



# Telehealth Engagement Through An EMR Migration

Washington State Telehealth Collaborative

November 13, 2023

# Agenda

- Introduction & Background
- Telehealth Footprint Pre & During COVID
- EMR Centralization Decision
- Telehealth Specific Goals
- Associated Work
- Results
- Next Steps

# EvergreenHealth

## Introduction

Two Public Hospital Districts Serving NE King & SE Snohomish Counties

2 Hospitals

3 Emergency Departments

8 Urgent Cares

1 in Patient Hospice Facility

350+ Provider Medical Group

1 Home Health & Hospice Agency



# Telehealth Pre-COVID

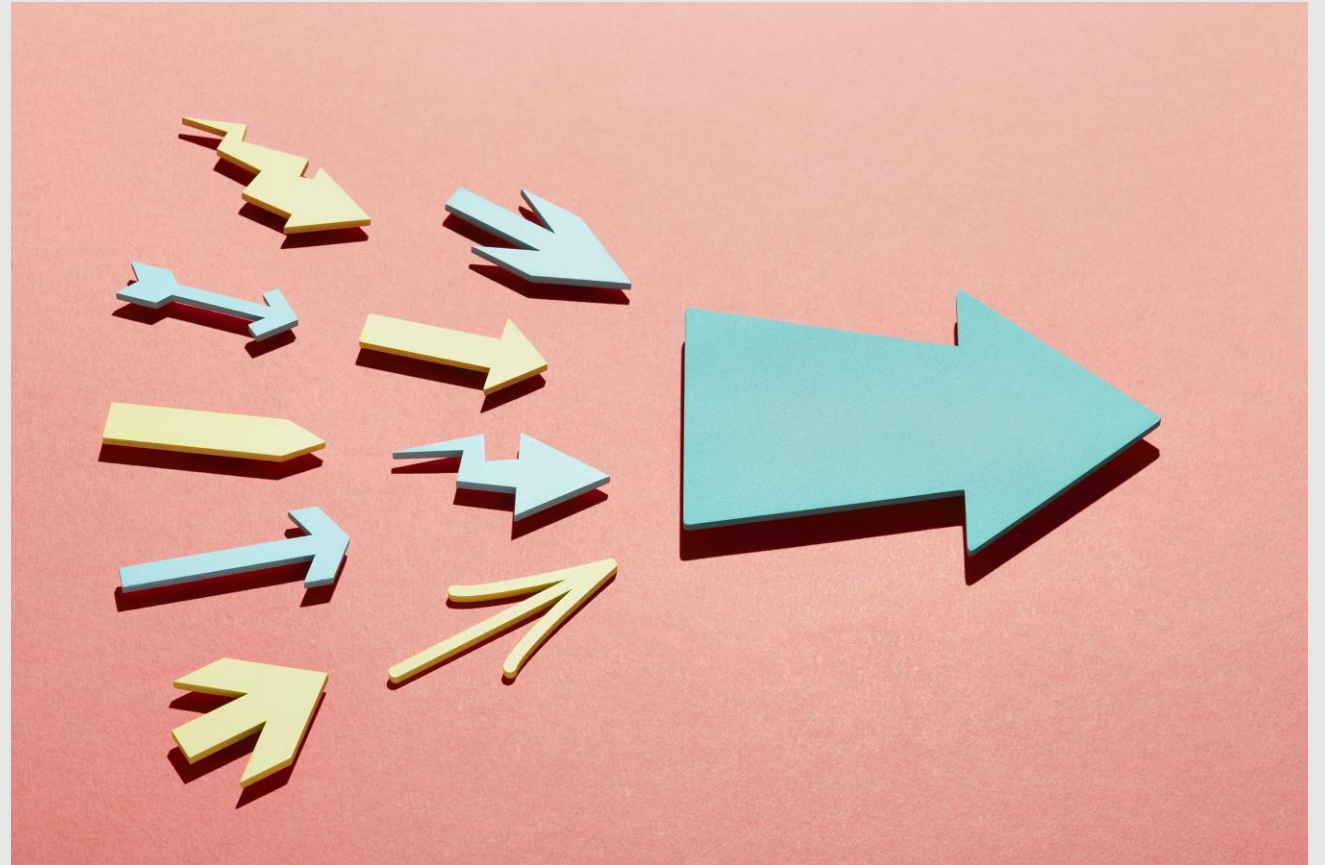
- Behavioral Health
- Limited:
  - Remote Patient Monitoring
  - Acute Specialty Care
- Planning to expand into the ambulatory care
- Recruitment for Virtual Care Leadership

## 2020 & 2021

- Virtual Care manager hired
- COVID Outbreak Response at Life Care Center Kirkland
- Enterprise telehealth services implemented
  - Using unintegrated video platforms
- 50% + of ambulatory care provided virtually at peak

# EMR Migration

- Epic selected as a unified EMR vendor in 2021
- 13 Month build runway
- Planned Go Live 10/1/2022
- Replacing:
  - 3 EMRs
  - 2 Revenue cycle systems
  - 2 Telehealth platforms



# Initial Telehealth Decision



Use the embedded Epic solution



Integrate an external solution



Maintain an unintegrated solution

# Telehealth Goals



Empower patient telehealth selection



Improve provider access & productivity



Eliminate telehealth visit types where possible



Maximize telehealth efficiencies without impacting access & scheduling autonomy



Improve experience & quality outcomes



Ensure equitable telehealth access whenever possible

## Administrative & Technical Build Work

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Replace virtual visit types with virtual eligible visits

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Self scheduling options for compatible virtual visits

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Limit block usage in template build

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Prepping teams for “ad hoc” virtual visits

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E-visit development and workflow training



## Momentum Building

- Tracking telehealth patient satisfaction & engagement
- Focusing on the clinical, experiential, & operational value of virtual care for patients & clinical teams
- Celebrating teams with leading telehealth volume & satisfaction results

Top decile in:

Physician Communication

Provider Rating

Likelihood to Recommend



**TELEHEALTH** WEEK  
AWARENESS WEEK™

“Virtual care has been a game changer for our clinics. Creating a hybrid care model allows Diabetes & Endocrinology and Weight Loss & Bariatric Care to improve patient access and still achieve the clinical outcomes to maintain good health.”  
– EvergreenHealth Endocrinologist

## Results:

- Virtual visit volume increased in 2023 over 2021 & 2022
- 23% of virtual visits are self scheduled
- Virtual visit no show rates dropped further to 30% lower than in person
- Average video visit length has dropped by 3 minutes org wide and by 6 minutes in Primary Care
- Deliberative virtual blocking has expanded clinic access up to 30%

“It saves a ton of time and who wants to get out of your pajamas when you're sick? I love it! Also the fact my copay is already paid before the visit is super convenient.” –  
EvergreenHealth  
Patient

## What Comes Next

- Grow e-visit usage in primary care & expand in specialties
- Fully integrate virtual group sessions & expand to new practices
- Increase “Ad Hoc” virtual visit usage
- Expand audio only delivery structures

“I hadn’t done a video appointment in years and it was very easy so much better than the app I had to use during covid” – EvergreenHealth Patient



# Questions?

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