Lessons Learned: Ramping Up Telehealth Services During COVID-19

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Background Information

A tangible example within a prepared system

- 10 million inhabitants
- Life expectancy: 78y (m)/84y (f)*
- Health System: NHS & Private healthcare
- Healthcare expenditure 9% GDP*
- Good telecommunication/ internet infrastructure
- Telehealth friendly national ecosystem

*https://www.pordata.pt
Examples that serve and leverage the whole health system

Deontological code

Legislation & Financing

Qualification of human resources

Standards for interoperability

Prescription & Results

eExams

eNotifiable Disease (physicians)

eNotifiable Disease (laboratories)

Insurance Companies

Good Practice/Guidelines

SINAVE

SINAVE LAB
1. Good governance and development of human capital.

2. Ensuring interoperability and Security.

3. Building infrastructure capacity and information systems improvement in a collaborative and citizen-centred NHS.

4. Integration, continuity and proximity of health care.

5. Evaluation and sharing of the good practices that promote the innovation and ensure access, quality and efficiency of health care.

6. Continuous commitment to innovation, research and development in order to generate, test and implement new ideas and solutions.
JOSÉ DE MELLO SAÚDE – 2018 IN NUMBERS

ONE YEAR IN NUMBERS

- Admissions: 1.2 M
- Surgeries: 98.9 K
- Urgencies: 691 K (+5%)
- Appointments: 2.6 M (+9%)
- Imaging Exams: 676 K
- Births: 8.6 K (+10%)
- Chemotherapy Sessions: 26 K
- Radiotherapy Sessions: 58 K
- RAMI: Risk Adjusted Mortality Index 0.7
- RARI: Risk Adjusted Readmission Index 0.49

Employees: 8,919
Operating Theatres: 103
Healthcare Units: 20
Appointment Rooms: 1,244
Inpatient Beds: 1,570

www.josedeficuf.pt
Corona Crisis - impact in regular healthcare activity

Production
- Outpatients appointments
- Surgeries
- Exams
- Urgent care

- 80%
Fighting COVID 19 - Creating new problems

**Economic threat**
Company’s economic viability
Employment
...

**Ethical and medical dilemma**
- Chronic disease
- Cancer diagnosis and treatment
- Acute non-CoviDisease
- Non-COVID morbidity and mortality
Rebuilding a plane in the air during a deadly pandemic storm...

Accelerating teleconsultation implementation

- Robust, scalable technology
- HIPAA Compliant
- Easy to use by patients & doctors
- Hardware (webcams, headphones...)
- Adapt scheduling
- New administrative procedures
- Define good medical practice
- Approval by Data Protection
- Create training resources (video-tutorials)
- Communicate internally and externally
- Financing by insurance companies
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Fighting the virus

- Cancelling non-urgent presential activity
- Segmenting units in COVID/Non COVID
- Reallocating staff
- Redesigning processes and creating new procedures
- Training staff
- Communicating internally and externally
- ....
IMPLEMENTATION TIMELINE

- **16th March**: Decision to implement teleconsultation
- **18th March**: 1st teleconsultation (test)
- **23rd March**: GP, Internal Medicine & Pediatrics start first and follow-up consultations; all other specialties start follow-ups
- **30th March**: All specialties that agree to first consultations start first consultations
- **23rd May**:
  - 20,896 TCs
  - Up to 900/ day
  - > 1,200 doctors
  - > 30 specialties
ADOPTION

PATIENTS

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<th>Faixa etária</th>
<th>TeleConsultas</th>
<th>Tx TeleConsultas</th>
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<td>1609</td>
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<td>81-90</td>
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<td>Total</td>
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23rd March – 4th May

PHYSICIANS

Physicians
Percentage of physicians that offer teleconsultation

Medical
75,7%

Surgical
40,2%

Percentage of physicians by specialty.
SATISFACTION

Satisfação CUF

8.7

Consulta presencial (2019): 8.2

Cliente

Inquéritos enviados: 896 (14.2%)
Respostas (n): 473 (52.8%)

Médicos

Inquéritos enviados: 1204
Respostas: 196

Como classifica a resolutividade das teleconsultas, de 1 (muito ineficaz) a 5 (completamente eficaz)

Sentiu que conseguiu atuar com segurança clínica?
Thoughts for the future

1. Hybrid Patient Journey
   The patient’s journey will be hybrid in the future: with remote and face-to-face, as well as digital and human touchpoints. Teleconsultations are an important building block!

2. Quality & Safety
   COVID 19 has pushed teleconsultations with a non-precedented speed. We need to measure and guarantee quality & safety!

3. Culture
   A change of culture is needed if telehealth is to be successful in the long term. We are not there yet!

Critical factors for success...

- Vision
- Sense of opportunity
- Collective sense of urgency
- Strong leadership/ high level support
- Alignment of professionals/ physicians
- Internal competences and means
Thank you for watching!

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