical health care
- patient and professional health-related education
- public health
- health administration

Health Resources and Services Administration  
U.S. Department of Health and Human Services



# Technology Terms

***Telemedicine*** - the use of electronic communication and information technologies to provide or support clinical care at a distance.

HRSA Rural Health Glossary & Acronyms

<http://www.hrsa.gov/ruralhealth/about/telehealth/glossary.html>

Google: *HRSA telemedicine*



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# Benefits of Telemedicine

1. Improve health care access
2. Addresses physician shortage
3. Reduce unnecessary patient transport
4. Reduce provider travel time/cost to outreach sites
5. Reduce patient travel time and cost (Outpatient)
6. Retain patients locally in their home communities

(See #3)



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Telehealth Resource Center

# History



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# Telehealth – Feasible for many years.

- Telemedicine – appeared in the 1950s
- First documented consult – 1959
- Brief projects in 1970s
  - In the *American Journal of Psychiatry*, Dr. Thomas F. Dwyer, a Massachusetts psychiatrist, said that he has practiced telepsychiatry via video conferencing, for five years.  
Its “adoption by psychiatrists and patients,” he predicted, “will proceed quickly . . .”

(August, 1973)



# Telemedicine in U.S.

- **Late 1980s** - Current telemedicine movement began
  - Initial growth came from at least one telemedicine program per state
  - Many based in university medical centers
  - Combination of grant and state funding; few are self-sustaining
  - Research and development focused



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# Telemedicine in U.S.

- **Late 1990s** - Federal support for telehealth began
- Key legislation:
  - **The Balanced Budget Act of 1997 (BBA)**
    - Mandated Medicare reimburse telehealth care
    - Funded telehealth demonstration projects
    - Limited in scope
      - Examples:
        - » Provider fee-sharing
        - » Patient had to be present
        - » No originating site reimbursement



# Telemedicine in U.S.

- **Consolidated Appropriations Act of 2001 (CCA)**
  - Telehealth policies (H.R. 5661, Section 223) - **Benefits Improvement and Protection Act of 2000 (BIPA)**
    - Objective: to expand rural access
    - Established many of today's guidelines
- **Medicare Improvement to Patients and Providers Act of 2008 (MIPPA)**
  - Included SNF
  - Added more originating sites



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# Telemedicine in U.S.

- American Recovery and Reinvestment Act of 2009 (ARRA)
  - Significant investments in health technology
    - Broadband
    - Health IT
    - Telehealth and e-health technologies



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# Historical Challenges for Telemedicine

1. Limited adoption by providers
  - Federal & State reimbursement slow to expand
    - Medicare - Adding CPT codes annually
    - Medicaid – Varies by state
  - Private reimbursement not standardized
  - Seemingly not integrated in clinic flow
  - Technology concerns
    - Initial investment of equipment
    - Ongoing support
    - Lack of standardization
    - Inconsistent broadband internet service
2. Lack of financial sustainability models



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# Latest Developments



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# Technical Advances

- Next generation:



© 2011 CBS Interactive

# Robotics



# Interactive Tele-Video (ITV)

Putting technology concerns into the past.



PROVIDER'S OFFICE  
w/ Desk Top Computer



TABLET

SMARTPHONE



# The Wireless World of Hospitals



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# Good News!

## There Is Reimbursement

- Medicare (2001)
- Medicaid varies by state, but generally followed Medicare guidelines:
  - Kansas (2004)
  - Missouri (2008)
  - Oklahoma (1998)



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# Telemedicine in U.S.

## Multiple Federal Funding Resources

- **USAC** – Rural Health Care Support
  - Will pay for % of Internet access cost
    - <http://wireless.fcc.gov/outreach/index.htm?job=funding>
- **USDA** – Rural Development, Distance Learning and Telemedicine Program
  - [http://www.rurdev.usda.gov/UTP\\_DLT.html](http://www.rurdev.usda.gov/UTP_DLT.html)
- **Dept. of Commerce** – National Telecomm. and Information Admin.
  - Expanding broadband Internet access
  - <http://www.ntia.doc.gov/category/grants>



# Applications



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# Group Sessions and Educational Events



## Specialty Consultation via ITV



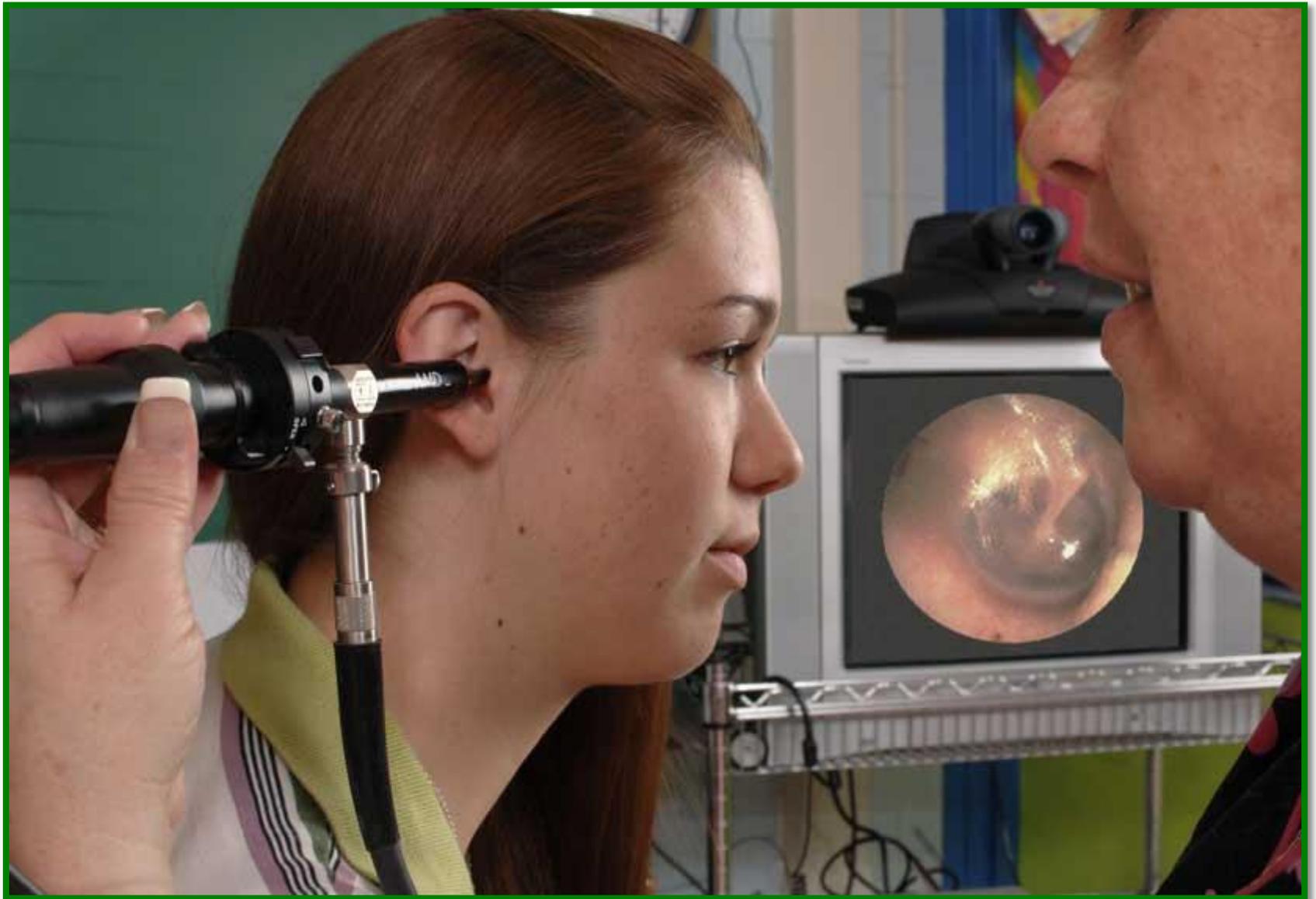
# Telestroke / Physician-to-Physician



## School-Based Programs



## Electronic Otoscope for Pediatrics





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# Intra-Oral Scope (Tele-Sleep Study)



# What Tele-Sleep Presenter Sees



# Oncology Care (Hospital Exam Room)



**Heartland**  
Telehealth Resource Center

# Home Monitoring

- Newest, most active segment
- Preventive care
- Remote management of chronic illness
- Reduce hospital readmission rates
- Popular with aging population in U.S.
  - Delay Nursing Facility placement
  - Allows remaining at home longer
  - No evidence of technology fears



Heartland  
Telehealth Resource Center

# Telehealth Resource Centers

How can they help me?



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**Heartland**  
Telehealth Resource Center

# Telehealth Resource Centers

## How can they help me?

- Example #1 - Make grant implementation easier

June 2011 - *AIDS Education and Training Center Telehealth Training Centers Program (TTCP) - a HRSA-funded program designed to expand access to and improve healthcare and health outcomes for hard-to-reach, HIV-positive persons in medical care residing in historically underserved communities.*

*The skills of each TTC are required to be clinical, managerial and educational, not technical.*

TRCs can fill a technical need:

- ✓ TRCs are available for organizational partnerships
- ✓ TRCs have telehealth program implementation experience
- ✓ 8 out of 9 funded grantees were in TRC Service Areas

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<http://www.telehealthresourcecenter.org>



# Telehealth Resource Centers

## How can they help me?

- Example #2 – Provide ongoing education, training and certification on all aspects of telehealth/telemedicine

TRCs offer online and onsite training, plus regional conferences:

- ✓ Telehealth toolkits are accessible on a variety of sites, including
- ✓ Certifications include: Telemedicine Clinical Presenter, Telemedicine Coordinator
- ✓ Other resources: Program Assessment Tools, Program Developer Kit, Program Administration Consultation, etc.
- ✓ Assistance available online, all the time

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<http://www.telehealthresourcecenter.org>



# Telehealth Resource Centers

<http://accesstelehealth.org/>

- Example #2 – (Continued)

Interactive Websites

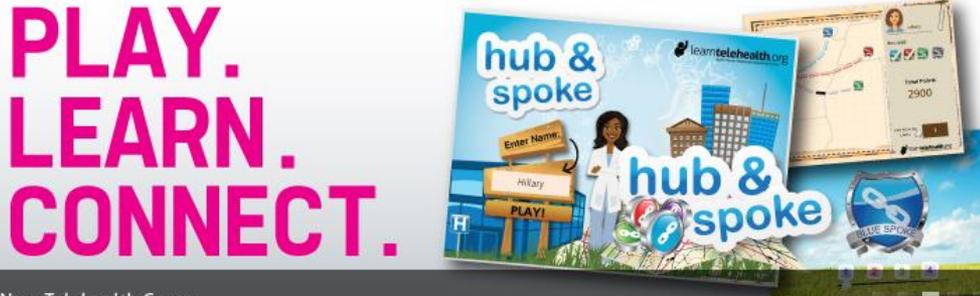
The screenshot displays the Access Telehealth website interface. At the top left is the logo for Access Telehealth, featuring three stylized human figures in blue, green, and orange. Below the logo is the text 'Access telehealth'. To the right of the logo are four green navigation tabs: '> Benefits', '> Testimonials', '> Getting Started', and '> FAQ'. Further right is a 'BLOG' link in orange text. The main content area is divided into three columns. The left column has a dark teal background with the text '<WHY TELEHEALTH?>' in white and green, and a 'View Demo' button with a computer monitor icon. The middle column features a photo of a doctor in a white coat talking to a patient. To the right of the photo is the heading 'The care you need, no matter where you live.' followed by a paragraph about telehealth programs, a list of benefits (Access to Specialists, Reduced Medical Costs, Better Care), and a 'View Demo' button. The right column is a sidebar with a 'BLOG' section, containing two articles: 'Technology as Solution to Future Physician Shortages' dated August 6, 2012, and 'Telemedicine at the 2012 Minnesota State Fair' dated July 23, 2012. At the bottom of the page is a green navigation bar with '> gptrac.org' on the left, a search box in the center, and '>' on the right. Below the navigation bar is a footer with the text: 'This web site has been made possible by grant number G22IT16263 from the Office for the Advancement of Telehealth: Health Resources Service Administration / DHHS. ©2011 Great Plains Telehealth Resource and Assistance center'.

# Telehealth Resource Centers

<http://learntelehealth.org/>

- Example #2 – (Continued)

## Interactive Websites



**PLAY.  
LEARN.  
CONNECT.**

hub & spoke  
learntelehealth.org  
Enter Name: Hillary  
PLAY!  
hub & spoke  
BLUE SPOKE

New Telehealth Game

### Telehealth Blogs

Telehealth in the South Central Region (NEW)  
Telemedicine Helps States Stay Ahead of Health Care Reform  
New Website Focuses On Educating Arkansans About Telemedicine...  
[View More Blog Posts](#)

### iHealthBeat Newsfeed

ONC Aims To Automate Patient Use of 'Blue Button' ...  
Hacking Attack Prompts Concerns About Security Ris...  
CMS Seeking Public Comment on ICD-10 Readiness Ass...  
Physicians Divided on Using Social Media To Connec...

### What's New

 <p>What is Telehealth?</p>	 <p>Telehealth Reimbursement</p>	 <p>training <b>TELEHEALTH</b> <i>it's not rocket science... it's telehealth!</i></p> <p>Contact Us For Training</p>	 <p>Telehealth Glossary</p>
 <p>30 Sec. With a Telehealth Expert</p> <p>30 Telehealth Expert</p>	 <p>Telehealth what's it worth? money + time =</p> <p>Impact Calculator</p>	 <p>cheaper! Telemedicine faster!</p> <p>Video: A Telemedicine Tale</p>	 <p>Health Care Reform</p> <p>Health Care Reform</p>

join the community!

New Users: Sign Up

Take a Tour of the Site

Login

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ARKANSAS eLINK  
LINKING HEALTH, EDUCATION, RESEARCH AND PUBLIC SAFETY

Arkansas E-Link Equipment Training

---



Facebook Public Profile  
Login to see this content

# Telehealth Resource Centers

<http://HeartlandTRC.org/>

- Example #2 – (Continued)

Interactive Websites

**Heartland**  
Telehealth Resource Center

HTRC Services   New to Telehealth?   By state »   News   Resources »   About Us »   Contact

Getting Started   HTRC Services   Videos

## Exploring Telehealth

We have resources and information for new users in general and specifically for Kansas, Missouri, and Oklahoma.

Getting started with telehealth doesn't have to be difficult, and the HTRC is always here to help. Click **Read More** below to learn about everything cross-state licensure to patent privacy to technology.

[Read More](#)

### Events

Date/Time	Event
Tuesday, August 14, 2012 - Wednesday, August 15, 2012 All Day	<b>Missouri Telehealth Training</b> <i>MOREnet Training Facilities, Columbia Missouri</i>
Friday, August 17, 2012 1:00 pm	<b>HRSA Webinar: Telehealth Resources for Safety Net Providers</b>
Monday, September 10, 2012 - Tuesday, September 11, 2012 All Day	<b>ATA Fall Forum</b> <i>The Roosevelt New Orleans, New Orleans Louisiana</i>
Monday, October 29, 2012 - Tuesday, October 30, 2012 All Day	<b>Oklahoma Telemedicine Conference 2012</b> <i>Samis Education Center, Oklahoma City Oklahoma</i>

Powered by Events Manager

### News

Oklahoma's HTRC Group Highlights Value of ...

SKC Communications Technology Summit: Tele...

July 12, 2012 Newsletter

June 21, 2012 Newsletter

Telehealth in Kansas Brings Rural Access t...

• Example #2 (Cont'd.) E-Newsletters

**learntelehealth.org**  
Interactive Newsletter



**NEW BLOG POST:**  
**New Website Educates Public on Telehealth**



For over a decade Arkansas has been a leader in the telemedicine industry, from the pioneering ANGELS group to the AR SAVES team. They recently launched a new public awareness web site, [ArkansasTelemedicine.com](http://ArkansasTelemedicine.com)...

[Read it...](#)

**NEW VIDEO:**  
**Building Program Awareness: Building off Successes**

You've built your Telehealth program, now it's time to spread the word! Rick Washam, AR SAVES, shares how great outcomes in your program can be a way to build awareness in your community.

[Watch it Now...](#)



**Technology Course**

This highly interactive online module is the next best thing to actually being in a room with some telehealth equipment. If you choose to complete this module you will walk away with information about the types of equipment that can be used in clinical, educational and administrative applications.

[Learn it...](#)



**E-Link Training**

Don't be intimidated by that new telehealth equipment---let's take it for a spin! Interactive training modules are available on demand. Telehealth 101 training is available for organizations in Arkansas, Tennessee and Mississippi. Options abound at [LearnTelehealth.org](http://LearnTelehealth.org).

[Learn it...](#)

**Friend on Facebook**  
**Follow on Twitter**  
**Forward to a Friend**

**On the Road Again**

Tamara Perry will be presenting at the NOSORH grantee meeting August 1, 2012 about the resources we provide to the south central region.

Kim Miller picked up some world famous watermelon on her recent visit to Cave City, Arkansas where she conducted our FREE Telehealth 101 training.

Tamara and Kim travel Arkansas highways every week. They are also available for site visits and training via interactive video or online webinars. If you'd like us to "stop by" and see you, please call 1.855.664.3450.

**Upcoming Events:**

SKC Communications Technology Showcase - Aug 7-8

Free Webinar

Marrying Technology and Process to create a Successful Telemedicine Program - Aug 2

Free Webinar

2012 MS 17th Annual Rural Health - Sep 20-21

Jackson, MS

**Archived Lecture:** Determining Telehealth's Value Proposition

<http://learntelehealth.org/>

**HTRC Heartland Telehealth Resource Center**

July 26, 2012



[Forward this message.](#)

**In This Issue**

- [Technology and Telehealth Event in Kansas City, Aug. 7-8](#)
- [Oklahoma's HTRC Group Highlights Telemedicine's Value](#)
- [VA Telehealth Program Aims To Extend Specialty Care to Vets](#)

**BE HEARD**  
Take our 1 question poll

**Upcoming Events**

August 7-8  
[SKC Communications Technology Summit: Telehealth Symposium & Training](#)  
Kansas City Convention Center

August 14-15  
[Missouri Telehealth Training](#)  
MOREnet Training Facilities

August 15  
Noon CST  
[Pre-Hospital EKG Transmission](#)  
Upper Midwest TRC Webinar

August 22

**UCOLLABORATE** SMART COMMUNICATIONS SUMMIT 2012  
OVER 25 MANUFACTURERS. TOP INDUSTRY EXPERTS. SKC TECHNOLOGY SUMMIT.

**FREE EVENT**  
AUG 7 & 8  
**REGISTER NOW**

**Technology and Telehealth Event in Kansas City, Aug. 7-8**

Join us in Kansas City! The HTRC will be at the 5th Annual SKC Technology Summit 2012 at the Kansas City Convention Center, Aug. 7-8. At the free event, HTRC is organizing some of the healthcare break-out sessions for this SKC event: Telehealth Technology Symposium and Telehealth Educational "How-To" Training.

The summit will include six brief presentations on current users of telehealth for a variety of health concerns, like home care and emergency behavioral health, as well as how-to training sessions for those interested in ways to get started with telemedicine. Time will also be available for discussion with the panel.

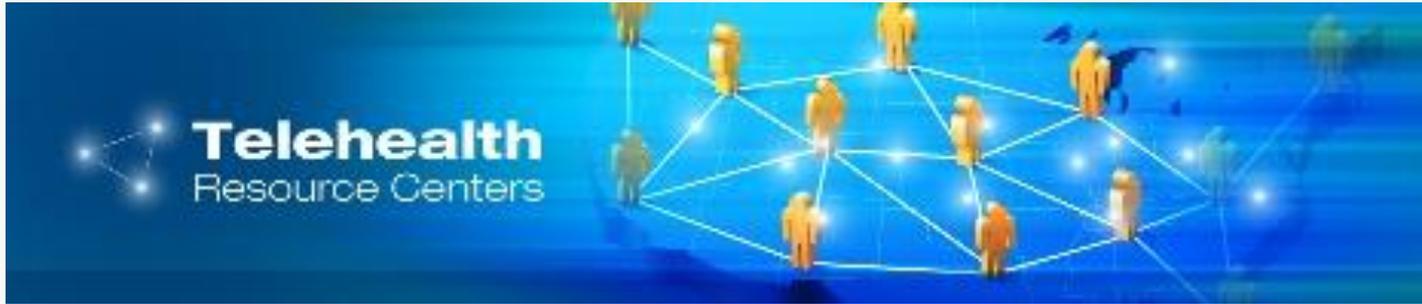


Look for us there and say hello.

[Click here for more information and to register.](#)

 We'll be tweeting live from the event with the hashtag #HTRCKC2012. Be sure to **follow us on Twitter** too.

<http://HeartlandTRC.org/>



# The National Telehealth Resource Center Webinar Series

Key telehealth topics from experts!

- 3<sup>rd</sup> Thursday of Every Month
- 1:00 PM Central Time

[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)

# Telehealth Resource Centers

## How can they help me?

- Example #3 – Help make healthcare accessible

Summer 2012 – Benton County Health Unit, Rogers, Arkansas

- “We’re able to give top-of-the-line care,” says Sharon Loftis, women’s health nurse practitioner. “We have a physician at our fingertips, literally, for any complications that we have with our maternity patients.”
- “Telemedicine has cut down big time on transportation,” Loftis says. “We used to make an appointment in Little Rock and hustle around to find transportation if they didn’t have it. It’s tremendous for so many clients that have trouble getting gas money ,to see us as opposed to going to Little Rock. It’s beyond awesome for our clients.”

Lutz, Angela; Top-notch telemedicine: Resource center grantees improve patient care;  
*Rural Roads*; Summer 2012; p.34,35



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<http://www.telehealthresourcecenter.org>

# Telehealth Resource Centers

## How can they help me?

- “We want to bring rural communities together and show them how they can improve their patients’ outcomes within their own communities.”  
Adam Rule, south Central TRC project director.
- “We offer expert advice from people in the field who have been doing it a long time. We are able to put them in contact with other telehealth experts and allow collaboration and sharing of best practices.”
- To help health care providers recognize the benefits of post-grant sustainability, Rule recommends the telehealth impact calculator available on [learntelehealth.org](http://learntelehealth.org). It approximates how much time and money a hospital or clinic might save by utilizing telemedicine.

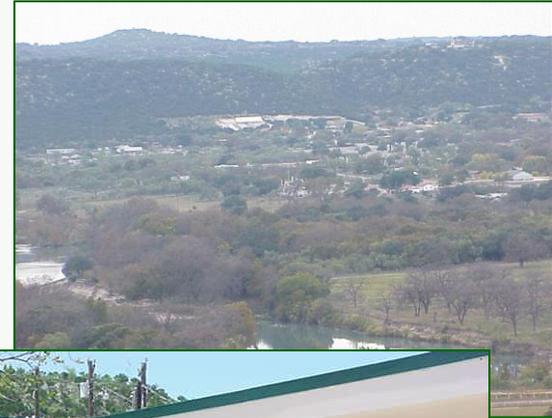
Lutz, Angela; Top-notch telemedicine: Resource center grantees improve patient care;  
*Rural Roads*; Summer 2012; p.34,35

<http://www.telehealthresourcecenter.org>



# Who do the TRCs serve?

- ✓ Rural Clinics
- ✓ Federally-Qualified Health Centers (FQHC)
- ✓ Critical Access Hospitals (CAH)
- ✓ Community & Urban Hospitals
- ✓ Primary Care Clinics
- ✓ Providers
- ✓ Health Care Organizations
- ✓ Ambulatory Care Centers
- ✓ Nursing Homes
- ✓ *and others...*



Kimble Hospital  
Junction, TX



<http://www.telehealthresourcecenter.org>

# How TRCs can help. . .

- Proven resources
  - Legislation/Regulations
  - Forms & Protocols
  - Toolkits
  - Event Announcements
- Staff training
  - Onsite
  - Basic Protocols → Telepresenters
- Peer-to-peer connections
  - Learn from other's mistakes
  - Tele-All (Stroke, ICU, etc.)
  - No regional limitations



<http://www.telehealthresourcecenter.org>

# How TRCs can help. . .

- Technical Assistance
  - Assessments
    - Market Conditions
    - Needs & Prioritization
    - Organizational Readiness
    - Technology
    - Peer Comparison
  - Basic strategic planning
    - Sources for revenue generation
    - Expense reductions
    - Cost Center/Residual benefits
    - Start Up / Replacement funding



<http://www.telehealthresourcecenter.org>



# How TRCs can help. . .

- Technical Assistance (cont'd.)
  - Business Model Development
    - Equipment Selection
    - Program development
    - Operational support
    - Education on Insurance
    - Reimbursement
    - Quality Assessment



<http://www.telehealthresourcecenter.org>



# How TRCs can help. . .

- For Technical Assistance:

– *Call or Email* -

It's

**FREE**



Photo courtesy of RP-X Press

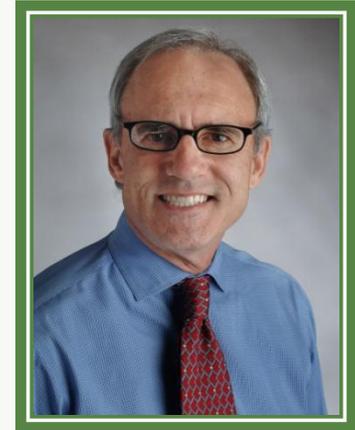


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<http://www.telehealthresourcecenter.org>



**Heartland**  
Telehealth Resource Center



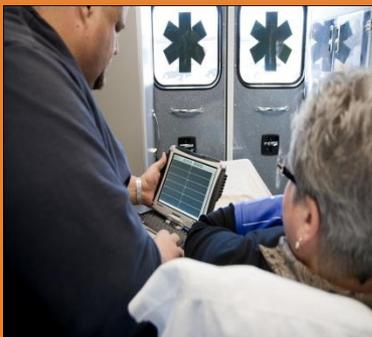
Gordon Alloway  
Project Director,  
HTRC

Phone: 1.877.643.HTRC (4872)

Email: [Questions@HeartlandTRC.org](mailto:Questions@HeartlandTRC.org)

Video IP: 169.147.3.125 ext. 7010109





# Wabash Valley Rural Telehealth Network

Stephanie Laws, RN, BSN  
Union Hospital  
Richard G. Lugar Center for Rural Health

Education

# Who Are We?



RICHARD G.  
**LUGAR**CENTER  
FOR RURAL HEALTH

A DIVISION OF

**UNION**  
HOSPITAL

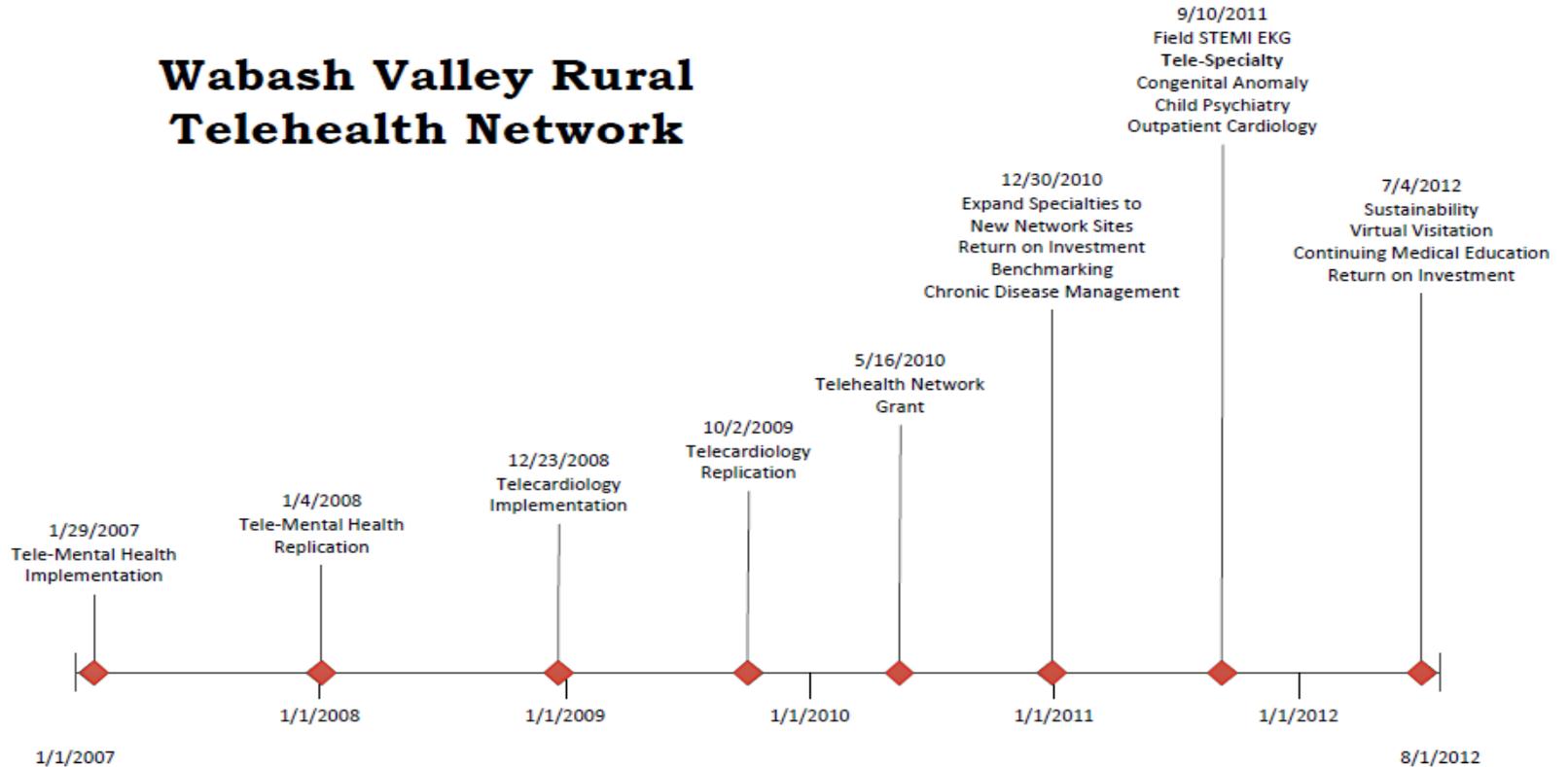


Innovation

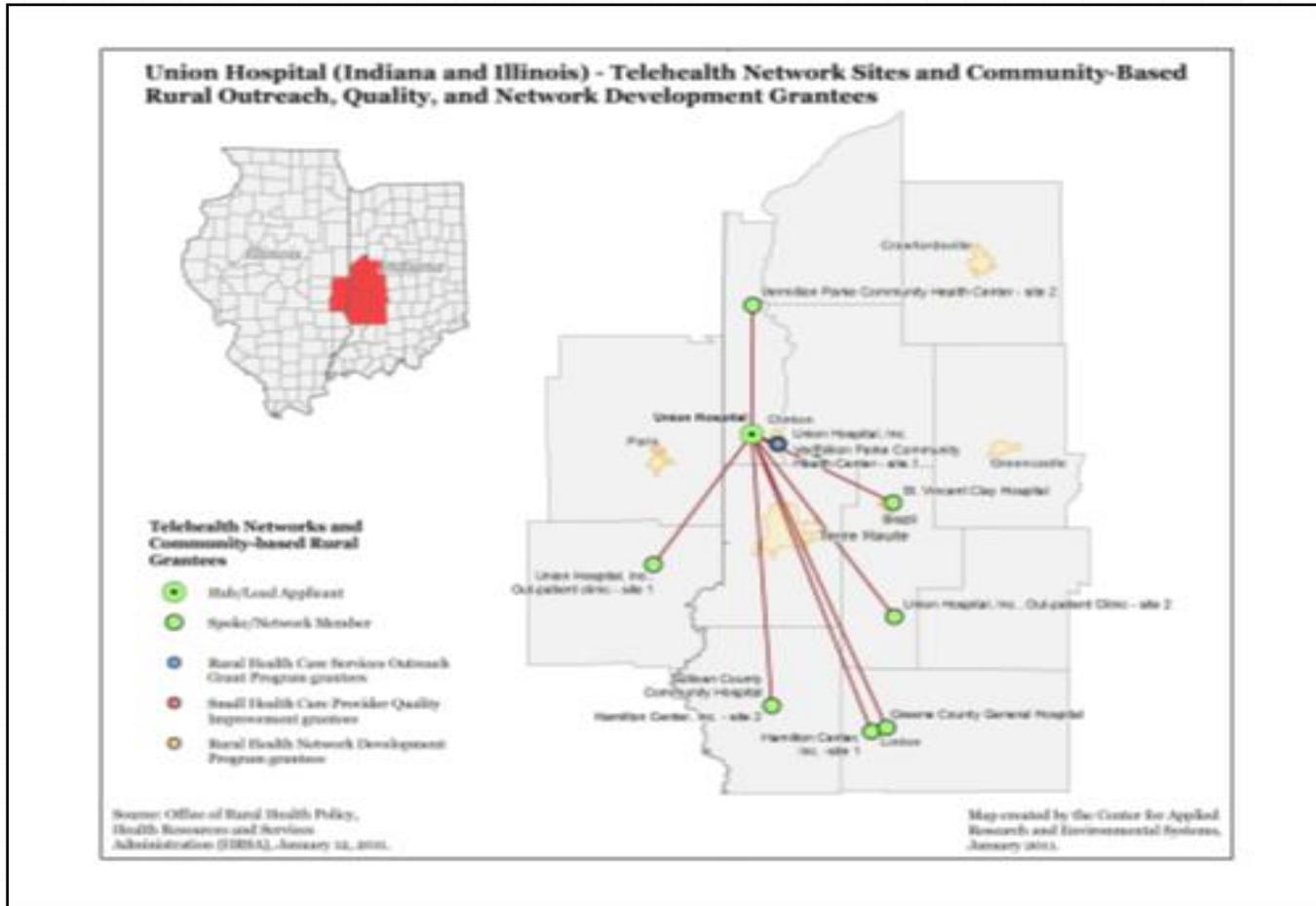
Collaboration

[www.ruraltelenet.org](http://www.ruraltelenet.org)

# Wabash Valley Rural Telehealth Network



# Wabash Valley Rural Telehealth Network



# Telehealth Network Grant Program Objectives

## EXPAND THE EXISTING NETWORK

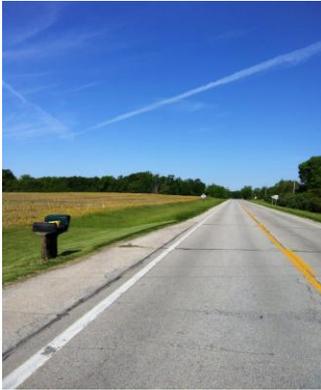


## EXPAND SPECIALTY HEALTH SERVICES



## ENHANCE TELEHEALTH VALUE AMONG PARTNERS

# First things first...



Listen to our “rural voice”

Correlate the need



Assess the feasibility

# Multiple Specialties and Rural Outreach

FY 2010-2012



- **Telecardiology**
- **Telepulmonology**
- **Telenephrology**
- **Telehematology/oncology**
- **Child Psychiatry**
- **Chronic Disease Management**
- **Field STEMI EKG Transmission**

# Project Support

## Integrated Processes



Clinical Work flow

Existing Referral Patterns

Quality Performance

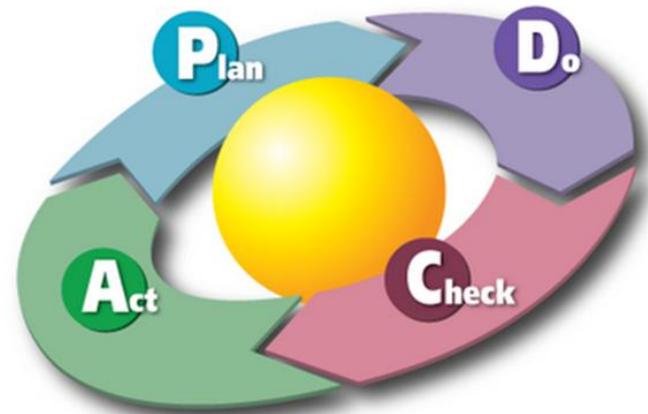
# Smart Business Tactics or Common Sense?

- Enhanced efficiencies
- Cost Containment
- Retained Market share
- Enhanced stakeholder satisfaction
- Quality Impact



# Fiscal Year 2013

- Virtual Visitation
- Continuing Medical Education Outreach
- Tele-Occupational Health
- Model Replication
- Business Sustainability Plan

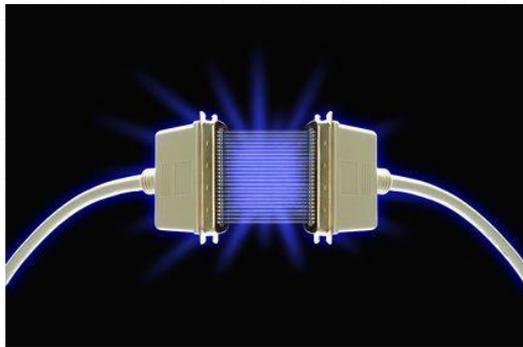


# Lessons Learned

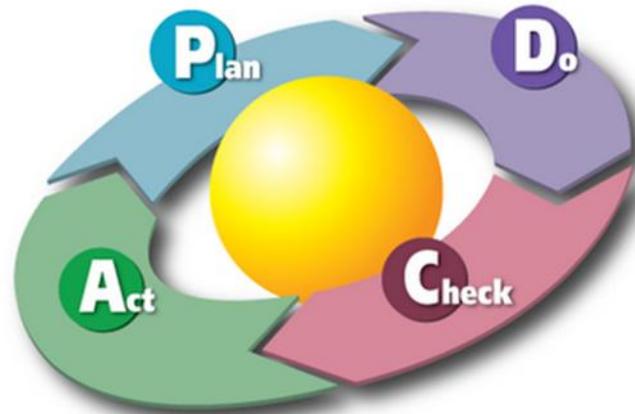
**Vendors**



**Bandwidth**



**T E A M W O R K**



# THANK YOU

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[slaws@uhhg.org](mailto:slaws@uhhg.org)

[www.ruraltelenet.org](http://www.ruraltelenet.org)

# Office of Health Information Technology and Quality

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Additional HRSA Health IT and Quality Toolboxes and Resources including past webinars can be found at:

<http://www.hrsa.gov/healthit>

<http://www.hrsa.gov/quality>

Please visit HRSA's New Clinical Quality & Performance Measures Toolkit, located on HRSA Quality Improvement website (<http://www.hrsa.gov/quality>)

Additional questions can sent to the following e-mail address:

**HealthIT@hrsa.gov**

- **US Department of Health and Human Services**
- **Health Resources and Services Administration**