



Telemedicine Programs at Virginia Mason Medical Center

Amy Pearson RN Operations Telemedicine Manager

March 18, 2024

Improve the health and well being of the patients we serve.

Compassion

Inclusion

Integrity

Excellence

Collaboration

Innovation and Process

Improvement



Virginia Mason Production System(VMPS)



Kaizen

- Empower the People
- Increase value to the patient
- Improve quality, safety, team work, staff and patient experience

kai

zen

改

善

change

good

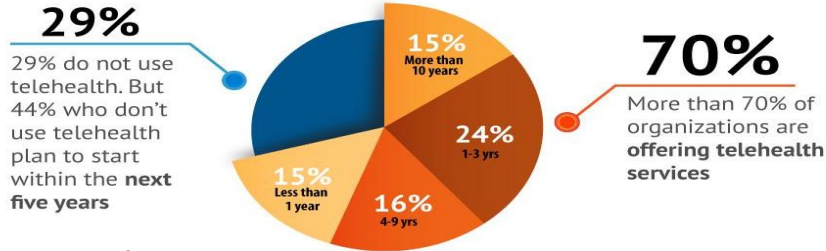
Our Telemedicine Journey

Telemedicine @ Virginia Mason in 2018

The Current State of Telehealth

Telehealth becomes a bigger part of the U.S. medical landscape every year.

A national telehealth survey of 475 organizations conducted by URAC gives a glimpse into the future of telehealth services.



<https://www.beckershospitalreview.com/hospital-executive-moves/the-current-state-of-telehealth-infographic.html>

Virginia Mason's Telehealth Focus

- Patient Centered
- High Quality
- Personalized Customer Service
- Grass-Roots
- Utilization of the Virginia Mason Production System

Telemedicine @ Virginia Mason in 2018

- **Telestroke and Teleneurology**

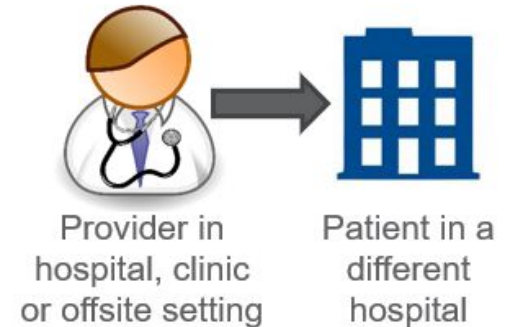
Virginia Mason Hospital and External Partners in Central Washington

- **Tele Pulmonology and EEG**

Juneau Alaska

- **Teleradiology**

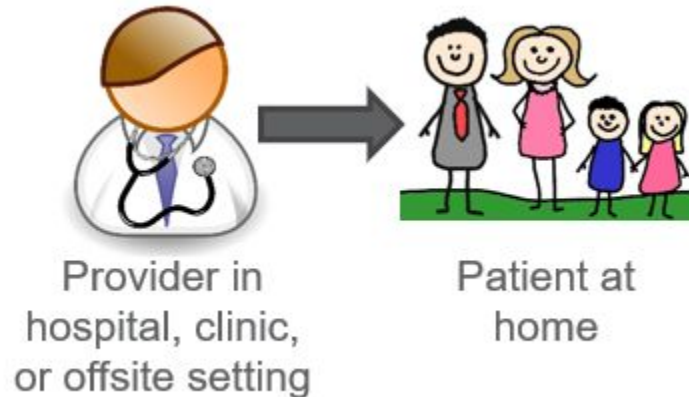
Forks Washington



Vision for Direct to Consumer: 2019

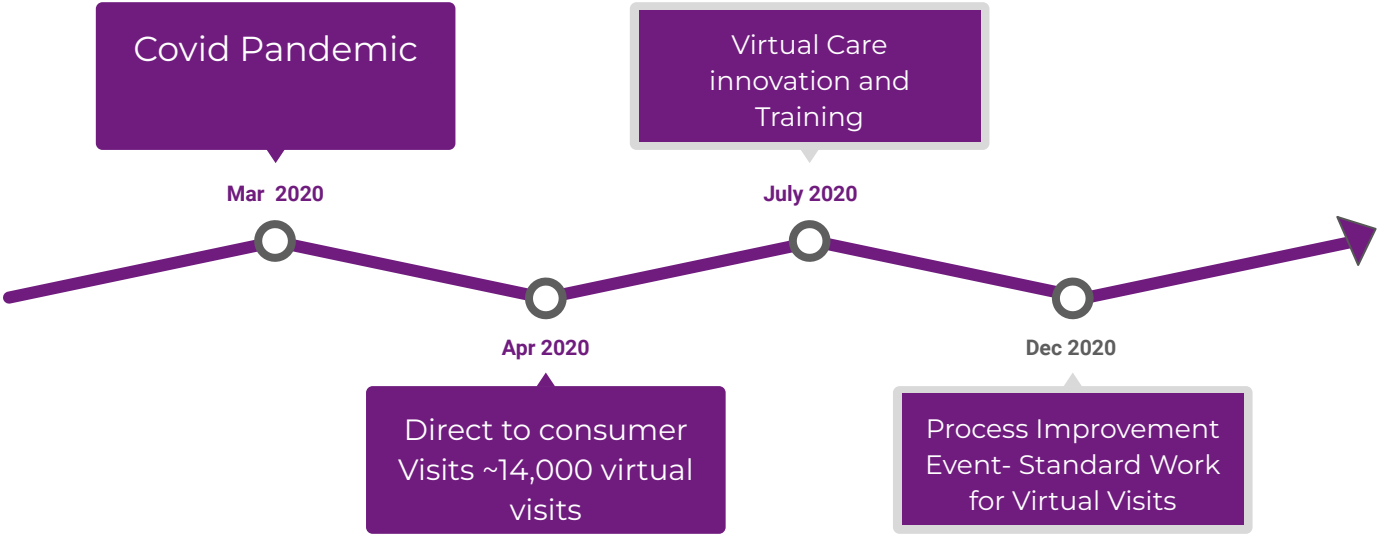
Focused attention on developing innovative direct to consumer

- **GI**
- **Neurology**
- **Transgender Health**
- **Obstetrics**
- **Behavioral Health**



Growth and Current State- Outpatient Virtual Care

COVID Pandemic 2020 and the Growth of Virtual Care

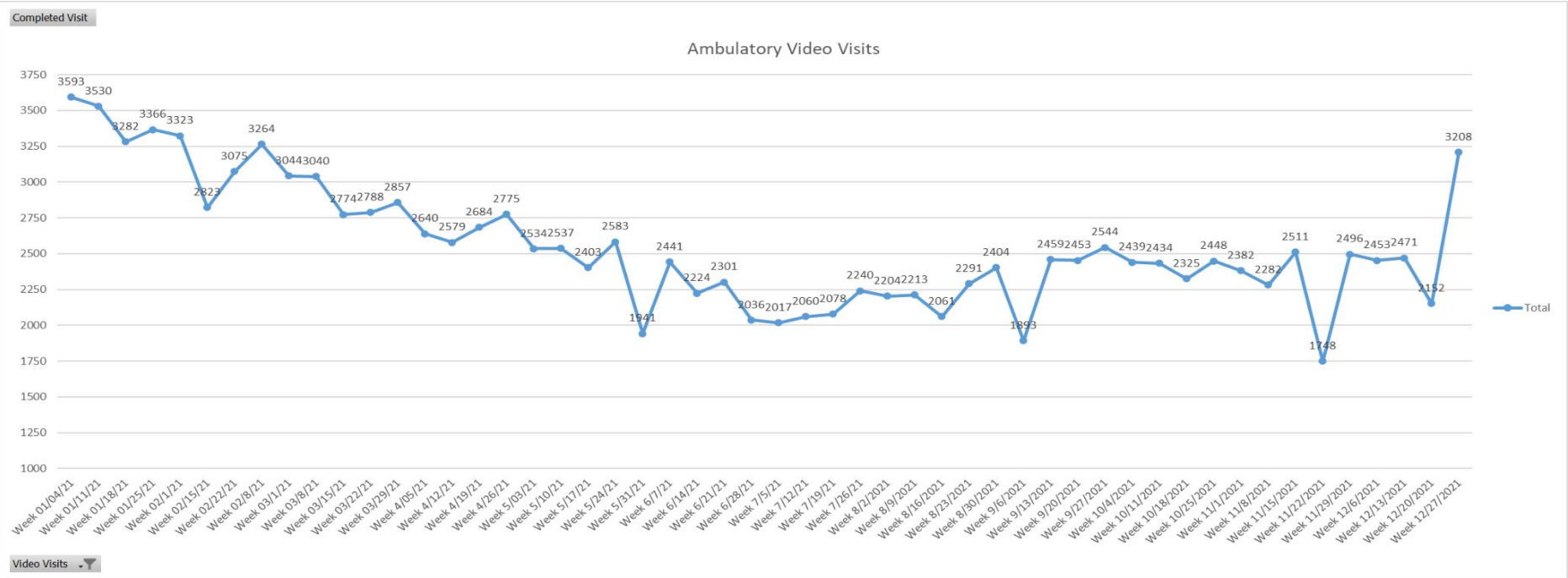


Virtual Care Video Visits Became Reality!

By 2021 all ambulatory department offered Virtual Visits to patients from their own home

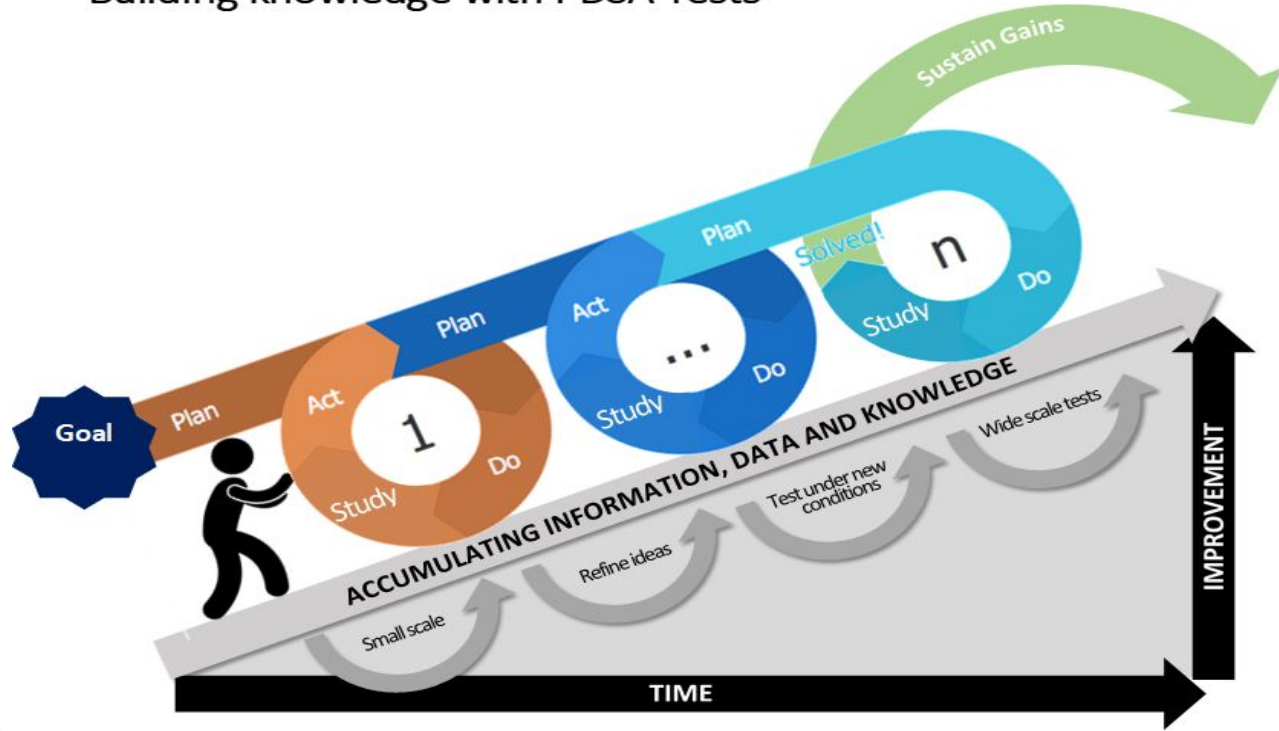


Ambulatory Visits in 2021 Averaged 2500/Week



Improving the Virtual Visit

Building knowledge with PDSA Tests



Standard work developed for Virtual Visits

Medical Assistant- Virtual Check in

- Troubleshoot Audio and join in Video Platform
- Arrive in ADT System
- Complete MA Rooming and offer Health Maintenance Appointments (Mammo, AWW, COT follow ups)
- Virtual Hand off to Provider
- Schedule follow up appointments



Virtual Support Team

Virtual Medical Assistant

- Hired MA-C's to a Virtual support team
- Focus on Virtual Visits, Scheduling, and Clinical Message Management
- Work from home remote position (incentive and improved recruiting efforts)
- Monitor Productivity and Quality of Virtual Rooming



Virtual Visits Sustain..



**Average 2700 Ambulatory
Video Visits/Week**

**~15% of our Ambulatory Visits
are done Virtually**

Current State and Future with Telemedicine

Telemedicine @ Virginia Mason Continues

Telestroke and Teleneurology-

We are a Comprehensive Stroke Center certified by DNV. We offer the highest quality of care to the most complex stroke cases using evidence based care. We are a multidisciplinary team of specialized healthcare personnel.

Teleradiology, Tele EEG, Pulmonology services



Telemedicine for Specialty Services Juneau Alaska

Vision

Expand specialist's services via virtual care in the Juneau community to help achieve better health outcomes. Patients, in their own homes or onsite within the local medical clinics, will be able to connect with Virginia Mason physicians in a range of specialties virtually.



Telemedicine for Specialty Services Juneau Alaska

Telemedicine to Alaska

- ❖ Peer to Peer Guidance
- ❖ Telemedicine specialty services
 - Infectious Disease
 - GI
 - Cardio
 - Neuro
 - Hem Onc
 - Endo
 - Rheumatology
 - Nephrology
 - Vascular Surgery



Peer to Peer Guidance Program



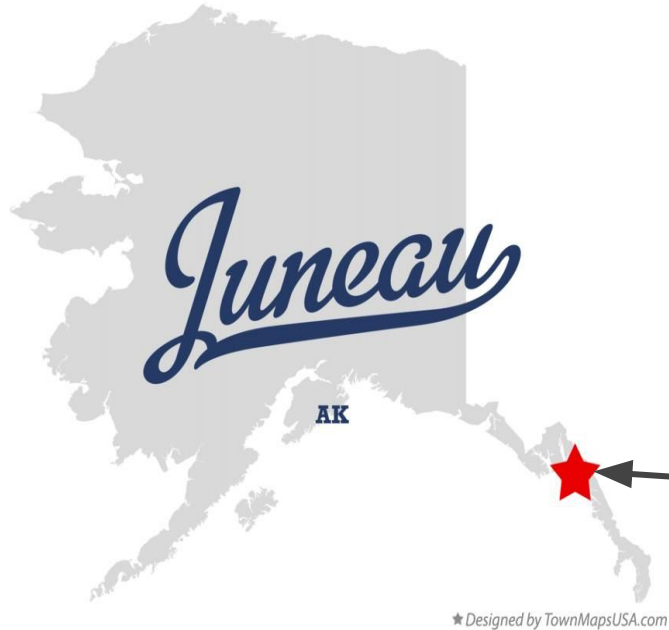
- Interprofessional Provider to Provider Care Review and Guidance
- Secure Digital Platform to share patient information, including images.
- Does not require the provider have AK licensure

Telemedicine Services for Alaska Patients

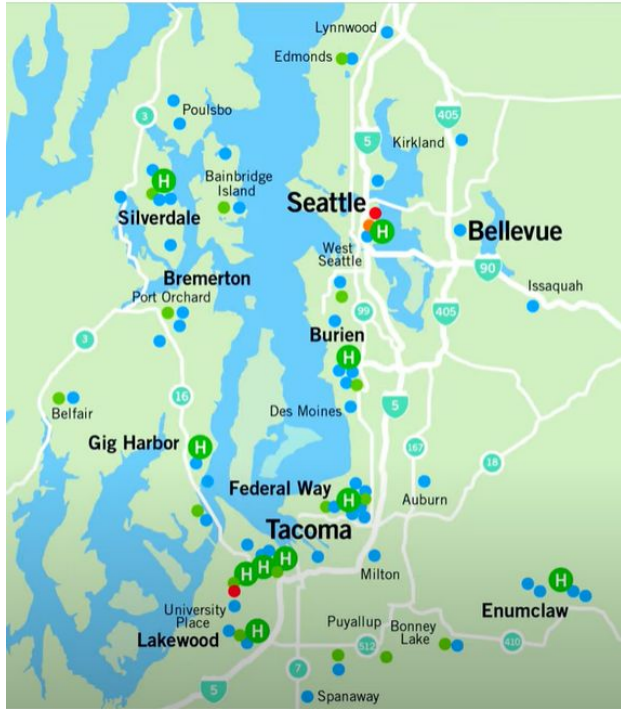
Currently in the process of getting >20 specialty providers Alaska Licenses

Next steps..

Implement virtual care for outpatients in Alaska for specialty services



Virginia Mason Franciscan Health



- Remote Cardiac Monitoring
- Virtual Companion Services
- Virtual ICU
- Virtual Hospitalist
- Virtual Nurse (In-patient)

Questions?