

HIT Telehealth

October 2012



Problem Statement

☀ Issue

- ☀ Not all required health care services are available at or near where the patients live and work

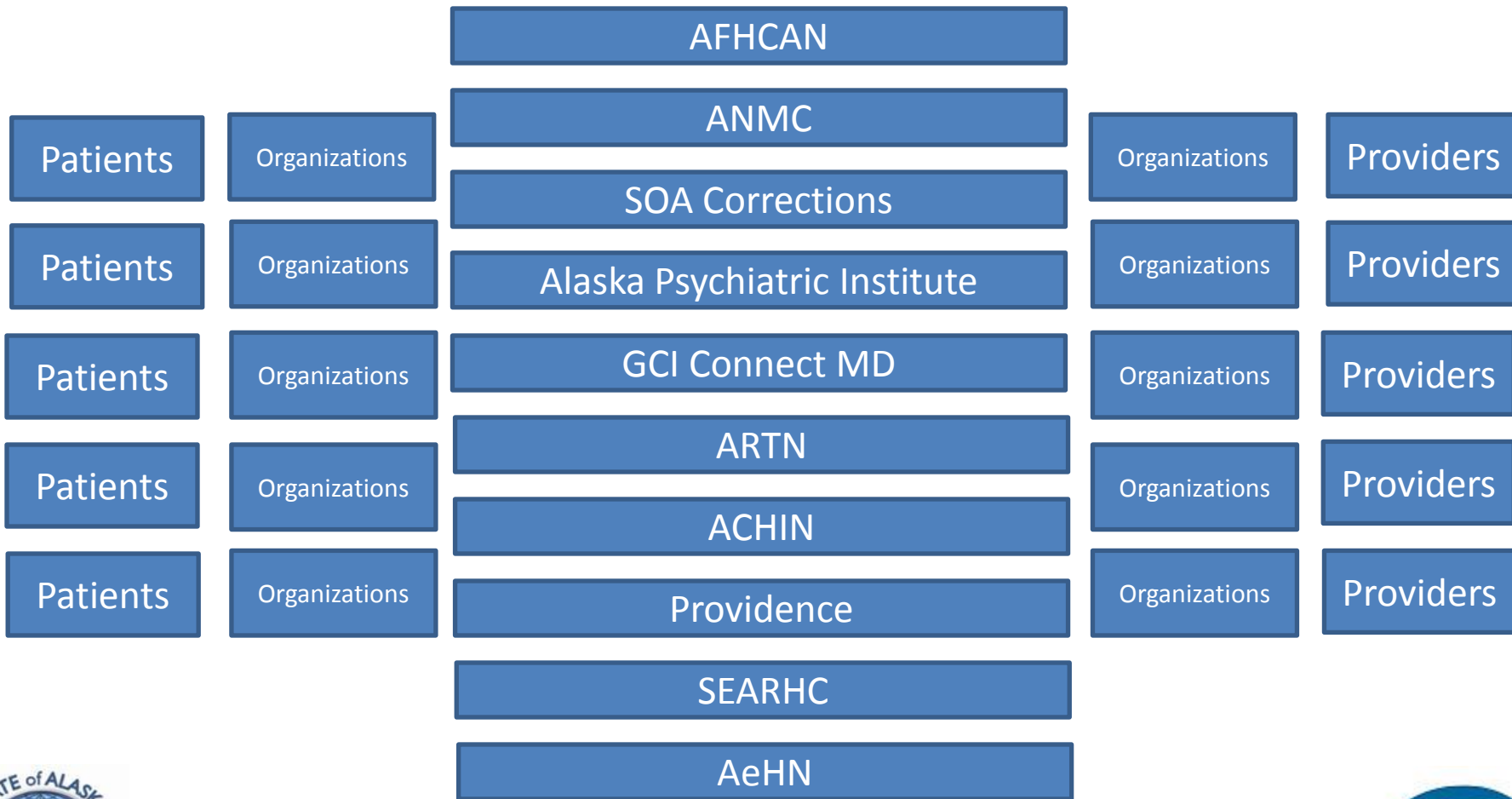
☀ Solutions

- ☀ Bring the patients to the service providers
- ☀ Bring the service providers to the patients
- ☀ Connect patients to available service providers electronically



Current Situation

Alaska Telehealth Programs



Technology Issues

- Multiple different Telehealth networks currently
- Multiple players for any one session
 - Equipment at patient location
 - Telco (can be multiple Telco's)
 - Equipment at provider location
- Connections are unreliable
 - Bandwidth availability
 - Technology changes at any player can break the system
- Lack of a consolidated service endpoint index



Other Issues

- ⚙ No listing of providers with telehealth capacity
- ⚙ No mechanism to schedule patient encounters with available service providers
- ⚙ Questions regarding billing and reimbursement



Desired Situation



Considerations for a Statewide Network

- Owner
 - For Profit(s)
 - Non Profit
 - Public Private Partnership
 - State
- Administrative Model
 - Centralized – Owner above administers
 - Decentralized – Individual networks administer themselves (essentially what we have today)
 - Hybrid – Centralized coordinating entity for individual networks
- Service Options
 - Store & Forward
 - Video
 - Scheduling – bandwidth and people
 - Billing
- Telecommunication Infrastructure
 - Private network
 - Public Internet



What's Needed

- An independent entity who can be responsible for:
 - Maintaining a directory of service providers and endpoints
 - Scheduling sessions
 - Facilitating session connections
 - Providing 7x24 tech support
- The independent entity could also provide billing services if desired

Recommendation

- Department of Health and Social Services should investigate having the Statewide HIE develop a plan for offering a statewide brokered telehealth service including:
 - Maintaining a directory of telehealth providers
 - Maintaining a directory of telehealth equipment addresses
 - Scheduling telehealth sessions (equipment and people)
 - Facilitating session connections
 - Providing 7x24 tech support

