



Shriners Hospitals for Children Telehealth Care Network

“More Kids in More Places”



Shriners Hospitals
for Children®

Telehealth Care Network

2016

Pilot Program

- Orthopaedic and burn telehealth exams
- Point to point video-conference calls
- Telehealth Care Network initiated:
 - SHC Philadelphia
 - SHC Galveston
 - SHC Salt Lake City

2017

Phase 1 Implementation

- Increased service lines
- Formalized telehealth training program
- The Telehealth Care Network expanded to the following SHC locations:
 - SHC Cincinnati
 - SHC Chicago
 - SHC Saint Louis

2018

Phase 2 Growth

- The Telehealth Care Network continues to expand to all SHC facilities and continues to add additional affiliate locations
- Multi-site provider participation
- Automated external radiology imports into PACS

2019

Phase 3 Expansion

- Direct to Consumer
- Remote Patient Monitoring
- Cerner Integration
- Go Team and mobile telehealth readiness
- Temple screening clinics
- Handheld device functionality
- Telehealth billing

Our Patient Continuum of Care

Suggested points in time when patients can be seen via telehealth

Initial Screening

- Patients may be evaluated via telehealth to determine if they can receive services from SHC – could be via temple screening, SHC affiliates or SHC locations, ER referrals

Outpatient Interval

- Considerations regarding home location, ease of travel, and level of intervention

Pre-op Stage

- At some point during the pre-op stage some of visits could be completed via telehealth

Inpatient / Discharge

Planning

- Care managers, RNs, social workers and discharge patient care coordinators could consider telehealth for future appointments

Post-op

- Post-Op follow up visits that do not require any special procedure or intervention could be delivered via telehealth

Transitions of Care

- Transition from SHC to adult health care could be completed via telehealth



Strategies for Growth

- Internal and external marketing plans, including digital and video ads
- Training staff, affiliates, patients and other stakeholders on ways SHC uses telehealth
- Use of SHINE and Shriners Village for education of staff and affiliates
- Maintaining momentum with affiliate prospects and adding new affiliates
- Expansion of use cases within telehealth
- New encounter types for better tracking and monitoring of services and key performance indicators

- Catalog of available telehealth services
- Equipment rollout to all SHC facilities ahead of schedule
- Expansion of hospital-to-hospital telehealth services
- Addition of handheld direct to consumer telehealth availability
- Physician, provider and staff engagement
- Interdepartmental group collaboration
- Cerner integration

Program Goals

- Striving to be the largest, farthest-reaching pediatric Telehealth Care Network in the world
- Integrating telehealth across the continuum of care and into all SHC service lines
- Using telehealth to increase access to patient care
- Leveraging resources within the health care system

Life-changing Care

We are committed to providing the best care for children in our specialty areas of:

Orthopaedics

We've treated orthopaedic conditions since the founding of our first hospital in 1922. With a large full-time staff of pediatric orthopaedic surgeons, as well as a comprehensive team of physical, occupational, speech and other therapists, we are able to provide customized care to each child.

Burn care

Since first treating burn survivors in the 1960s, we've pioneered some of the most significant advancements in burn care. We provide advanced care for burn injuries and related scarring, along with physical rehabilitation and emotional support.

Spinal cord injury

We were the first health care system in the country to develop spinal cord injury rehabilitation programs specifically for children. Our groundbreaking research has led to innovative treatment techniques, providing care that helps children with this type of injury lead a full, active and healthy life.

Cleft lip and palate

Our cleft lip and palate reconstruction program gives kids a reason to smile. Each treatment plan is crafted uniquely for the child by a team of experts.