

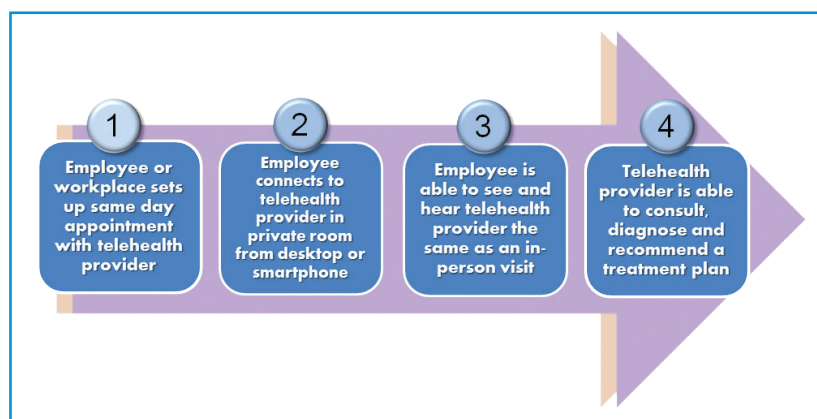


THE Center for Telehealth Telegram

SUMMER 2014 – VOL 1. ISSUE 2

UMMC Telehealth Begins Bringing Health Care to Employees at their Workplace

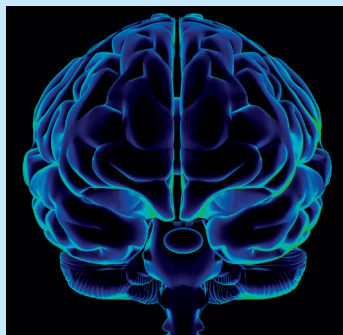
The Center for Telehealth kicked off the Corporate Telehealth program this quarter that provides convenient access to a UMMC telehealth provider for urgent care services inside workplaces. Corporations that have been interested in providing these services to their employees have been set up with simple technologies that allow employees with urgent care needs to connect to a virtual “e-visit” with a UMMC telehealth provider. The first few corporations to utilize this service include PACCAR Engine Company in Columbus, MS, Hol-Mac Corporation in Bay Springs, MS and Golden Triangle Planning and Development District, Inc. in Starkville, MS. UMMC Center for Telehealth is excited to decrease the delay for receiving health care services by providing an easy and convenient way to connect employees with a health care provider without the employee having to take off from work or wait until after work hours



often having to seek care in emergency rooms. Corporate Telehealth provides health care to employees without them having to leave their place of work. The workplace simply designates a secure and private area with a webcam connected to a desktop. The telehealth provider is then able to assess, diagnose and recommend a treatment plan all through technology producing an audio/visual connection on the desktop monitor. Employees who see the need for an e-consultation are able to set-up same day appointments for non-

emergent needs such as cough and cold, flu symptoms, fatigue, headache, allergies and sinus problems, pink eye and ear infection. The telehealth provider is able to offer the convenience of e-prescribing medications to the employee’s pharmacy for same-day pick-up and scheduling of follow-up appointments or an in-person clinic visit when needed.

Telehealth and MIND Center Collaboration: TeleMIND



The Center for Telehealth has been working closely with the UMMC MIND Center in the last few months developing an Alzheimer’s telemedicine program that will allow UMMC geriatric physicians to bring specialized dementia care to patients across the state of Mississippi through a secure telemedicine system. The program will include health education and public health services in addition to

the remote medical care. The partnership between the Center for Telehealth and the MIND Center will allow for the expansion of a scarce health care service for Mississippians as well as provide support and resources for Alzheimer patients and their families. To learn more about the TeleMIND program, contact Amanda Dowd, Telehealth Business Development at adowd@umc.edu or 601-914-4388.

News & Notes

from Dr. Kristi Henderson



The Center for Telehealth continues to experience tremendous growth with heightened interest in telehealth from around the state. In fact, we have expanded to provide a total of 32 telehealth specialties this quarter, including the introduction of telehealth into two newly requested locations: corporations and schools. This allows employees and students to get convenient access to a healthcare provider at their

workplace or school. The goal of these new practice sites is to keep employees healthy and working and students well and focused on learning.

Why is there so much interest and talk of telehealth now? One reason is because we all want a more cost-contained, efficient and convenient health care system. The only way to achieve the desired level of access to health care that Mississippians need and deserve is through telehealth.

Mississippi has an unmatched level of support from the Governor, legislators, businesses, schools/colleges, clinics and hospitals, which positions the state to achieve an unprecedented statewide telehealth system. I don't want that statement to sit lightly with you. Mississippi has the opportunity to do something no other state has achieved. We can design a telehealth system where the health system, physician, and location are immaterial. Telehealth would just be the modality by which health care services can be delivered to more people more efficiently.

It is time for us to partner across health systems to maximize our resources and improve access to care for all Mississippians. The rise in the numbers of people with chronic disease coupled with the shortfall of Mississippi health care providers leaves us in a difficult position. If we expect to change the health of our state by continuing the same traditional methods of health care, we will fail. It is time for an innovative approach. Every community needs a multi-specialty telehealth clinic to connect to health care providers specific to that community's needs.

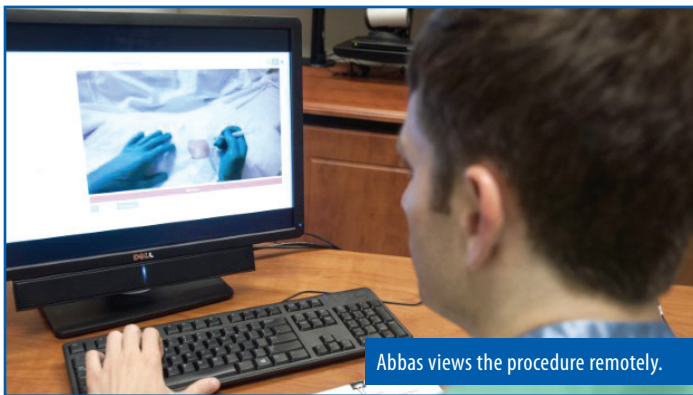
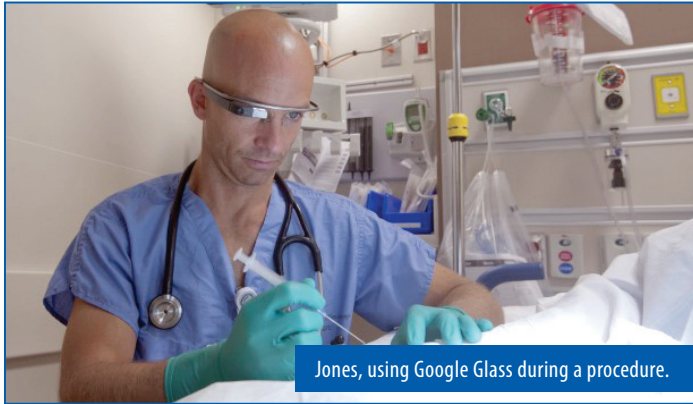
We all want the same thing. We want Mississippians to have access to health care when and where they need it to improve health. Telehealth benefits you, the state, and our businesses. It's time. Where you live should not determine whether or not you have access to health care. Join me in the crusade to educate every Mississippian about the opportunity.

New Senate Bill is Proving a Picture is Worth a Thousand Words



Governor Phil Bryant signed SB 2646 into law with Dr. Kristi Henderson as one of the witnesses. This Senate Bill will require health insurance and employee benefit plans in Mississippi to provide coverage and reimbursement for telemedicine services defined as "store-and-forward telemedicine services" and "remote patient monitoring services" effective July 1, 2014. Store-and-forward telemedicine technologies allow for the electronic transmission of medical information, such as digital images, to another site for clinical evaluation. This type of telemedicine service is most common in radiology, pathology, dermatology and ophthalmology. Primary care providers are able to take digital photos of their patients' skin conditions and forward the images to dermatologists or other specialists for review, diagnosis and treatment plan options. Remote patient monitoring is known as the use of telehealth technology that enables monitoring of patients outside of conventional settings, such as in the home, which may increase access to care and decrease health care delivery costs. Incorporating remote patient monitoring in chronic disease management can significantly improve an individual's quality of life. and assist in management of the disease. The clinical benefits from remote patient monitoring include real time disease management and intervention between office visits, personalized education and health coaching which all aim to improve the health of Mississippians. With this latest Senate Bill signed, Mississippi is leading the nation in telemedicine insurance coverage. The "Store-and-Forward" and "Remote Patient Monitoring" telehealth services reimbursement legislation are a significant step in the right direction for allowing better health of Mississippians.

Google Glass Tested for TelEmergency



Dr. Alan Jones, UMMC Emergency Department Chairman of Emergency Medicine, jumped at the chance to try Google Glass in the UMMC Emergency Department. Google Glass is a tool that can assist with the connection of multiple people in separate locations, much like other telemedicine equipment does, connecting physicians to patients that are hundreds of miles away. Pristine, Inc., a company based out of Austin, TX, is the only HIPAA compliant telehealth solution for Google Glass per their website. The company is capitalizing on the potential of Google Glass for telehealth purposes and issued the equipment to the UMMC Center for Telehealth for a trial run. Dr. Jones tested the equipment with a resident, Dr. Noah Abbas, who was able to view the procedure Dr. Jones was performing from the opposite side of the Emergency Department. This technology has the potential to transform resident and student education and supervision. Communication continues with Pristine on the possible use of Google Glass for TelEmergency at UMMC and pre-hospital uses.

Local Media Outlets Proclaim UMMC is on Cutting Edge of Technology

U.S. Congressman Gregg Harper, U.S. House Majority Whip Kevin McCarthy and former Sen. Trent Lott arrived at UMMC to meet with Dr. Kristi Henderson and discuss legislative and business support for telehealth on April 22, 2014. Harper has been a leader in a federal health policy, sponsoring legislation that strengthen and expand telemedicine coverage. House Whip McCarthy said that Harper has been pushing his legislation, which has some bipartisan support, and said he talks about UMMC's work "to me and others on the House floor" so much that he came to Mississippi to view it firsthand. "This is cutting edge what you're doing (at UMMC), for the rest of the nation," McCarthy said.



Some of the telemedicine equipment demonstrated to the visitors by Dr. Henderson included the Bluetooth stethoscope that a doctor at UMMC is able to use to listen to a patient's heartbeat from hundreds of miles away.



Dr. Ching-Jygh Chen

Q. What was your initial impression of telehealth/telemedicine when first approached by the idea?

A. I thought it was a great idea. There are so many diabetic patients in Mississippi and the retinal examination is such an important part of diabetic care. Telemedicine will provide an excellent opportunity for the patients to be screened in the underserved areas.

Q. If your first impression is different from how you now feel about telemedicine, what was it that changed your mind?

A. My feeling has not changed since I was approached to be involved in the telemedicine.

Q. How do you think telemedicine will impact your practice and your ability to provide health care to patients?

A. It will allow me to reach some groups of patients to provide the needed screening service I won't be able to do otherwise.

Q. In what ways would you say that telemedicine services are better for patients compared to the alternative?

A. I do not think telemedicine can do everything and can provide the equal degree of care than the traditional ophthalmological care. However, it is the better and more efficient to provide the cost-effective screening service in underserved regions.

Q. What fascinates you most about telemedicine?

A. Efficiency.

Center for Telehealth Nurse Manager Leslie Ishee Presented with Leadership Award

Leslie Ishee, RN has been committed to the UMMC eICU (electronic intensive care unit) program for quite some time. As the clinical nurse manager for the UMMC Center for Telehealth, in 2009 she lead the deployment of the program at UMMC that initially included remote monitoring of 70 beds in our own critical care hospital (SICU, MICU, CICU, NSICU) and another 10 beds across our Stroke and Transplant units. With 24/7 remote monitoring through the eICU program, nurses at a remote location (our Center for Telehealth Call Center) are able to oversee all 80 beds at one time, which improves operational efficiency by leveraging resources and decreasing cost, and also improves patient outcomes by reducing ICU days and saving lives. Specifically, the eICU

program has shown a 65.3% increase in ICU lives saved, falls and self extubations averted and a 61.8% increase in nursing interventions by the remote eICU nurses. The first week in June, Leslie presented to Philips the growth and success of our eICU program and the expansion of the Center for Telehealth as a whole at the Philips conference in Chicago, IL. At the conference,



Leslie was recognized by her peer operations directors for the commitment to the eICU program by receiving the Cindy Gregory eXcellence in Leadership Award presented by Philips. This award reflects Leslie's consistency in demonstrating leadership skills in the development, management and growth of the UMMC eICU program.

TeleHealth briefs

Senator Roger Wicker Commends UMMC First Responders, Technology after April Storms

The multiple tornadoes that hit Mississippi on April 28 left much devastation. One of the areas hit was Louisville, MS where Winston Medical Center became a victim of the tornado's path, causing walls to come down, water damage and a gas leak. A triage team, used telehealth equipment, to treat injuries in the disaster clinic. Senator Roger Wicker acknowledged that the technical tools telehealth provided made a difference.

Center for Telehealth Welcomes New Hires

Recently joining the UMMC Telehealth team is Tocarro Jenkins, who joins the IT division; Kamino Loggins; the new Telehealth Coordinator; Jamie Wheeler will begin a new role as the Telehealth Clinical Director; Cindy Broome joins the team as the RN Care Coordinator for the Mississippi Diabetes Telehealth Network; and Robin Christian and Mary Smith will join Tearsanee Carlisle Davis as the Telehealth Nurse Practitioners.

ATA Annual Conference

The American Telemedicine Association held its annual conference in Baltimore, MD at the end of May. Members of UMMC Center for Telehealth attended education sessions that offered information and updates on issues vital to the practice and industry of telemedicine. The trade show and exhibit hall at the conference is the world's biggest telemedicine marketplace and featured hundreds of vendors and institutions in the telemedicine industry. Dr. Kristi Henderson was given the opportunity to share UMMC telehealth's success story on the exhibit floor, as well as serve as a moderator.

Rotary Presentations on Telehealth

UMMC Telehealth continues to be the highlight of Rotary Club meetings around our state. It is a great way to spread the word to Mississippians who may not know what telehealth is. The Center for Telehealth enjoys attending, presenting and networking with all Rotary Clubs in our state. If you are interested in having Dr. Kristi Henderson speak at your local Rotary Club meeting, contact Amanda Dowd by email at adowd@umc.edu or by phone at 601-914-4388.

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Telehealth Services on the Rise

The specialties that UMMC can provide through telehealth are seemingly endless. See if there is a service we can offer to your facility through telehealth:

- Allergy/Immunology
- Cardiology
- Child Development
- Corporate Health
- Dermatology
- Emergency Medicine
- Endocrinology
- Genetics
- Geriatrics
- Hospital Medicine
- Infectious Disease
- Nephrology
- Neurology
- Obstetrics
- Pathology
- Pediatric Specialties
- Pulmonology
- Psychiatry
- Psychology
- School Health
- Stroke
- Radiology
- Wound Care

TelEducation: Online Education Offerings

The Center for Telehealth offers educational lectures and videos that provide a resource for providers in Mississippi through a media manager portal. The TelEducation portal holds a variety of content from how to use telemedicine equipment, a telehealth encounter demonstration and many information lectures presented by UMMC Board Certified physicians across many different specialties. The new TelEducation portal is specially designed to support smartphone and tablet utilization for easy access to our content anywhere, anytime. The TelEducation portal can be found at the web address: mediamgr.umc.edu.

Assist Your Mississippi Telehealth Program

Help support your Mississippi telehealth programs through the new Center for Telehealth Fund. Visit our website at umc.edu/telehealth and look for the Donate to Telehealth button. All donations will go exclusively to furthering the development of telehealth technology and reaching our goal of bringing quality health care to every community in Mississippi.