

Population Health Management - *VIRTUALLY*

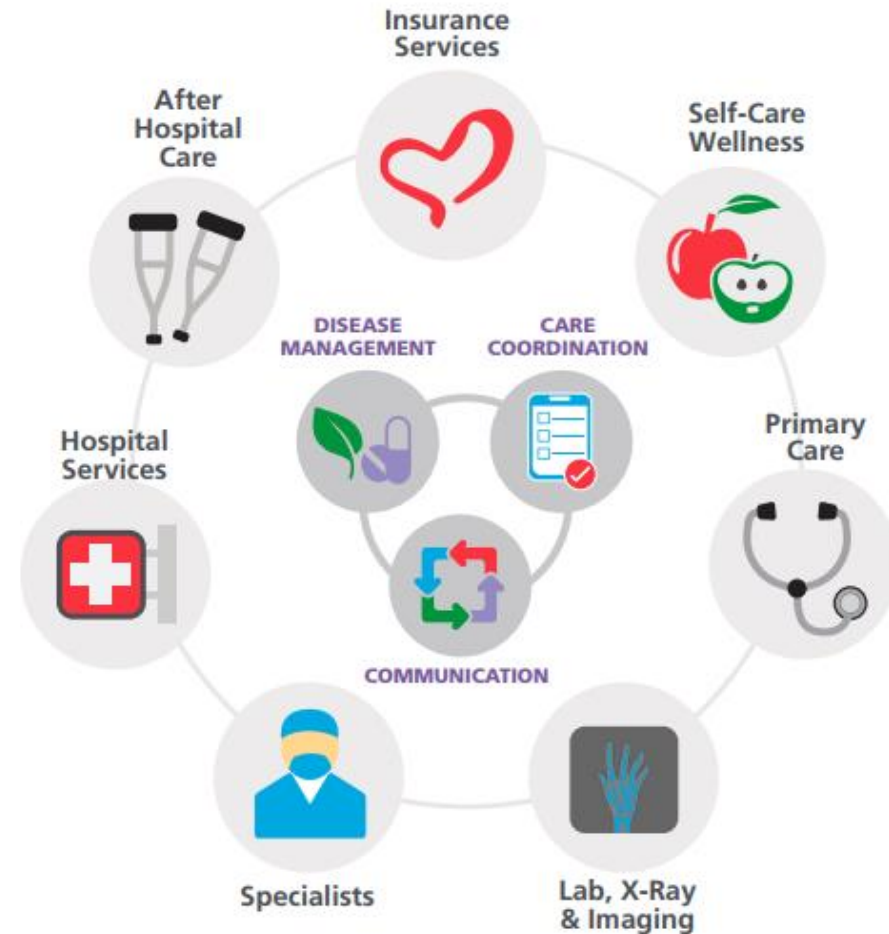
Kirk Gillis, Vice President – Renown Accountable Care

Governor's Broadband Summit

November 6, 2017

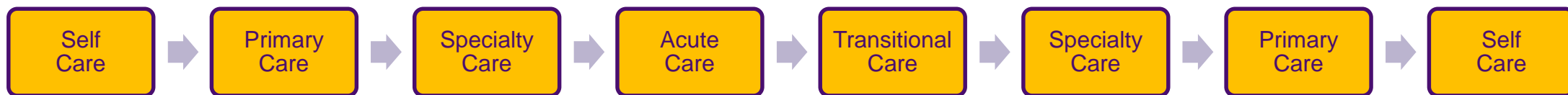
About Renown Accountable Care

- Wholly owned subsidiary of Renown Health, Reno's only non-profit and Nevada's largest IHN
- Clinically integrated approach to improving
 - Access
 - Quality
 - Affordability
- Covered populations
 - Fully Insured
 - Self-Insured
 - Medicare
 - Medicaid
- Membership Benefits
 - Population Health Management
 - Value Based Provider Network
 - Community Health Partners
 - TeleHealth Services

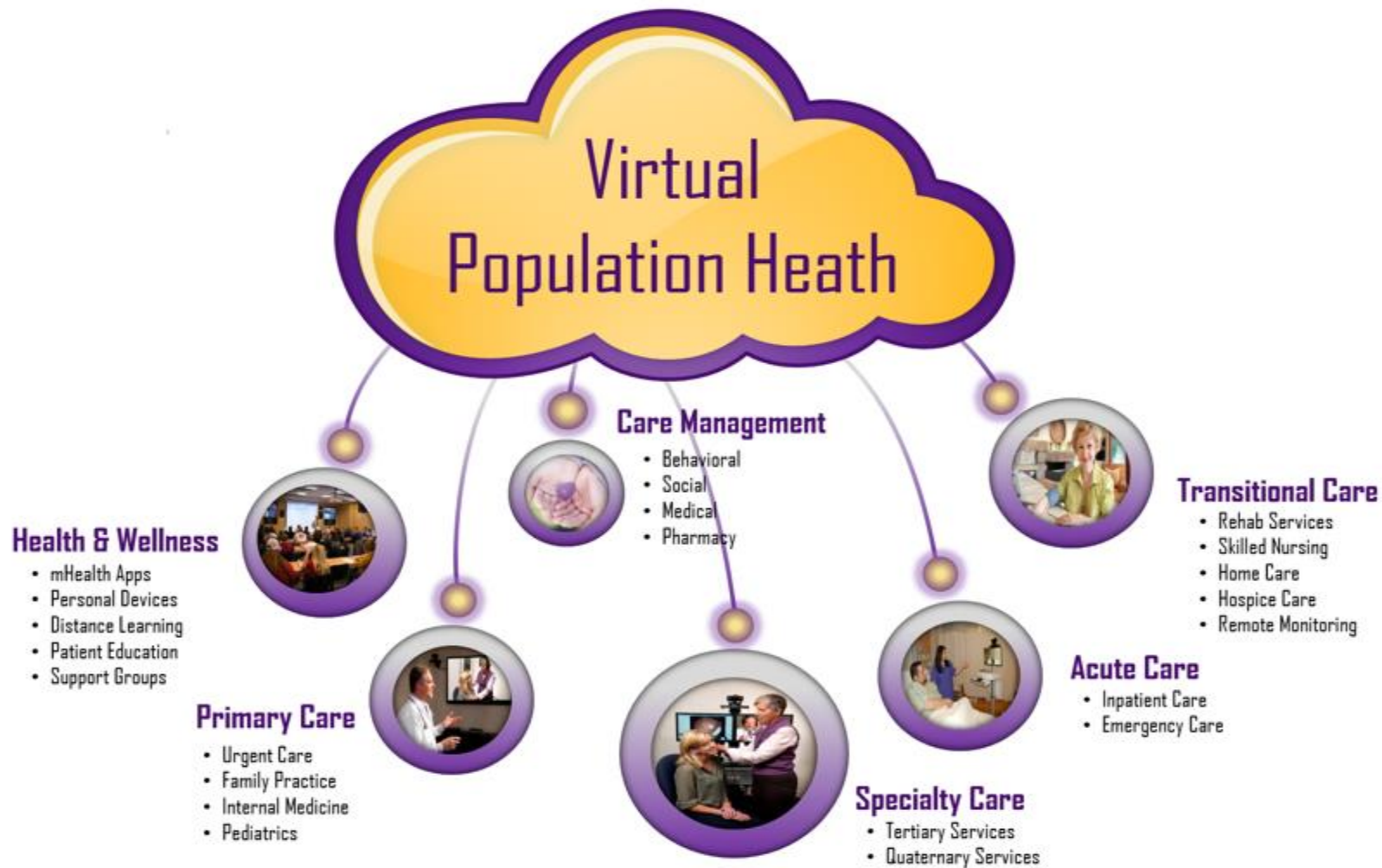


Population Health Management Organization

- **A service organization dedicated to supporting enterprise, community and regional “fee-for-value” transformation goals – across the care continuum**
 - **Clinical Informatics**
 - Optimizing evidence-based clinical pathways for the entire care continuum (primary, specialty, acute & post acute services)
 - **Community Health & Wellness**
 - A dynamic network of medical, social, educational and support services for patients, families and caregivers
 - **Member Engagement Center**
 - A scalable approach for achieving patient outreach, assessment, risk stratification and health improvement goals
 - **Utilization Management**
 - Transactional care management services for optimizing tertiary and quaternary referrals and authorizations
 - **Care Transitions**
 - Transactional care management services for optimizing acute and post acute resource utilization, including discharge planning
 - **Care Coordination**
 - Longitudinal behavioral, medical and social complex care management services for patients, families and caregivers



Now Without the Brick and Mortar



TeleHealth Prep: Guiding Principles

- **GP #1**

- Integrated vs Parallel Workflows
- Consultative vs Treatment Care Model
- Care Continuity vs Center of Excellence
- Then...

- **GP #2**

- Sustainable Funding Mechanism
- Scalable Technology Infrastructure
- Centralized Coordination and Support
- Multi Dimensional Training and Education



TeleHealth Prep: Infrastructure

People



Process



Technology



TeleHealth Prep: Training

The Telehealth Learning Academy enables Renown to quickly launch high quality programs, create additional services and train new users without incurring the costs, implementation delays and staff retention challenges associated with legacy clinical education approaches.

Features Include...

- **Cloud Based Platform**
- **Subscription Based Service**
- **Self-Paced Training & Testing Modules**
 - Originating Site (O.S.) Users
 - Distant Site (D.S.) Users
- **Multi-Level Curriculum**
 - 100: Overview for All Stakeholders
 - 200: O.S. and D.S. Technology Training
 - 300: Specialty-Specific Clinical Best Practices

Renown[™]
HEALTH

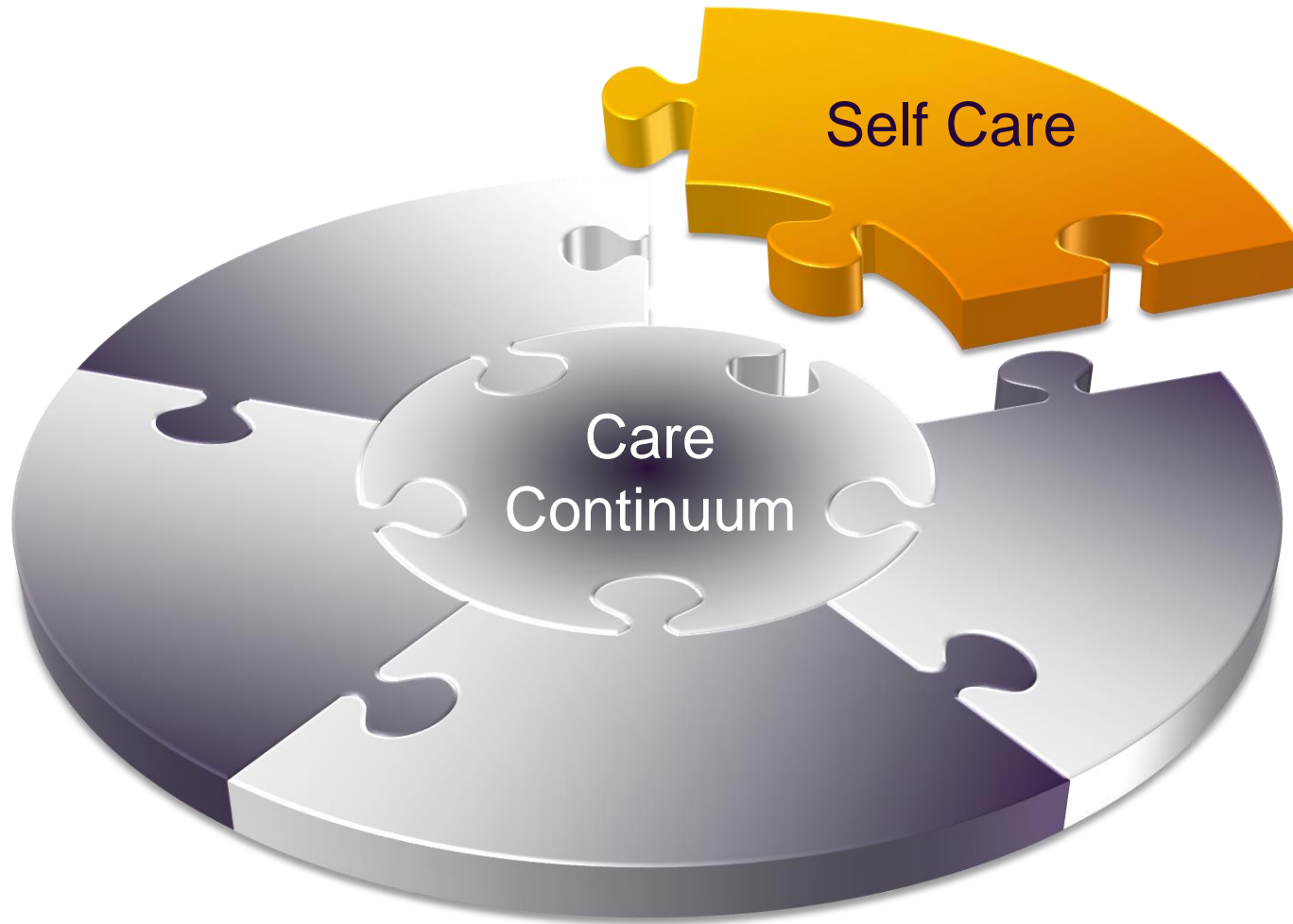
the/group

TeleHealth Learning Academy

Next generation distance learning program for healthcare professionals

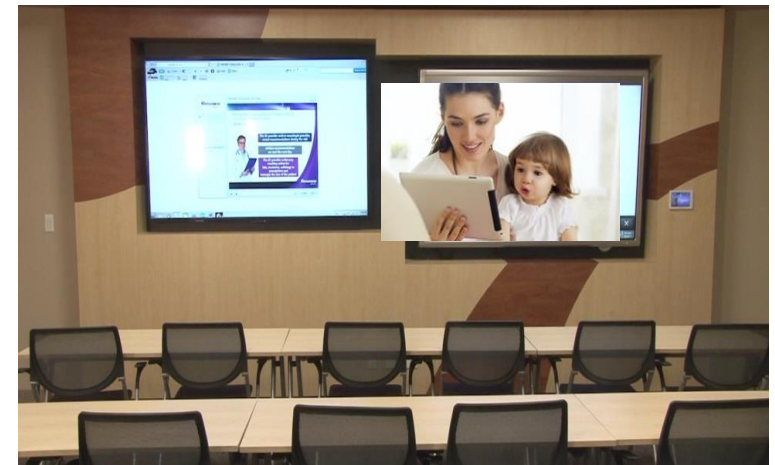
Total Human Education Group
www.thegrp.net

Population Health Continuum...

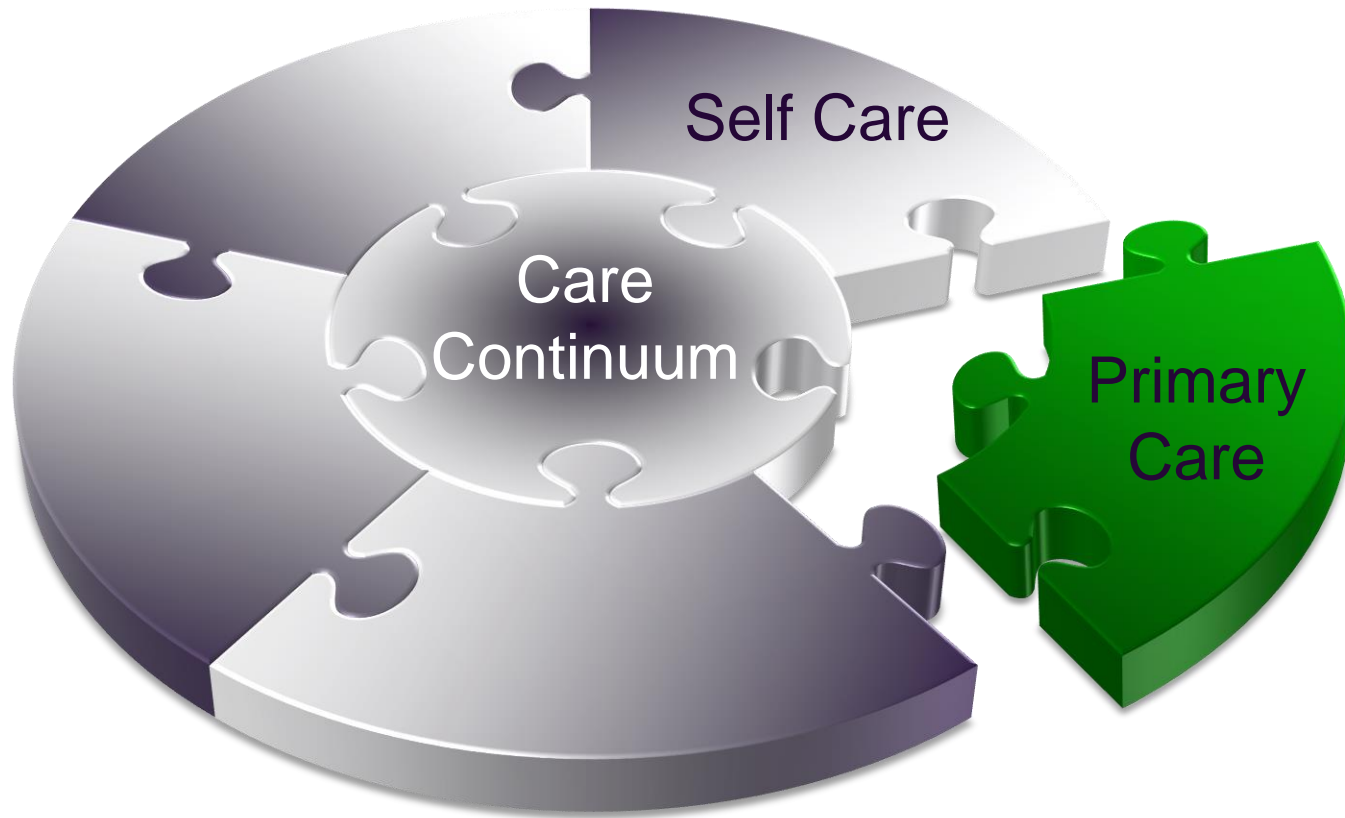


Self Care

- Remote Monitoring
- Distance Learning
- Nurse Health Line
- Support Groups
- MyChart Portal
- mHealth



Population Health Continuum...



Urban Primary Care

- Urgent
- Adult
- Pediatric

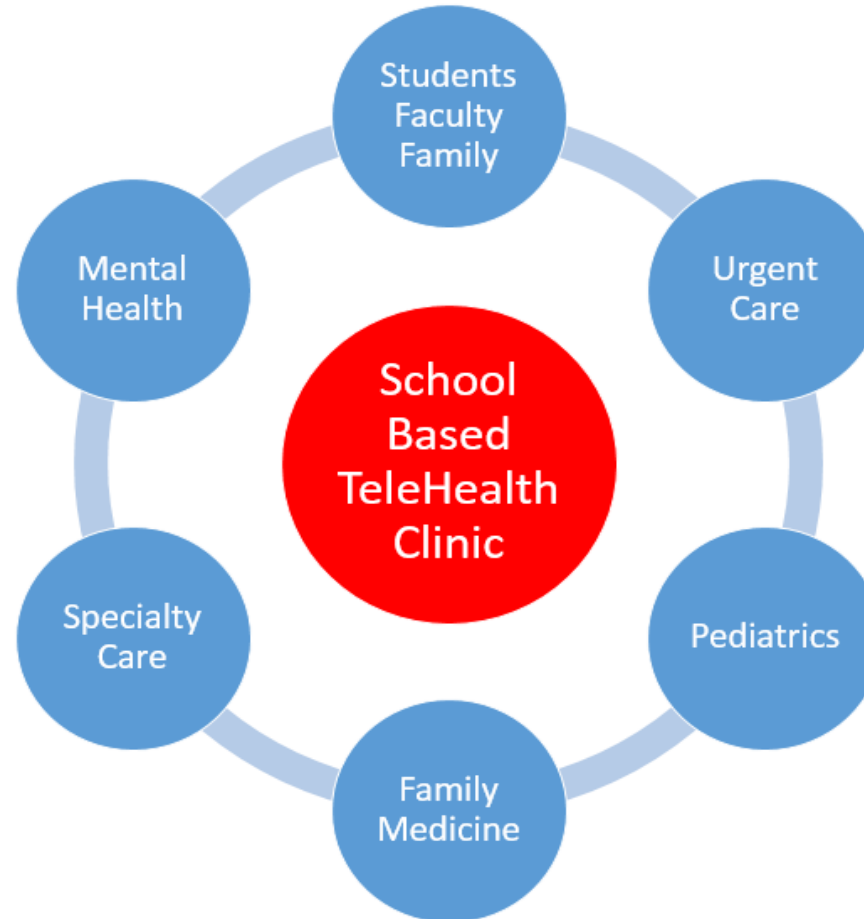


Rural Primary Care

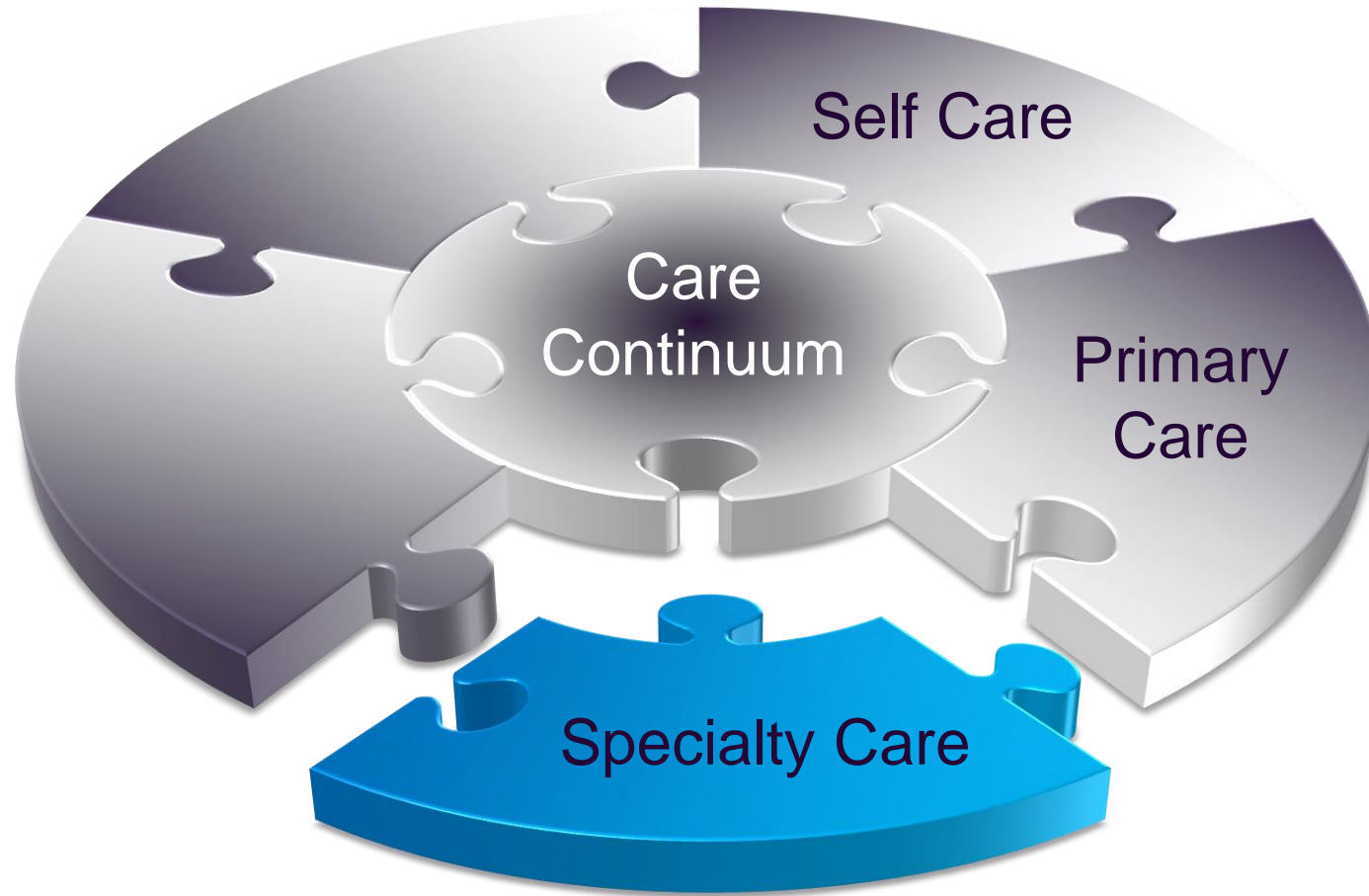
- Tonopah
- Elko

School Based TeleHealth Clinic

- **Partners**
 - Renown Health
 - Nevada Medicaid
 - Northern Nevada Hopes
 - Community Health Alliance
 - Washoe County School District
- **Pilot Program**
 - SY2017
 - Student Population
 - North Valleys Vertical
- **Expansion Plans**
 - Patient Populations
 - Participating Providers
 - School District Verticals



Population Health Continuum...



Specialty Care

- Tertiary
- Quaternary
- Treatment (virtual visits)
- Consults



Specialty Care - Tertiary

TELEMEDICINE.

Healthcare that goes the distance.



Anti-Coagulation

Bariatrics

Behavioral Health

Cardiology

Endocrinology

Gastroenterology

Hematology

Infectious Disease

Nephrology

Neurology

Obstetrics

Oncology

Pain Management

Pediatrics

Physiatry

Pulmonology

Sleep Medicine

Surgery – Colorectal

Surgery – General

Surgery – Hand

Surgery – Neuro

Surgery – Oncoplastic

Surgery – Orthopedic

Surgery – Plastic

Surgery - Thoracic

Surgery – Vascular

Urology

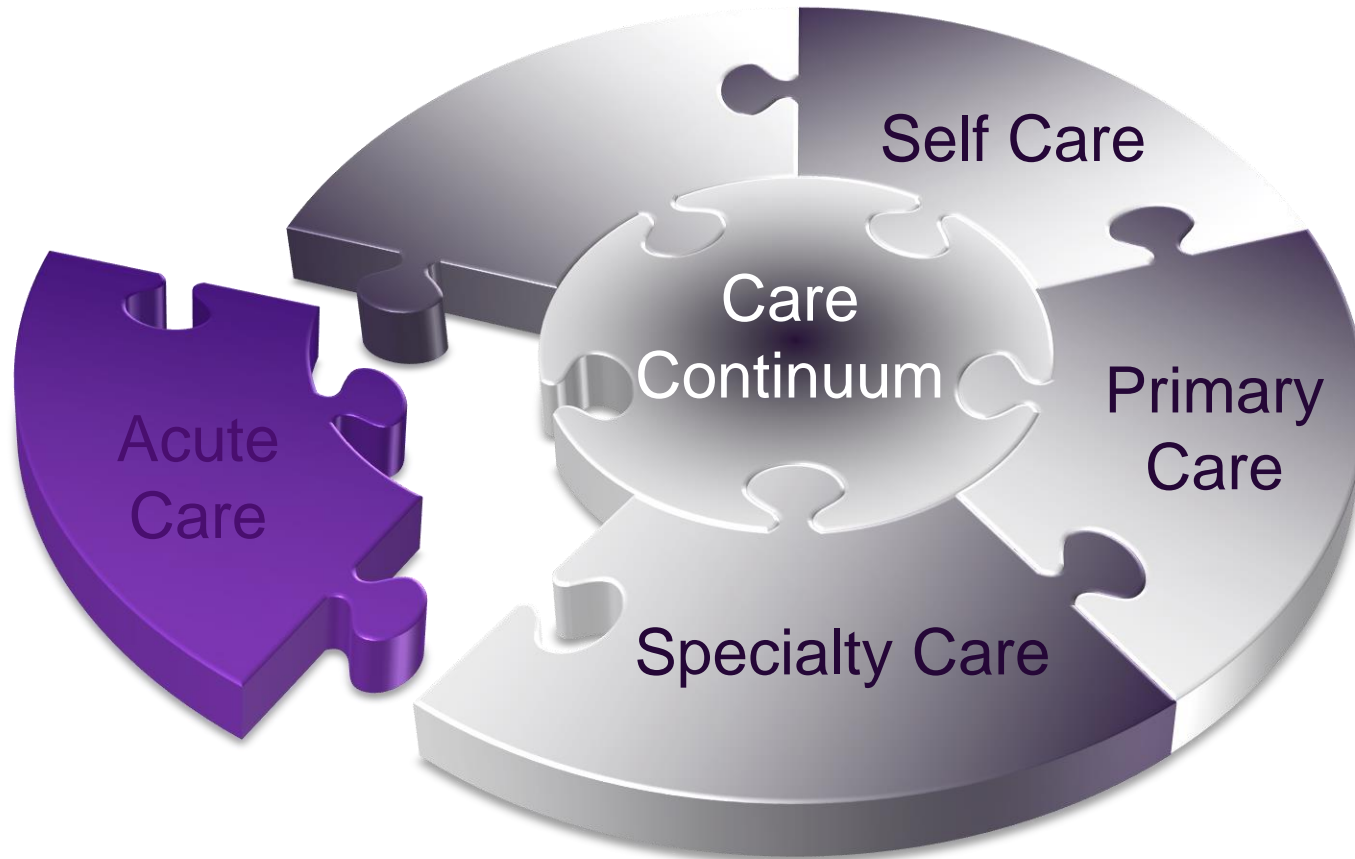
Wound Care

Specialty Care - Quaternary

- **Service Lines**
 - Children
 - Adult
- **Goals**
 - Repatriate cognitive services
 - Export procedural services
- **Care Model**
 - Consultative
 - Collaborative
- **Business Model**
 - Insurance billing
 - Insurance reimbursement
- **Licensure Model**
 - CA when “consulting”
 - NV when “treating”



Population Health Continuum...

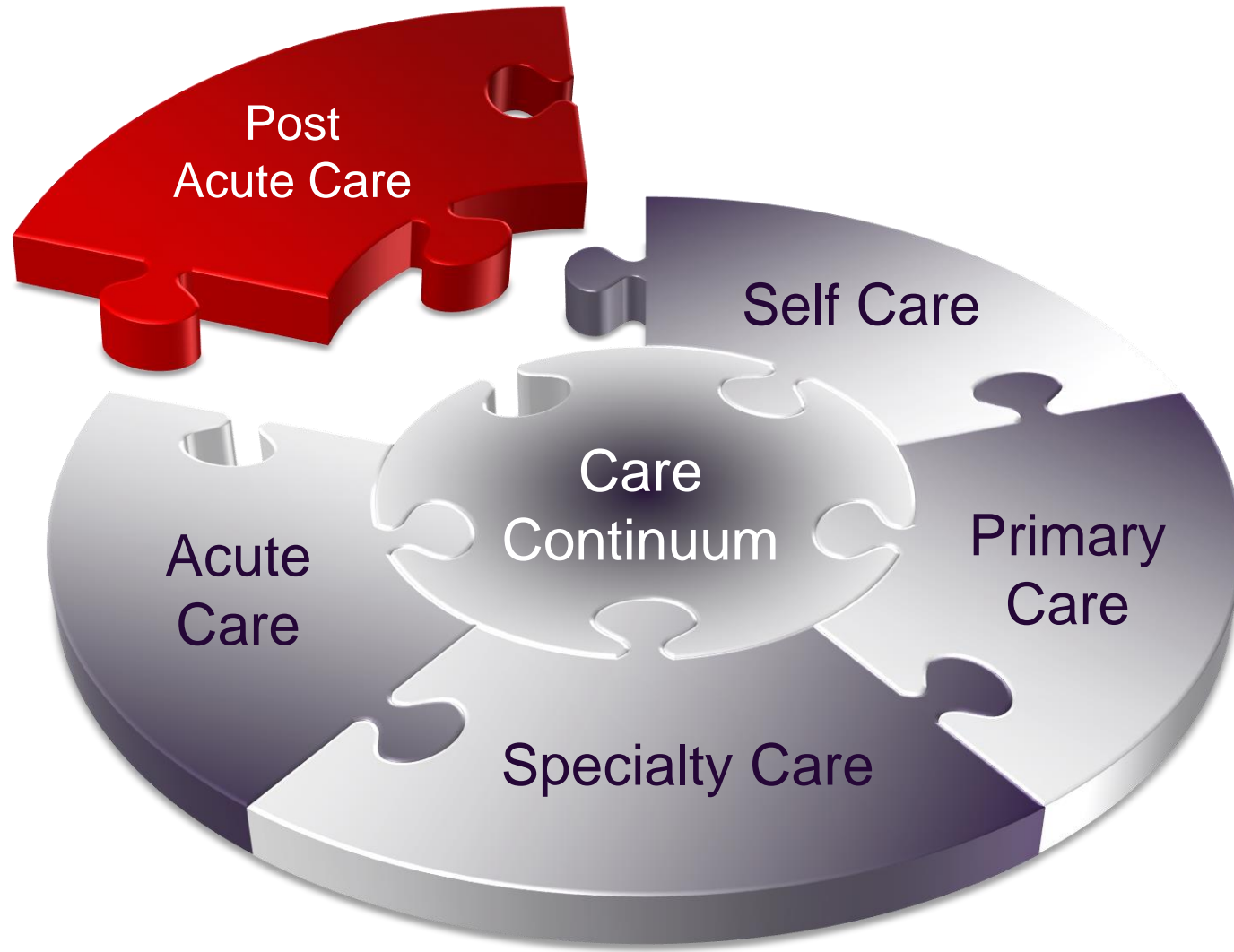


Acute Care

- Emergency
- Observation
- In Patient
- Pediatrics
- Mental Health



Population Health Continuum...



Post Acute Care

- Skilled Nursing
- Rehabilitation
- Home Care
- Hospice



Transitional Care

- **Care Model**
 - Pre Acute
 - Post Acute
- **Community Partners**
 - Renown Health
 - Transitional Care Providers
- **Pilot Program**
 - FY2017
 - 24/7 Coverage
 - Renown Facilities (1 per EOC)
 - Independent Facilities (1 per EOC)
- **Expansion Plans**
 - Rural and Urban
 - Independent Facilities

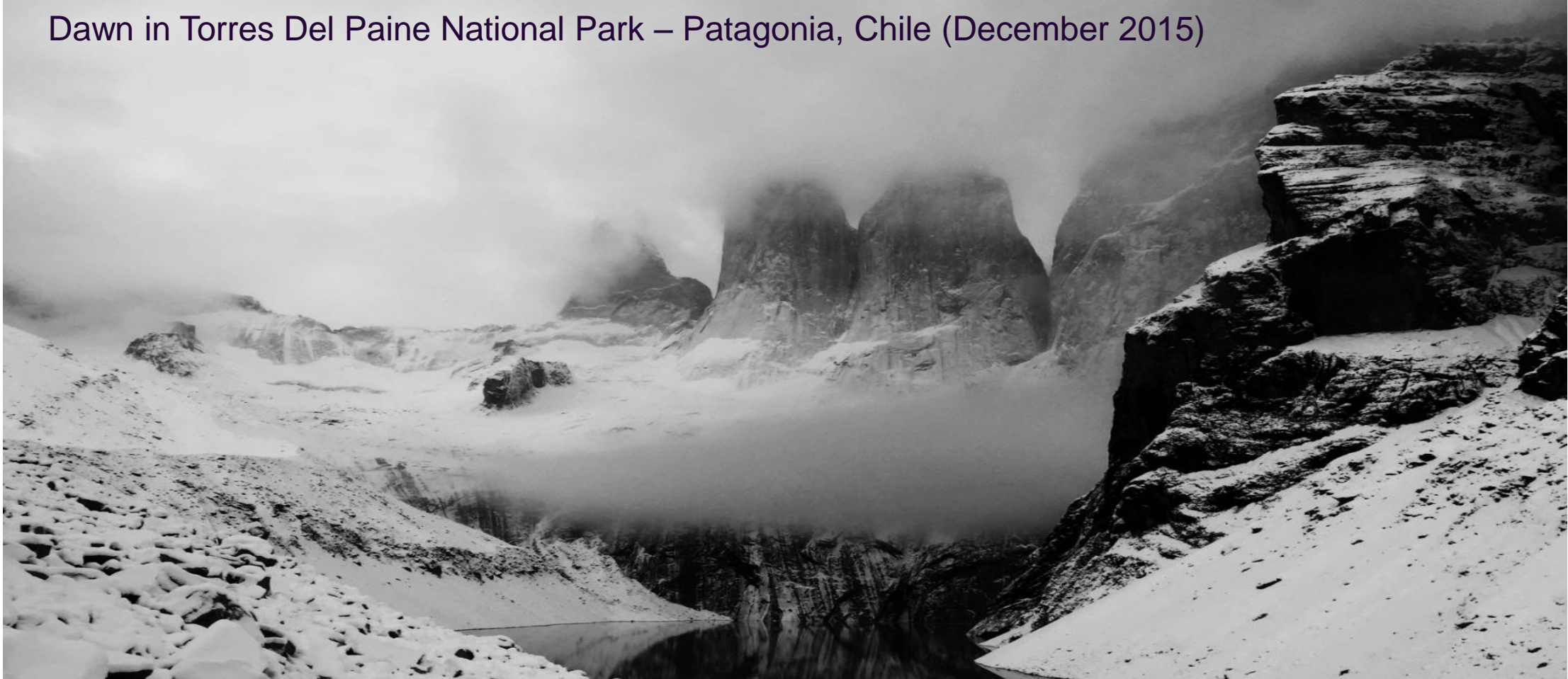


Lessons Learned

- **Healthcare is Not (Yet) a Consumer Driven Industry**
 - Still hospital and physician centric
- **The Convenience of Distance Learning**
 - Still competing with “the way we’ve always done it”
- **Virtual Visits Work Great for Urgent Care**
 - Intermittent PCP capacity and adoption
- **Incredible Tertiary Specialist Adoption**
 - Quaternary specialist adoption requires patience
- **Acute Hospital TeleMedicine is HARD**
 - Requires repetition and training
- **Post Acute TeleMedicine has Tremendous Potential**
 - Especially skilled nursing and home care!

Enjoy the Journey!

Dawn in Torres Del Paine National Park – Patagonia, Chile (December 2015)



Thank You - Q&A

Population Health Management - *VIRTUALLY*

Kirk Gillis, Vice President – Renown Accountable Care

p 775-982-6056

e kgillis@renown.org

Governor's Broadband Summit

November 6, 2017