

Opportunities for Telehealth and Telemedicine Expansion Panel

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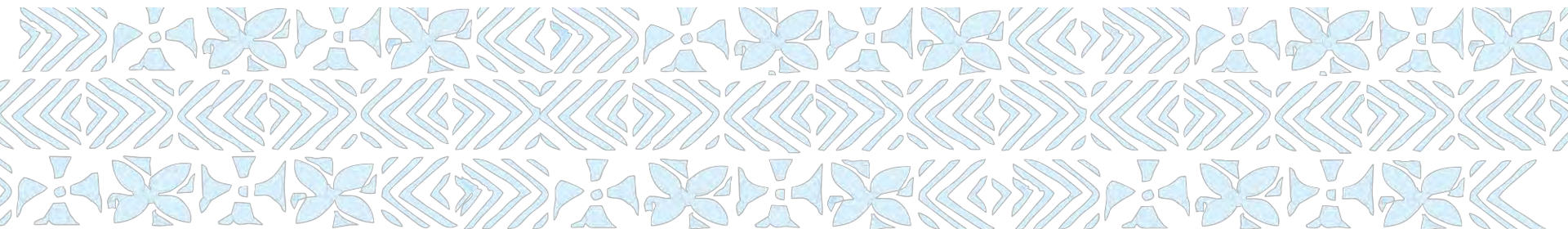
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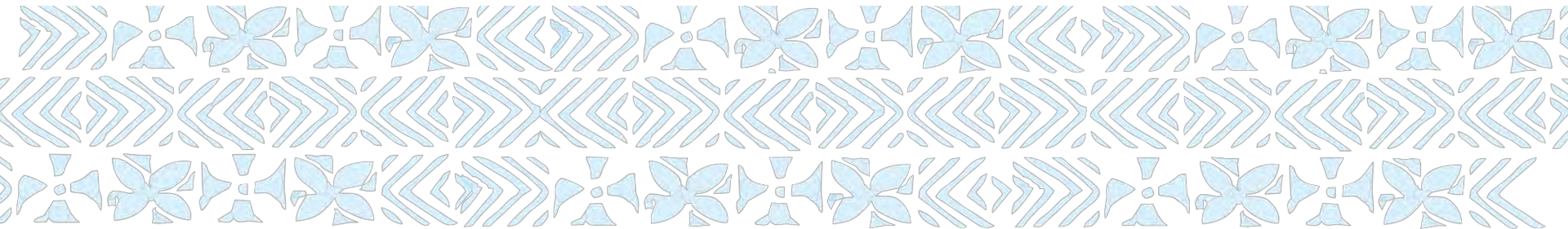
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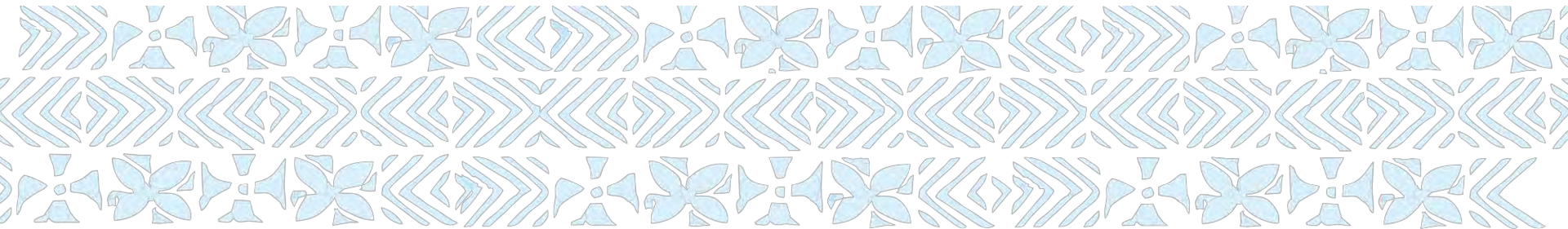
Opportunities for Telehealth and Telemedicine Expansion Panel

PIHOA * American Samoa * March 28, 2018



Panel Outline

- Review Telehealth Concepts
- Highlight Pacific Island Telehealth Initiatives
- Review Opportunities
- Discussion



Telehealth Concept Paper for Pacific Island Health Officers Association (PIHOA)

Prepared by the
Pacific Basin Telehealth Resource Center (PBTRC)
Social Science Research Institute, University of Hawaii at Manoa
in conjunction with the Pacific Island Telehealth Workir Manoa
and the UH John A. Burns School of Medicine

Different Ways to Deliver Telehealth

Store and Forward

Asynchronous transmission of images, test results, other data

Pacific Island Health Care Project, TAMC

Remote Monitoring

Real-time transmission of patient physiological or biometric data

Guam Navy Hospital – TAMC ICU Monitoring

Live Consultation

Remote synchronous services provided by live video conferencing

Shriners Hospital Consultations

Mobile Health

Communications and data or image transfer via mobile devices

VA Tablets for Home Teleconsults

Telehealth Infrastructure

Technical

Telecommunication & Technology
Support

Policy

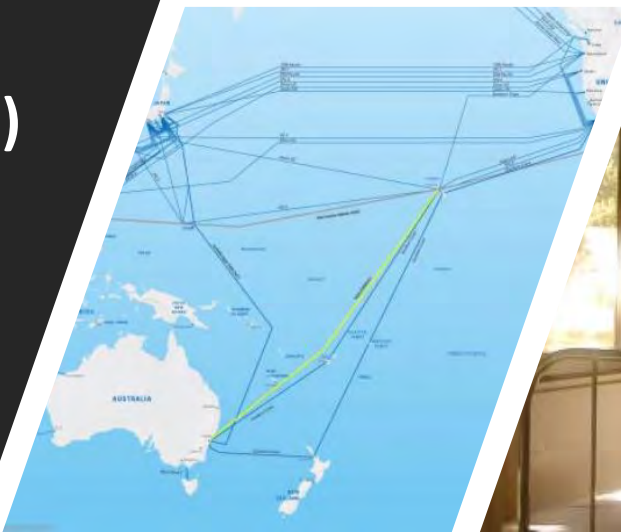
Laws/Rules
Reimbursement
Liability
Credentialing/ Privileging

Administrative (Institutional)

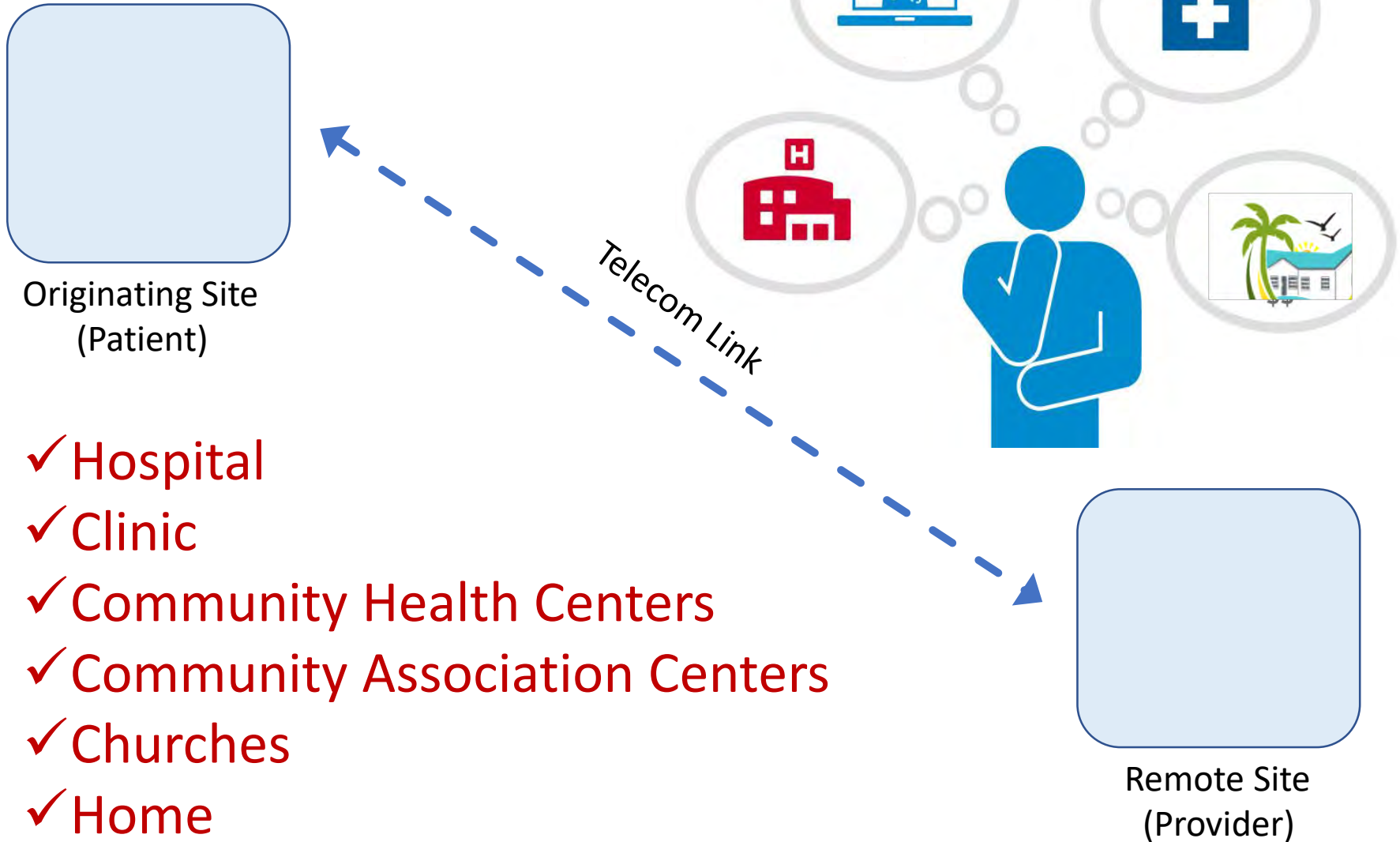
Polices
Protocols/Workflows

Workforce & Consumer

Training
Outreach



Place(s) of Service



End-User Equipment

Video Teleconferencing:

- ✓ Camera
- ✓ Microphone
- ✓ Computer Screen, Projector

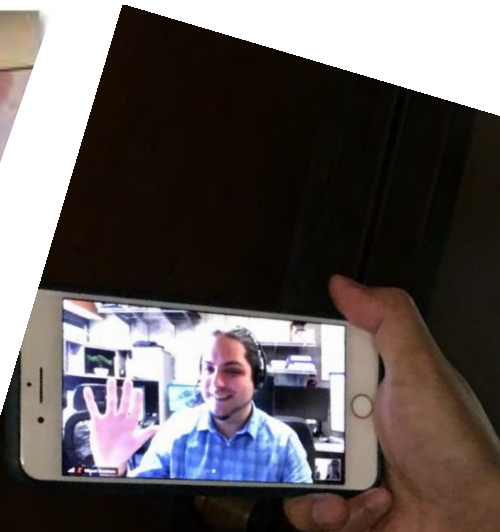
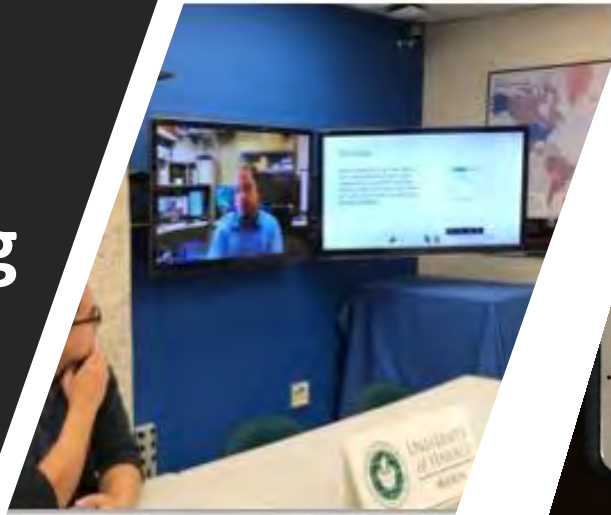
Clinical Peripherals:

- ✓ Lab Equipment
- ✓ Digital Stethoscopes
- ✓ Otoscopes, etc.



Flexible Video Service Platforms (like “Zoom, Vidy, BlueJeans, etc.”)

- ✓ Conference Room
- ✓ Desk in Office
- ✓ Mobile Phone
- ✓ Online (e.g., Webinar)
- ✓ Recording
- ✓ Document Sharing





Project ECHO

- *Medical Education Mentoring Program*
- *Rapid & Case Based Learning*
- *Well Received in Pacific Islands*

*A Distance Learning Model that
uses the Zoom Video Platform*

*“So much can be done with
good telecommunication connectivity
and telehealth champions to make it happen”*



*Region IX - Office of the Assistant Secretary for Health and Regional Directors Office
worked with the Office of the Assistant Secretary for Planning and Evaluation (ASPE)*



Shriners Hospitals
for Children™

Pohnpei Hospital Telehealth

- Pohnpei Hospital Telehealth Room (10 Mbps – Excellent Connectivity, \$400/mo)
- Hokkaido Cancer Center Sapporo, Japan. Tele-pathology for cancer diagnoses & life-saving interventions
- Shriners Hospital Consultations
- Cardiology Consultation – Dr. Mahnke (Store & Forward, Complicated Echo Studies)
- Rheumatic Heart Disease Screening and Possible Follow-Up via Telehealth



Pohnpei State Hospital Tele-Pathology





TELEHEALTH PRESENTATION MARCH 27-29, 2018 AMERICAN SAMOA



Dr. Akapusi Ledua,
Chief of Orthopedic
LBJ Tropical Medical Center



TELEHEALTH PROJECT & INITIATIVE UPDATES LBJ TROPICAL MEDICAL CENTER PAGOPAGO AMERICAN SAMOA



ACKNOWLEDGEMENT

SPECIAL THANKS TO LBJ TROPICAL MEDICAL
CENTER CEO – MR JOHN FAUMUINA FOR
APPROVING AND ALLOCATING A DEDICATED
TELEHEALTH ROOM IN THE HOSPITAL WITH THE
NECESSARY EQUIPMENT

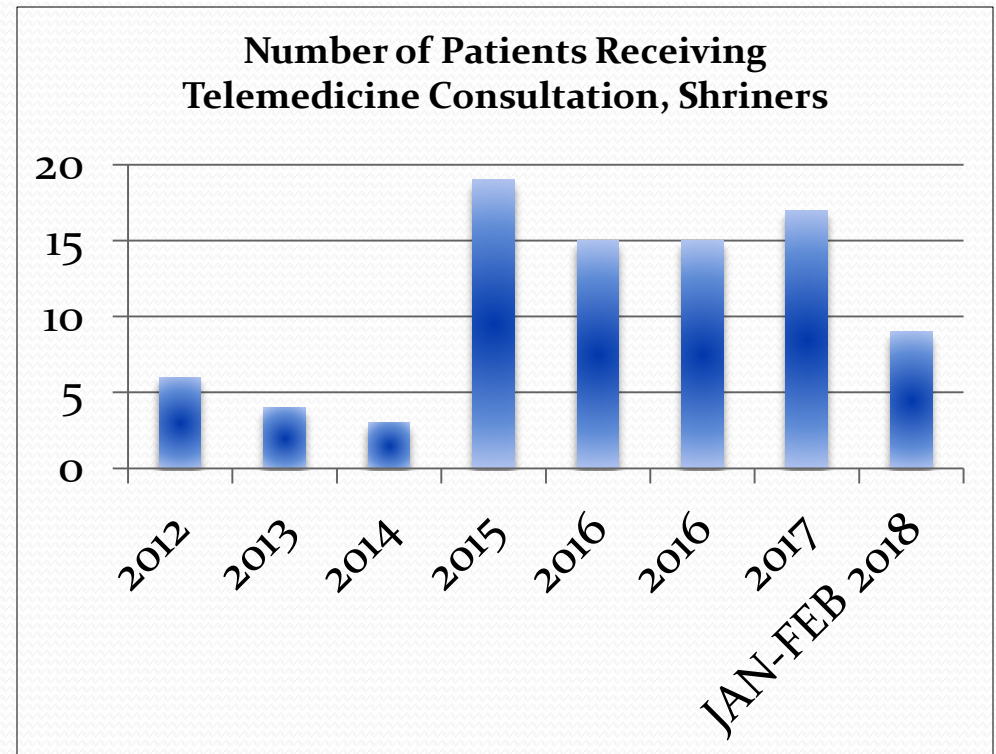


UPDATES

- Shriners Hospitals for children – Honolulu, Hawaii
- Started since 1990's/early 2000 with increasing numbers each year
- Data for last 7 years – Telemedicine Consultation



YEAR	NUMBER OF PATIENTS
2012	6
2013	4
2014	3
2015	19
2016	15
2016	15
2017	17
JAN-FEB 2018	9



Cont'd

- Biannual Orthopedic outreach visit started in 2015
- Last year started with 3 way connections to Shriners Hospitals in US mainland for Hand Surgeons (Minneapolis), Burns Surgeon (Sacramento, California)

Behavioral Health Tele Echo Clinic

- Started February 2017
- Tuesdays 12-1pm (Hawaii time)
- Topics include:
 - Depression
 - Dementia
 - Bipolar Disorders
 - Suicide
 - Opioid Use (Abuse/ Disorders)



Cont'd

- Set up – Lecture presentation
 - Case presentation and discussion
- CME Certification

Endocrinology/ Diabetes ECHO – Hawaii

Project & ECHO Clinic Setting

- Started in October 2016 – Tele ECHO Clinic setting
- 12- 1pm Hawaii
- Education /Training/ Information sharing opportunity
- Lecture presentation
- Case presentation and discussions
- CME Certification(no cost)



Cont'd

- (Hawaii Consortium for CME – 1.5 AMA PRA Category/ Credits
- Hawaii Consortium for CME is accredited by the ACCME to provide CME for physicians.

JABSOM Department of Geriatric Webinar

- Monthly ECHO sessions
- Second Wednesdays – 4-5pm (Hawaii time)
- Focus on Geriatric/ Palliative Care
- CME credit available



TELE - RADIOLOGY

- Started in 2013 when no Radiology on site
- University of New Mexico
- Turnaround time within 24 hours
- Ongoing
- Affordable cost

Telehealth Grant Application

Bristol – Meyers Squibb Foundation – US Flag Jurisdiction

- Telehealth Capacity and Cancer Related Care – Feb 2018
- Partnership with UH, Pacific regional Central Cancer Registry, American Samoa Cancer registry and other local stakeholder
- 3 years time, hope to have
 - Organizational structures
 - Policies and Procedures for Teleconsultations referral & follow up



AS DOH

Telehealth Updates



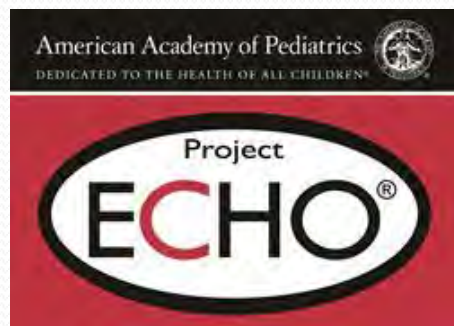
Dr. Anaise Uso
MCH Title V
AS DOH

AS DOH Goals for Telehealth

- Increase access to Specialty & Primary care
- Improve Health Outcomes
- Improve Continuity of Care
- Increase Patient Satisfaction
- Increase Provider Satisfaction
- Cost Reduction
- Decrease need to travel (Patient & Staff)

Who is Utilizing Telehealth opportunities?

1. Medical Staff CME and Telementoring (ECHOs, COCA)
2. Long Distance Learning and Training (CA-LEND)
3. Early Intervention Therapy sessions (EI)
4. Programs for Webinars and Teleconference Meetings



AAP Project ECHO Zika



Public Health
Prevent. Promote. Protect.

American Samoa
Department of Health

PROGRAM FOR CLINICIANS IN PR

- The AAP, through a cooperative agreement with the MCHB, is launching a Project ECHO (Extension for Community Health Care Outcomes), using a telementoring platform.
- Bi-weekly teleECHO clinics will virtually connect a team of experts in the co-morbidities associated with Zika and primary care providers.

American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN



AAP Project ECHO Case Presentation Form

PLEASE NOTE that Project ECHO® case consultations do not create or otherwise establish a provider-patient relationship between any clinician and any patient whose case is being presented in a Project ECHO® setting. Do not share any confidential patient information (name, etc.) when identifying your patient during clinic.

Case Number: _____

Patient Gender: ☐ Female ☐ Male Age of Patient: _____ Gestational Age of Patient at Birth: _____

Height: _____ Weight: _____

Head Circumference at birth in cm: _____ Absolute Head Circumference at birth in cm: _____

Weight (kg): _____

Reason for presenting the case today

Main questions about this patient

Pre/per/postnatal complications (include details about the possible confirmation/suspicion of the Zika Virus [eg mother or infant travel history or test results]):

Diagnosis Child: ☐ Confirmed ☐ Suspected Diagnosis Mother: ☐ Confirmed ☐ Suspected

Travel History (Mother or infant): _____

Have there been any referrals? ☐ No ☐ Yes If so, to whom? _____

Pertinent general findings

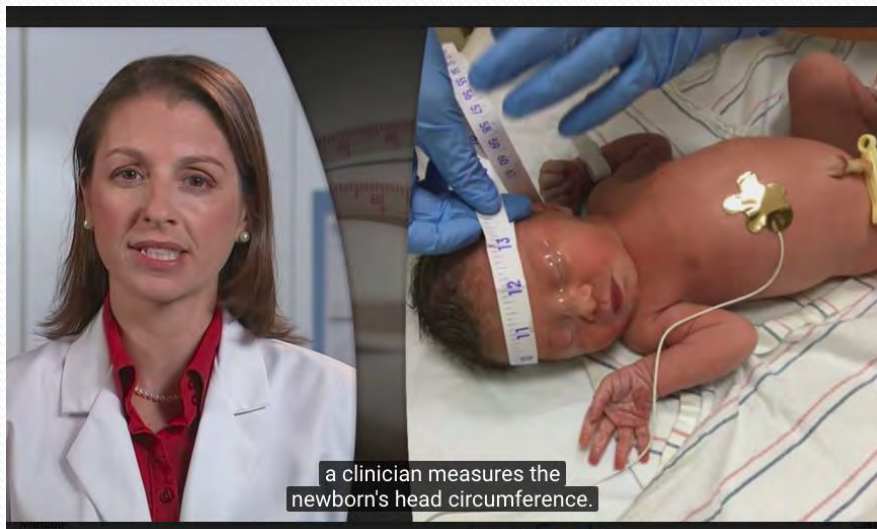
Postnatal Head U/S: ☐ No ☐ Yes _____

Standard Newborn Hearing Screen: ☐ No ☐ Yes _____

Microcephaly: ☐ Diagnosis ☐ Presentation _____

Intracranial calcifications: ☐ No ☐ Yes _____

Other brain anomalies _____



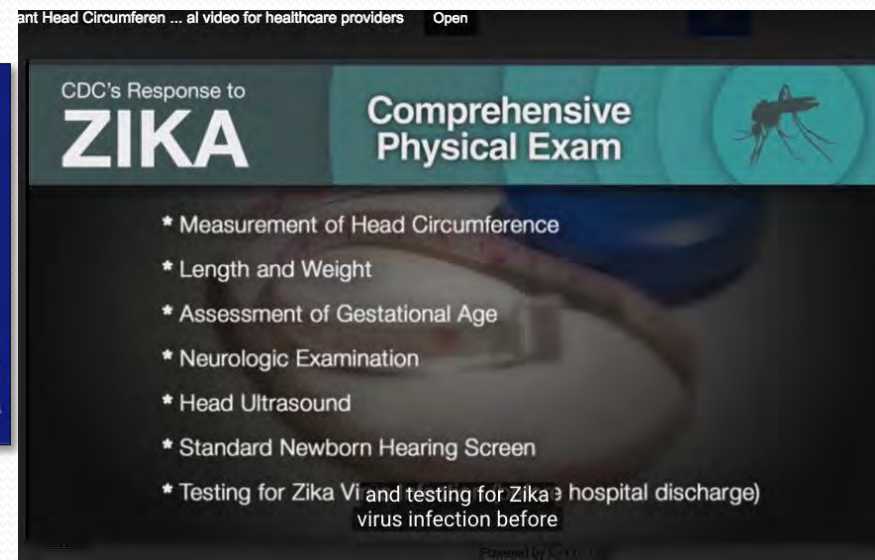
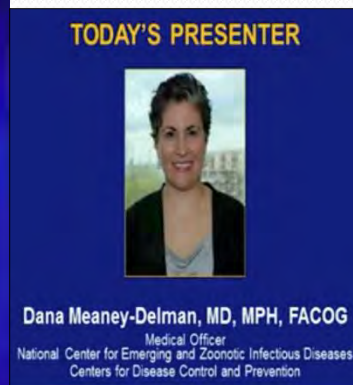
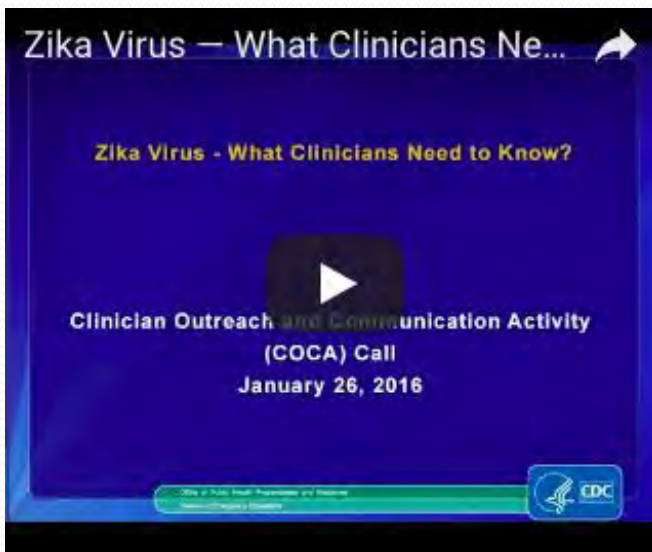
COCA



Clinical Outreach & Communication Activity

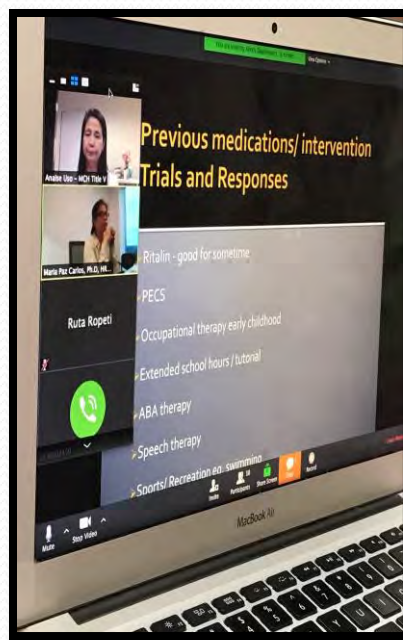


- DOH and LBJ clinicians and program staff attended teleconference/webinars during the active transmission period of the Zika Outbreak (Jan-Dec 2016)



CA-LEND Training

Long Distance Learning for health professionals to provide appropriate interdisciplinary care for children with congenital ZIKV infection
(Pediatricians, NP, OT, families)





RHD Telemedicine

- Echocardiographic images uploaded to STUDYCAST.
- Studycast is a PACS Software with HIPAA Compliant Cloud Storage



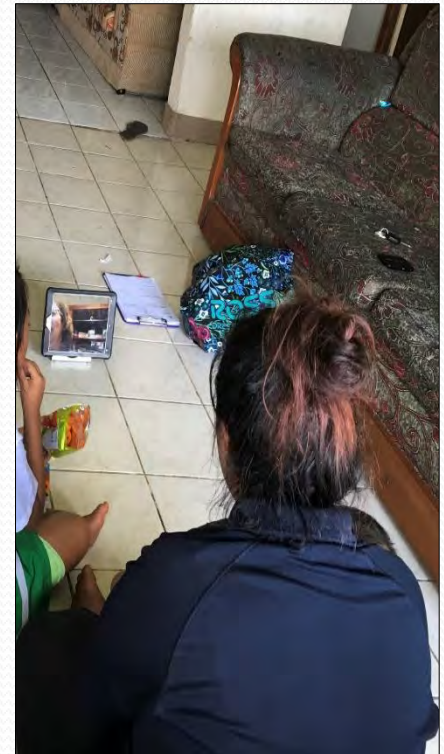
Mitral Valve leakage



Early Intervention Sessions



- Helping Hands clients (Part C) receives speech and OT therapy from allied health specialists via ZOOM using ipads and portable mifi connection.



Telehealth Challenges

1. Infrastructure:

- Bandwidth and Cost
- Unstable connectivity
- Most programs have computers with webcam to use zoom but internet connection not always reliable
- Lack of basic teleconference equipment in each clinic
- A need for a secure messaging system in place for correspondence and health information exchange
- Lack of qualified HIT staff for technical support and maintenance
- Insufficient funds to furnish telehealth sessions and faster connectivity

2. Policies and Procedures

- Need to revise SOPs in place to ensure HIT security, maintenance and promote sustainability.

Next Steps



Action Item	Timeline	Person Responsible
Secure Funding & Ordering Appropriate and Basic Telehealth Equipment	August 14 – April 30, 2018	MCH Title V & CHC Zika Coordinator
Revise and finalize ICA: AS DOH UHTASI/PBTRC	March 2-29, 2018	Director Nua, Review Committee & UH
Apply for the Universal Service Funds to assist CHC Inte	March – April 20, 2018	MCH Title V Program Coordinator
Set-up Equipment and establish SOPS for storage, usage, maintenance etc.	May 1- July 30, 2018	HIT, Telemedicine Coordinator
Train IT and providers etc. in the SOPs with hand-on demonstration	June – August 30, 2018	Telemedicine Coordinator & UH

Timeline



2017

2018

Identified Vendors

Change Vendor & PR

APPLY Universal Service Fund

QI Evaluation

Secure Funding

Aug 14

Sep 22

Jan 30

April 1

Aug 30

Jul

Aug

Sep

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

July

Aug

July 25

Applied for
HRSA Funds

Aug
22

Met UHTASI/PBTRC

Jan 25

Tour LBJ Telehealth Room

Mar 6

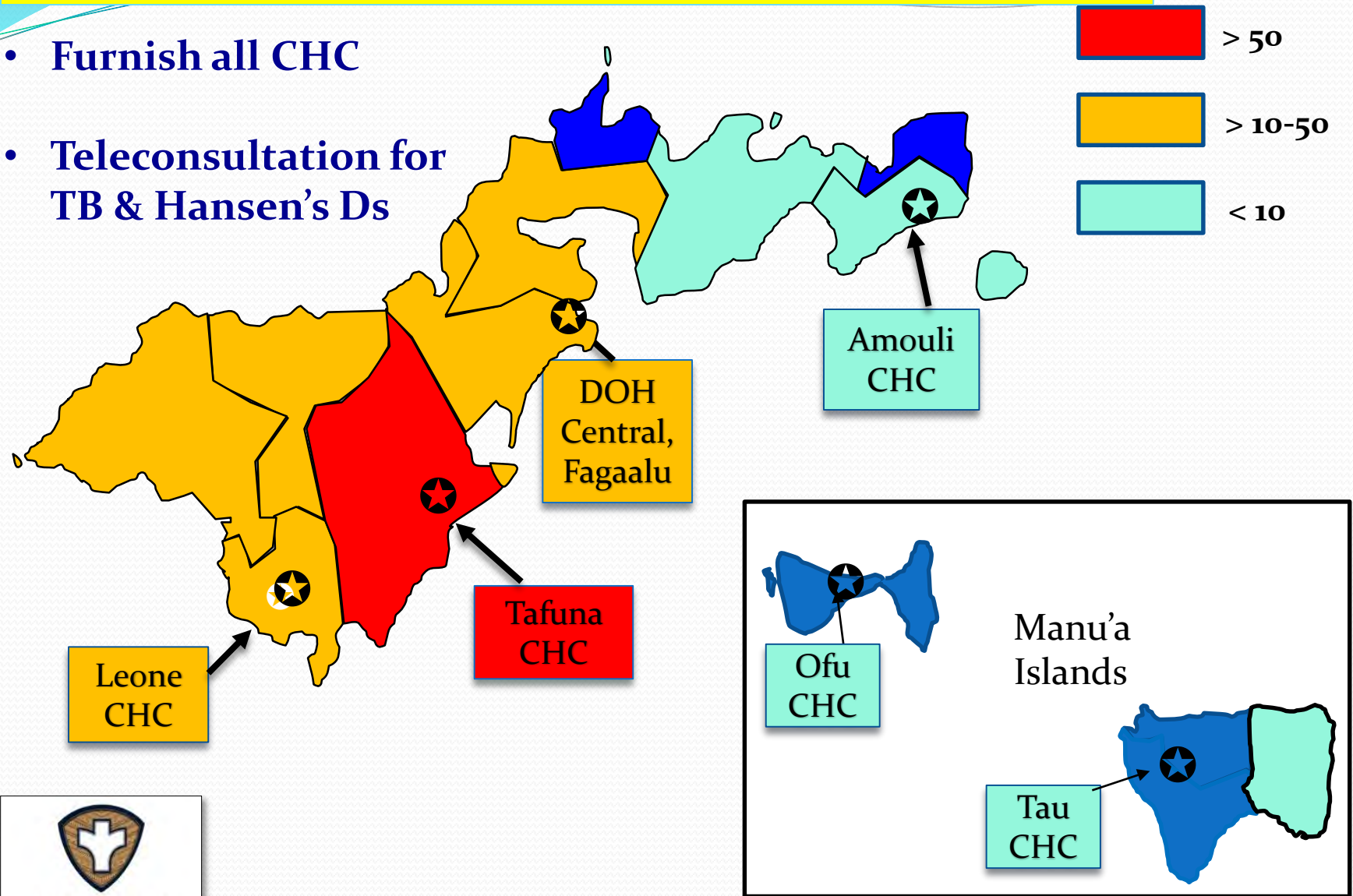
Review ICA with
UHTASI/PBTRC

May 1

Set-up Equipment, SOP &
Training

Future Desirable Outcomes:

- Furnish all CHC
- Teleconsultation for TB & Hansen's Ds



Faafetai Tele Lava!



Pacific Islands Primary Care Association (PIPCA)

Pacific Islands Primary Care Association – Community Health Centers



63th PIHOA Board Meeting

March 28, 2018 Pago Pago, American Samoa

PI CHC CURRENT TELEHEALTH INVOLVEMENT

- Guam CHC Telemedicine Project with Good Samaritan Hospital; Los Angeles
- Kosrae Adult Telepsychiatry Program with the UH JABSOM Department of Psychiatry

GUAM CHC TELEMEDICINE PROJECT

- Partnership between
 - Guam Department of PH and Social Services
 - Guam CHC
 - Guam State Medicaid Office)
 - Good Samaritan Hospital; Los Angeles
 - Good Samaritan Office; Guam

GUAM CHC TELEMEDICINE PROJECT

- “Distance Learning and Telemedicine”
 - USDA (Dept. of Agriculture) \$417,560 grant
 - Matching Contribution : \$213,209 (Good Samaritan)
 - Project planning begun at the end of 2014
 - Telemedicine services – dermatology and rheumatology (gastroenterology to follow) - begun in mid 2016

KOSRAE ADULT TELEPSYCHIATRY PROGRAM

- Partnership between the Kosrae CHC and the UH JABSOM Department of Psychiatry

KOSRAE ADULT TELEPSYCHIATRY PROGRAM

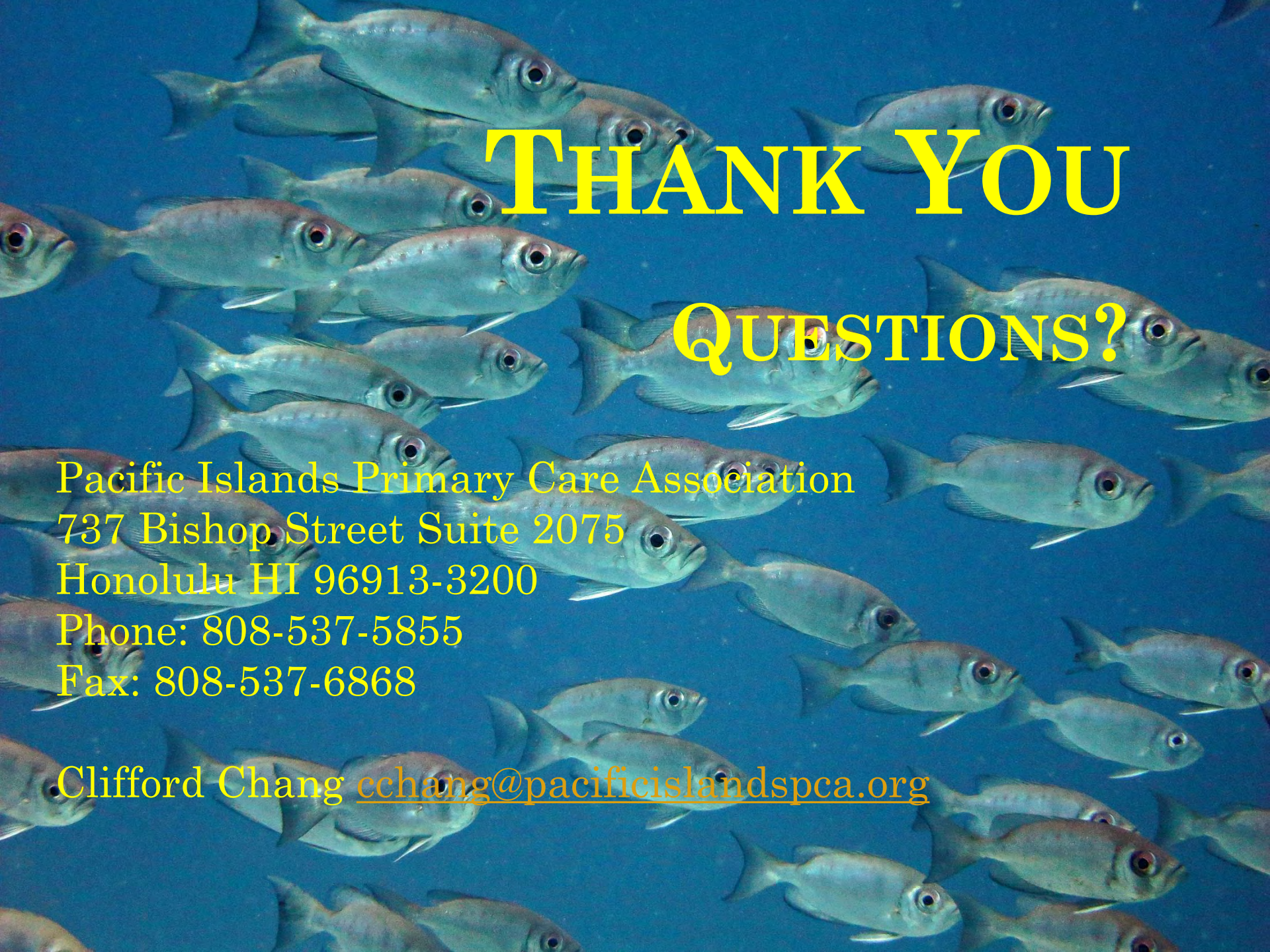
- Behavioral Health and Primary Care Integration Project
- 6 month grant-funded project
- Goals:
 - Development of KCHC's Behavioral Health Services Program Plan that includes strategies to fully integrate behavioral health services into Kosrae CHC primary care services
 - Adaptation of the Collaborative Care Model, which offers a population- and team-based approach to care
 - Aim to optimize the on-the-ground and culturally-sensitive support for patients by training local providers in behavioral health issues.

KOSRAE ADULT TELEPSYCHIATRY PROGRAM

- Behavioral Health and Primary Care Integration Project
- Goals:
 - Train KCHC behavioral health staff on
 - an integrated approach or approaches to diagnosing and treating co-occurring mental health and substance use disorders focusing on prevention and awareness of opioid abuse,
 - integration of SBIRT(Screening, Brief Intervention, Referral to Treatment) and enhanced education for patients, families, communities and personnel to support patient engagement and self-management that includes medical conditions that often co-occur with mental health and substance use disorders.
 - Once trained, these local providers will provide direct assessments and support to patients while receiving feedback from the DOP consulting psychiatrist.

KOSRAE ADULT TELEPSYCHIATRY PROGRAM

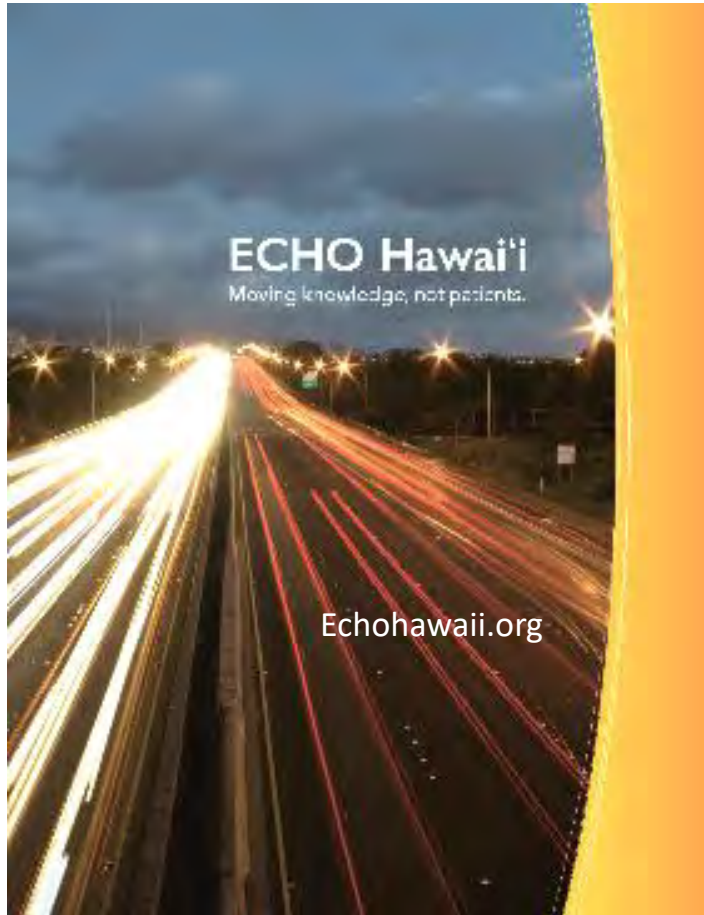
- Behavioral Health and Primary Care Integration Project
- Goals:
 - Provide behavioral health consultation to KCHC behavioral health staff on - site and through mediated communication channels (phone, email, SKYPE, ZOOM, etc)
 - The primary care provider will also receive support with any medically-focused interventions for the patient's behavioral health issues.
 - Two in-person visits from the consulting team to KCHC to meet with stakeholders and perform some initial trainings. Regular meetings to develop the program, clinic trainings, and consultation on patients will all occur via VTC, likely on a Zoom-based system.

A large school of silver fish, possibly a species of surgeonfish, is swimming in clear blue water. The fish are arranged in a loose, overlapping pattern, filling the entire frame. They have a sleek, elongated body with a prominent eye and a small mouth. The lighting is bright, highlighting the metallic sheen of their scales.

THANK YOU QUESTIONS?

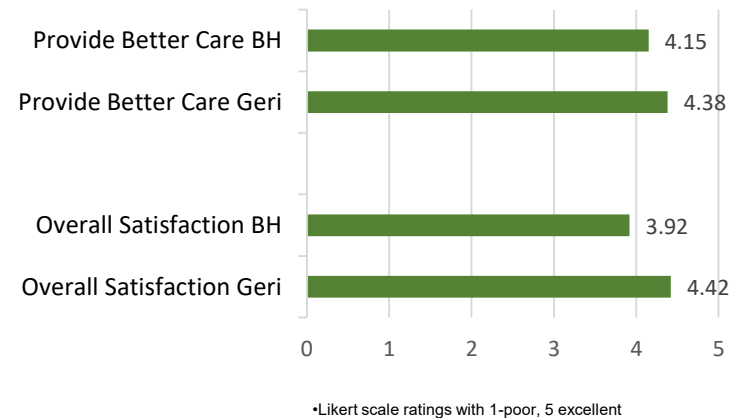
Pacific Islands Primary Care Association
737 Bishop Street Suite 2075
Honolulu HI 96913-3200
Phone: 808-537-5855
Fax: 808-537-6868

Clifford Chang cchang@pacificislandspca.org



- Case Based Distance Learning, free CME
- Began February 2016
- Weekly Behavioral Health, monthly Geriatrics
- Over 3700 participants to date
- Average 21 participants/week

Evaluation Data



Feedback

How would you change your practice?

- Good practice tools I can use on my patients
- Education of my staff...more open communication with all caregivers
- Increased awareness of dementia
- Utilize more of the healthcare community

What was most the most helpful?

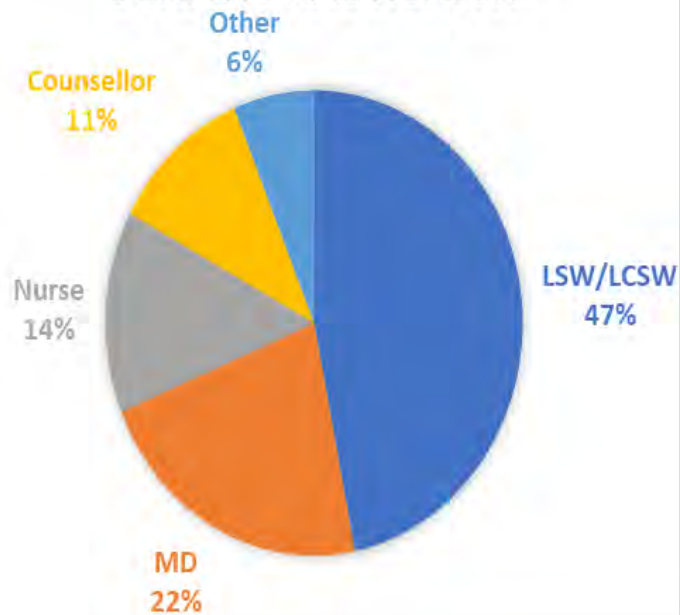
- I really enjoy the convenience of the TeleECHO clinic. Very easy to access.
- I have access to other opinions and recommendations on patient care with direct interaction with presenters and participants.
- To me, being able to tune in and learn from several professionals and specialists in behavioral health disciplines...especially since I am the only physician dealing with behavioral health in our country.

How has ECHO helped a patient?

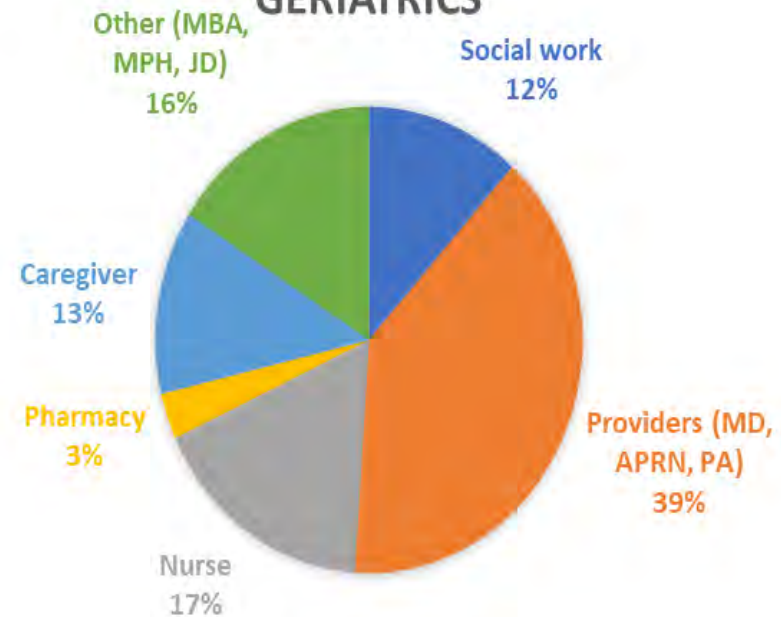
- The patient's setting was changed for greater socialization and safer mobility
- ECHO prevented the need for air travel, as I was able to manage the patient with resources available locally.

Group composition

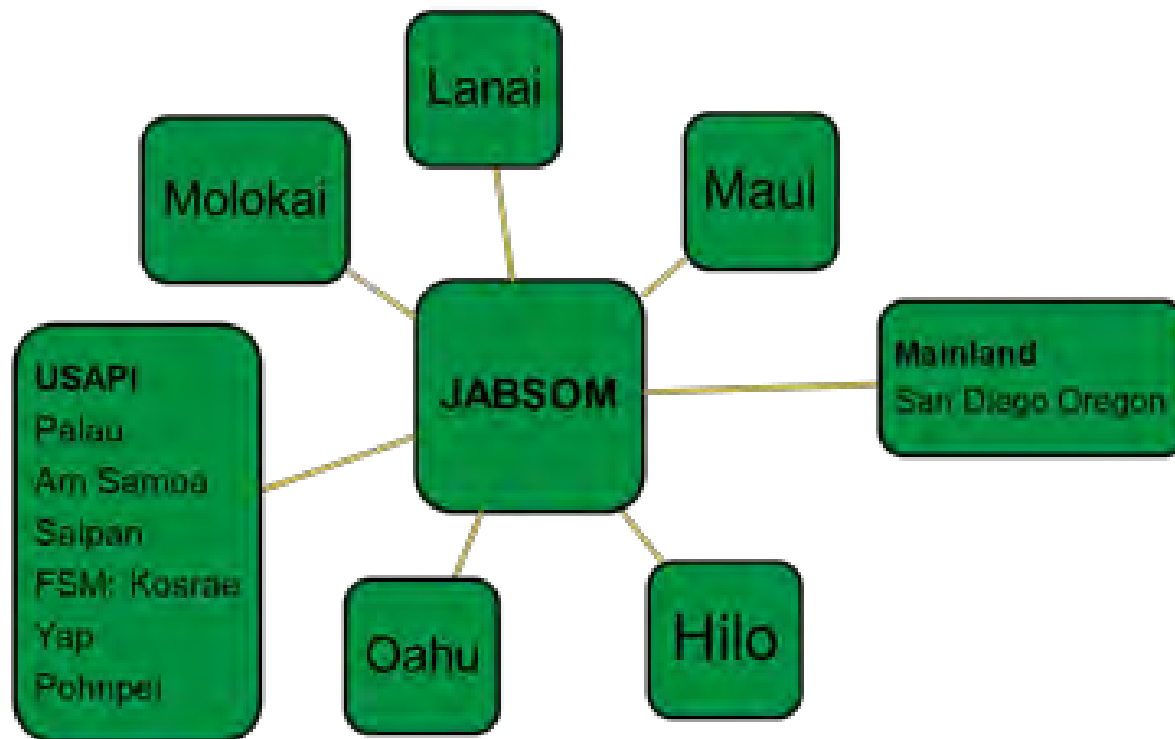
BEHAVIORAL HEALTH



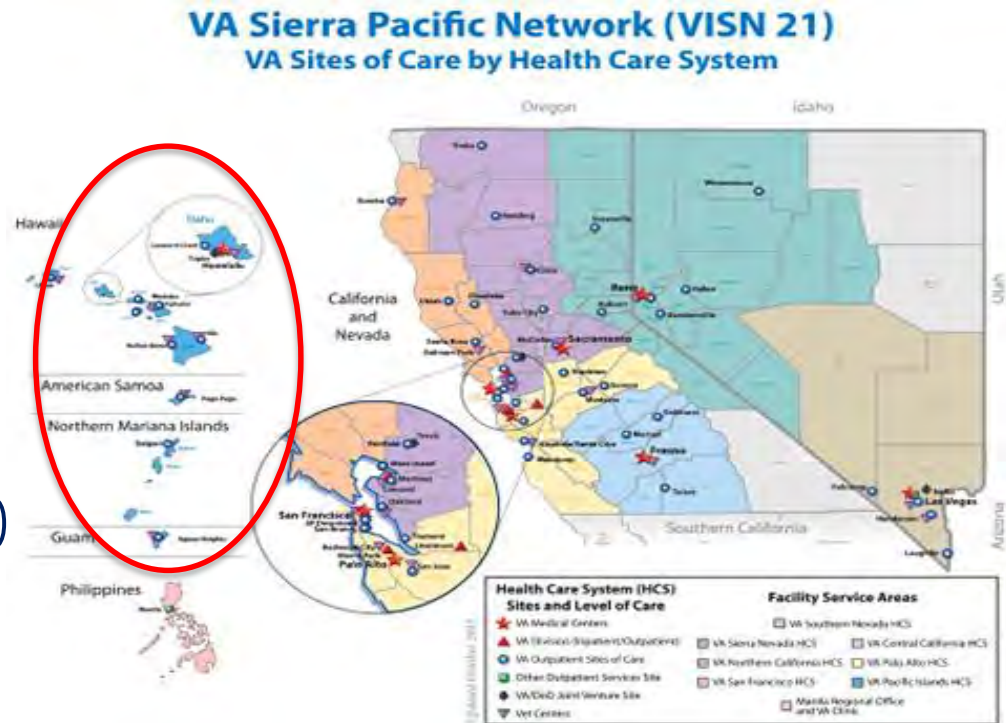
GERIATRICS



Wide reach



Telemental Health
Services
VISN 21
Honolulu HUB
March 2018
Helenna Nakama, M.D
Director, TMH Hub

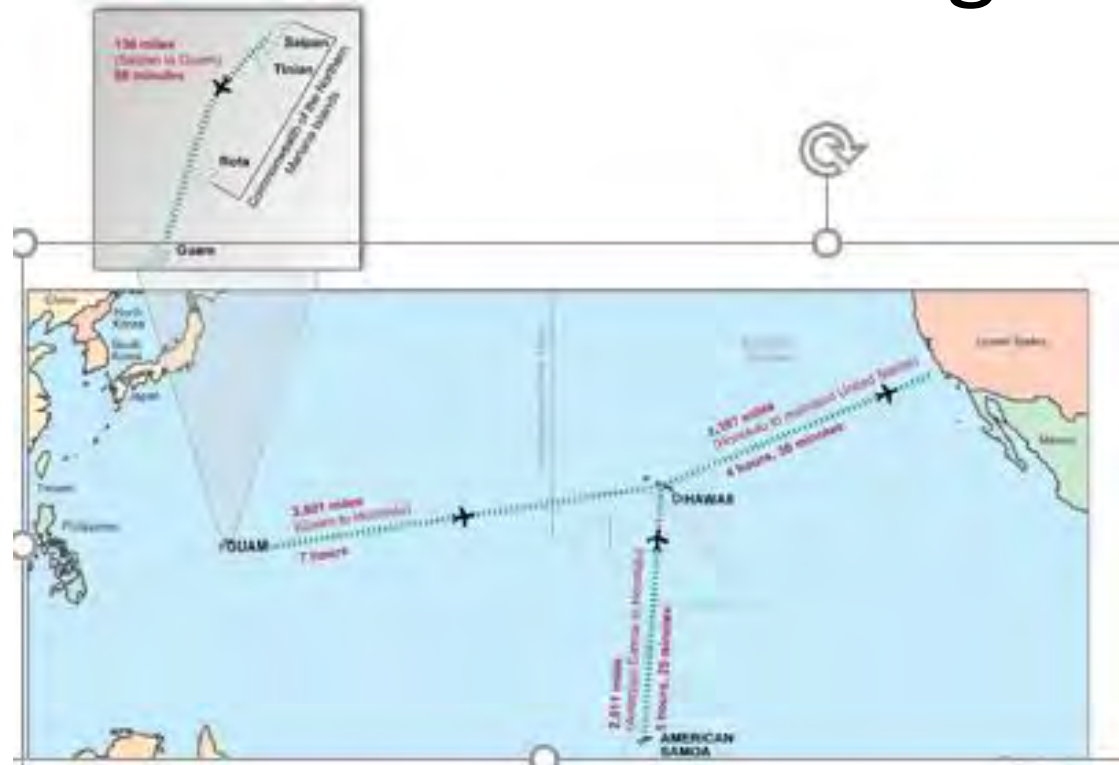


Multiple Clinics Served in VISN 21-VAPIHCS

- Leeward CBOC on Oahu Island, State of Hawaii
- Neighbor Islands of the State of Hawaii
 - Hawaii Island CBOCs (Hilo, Kona)
 - Kauai Island CBOC (consults were going to WTN)
 - Maui Island CBOC (consults were going to WTN)
 - Molokai Island Outreach Clinic
- American Samoa CBOC (highest rate of military enlistment of any U.S. state or territory)
- Guam CBOC
- Saipan Outreach Clinic

Time Zone and Patient Travel Challenges

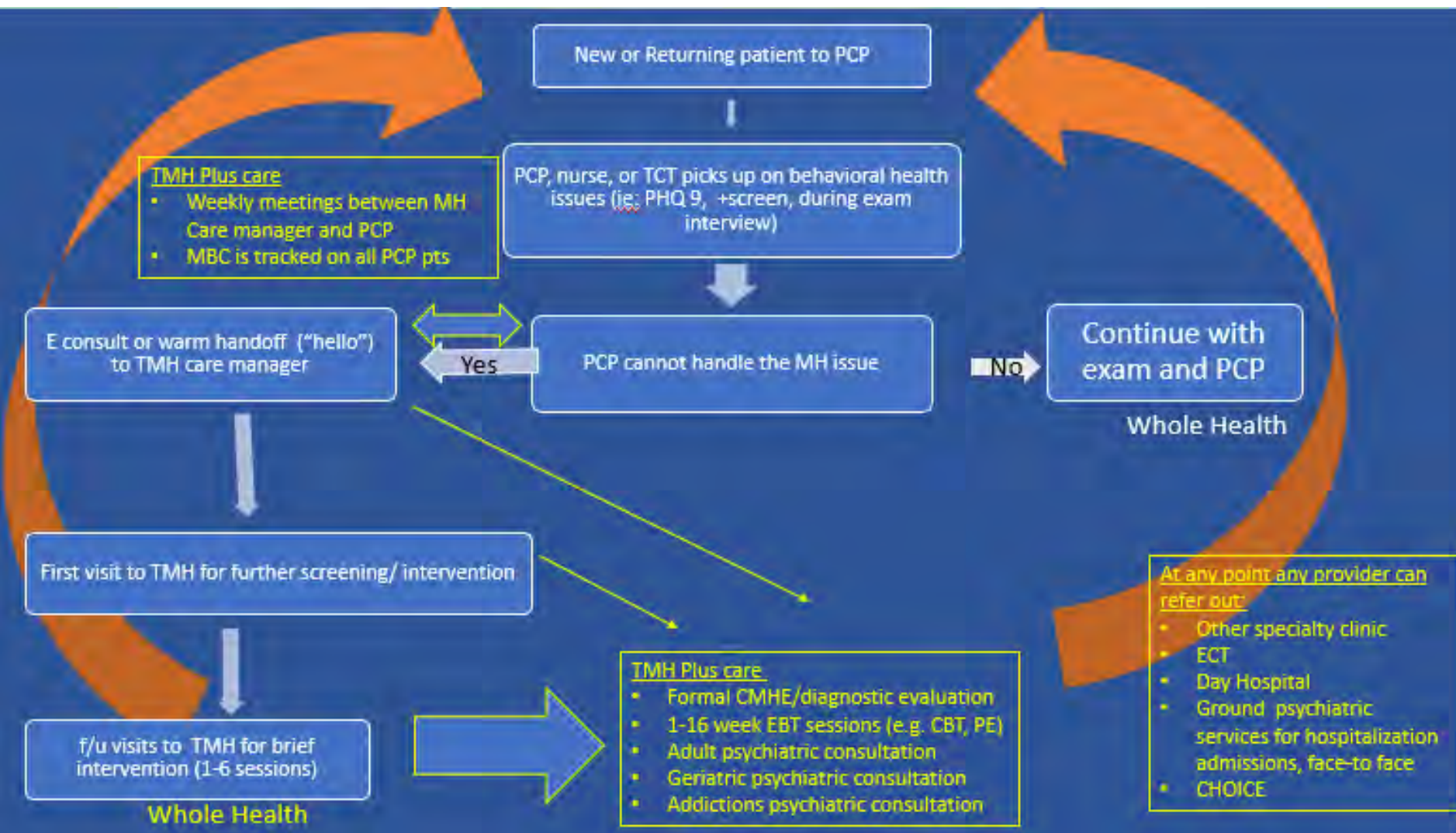
- Samoa – 4 hours
- Guam +20 hours
- Distances to get care



TMH Services Provided

- **Specialty Mental Health Service**
 - **Diagnostic interviews**
 - **MH evaluations for transplants**
 - **Geriatric psychiatry consultation**
 - **Addiction psychiatry consultation**
 - **Adult psychiatry**
 - **Individual psychotherapy**
 - **Marital and family psychotherapy**
 - **SW needs**
- **PC/MH Integration to 2 PCPs**
- **Pain services soon**
- **Home telehealth for MH patients**

Hybrid PC/MH Integration & MH Specialty Model





Data Collection: May 2018

Cancer Council of the Pacific Islands (CCPI) with PBTRC is conducting a survey to help better understand and define the current state, readiness and opportunities for telehealth

Veterans Administration: Eligibility via Telehealth!

“The Foreign Medical Program assumes payment responsibility for U.S. Veterans only for a VA-rated service-connected disability, or any disability associated with and held to be aggravating a VA-rated, service-connected disability” (38 CFR 17.35).



Funding for Telecom Services:

- ✓ Territories Universal Service Fund (65% Discount). **PBTRC Webinar April 18!**
- ✓ FSM – FSMTC
- ✓ RoP/ RMI – Investigate Opportunities

Updated Opportunities



Telehealth Resolution

It is respectfully recommended that the PIHOA Board of Directors consider drafting a resolution in support of expanding and resourcing telehealth and telemedicine as a viable approach for health services delivery in the region.

QUESTIONS?

TALANOA SESSION!

Opportunities for Telehealth and Telemedicine Expansion Panel

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