



# CLOSING THE TELEHEALTH GAP

February 8, 2018

# INTRODUCING TODAY'S PANEL

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Strategy and Development  
  
Northwell Health



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Chief Transformation Officer  
  
NewYork-Presbyterian Hospital



# TELEHEALTH SUCCESS

MAKING A MEANINGFUL &  
MEASURABLE DIFFERENCE

# New York-Presbyterian

Making a Meaningful, Measurable Difference with Telehealth

New York-Presbyterian is one of the nation's most comprehensive, integrated academic health care delivery systems, dedicated to providing the highest quality, most compassionate care and service to patients in the New York metropolitan area, nationally, and throughout the globe.

- 10 hospitals (including 4 regional)
- 2,600 beds
- 6,500 affiliated physicians
- 2 million patient visits annually
- 310,000 ED visits annually

## Telehealth Initiatives

- ExpressCare in ED
- Behavioral Health in ED
- Medication Reconciliation in ED
- Critical Care Support in ED
- Stroke in ED
- Neurology Inpatient Consults
- Emergent Care in SNFs
- Ambulatory Consults
- Virtual Urgent Care
- Chronic Care Follow-Up
- Post Discharge Follow-Up

AMAZING  
THINGS  
ARE  
HAPPENING  
HERE

## **NYP OnDemand Care Model Transformation**

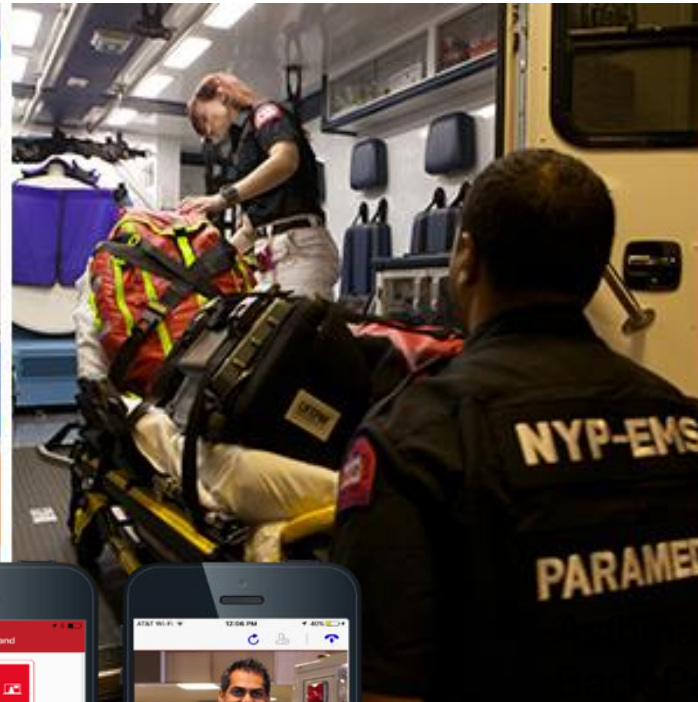
**Peter M. Fleischut, M.D.**

Senior Vice President and Chief Transformation Officer



# New York-Presbyterian: Transformation in Digital Health

Seco



Surgery  
orders  
Disorders

AL.

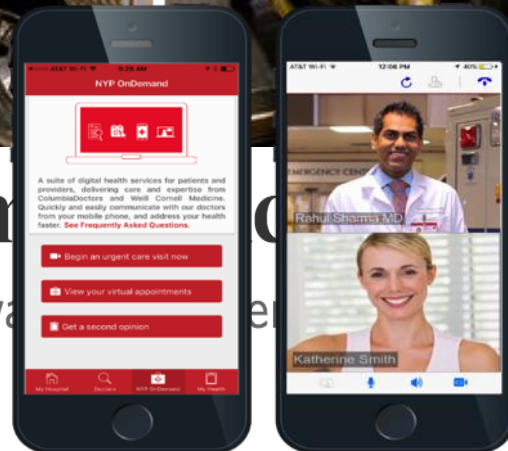
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Speed Up Emergency Room Care?

A New York-Presbyterian system tests a new way to examine patients without being in the same room



Bronchitis  
Cold or the Flu  
Constipation  
Cough  
Diarrhea

Skin Conditions  
Sore Throat  
Sprains and Strains  
UTI  
Vomiting  
Etc.

where E.R. doctors examine patients without being in the



# NYP OnDemand: 2017 Accomplishments

## Services

-  Second Opinions
-  Express Care
-  Urgent Care
-  Specialty Consult
-  Mobile Stroke

## Key Outcomes

- 10,000+ Visits
- 580% Visit Growth in 2017
- 700+ Doctors
- Virtual Visits in 80+ Specialties

## Collaborations



## Press Articles & Awards Won



Making a Meaningful, Measurable Difference with Telehealth

Northwell health is one of New York State's largest health care provider and private employer. Its mission is to improve the health of our communities with a focus on prevention, wellness, and providing the full continuum of diagnosis, treatment and after-care services. Northwell Health is striving to define tomorrow's health care.

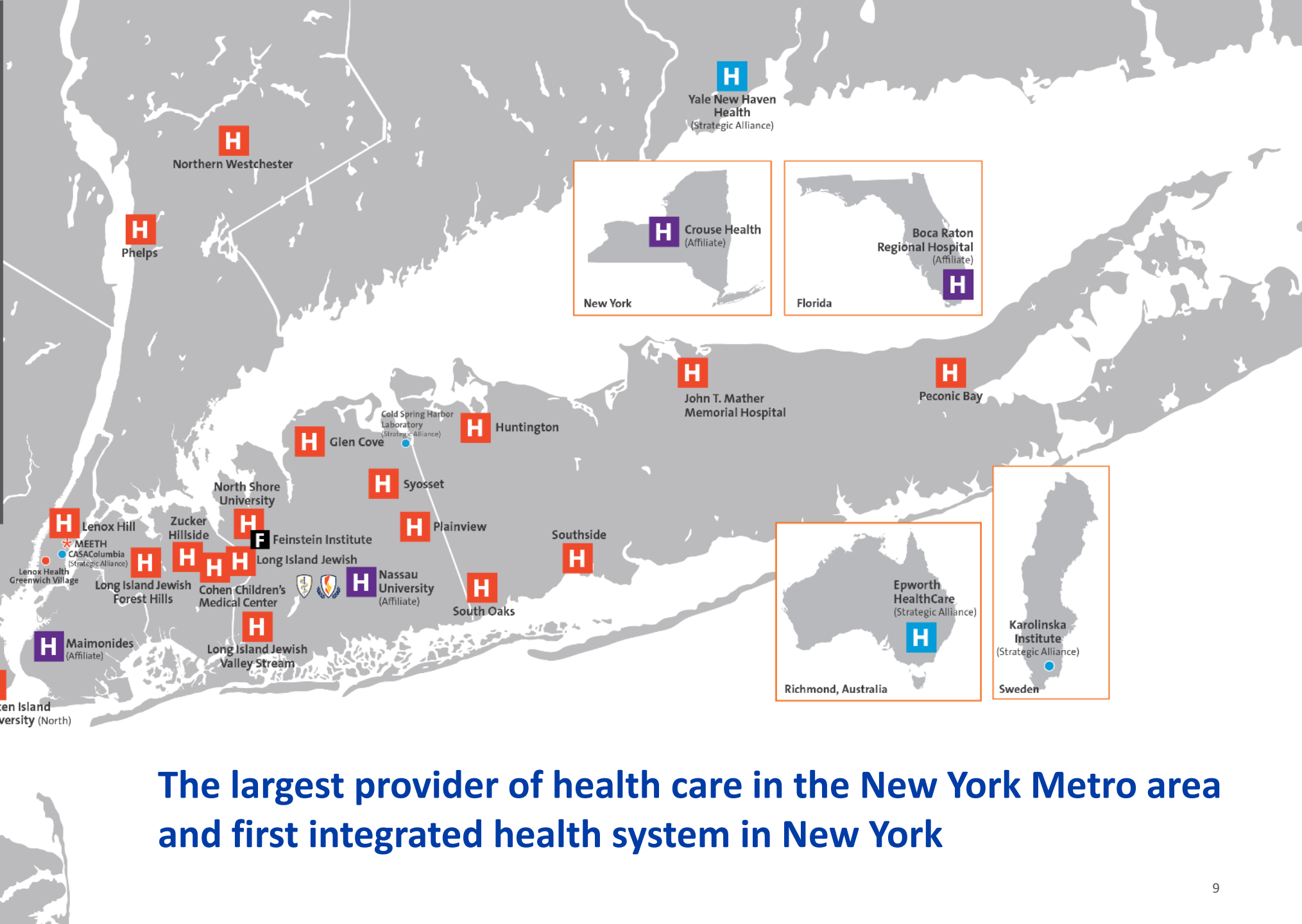
- 23 hospitals (650 outpatient practices)
- 6,500+ beds
- 15,000 affiliated physicians
- 4.3 million patient visits annually
- 635,000 ED visits annually

## Telehealth Initiatives

- Acute & Post-Acute
  - Behavioral Health
  - Intensive Care
  - Stroke
  - Hospital Medicine
  - Pediatrics
  - Skilled Nursing
- Direct to Consumer
  - On-Demand Care
  - Scheduled Follow-Up Care

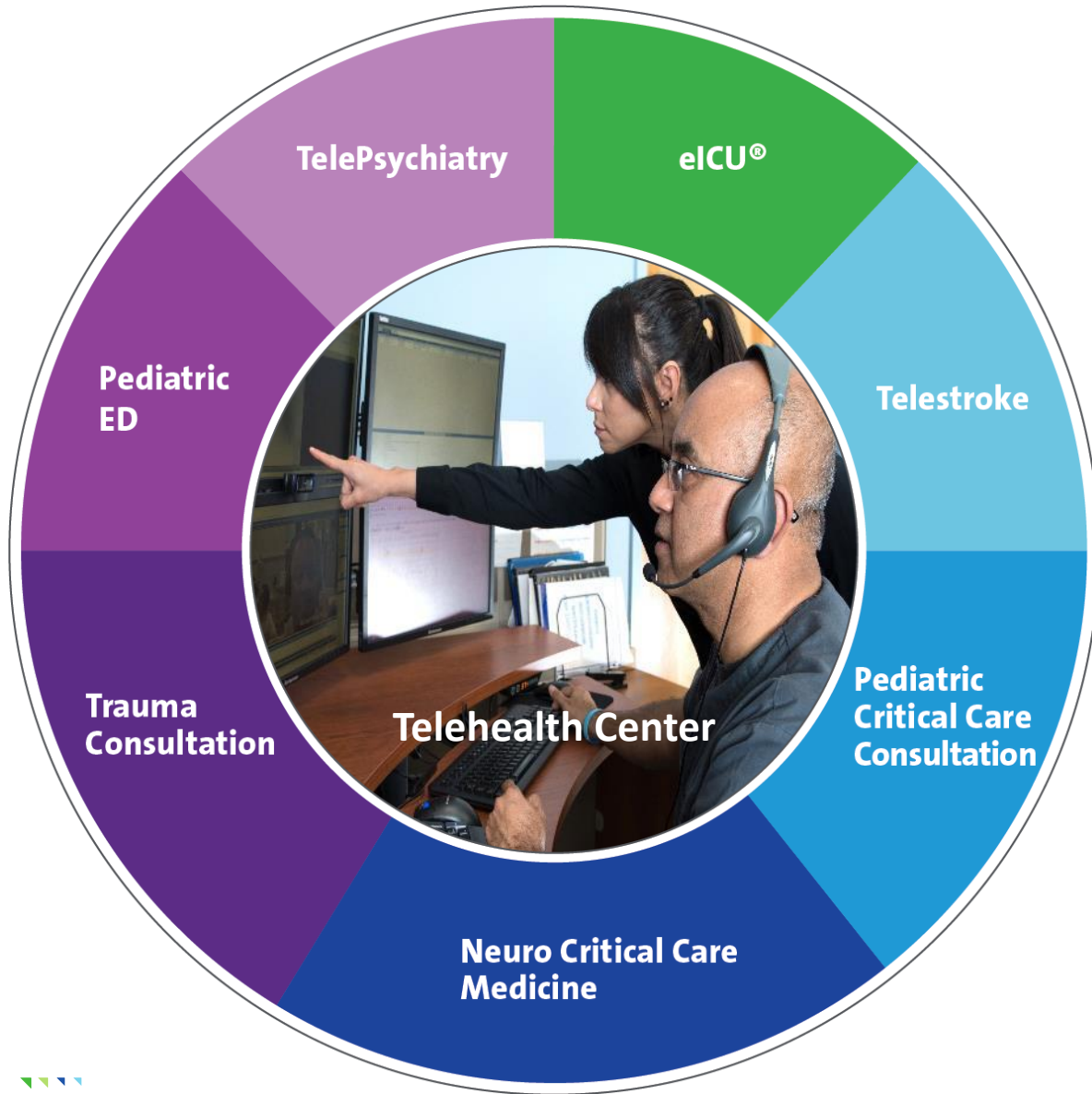


- H Hospitals
- H Affiliate Hospitals
- H Strategic Alliance Hospitals
- Lenox Health Greenwich Village
- ✦ Manhattan Eye, Ear & Throat Hospital
- Donald and Barbara Zucker School of Medicine at Hofstra/Northwell
- Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies



**The largest provider of health care in the New York Metro area and first integrated health system in New York**

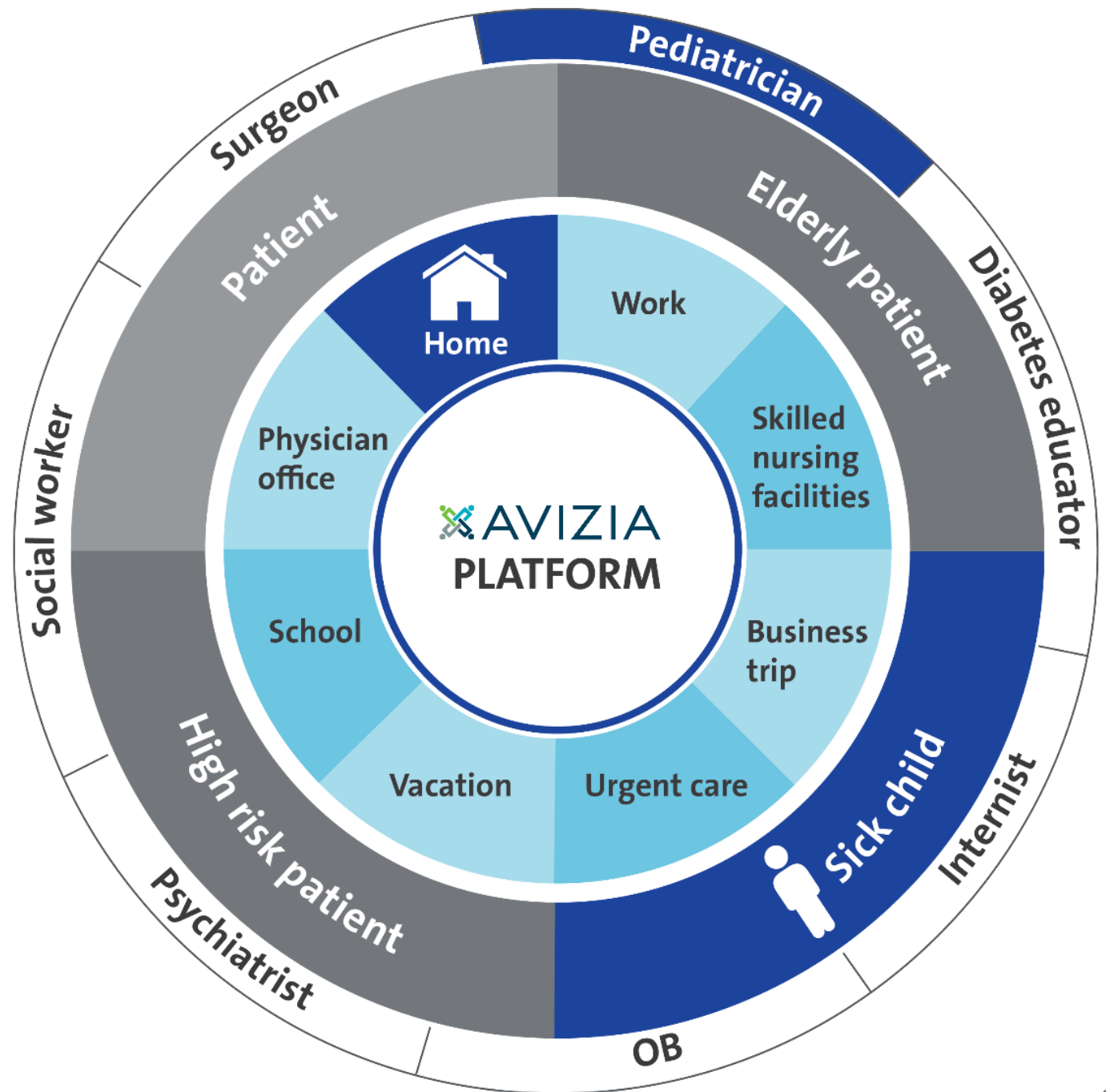
# Telehealth



- **An 88% reduction in time to consultation has been achieved by implementing Emergency TelePsychiatry**
- **Reduction in door to needle time and an increase in patients receiving TPA with TeleStroke**
- **Reduction in both mortality rates and transfers from community to tertiary hospitals with eICU®**

# Telehealth care anywhere

Device agnostic,  
any place, anytime —  
night or day



# CLOSING THE TELEHEALTH GAP

2017 RESEARCH ANALYSIS

# CONSUMER AWARENESS & UNDERSTANDING

Closing the Telehealth Gap: 2017 Research Analysis



**18%** of Americans have used telehealth

**55%** received care faster with shorter waits

**43%** reduced their out of pocket costs

**25%** gained better access to care specialists

**16%** improved experience (comfort / attention)

# CONSUMER AWARENESS & UNDERSTANDING

Closing the Telehealth Gap: 2017 Research Analysis



**82%** of Americans have not used telehealth

58% haven't had the opportunity

31% prefer in-person consultations

10% have never heard of it

8% are concerned with costs  
(premium or insurance coverage)

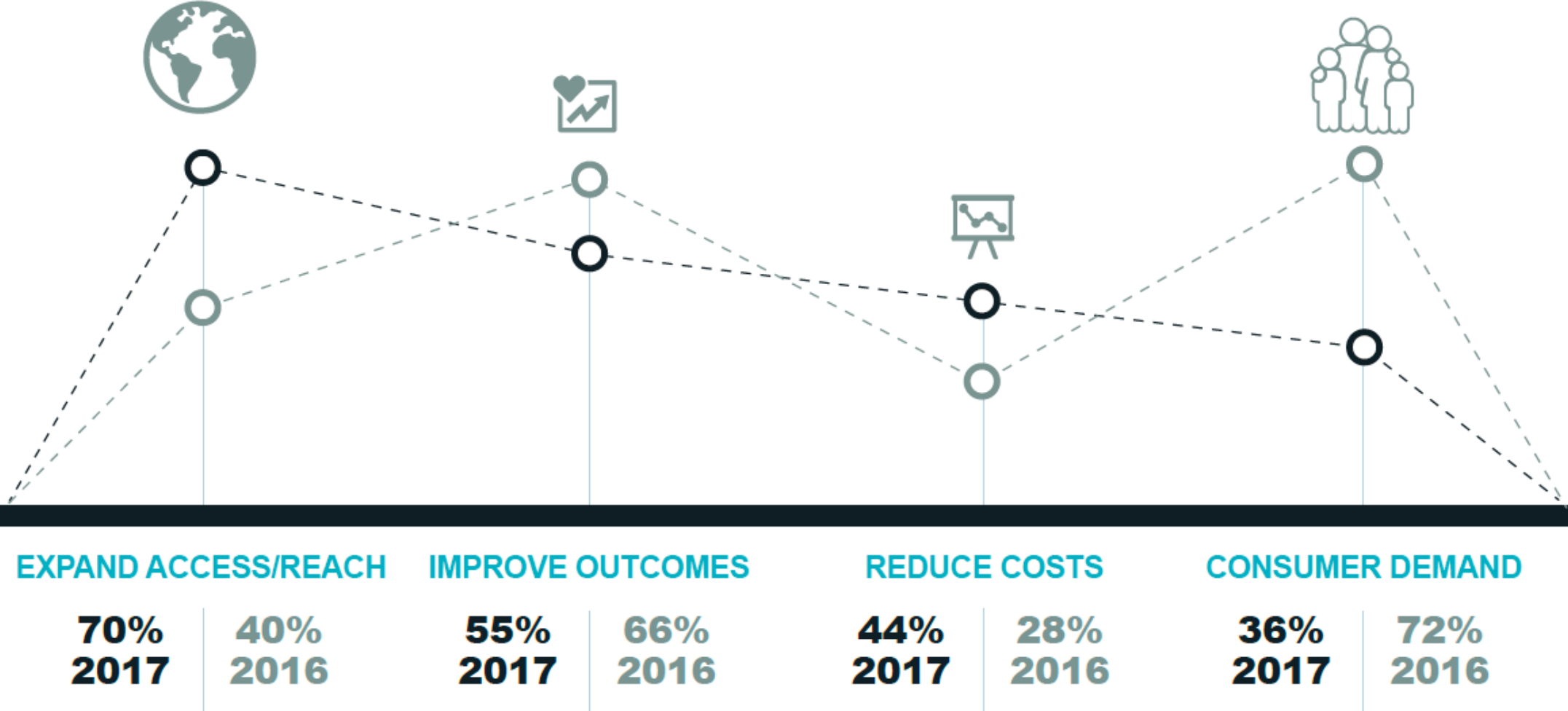


**88% GROWTH IN DTC UTILIZATION  
2011 - 2013**

**12% OF VIRTUAL VISITS REPLACED  
IN-PERSON VISITS**

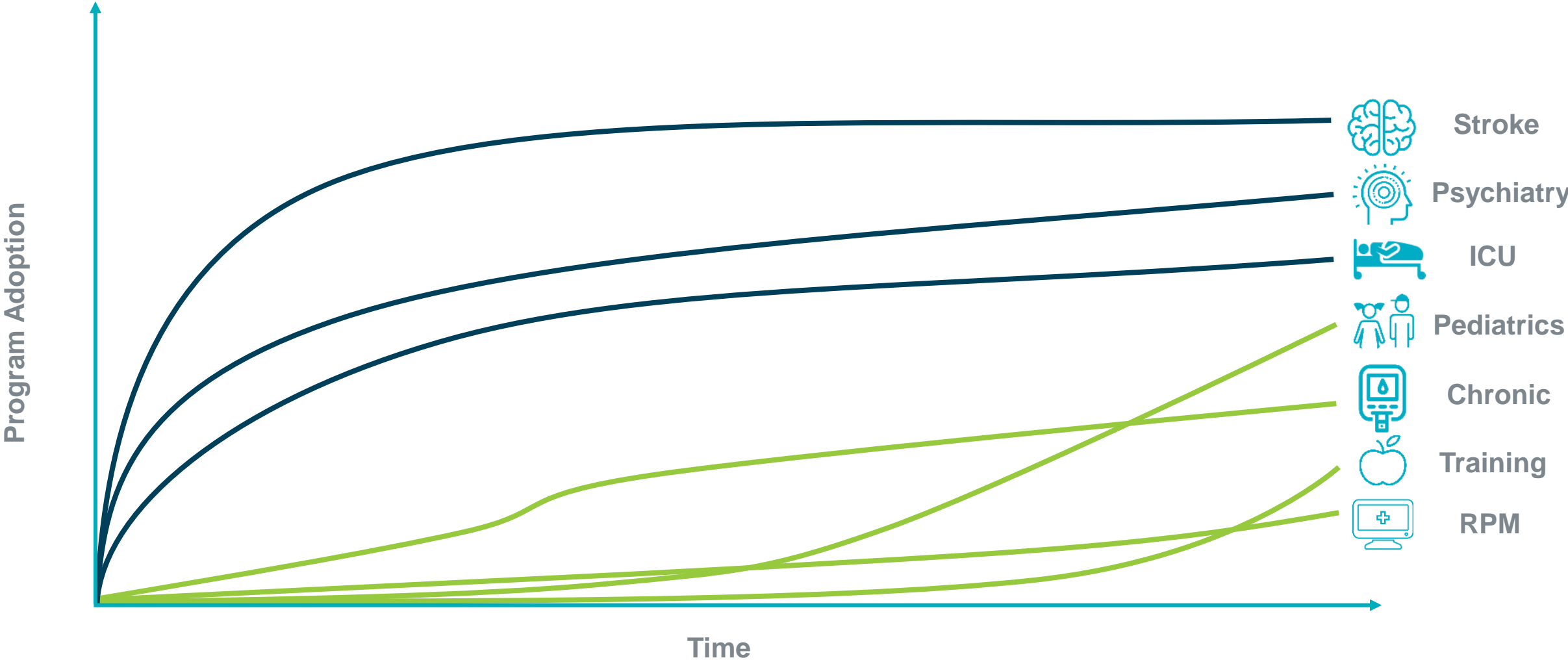
# SHIFTING STRATEGY AMID GROWTH

Closing the Telehealth Gap: 2017 Research Analysis



# SHIFTING STRATEGY AMID GROWTH

Closing the Telehealth Gap: 2017 Research Analysis



# FUTURE OUTLOOK



**QUESTIONS?**

# THANK YOU!

Download the *Closing the Telehealth Gap*  
2017 research report: [www.avizia.com/GAP17](http://www.avizia.com/GAP17)