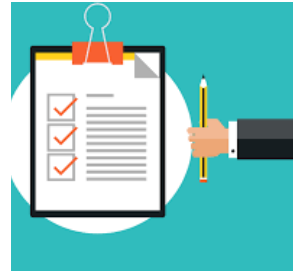
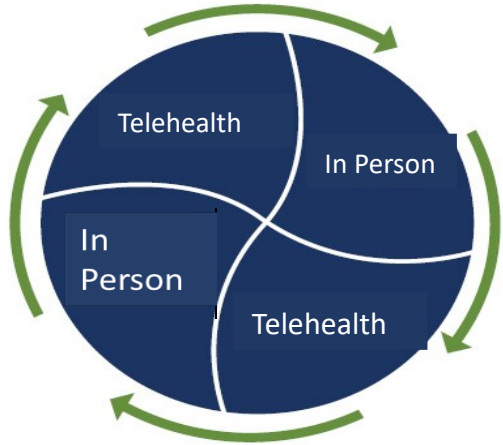




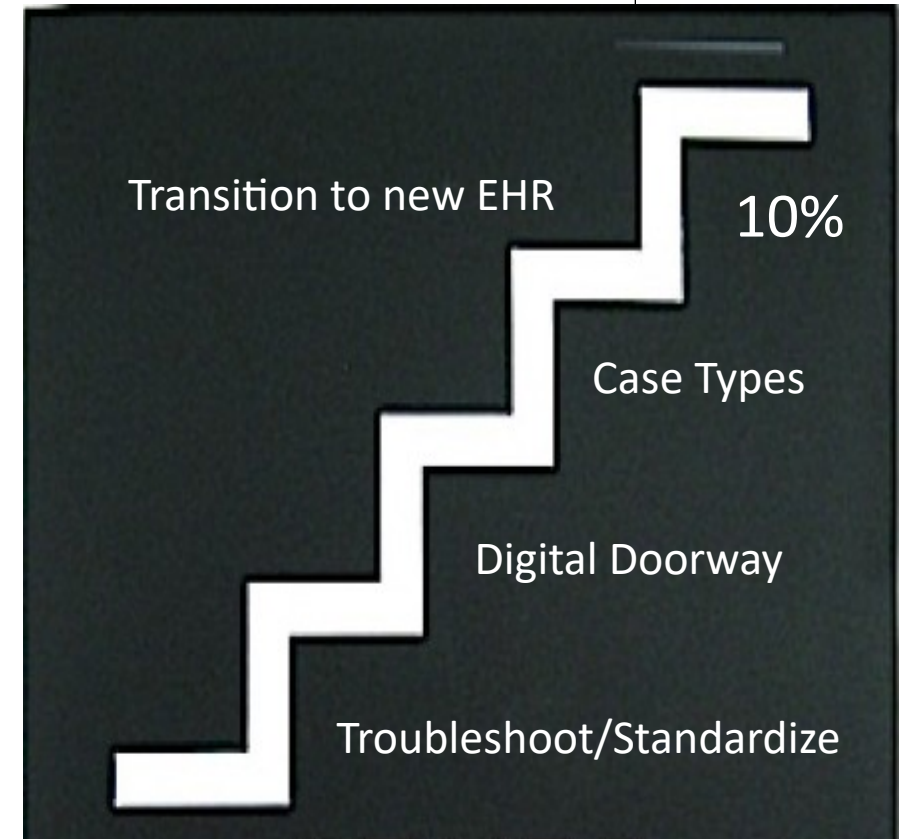
Expand and Standardize Telehealth Services to Improve Quality of Care

ELAM Fellow: R Rogers, MD; Mentor: A De, MD

Albany Medical Center, Albany New York



Working group



ABSTRACT: 2022 ELAM Institutional Action Project

Project Title: Expanding telehealth services at Albany Medical Center

Name and Institution: Rebecca G Rogers, Albany Medical Center(AMC)

Collaborators and Mentors: Arup De, Vincent Verdile

Topic Category: Clinical

Background, Significance of project: Prior to the pandemic, AMC did very little telemedicine. In March 2019, AMC made strides and embraced telehealth, but quickly defaulted to more traditional face-to-face care when restrictions eased. This has continued as the pandemic waxes and wanes. Little has been done to support, standardize and expand telehealth services. AMC is ideally situated to provide remote care; while located in an urban center, AMC serves a large catchment area in upstate New York with limited access to specialized care.

Purpose/Objectives:

My IAP goals are to standardize, support and promote the telehealth use at AMC.

1. Evaluate the current state of AMC telehealth by surveying AMC providers
2. Address barriers to the adoption of telehealth identified in our analysis
3. Develop protocols for best practices in the provision of telehealth services and establish their use
4. Identify clinical cases appropriate for telehealth care within various service lines
5. Define remote care types to develop
6. Integrate telehealth into the adoption of a new systemwide electronic health record

Methods/Approach/Evaluation strategy:

1. Become educated regarding the national state of telemedicine. Participate in an AAMC initiative.
2. Form a taskforce of key leaders to achieve the AMC goals. We will use the AAMC checklist to guide invitations to join the AMC's strategic planning initiative
 - a. Include a diverse provider group
 - b. Survey taskforce members on current challenges and opportunities in the provision of telehealth services
 - c. Survey faculty regarding current telemedicine use and challenges and opportunities
 - d. Identify administrative stakeholders, billing, clinical operations, scheduling, etc. so that initiatives are fully integrated into routine clinical care
 - e. Identify priorities for current challenges and form working groups to address those challenges
 - f. Negotiate for institutional support for administrative support for telehealth services
 - g. Identify areas of focus to develop new telehealth programs

Outcomes/Results: Through the development of the IAP, I am more informed about the state of telehealth among academic medical centers and am participating in the development of an AAMC national survey. At AMC, a working group of diverse stakeholders has been formed, a charter written and a survey completed both by the taskforce and AMC faculty in the workgroup. Key administrative personnel have joined the taskforce. I am negotiating for centralized administrative support for both the ongoing work of the taskforce as well as any initiatives undertaken. We plan to address barriers identified in our surveys, identify service line case types, define telehealth key performance indicators and standardize the way telehealth clinical care is performed at AMC.

Discussion/Conclusion with Statement of Impact/Potential Impact:

Work is underway to fully integrate telehealth into AMC's clinical offerings, cementing its central role in the provision of specialty care in central New York, strengthening AMC's ties with affiliate hospitals, and provide expert care to our rural catchment area.