Learning Objectives

To be able to:
• Describe reimbursement and regulation of telehealth in nursing homes
• Advocate knowledgeably for addition of telehealth to LTC clinic practice
• Anticipate advances in telehealth

Source: kasperspiro.com

Why Telehealth in Nursing Homes

• Reduce travel time to nursing home for MD/NP
• Increase frequency of observation/follow-up of acute or chronic problems
• Increase MD/NP comfort with nursing home based care for acute problems (i.e. avoid unnecessary ER visits)
• Reduce need for patient travel to specialists’ appointments

Reimbursement for Provider in Nursing Home

• Medicare allows one telehealth visit/30 days
• Must be live stream video conference
• Provider uses CPT codes 99307–99310
• Modifier - GT
• Place of Service - 02

Nursing Home Reimbursement

• Originating site can bill Medicare part B
• HCPCS Code – Q3014
• 2017 Medicare allowable - $25.40


Other Payers

- Minnesota Medicaid
  - Also covers asynchronous telecommunication system – modifier GQ

Telehealth Hardware for Nursing Homes

- Tablets with or without peripherals
  - Blood pressure cuff
  - Oximeter
  - High Definition camera
- Computer with Camera, Microphone, Speaker
  - Internet
- Smartphone
- Device with 4G internet connection
- Telehealth "Cart" (most expensive option)

Source: http://vaww.telehealth.va.gov/gallery

Telehealth Software for Nursing Homes

Virtual Medical Room (Example)

- VA-owned technology
- Scheduled in advance
- Patient and Provider receive an email link
- Connection made through an emailed link that connects to internet URL/space
- Creates a secure conference space
- Easy to train providers/patients

Source: www.telehealth.va.gov

Communications

Wifi
Cellular
Bandwidth requirements
Reliability issues

Steps to Implementing Telehealth in Nursing Homes

1. Ensure senior leadership advocates the use of telemedicine and sets achievable goals.
2. Capture data that will measure goals.
3. Ensure clinical team is fully invested in telemedicine use. Ensure they understand the goals. Determine if they have separate goals.
4. Select software and hardware with the input of senior leadership, physicians and nurses.
5. Develop telemedicine policies that are incorporated into existing policies (do not develop "one-off" policies that make telemedicine unique.)

http://telemedicine.arizona.edu/blog/implementing-telemedicine-skilled-nursing-facility-reduce-emergency-department-visits
Steps to Implementing Telehealth in Nursing Homes

6. Delineate the step-by-step operational details that are consistent and non-disruptive to existing clinical and operational processes. (Work with staff to develop.)
7. Create a training program including an overview and “at the elbow” training for staff. Emphasize the goals, give them support tools and ease any fears about adoption.
8. Conduct trial kick-off with a few selected super-users. (Select these people during the training process. Often, the “stars” will enthusiastically self-select.)
9. Evaluate and adjust processes and procedures to ensure staff success during kick-off.
10. Kick-off telemedicine use with a celebratory event that creates excitement and interest.

Policies and Procedures

- Memo of Understanding
- Staffing of visits at nursing home
- Emergencies during visits
- Patient privacy issues
- Documentation
- Other

Source: lifebridgeblogs.org

Other Telehealth Technologies in LTC

- Nanny Cams
- 3D wound imaging
- Activity monitoring
- Biosensors
- Location tracking

Source: aranzmedical.com

Future of Telehealth

- Including family in visits
- Nursing home telehealth call centers (like tele-ICU models)
- Reimbursement for home telehealth

Source: https://lanostracommediajalesh2.wordpress.com

Summary

- Telehealth is appropriate in nursing homes
- Telehealth can improve efficiency of care
- Telehealth is patient-centric
- Telehealth technology has become practical for nursing home practices
- Careful planning is needed before implementing telehealth
- Telehealth will grow in Long-term Care