The Healthcare Executive's Guide to Virtual Care Technology:

5 Steps to Creating Your Complete Continuum of Care

mcpc®

VeeOne HEALTH

Just as cloud computing revolutionized the way we live and work, telehealth is revolutionizing healthcare, embracing a new model of patient consumerism and making healthcare more easily accessible, regardless of patient location.

Healthcare organizations realize they need to catch up with modern consumer sentiment. Younger generations, born into a world in which mobile devices and the cloud are commonplace, already have an inherent comfort with virtual services. As they age, they'll expect to consume healthcare services using technology as they do with other services and applications. This "new normal" of healthcare goes beyond basic video visits, though.

Offering on-demand virtual care-as-a-service (VCaaS), with an array of telehealth-delivered care, seems logical to those younger consumers. Other generations are also seeing the value, too, as global events like COVID-19 have forced a shift in how people are receiving healthcare services and illuminating which needs can be served without traveling to clinics or hospitals. Like many other innovations to come out of the pandemic, we can't go backwards on this one.

This is especially true in rural and underserved communities with unequal access to resources and facilities, where telehealth has become a huge opportunity to connect more patients to timely specialized care.

As you develop your own continuum of virtual care, here are five important areas where you can not only deliver outcomes patients expect, but increase revenues, grow your patient pool, and generate higher ROIs with specialty services.

A large Florida healthcare system showed that telehealth implementation reduced ICU mortality from 10.7% to 8.6%.

– NCBI NIH STUDY
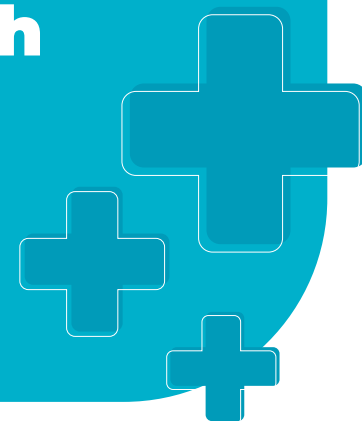
1. 24/7 Specialist Coverage

Connecting patients to on-demand specialists solves the problems many have with access to the appropriate care beyond what local facilities can provide. A rural or suburban community ER or clinic may not have neurologists, mental health, or other specialists on hand, putting critical patients at further risk while they are transferred or await those specialists coming from a distance.

Expanded virtual care allows for in-time consultations, treatments, and outcomes while also allowing the local facility to retain the patient and re-task transports to other priorities in the community.

These on-demand tools can also be used by existing clinicians to supplement their own services, providing a critical tool for patient retention and routine care.
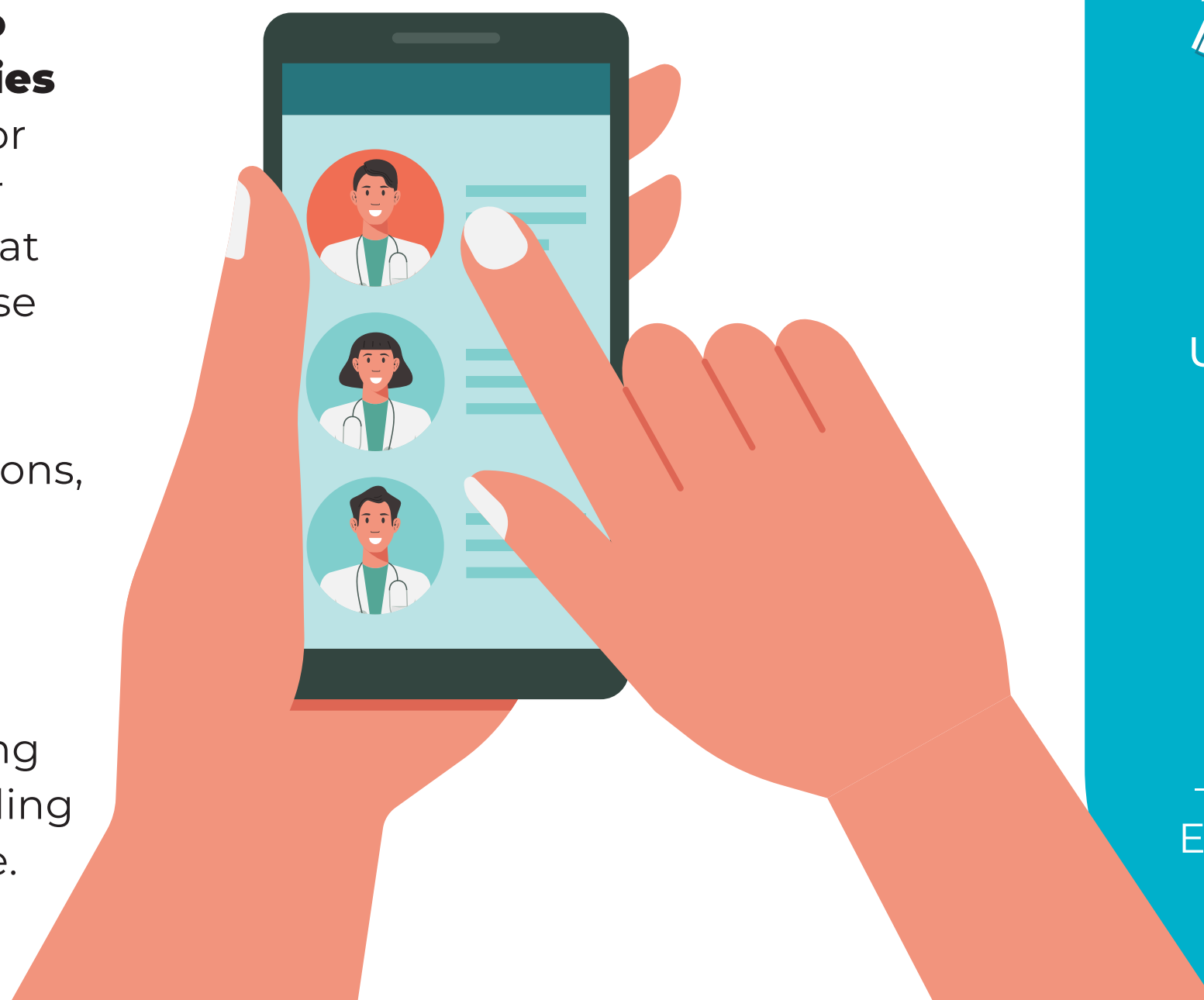
53%

Reduction in ambulance transports to urban EDs after implementing telehealth-enabled emergency services.

– Western Journal of Emergency Medicine]

2. Expand Outpatient Care

The American Hospital Association estimates about 20% of Americans live in rural areas without easy access to primary care or specialist services. And according to the Census Bureau, only 12% of primary care and 8% of subspecialists practice in these rural areas.

Expanding geographic outreach to these areas as part of your virtual care program will increase patient capture, decrease leakage, and provide faster, more convenient service for patients. Decreased travel for providers to rural areas will also improve their productivity and allow for more time with other patients. Finally, expanded telehealth options can also help your organization decide where opening additional clinics or providing specialized services is truly needed.

20%

of Americans live in rural areas without easy access to primary care or specialist services

3. Implement Remote Patient Monitoring (RPM)

The next level of telehealth is remote patient monitoring technology that enables physicians and staff to monitor patients in real-time, receive and share patient data, and use patient-centered tools remotely as if they were in the room with the patient.

Post-surgical patients and those with chronic illnesses can struggle to maintain their self-care outside of clinical visits or hospital stays, leading to readmissions, unnecessary visits, and complications that not only cost them and providers time and money but can also directly impact patient satisfaction scores.

The benefits of remote monitoring are significant. RPM can cut hospital readmission rates since providers can use data sharing to diagnose and treat many patients before hospitalization. The University of Virginia Center for Telehealth reported hospital readmissions decreased by more than 40% through UVA's Care Coordination Remote Patient Monitoring Program.

Advocate Lutheran General Hospital's post-op RPM program produced the following:

$1,298
savings per procedure

30%
reduction in length of stay

38.2%
reduction in preventable 30-day readmissions

-HFMA.org

4. Look for Fully Integrated Solutions

Building a complete virtual care continuum means that all of these technologies for inpatient, outpatient, and remote monitoring need to work together to streamline integration with EMRs, PACs and other systems so that physicians and staff have complete patient data in one easily-accessed place for consults.

When building your system, look for vendors that provide complete solutions and confirm that they are interoperable with your existing platforms and hardware. Ask about cloud storage, security, HIPAA compliance, upfront and ongoing costs.

It's also important to be upfront about your patient population demographics, specialty needs, geographic footprint, any plans for expansion, existing telehealth services, and other factors that could influence your virtual care strategy. A worthy partner will take all of that into consideration, provide a cost-benefit analysis, and collaborate on a custom solution that meets your needs, not theirs.
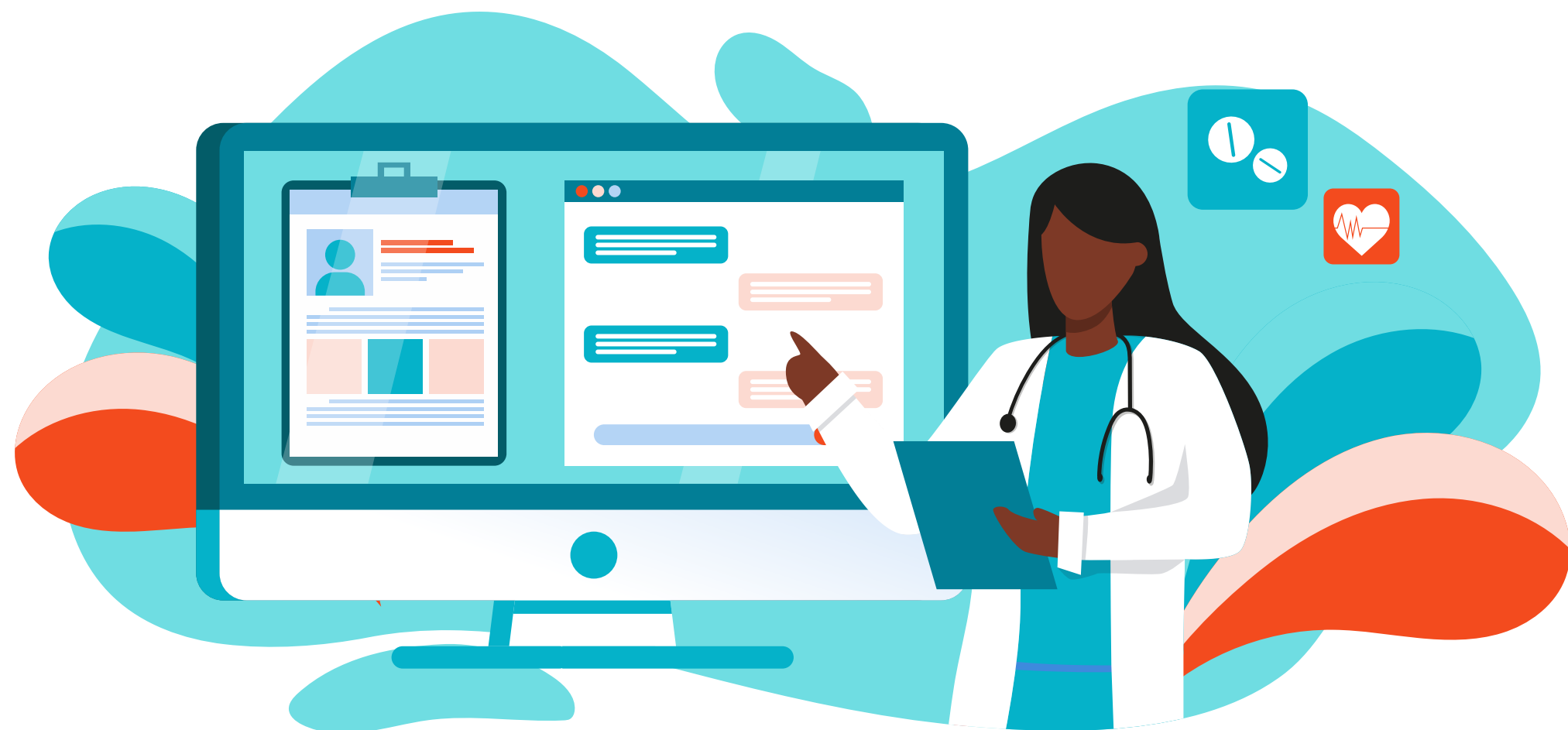
5. Emphasize Scalability and Reliability

Investing in a comprehensive virtual care platform will impact your bottom line, allowing you to attract and retain patients by offering more healthcare options where and when they are needed, improve staffing issues, and accomplish the twin goals of an economically sustainable organization which delivers the absolute best patient care. That makes it important to pick a platform that's reliable and supports your long-term strategies.

High performance is a must for any telehealth system, ensuring near-100% uptime to stay connected with patients and clinicians both on-prem and remote via the cloud. It should be easily scalable as well, allowing you to add more locations or services as needed.
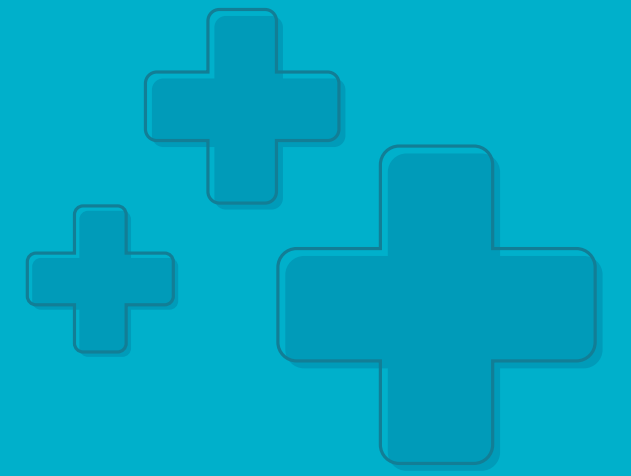
95%

In a study conducted on 1,734 patients by CVS Health, "95% were very satisfied with telehealth quality and found telehealth to be comparable to, if not better than, in-office visits with healthcare providers."

VeeOne HEALTH

Your One Virtual Care Platform

VeeOne Health is the first end-to-end virtual care solution to address the needs of patients, providers and healthcare systems at every stage of the patient journey. They provide everything healthcare systems and remote physicians need to develop a world-class virtual care program, *including the actual specialists!*

VeeOne's reason for being is to eliminate barriers by providing an intuitive platform that health systems can use to implement or expand virtual care. It supports a model that is financially viable, and which can be easily customized to the specific size of an organization, its patient load, and the degree of need for virtual consults and specialty services.

More than 75% of clinicians responding to an AMA study indicated that telehealth enabled them to provide quality care in the areas of COVID 19-related care, acute care, chronic disease management, hospital/ED follow-up, care coordination, preventative care, and mental/ behavioral health. It is a great example of how specialty services, for example, can provide both improved patient care – patient ROI – and conserve staffing budget through the use of specialists-on demand.

This combination of financial and patient ROI benefits is why VeeOne's technology and services are being deployed in major healthcare organizations like Banner Health and CommonSpirit, as well as smaller hospitals facing severe physician shortages.

VeeOne Health's Virtual Care Solutions

VeeOne OS
Run your entire virtual care program on one powerful system

VeeDoc
The only platform physicians need to provide the best virtual care.

VeeClinic
The most intuitive solution for outpatient settings.

VeeKart
Finally! Intuitive telemedicine software that works on any cart.

VeeKast
Turn any screen into a telemedicine endpoint.

VeeGo 360
Personalized, patient-driven care -- at home & on the go

5 ways
VeeOne Improves ROI

1. Retains patients via 24x7 specialists
2. Saves staffing and travel costs via virtual consult screens
3. Virtual outpatient care cuts readmission rates
4. Uses legacy equipment to help cut CAPEX
5. Software scales with you to expand revenue and ROI

To learn more about VeeOne Health: veeonehealth.com | 916.865.4668

Zebra & MCPC – Virtual Care Partners

VeeOne Health is excited to partner with Zebra and MCPC to provide the best-in-class hardware and services for your virtual care needs. Zebra's purpose-built tablets and mobile computers are an upgrade over consumer devices, bringing additional security, durability, and total cost of ownership ROI. MCPC brings Zebra & VeeOne together for your business, providing comprehensive end-to-end consultation, management, and implementation.

TC52 Mobile Computer

- Rugged touch computing
- Android 11 (upgradeable through 14)
- Up to 14-hour battery life
- WiFi & Bluetooth

ET51 Enterprise Tablet

- Rugged, but lightweight
- WiFi
- 8.4 or 10.1 inch display
- Windows or Android
- Quiet, fanless design