Care of the Elderly: How Telemedicine can Fill the Gap

Victoria Walker, MD, CMD
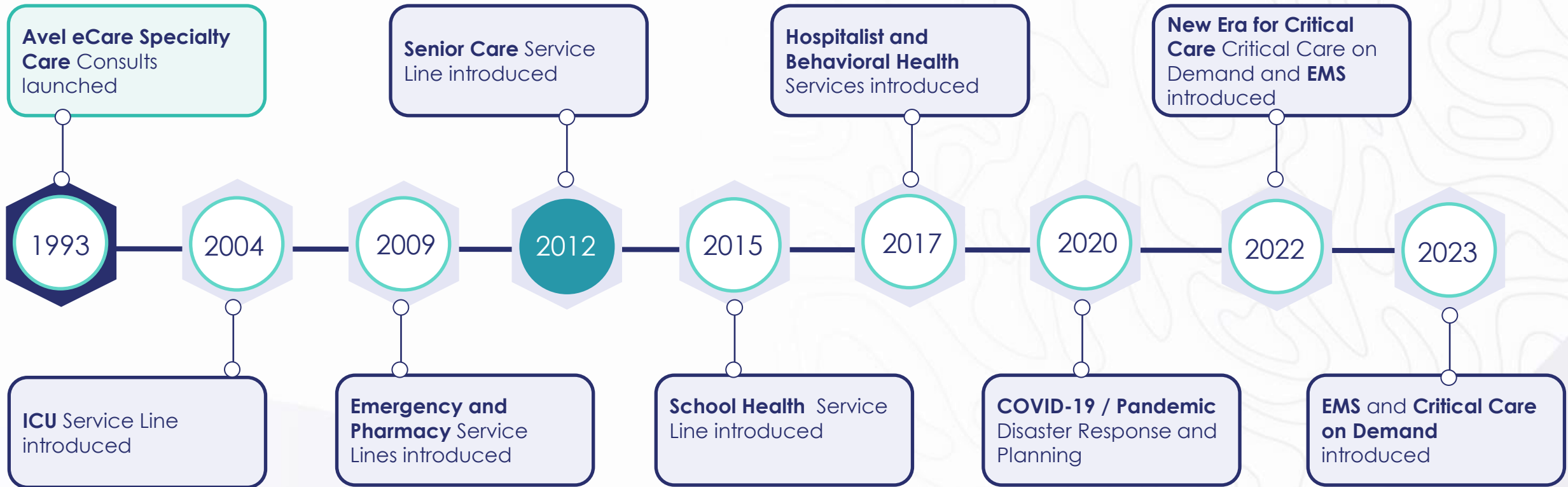
Medical Director and Clinical Officer Family Medicine Senior Care

J. Mark Johnston

Business Development Director, Government Affairs

Three Decades as a Telemedicine Leader

Avel eCare Specialty Care Consults launched

Senior Care Service Line introduced

Hospitalist and Behavioral Health Services introduced

New Era for Critical Care Critical Care on Demand and **EMS** introduced

1993 — **2004** — **2009** — **2012** — **2015** — **2017** — **2020** — **2022** — **2023**

ICU Service Line introduced

Emergency and Pharmacy Service Lines introduced

School Health Service Line introduced

COVID-19 / Pandemic Disaster Response and Planning

EMS and **Critical Care on Demand** introduced

NEW

- Disaster Response
- Critical Care on Demand
- Nursing Support
- Crisis Care and EMS

Avel eCare has more than three decades of experience building virtual care service lines with a continued pipeline of new developments and innovations

How Avel eCare is supporting patients in SD over the last 12 months

Service Line	Encounters	Locations
Emergency	3,195	42
Corrections Health	406	5
Pharmacy	294,120 orders	29
Behavioral Health	4,148	46
Intensive Care	3,769 stays	11
Hospitalist	3,138	12
Specialty Clinic	4,379 visits	7
Senior Care	21,177	30
School Health	3,964	32
EMS	602	67

308,898
Total Encounters

281
Locations of Services

Types of Support

Holistic Approach tailored to Facility Needs

| Urgent | Clinical | Nursing | Behavioral Health |

How it Works

Nursing Home or Assisted Living staff call the geriatric-trained clinicians at Avel eCare's virtual health center for easy access to care.

Tools include 2-way audio/video, stethoscope, skin camera, otoscope, thermometer/BP cuff.

Senior Care have access to site's EMR and hospital records.

Connect

Analyze

Record

Support for patients at home:

- After Hours, Weekend and Holiday
- Direct access to trained geriatric team
- Triage access to Hospice and Home Health resources

Benefits of Avel eCare Senior Care

AVEL eCare

Residents/Patients

Improved access to healthcare services and enhanced **quality of life**

Clinicians

Work-life balance, impacting recruitment and retention.

Assistance with resident-related needs in a **supportive** and **collegial** relationship

Staff

Access to a team of **geriatric-trained clinicians** for immediate support to help retain staff and augment the current workforce
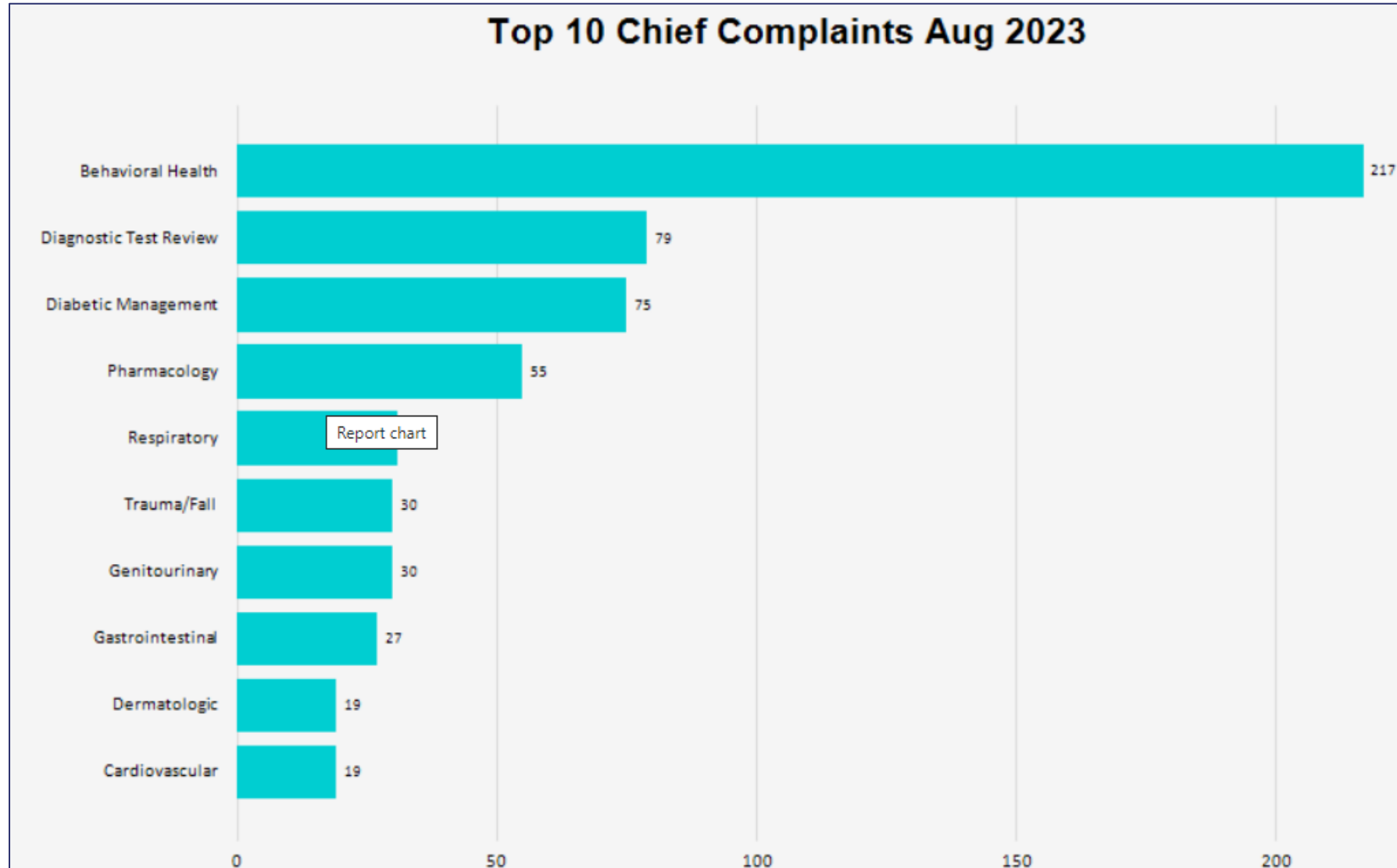
The Impact

An Ordinary Day Story

40 Bed Nursing Home

Top 10 Chief Complaints

Top 10 Chief Complaints Aug 2023

Chief Complaint	Count
Behavioral Health	217
Diagnostic Test Review	79
Diabetic Management	75
Pharmacology	55
Respiratory	(Report chart)
Trauma/Fall	30
Genitourinary	30
Gastrointestinal	27
Dermatologic	19
Cardiovascular	19

Types of Encounters

Video utilized most often with evaluations of Change in Condition and Behavioral Health Support

Provider and RN Clinical Encounters by Encounter Type
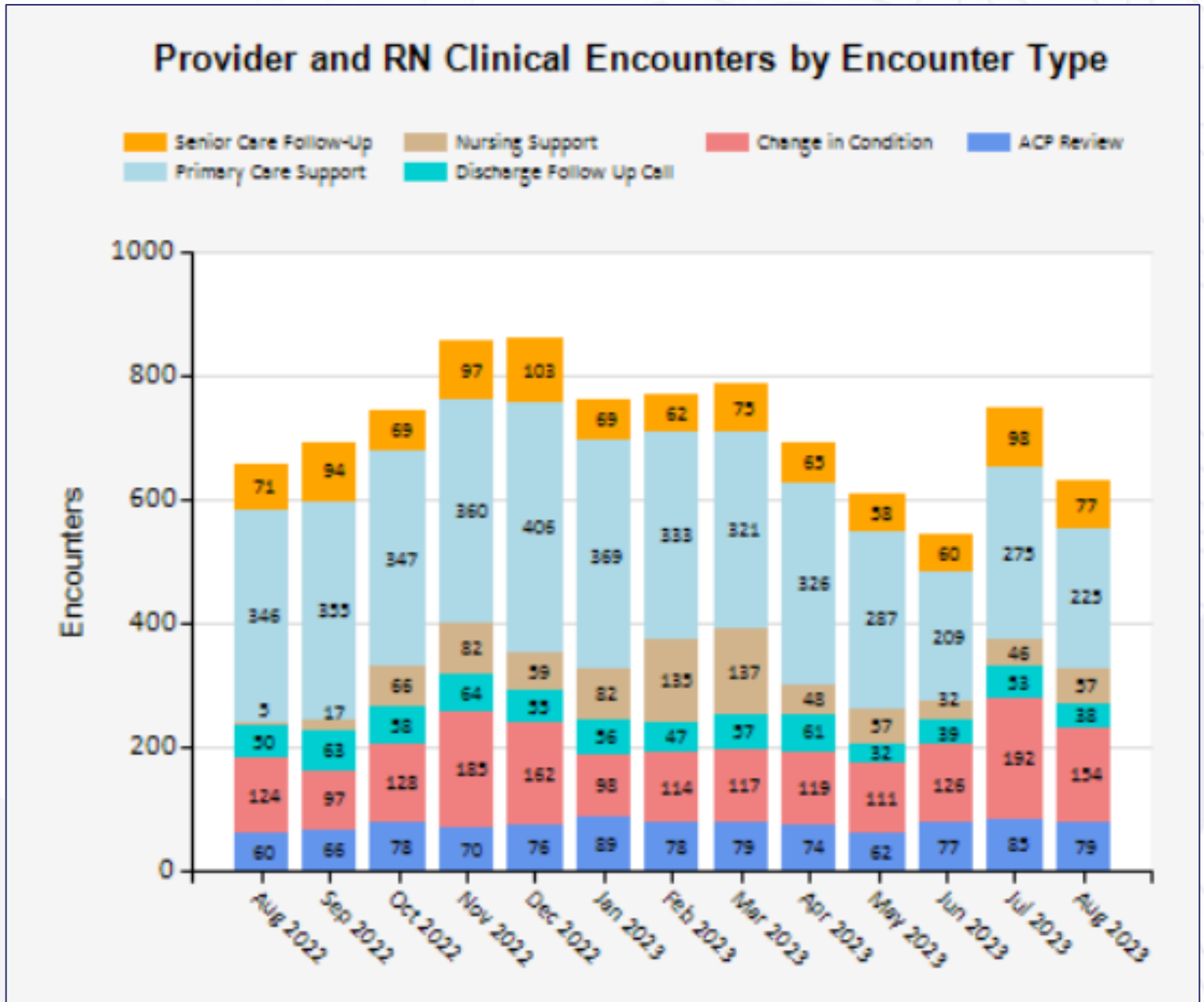
96%

...of encounters are treated at the site

Benefits of Avel eCare Senior Care

AVEL
eCare

Improved Recruitment and Retention

- Prevent burnout of staff and costs of recruitment and training

Efficient Staffing

- Save RN time and staff more efficiently
- Experienced RN always available to support LPN and CAN workforce

Reduced Overtime

- Create a workforce multiplier

Higher Census

- Accept higher acuity residents with better support
- Improve hospital capacity

Improve Reimbursement

- Maximize PBPM reimbursement with shorter LOS, fewer readmits, and more accurate HCC coding

$342
Estimated Medicare
Cost Savings PBPM

98.8%
Percent of patients who would
recommend eCare Senior Care
services to others following an
eCare video encounter

RESULTS:

✓ **30% REDUCTION IN** LENGTH OF STAY FOR MED A

✓ **13% IMPROVEMENT** 30 DAY READMISSION RATES

✓ **62% IMPROVEMENT** UNPLANNED TRANSFER RATES

✓ **96% OF ENCOUNTERS** RESULT IN TREATMENT IN PLACE

✓ CENSUS STABILIZATION

*Center for Medicare and Medicaid Innovation (CMMI) Health Care Innovation Award Round 2 2014-2017 Results

Innovation is taking two things that already exist and putting them together in a new way.

Tom Freston

Thank You

Your time is greatly appreciated.

AVEL
eCare