

Chronic Disease Partners: Telehealth during a Pandemic

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Ambulatory MIO





LARGEST HEALTH CARE SYSTEM IN WESTERN SOUTH DAKOTA

5 hospitals | 2 managed hospitals

25 clinic locations

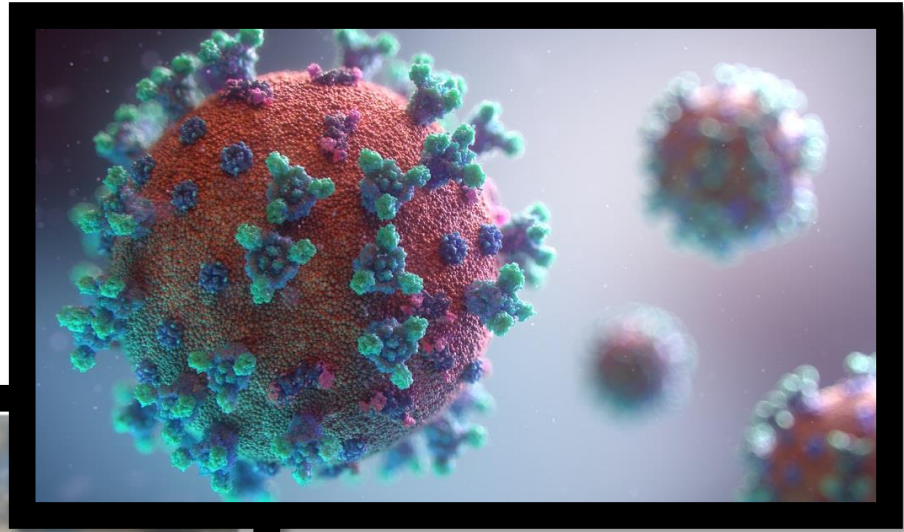
1 assisted living facility | 2 care centers

6 urgent cares

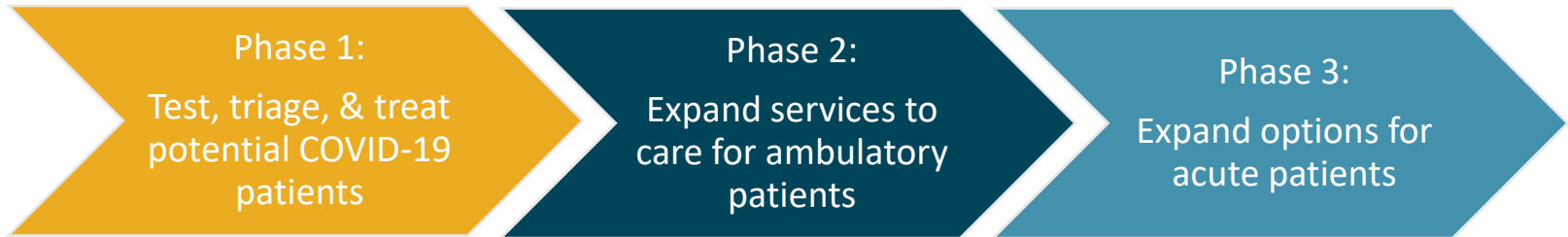
8 specialty treatment centers:

John T. Vucurevich Cancer Care Institute,
Heart & Vascular Institute, Rehabilitation Institutes (2)
Behavioral Health Center, Dialysis Centers (2)
Surgery Center, Orthopedic & Specialty Hospital

March 2020



Phased Approach



Schema for prioritization:

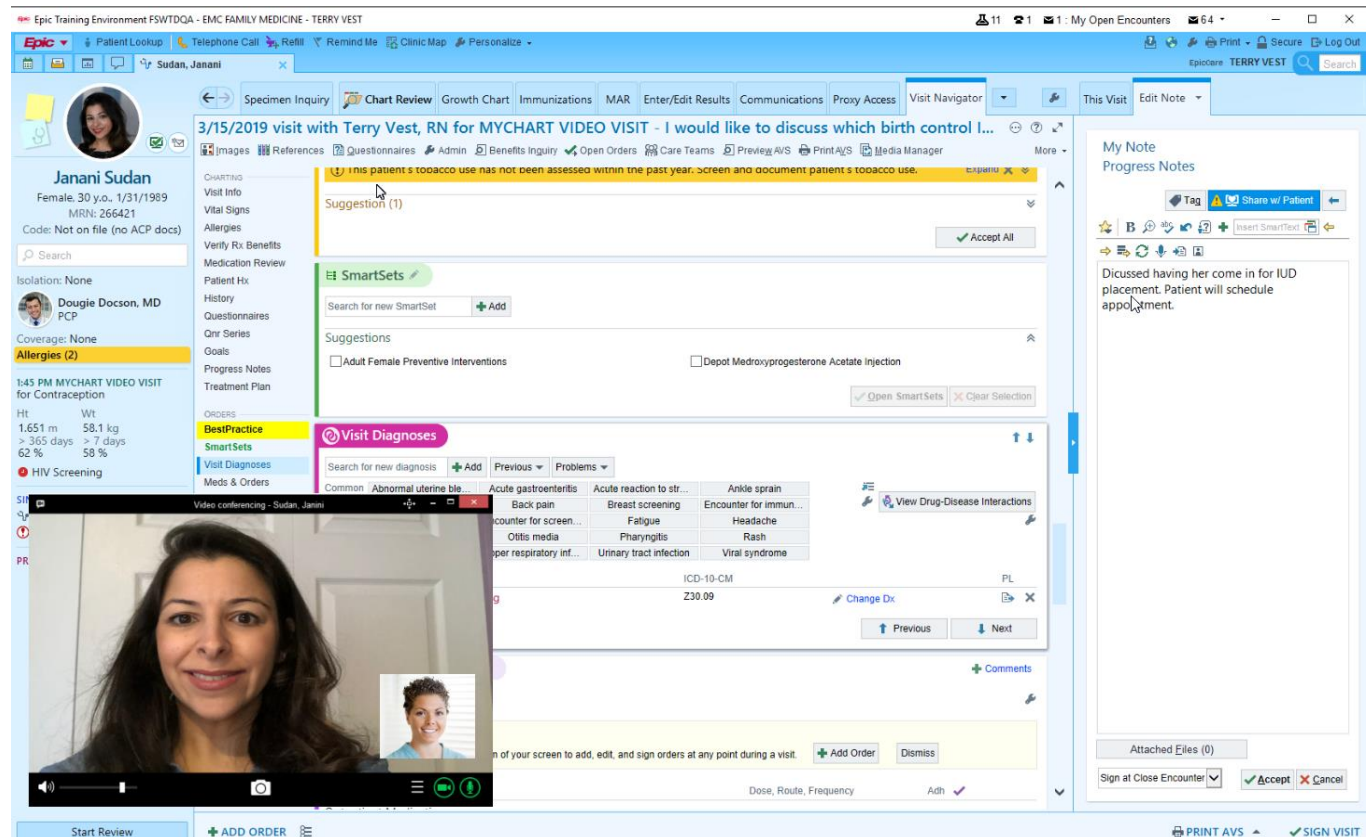
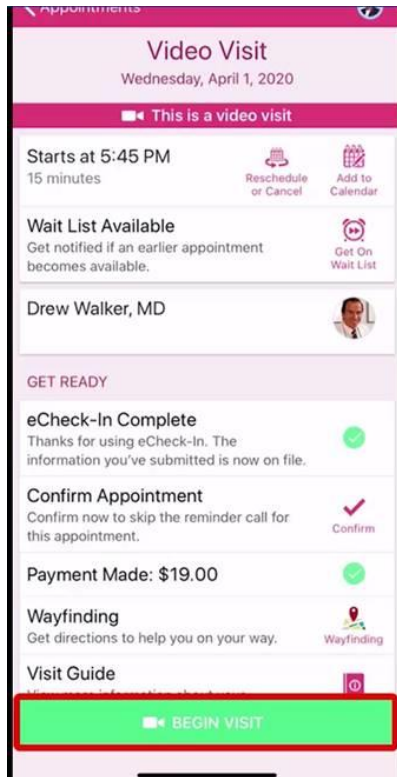
- Keep "sick" patients out
- Keep "well" people home
- Protect our staff and providers
- Help patients remain connected

Ambulatory Telemedicine Roll-Out

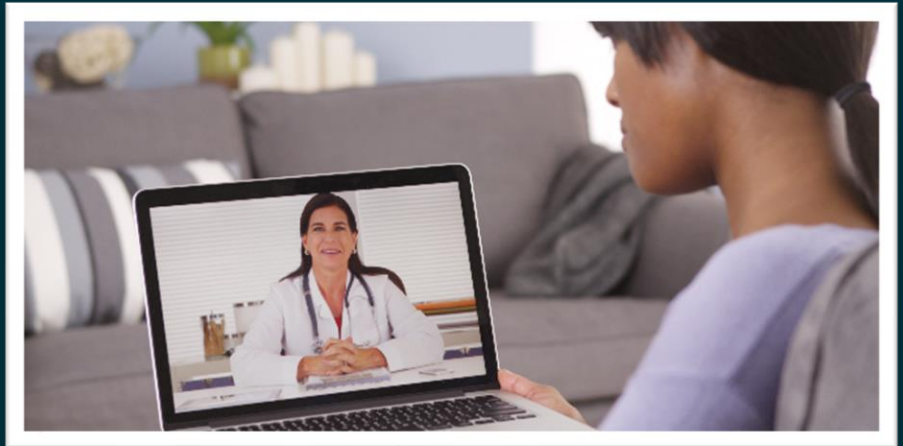


- 2,487 Visits per Week
- 926 Video visits per Week
- 1560 Telephone billable visits per Week

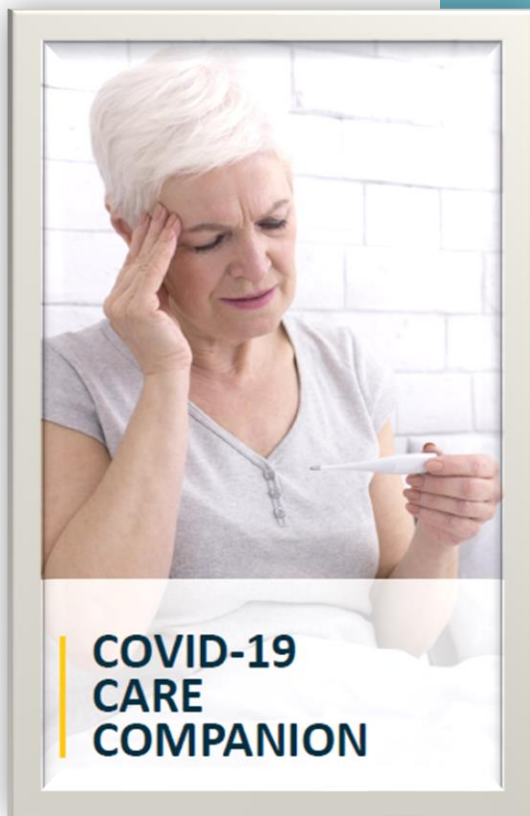
Ambulatory Epic Integration



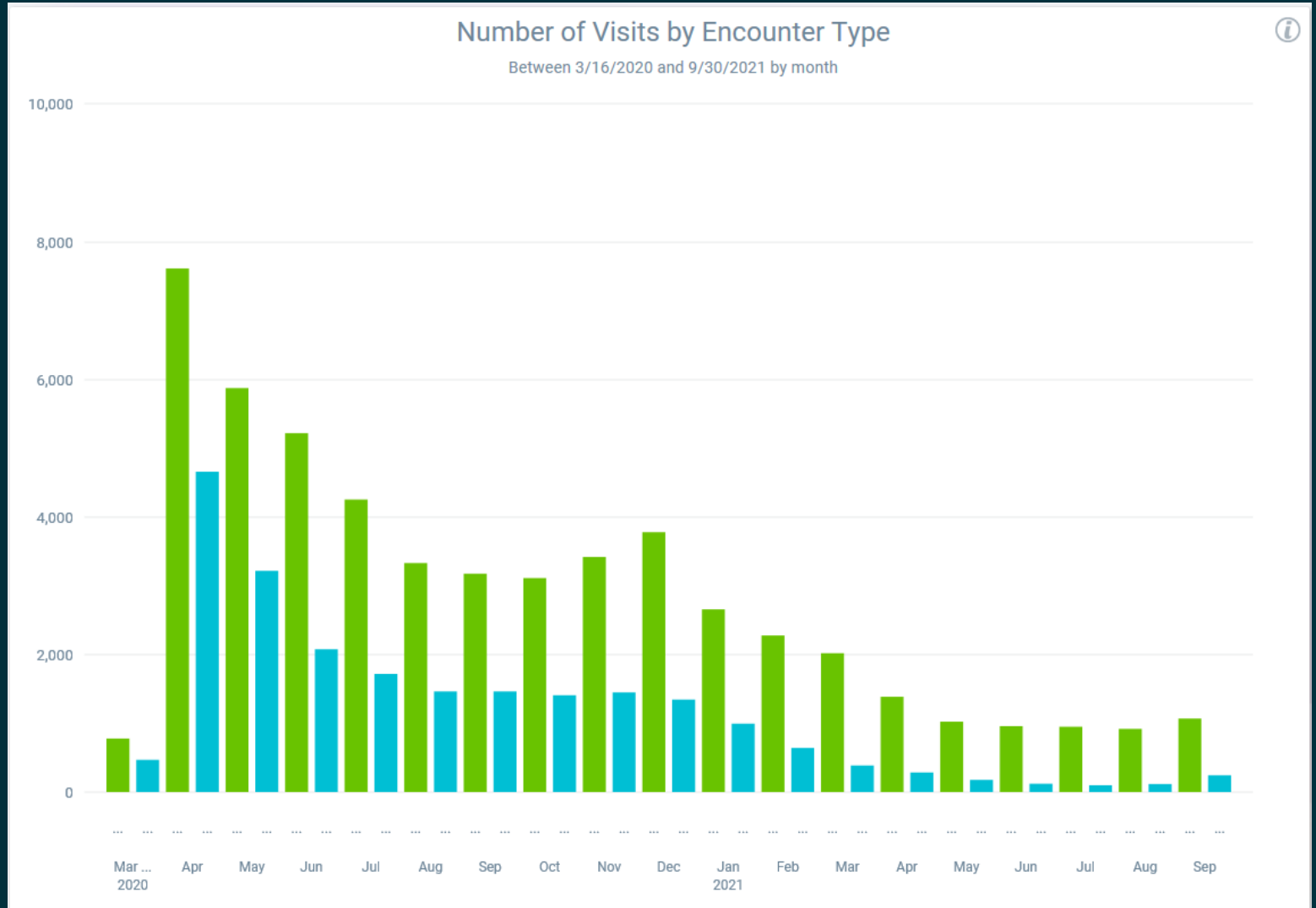
Barriers and Challenges



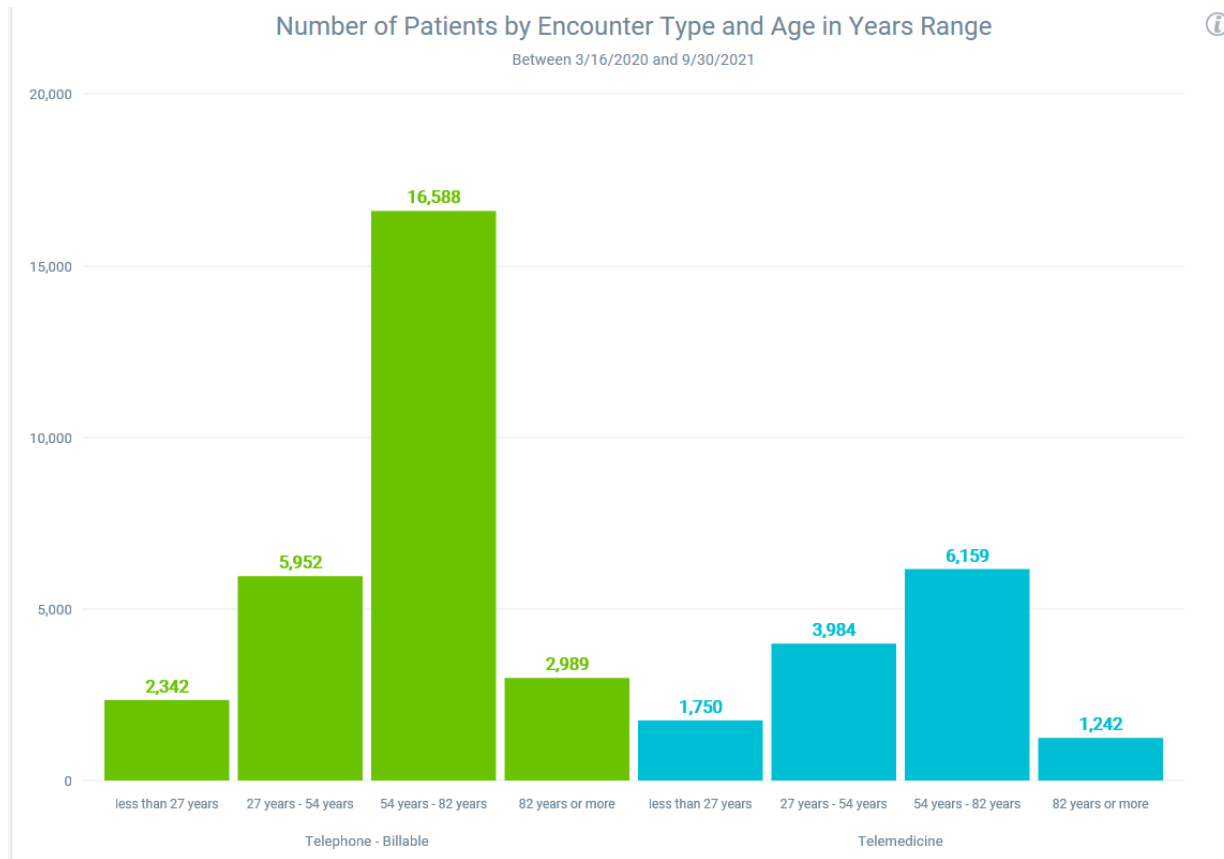
Silver Linings



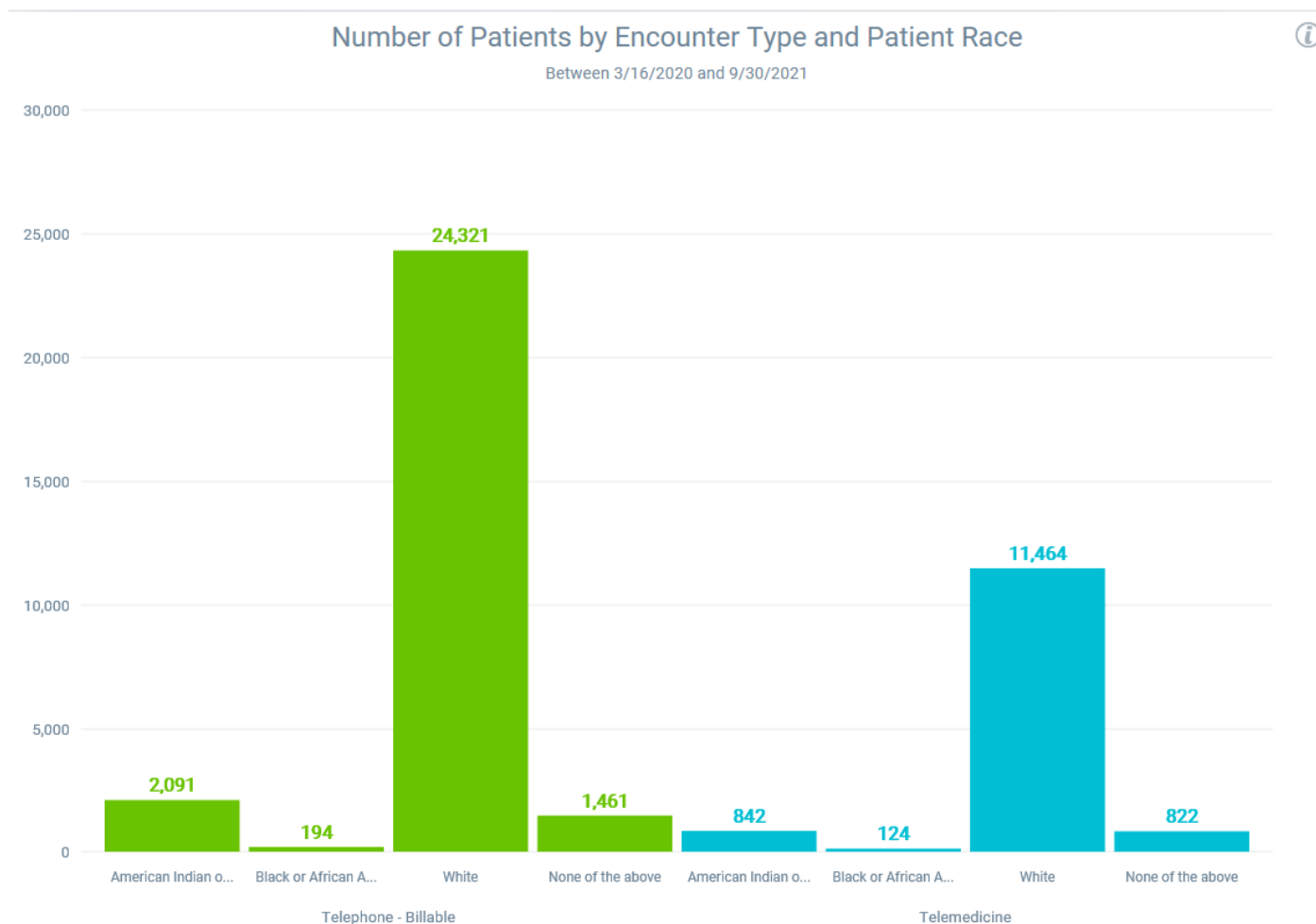
Current Volume/Trends



Telehealth by age



Telehealth by Race



Future Plans

- Chronic Care Management
 - Home Monitoring
- PostOperative Care

Questions

Thank you!