

Progress Report #2

Providing Responsive Care Through Telehealth Strategies to Reduce Hospital Admissions and Enhance Quality of Life

CMP Grant – LeadingAge Ohio, Optimized Care Network
November 1 – December 31, 2017*

The following outlines the progress made on the above-named grant from November 1 through December 31, 2017:

- Telehealth training for Ohio Eastern Star Home nursing staff was held on September 26 and 28, with a subsequent training session held in November.
- Medical Director telehealth training took place at Green Hills Community on November 2, at which time nursing staff was invited for another training opportunity.
- OCN staff, Green Hills Community IT staff, and GlobalMed are working to implement a tech refresh that will enhance connectivity capabilities with families and specialists through the telehealth platform at Green Hills. This technology capability is already in place at Ohio Eastern Star Home.
- Green Hills Community held three Open Houses on November 15 and December 15 to introduce the community to the new telehealth availability for the long-term care residents at Green Hills. One was for local hospital leadership, one for families and friends, and the other was for the wider community.
- Each of the communities has tested some case scenarios with the telehealth care protocols to gain comfort with their approach to delivery of telehealth care.
- Additional training and support for clinically-oriented telehealth questions are made readily available to both communities through the Optimized Care Network.
- Technical/equipment support needed for onsite operability is available 24/7, with 24-hour parts replacement after phone diagnosis.
- Data collection guidelines and protocols have been developed for the compilation of historical data (as well as data for the project time period of 18 months starting November 1, 2017) from nursing facility resident/patient records at Green Hills Community and Ohio Eastern Star Home who received care for congestive heart failure, COPD, pneumonia or stroke in the 18-month period prior to the implementation of this project.
- Recruitment of a graduate student from The Ohio State University for assistance with data collection and analysis is underway

Progress report submitted January 8, 2018 by:

Linda Mauger, Optimized Care Network, l.mauger@optimizedcare.net and
Anne Shelley, LeadingAge Ohio, ashelley@leadingageohio.org

*Per the request of Amy Hogan at the Ohio Department of Medicaid, this report is for a 2-month period to re-align the Progress Reports for this project with a traditional quarterly timeframe. All further reports will be for 3-month quarterly periods.