Telemedicine Is Medicine, Tele-ICU Is ICU, and Tele-Healthcare Is Healthcare

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Background

- Connected health technologies make healthcare more effective and efficient by electronically connecting clinicians and patients and providing clinical support to clinicians

- Tele-healthcare:
  - affords advanced physiologic monitoring
  - strengthens integration of clinical services
  - increases access to care
  - decreases patient mortality, complications, readmissions, and length of stay (LOS)

- Objectives:
  - Outline persistent and emerging healthcare challenges
  - Provide examples of BHSF’s tele-solutions to aforementioned challenges

Tele-Solutions

- Example solution to ED surge, patient experience and ICU patients in the ED:
  - Tele-Triage to provide real time solution for unexpected surges in the department and improve ‘door-to-doc’ time and ‘door-to-dispo-decision’
  - Compared tele-triage group and regular triage group for door-to-doc:

<table>
<thead>
<tr>
<th>Cases vs. Control</th>
<th>Tele-triage significantly reduced time by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>25 min</td>
</tr>
<tr>
<td>Chest pain patients</td>
<td>45 min</td>
</tr>
<tr>
<td>Abdominal pain patients</td>
<td>20 min</td>
</tr>
<tr>
<td>Other pain patients</td>
<td>30 min</td>
</tr>
</tbody>
</table>

- No significant differences for door-to-dispo decision, except for subgroup comprised of chest and epigastric pain.
- In chest pain patients, tele-triage group had a decision made 40 min sooner than the regular triage group

- Example solution to disaster preparedness:
  - ICU without borders

Discussion

- To fulfill the promises of health information technology, we need to maximize positive patient care expertise, and provide solutions to persistent and emerging healthcare challenges

  - BHSF’s tele-critical care hub-and-spoke model of care delivery promotes optimized access to evidence-based, patient-centered care

  - BHSF’s Center for Advanced Analytics applies predictive analytics to the data from tele-applications

References


Persistent & Emerging Challenges

- ICU and PCU acuity/bed utilization
- ED surge, patient experience and ICU patients in the ED
- LOS and cost
- Disaster preparedness
- See the forest through the trees