

Progress Report #5

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

CMP Grant – LeadingAge Ohio, Optimized Care Network
July 1 – September 30, 2018

The following outlines the progress made on the above-named grant from July 1 through September 30, 2018:

1. As reported previously, the nursing staff at the Ohio Eastern Star Home has required ongoing training (both in-house and by grant partners) in order to foster understanding of the technology and associated approach to care through telehealth. Additionally, several additional leadership strategies were implemented to achieve successful implementation of the grant requirements. As of early August, it was determined that the Ohio Eastern Star Home was not going to be successful in reaching the goals envisioned.
2. Project staff concurred that finding an alternative location for the OESH telehealth cart to implement the project for the remainder of the grant period was a viable option. A conversation was held with Ohio Department of Medicaid staff on August 24. ODM staff then contacted CMS to discuss the proposed changes and ask for guidance. ODM staff confirmed it would not be necessary to resubmit a whole new proposal. The project staff committed to accomplishing the relocation within the original grant budget and timeline and to provide a written summary of what was envisioned with the replacement of one of the NFs currently participating in the project (OESH).
3. Kathryn Brod, CEO of LeadingAge Ohio, subsequently began conversations with potential NFs that would be good candidates for the new site. However, a suitable replacement organization was not located for reasons that included proximity of Medical Director Staff, other contracted relationships to provide 24/7 coverage, and/or insufficient staff resources to tackle the telehealth initiative at this time.
4. To date, telehealth care has been incorporated in the care of 25 residents at Green Hills Community and approximately 12 residents at the Ohio Eastern Star Home. Usage at the Ohio Eastern Star Home has not been consistently tracked due to changing responsibilities and the nurse manager's extended maternity leave.

The following provides insight into example telehealth scenarios and outcomes at Green Hills Community.

A resident's family had noticed that the resident's hearing had been worsening over the course of several months. The nurse manager was able to take the resident to the telehealth care space and examine his ear with the doctor present. With the use of telehealth and the quality of the camera view, it was determined that the resident had an ear impaction of hardened wax. The doctor was able to order a treatment and kept the resident from having to go out of the facility to another provider.

A resident was seen in August due to an infected surgical wound that required antibiotics. The nurse was able to utilize the camera to give the physician a great view of the wound. This incident happened on the weekend which could have caused the resident to be sent to the local hospital for treatment. The doctor was able to assess the resident, order the needed medication, and refer the resident to the surgeon without leaving the facility.

Two residents required an EKG for pre-op testing. Telehealth made it possible to have the needed testing performed without the difficulty of transferring them out of the facility.

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