



Vanderbilt Telehealth

Rural Health Providers Symposium
February 28, 2020

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Director | Telehealth

A tall, cylindrical water tower with a white body and a blue top section. The top section features a white band with the text "WELCOME TO SPRINGFIELD" in blue and white. The tower is set against a cloudy sky.

WELCOME
TO
SPRINGFIELD

Springfield, TN

Program Overview



70+ active service lines



4 categories of telehealth

- System to System
- Ambulatory
- Store and Forward
- Remote Patient Monitoring



14 Vanderbilt clinics hosting telehealth visits

- Adult Clinics: Clarksville, Columbia, Gallatin, Knoxville, Mt. Juliet, Shelbyville, Springfield
- Pediatric Clinics: Brentwood, Cookeville, Hendersonville, Jackson, Murfreesboro, Smyrna, Spring Hill
- Planned expansion throughout the region



33,000+ visits projected this fiscal year

VICC's Commitment to Telehealth

Current Programs

- Radiation Oncology Survivorship
- CAR-T Post-Infusion Visits
- Benign Hematology
- Genetics
- GYN Oncology Post-Op Visits

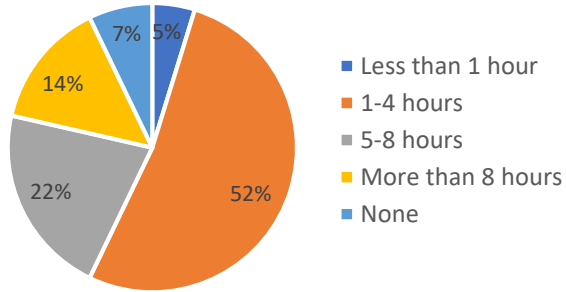
In Development

- Long-Term Transplant Follow Ups
- Expansion of existing programs



What are patients saying?

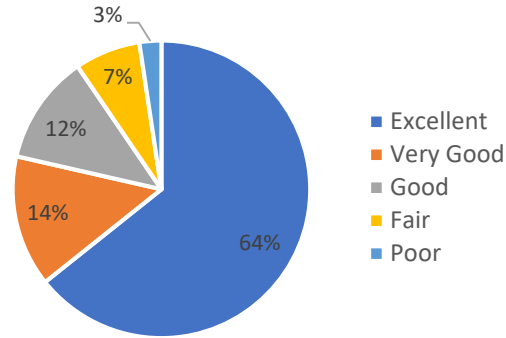
Patient-Reported Travel Savings



“Thank you for providing this. I didn't have to take time off from work to have a doctor's appt. Amazing!”

“This allows my son to not miss a whole day for an appointment. Very valuable.”

Overall Satisfaction



“Very convenient!”

“She was awesome! Very helpful, happy and covered everything. Very friendly and made a somewhat scary issue much easier to understand.”

Challenges and Barriers to Adoption



Navigating
reimbursement
requirements

Medicare
TennCare
Commercial



Identifying provider
champions



Identifying patients based on
geographic and payor
information

Telehealth Trends



Increased focus on chronic disease mgt



Telehealth for complex care patients – some payors have indicated interest



Telehealth as a tactic in value-based care



Remote Patient Monitoring will increase;
research validates that RPM contributes to

ED avoidance, reduction of LOS, reduction of readmission and
better outcomes



Emergence of asynchronous telehealth models (eConsults and eVisits)