Healthcare Leadership Council: Ensuring Effective Utilization of Telehealth Services

October 4, 2019
The global virtual care leader

TDOC
publicly-traded on NYSE

50,000
medical experts across 450+ specialties

+2M
mobile app downloads in 2018

+2,000
employees worldwide

130
countries and more than 30 languages

2.6M
virtual care visits in 2018
Comprehensive virtual care
Behavioral Health Care
Importance of behavioral health

**One in five** American adults at some point in their lives, deals with a medically-diagnosed **mental illness**.

The US Department of Health and Human Services estimates that approximately **96.5M Americans** live in areas where there are **shortages of mental health providers**.

The CDC reports that today close to **70%** of behavioral health patients also have a **medical co-morbidity**.

The United States spent an estimated **$201 billion** on mental disorders like anxiety and depression.
How Behavioral Health Care works

Choose a Care Provider*

Select date & time

Meet with Care Provider (phone or video)

Ongoing treatment as needed

*Provider options include Psychiatrist, Psychologist, or Licensed Therapist
Guided Provider Selection

Do You Have A Gender Preference For Your Provider?

MALE  FEMALE  NO PREFERENCE  PREVIOUS

Do You Need Help In Managing Your Medications?

Why is this important?

YES  NO  PREVIOUS

Detailed Provider Profile

Christopher Dennis MD
Psychiatrist
Specialties: Co-morbidity
Languages: English
Gender: Male

SELECT >

Education
MD, MBA

About Christopher
Dr. Dennis is a board certified General Adult Psychiatrist, who before joining Teladoc, has operated in both independent and group practice, as well as Psychiatric Emergency Departments, Hospitals and Long Term Care facilities. Dr. Dennis has served both as an attending psychiatrist at the Northwell Health System in their Division of Emergency Psychiatry, as well as serving as the associate director of the Jacobi Medical Center’s Comprehensive Psychiatric Emergency Program in NY. He currently serves as the Chief Behavioral Health Officer for Landmark Health where in addition to administrative duties, he continues to see patients in their homes across the country.
Dr. Dennis has been elected to membership in ACPHRA: The College for Behavioral Health Leaders and currently serves on their board. Additionally, he served on the NYCMS Medical Economics Committee and on the NCQA Standards Committee, chairing NCQA’s MBHO Advisory Committee. Dr...
Behavioral Health Care Learnings
What have we learned?

- Patients are rapidly adopting virtual mental health
- Providers see value in virtual setting
- Virtual BH is improving access
- It works
Patient Adoption

4-times the # Visits August YTD vs STLY

Mental Health Visits

January    February    March    April    May    June    July    August    September    October    November    December

2017  2018  2019

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Provider Value

• Psychiatrists like working virtually

• Confidence in comprehensive program
  o Therapy on same platform
  o Coordination with local care

• Working non-traditional hours
  o Weekends and evenings
Behavioral Health Care improving access

Easy access to therapy

- Service delivery in safe, non-stigmatized environment
- Available wherever members are, over 60% of visits are via video
- Average time for Teladoc Health provider response to initial contact is less than 8 hours. Average time to complete first visit is less than 7 days, where national average wait time for a visit is 1 month

Helping members access help for a variety of issues

- Anxiety and depression are most common visit types
- Other common conditions treated: PTSD, stress, panic disorder, family and marriage issues, eating disorders, grief, substance abuse, trauma resolution, work pressures, ADHD
- Members have an average of 4-5 visits
Behavioral Health Care impact

Effective results

76% with depression reported improvement after the third visit

75% with anxiety reported improvement after the fourth visit

Improvement over time

Depression & Anxiety: Moderate-severe symptoms decreased to mild-moderate
Virtual Care Policy
Elements of good virtual care policy

• Technology neutral

• Patient/physician relationship can be established virtually

• Standard of care consistent across all delivery sites
Ensuring Effective Utilization of Telehealth Services

Ralph Henderson – President, Professional Solutions and Healthcare Staffing

10/4/2019
AMN Healthcare

The Leader in Talent Management Solutions for Healthcare

Over 25,000 Healthcare Professionals providing Patient Care Nationwide
Telehealth in Action
What’s Driving Telehealth?

- Remote Access and Patient Convenience
- Geographic Maldistribution of Healthcare Professionals
- Aging Population
- Patient Mobility
- Healthcare Provider Productivity
- Significant Clinician Shortage Predictions
Healthcare Employment

For Every Hire in Healthcare There is Another Job Left Unfilled

Source: Bureau of Labor and Statistics, JOLTS Data Healthcare and Social Assistance Jobs
Impact of Telehealth

- Helps address socioeconomic disparities in care access
- Timeliness of care may prevent more costly treatment
- Helps diverts patients away from more costly settings – particularly emergency rooms
- Patients prefer easy access to healthcare services
- More efficient than most in person patient visits
- Improves Clinician role satisfaction

- Can increase in utilization of services
- Doesn’t completely replace in person care
Opportunities to Increase Access to Care

- Create National Licensing programs across all clinical specialties
- Revisit scope of practice laws that limit who and how care is provided
- Increase federal funding for expansion of medical education programs
- Expand the number of Visa’s available for new Americans working in Healthcare
- Support Telehealth reimbursement parity laws
Thank you
Serving Wisconsin since 1916

55 Clinical Locations in 34 Wisconsin Communities

WE HAVE A
CHILDREN’S HOSPITAL
1 of only 4 in Wisconsin

1,150 PROVIDERS

328,000 Unique Patients

3.5M Patient Encounters

PHYSICAL PRESENCE

3 Ambulatory Surgery Centers
3 Skilled Nursing Facilities
6 Hospitals
8 Urgent Cares
10 Dental Clinics
17 Pharmacies
33 Clinical Laboratories

$2.4 Billion in revenue
BETWEEN delivery system and health plan

Security Health Plan serves 230,000 members across all 72 Wisconsin counties

Academic Location for the University of Wisconsin School of Medicine & Public Health
Our Service Area

• Primary service area: Population of approximately 1.1 million

• Recent expansion to Beaver Dam

• Expanding our acute care presence
Direct to Consumer Episodic Care

- Care My Way
Direct to Consumer Telehealth – Care My Way

- Launched in 2014 as a telephone service
  - Added Virtual Visits in Feb 2017
- Staffed by Family Practice NPs
- 7AM-9PM 7 days per week, 365 days per year
- Low cost ($40) option for Low-Acuity Episodic Care
- Creates additional capacity for PCPs
- Exceptional Patient Satisfaction
  - 4.8/5.0 rating
- Vendor Partner: American Well
Remote Patient Monitoring

• Keeping Patients at Home
Remote Patient Monitoring
Remote Patient Monitoring

- Proactively Monitor at-risk Chronic Illness Patients
- Collect daily vitals
- Assign Educational Videos
- Video Visits as Needed

Piloting in Heart Failure Improvement Clinic in 2019
Home Hospitalization

- Home Recovery Care, powered by Contessa
Home Recovery Care Powered by Contessa

- Home Recovery Care is a clinical model that delivers all the essential elements of inpatient care in the comfort of a patient’s home
Impact of Home Recovery Care

**QUALITY METRICS**

22% Increase in Patient Satisfaction

44% Reduction in Readmissions

35% Reduction in Mean LOS

2 hours and 28 min
Average time to admit a patient

**OPERATIONAL METRICS**

100% Medication Reconciliation

93% Conversion Rate

100% Health Assessments Completed
AODA Out-Patient Services

- HOPE Consortium and Marshfield Clinic Health System
• **Goal:** use telehealth to facilitate intensive outpatient treatment in Wisconsin’s Northwoods

• **Barriers:**
  – Site certification
  – Equipment agreements
  – Billing
  – Tele-presenters
Present: Telehealth Technology

AODA Telehealth Volume by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Volume</th>
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<tbody>
<tr>
<td>2017</td>
<td>296</td>
</tr>
<tr>
<td>2018</td>
<td>460</td>
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<tr>
<td>2019 (to date)</td>
<td>213</td>
</tr>
<tr>
<td>Total (to date)</td>
<td>969</td>
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Opened November 2016
Opened August 2018
Opened February 2019
Chris Meyer
Director of Virtual Care
Marshfield Clinic Health System

“The future is already here – it's just not evenly distributed.”

*The Economist, December 4, 2003*
— William Gibson