



**ARMY MEDICINE**  
Serving To Heal...Honored To Serve

# Telehealth and Telemedicine in the Pacific Regional Medical Command

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The views expressed in this presentation are those of the author and do not reflect official policy or position of the Department of the Army, Department of Defense, or the US Government.



# PRMC TELEHEALTH

**Connecting patients  
throughout the Pacific  
and Mainland US to  
Specialty Services at  
Tripler Army Medical  
Center**



# Army Medicine Strategy Map

Nov 11

**Mission** - Promote, Sustain and Enhance Soldier Health  
 - Train, Develop and Equip a Medical Force that Supports Full Spectrum Operations  
 - Deliver Leading Edge Health Services to Our Warriors and Military Family to Optimize Outcomes

**Vision** America's Premier Medical Team Saving Lives, Fostering Healthy and Resilient People

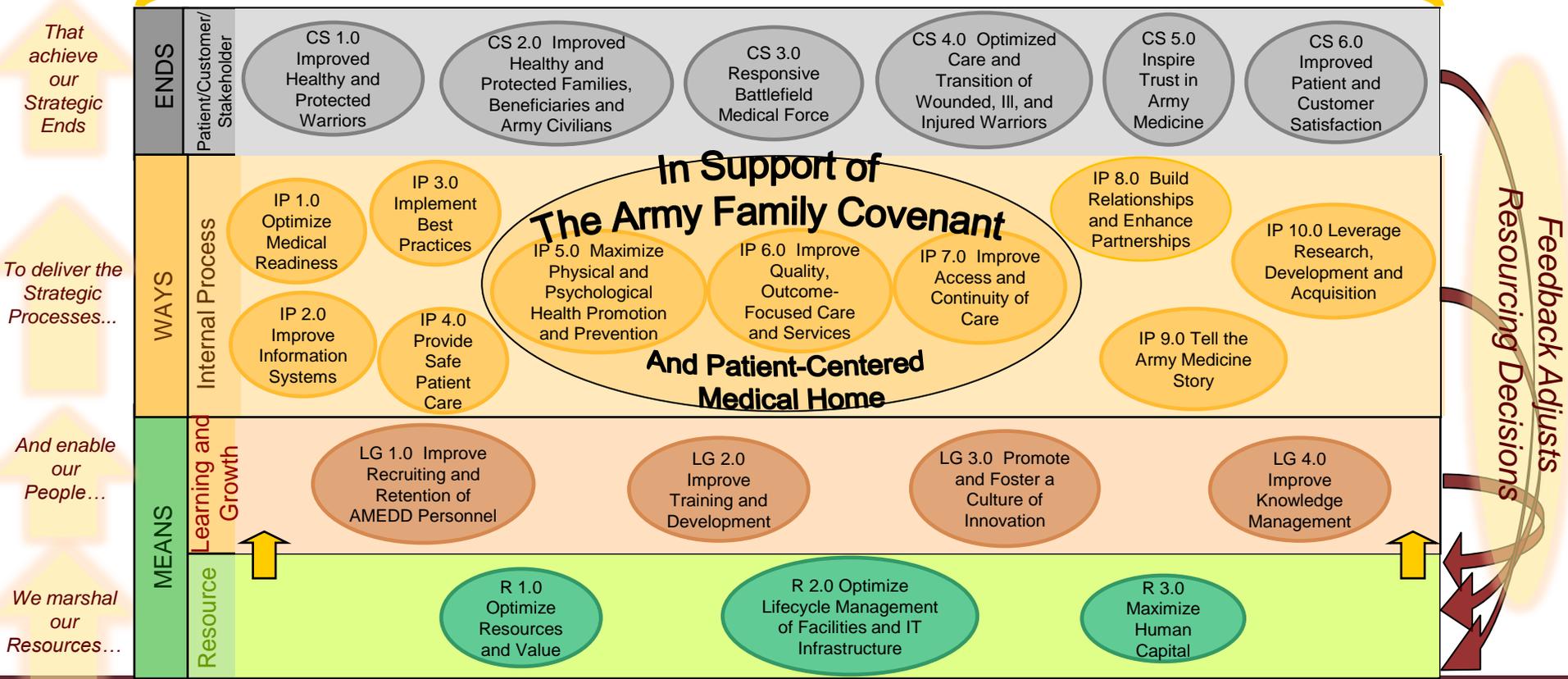
**ARMY MEDICINE**

Bringing Value...Inspiring Trust

## Strategic Themes & Results

<p><b>Maximize Value in Health Services</b></p> <p>Effectively and efficiently provide the right care at the right time to promote a healthy population and ready force.</p>	<p><b>Provide Global Operational Forces</b></p> <p>Agile and adaptive medical teams ready to execute relevant, responsive Health Services in any operational environment and in combination with any partnered team.</p>	<p><b>Build the Team</b></p> <p>A compelling place to serve and a preferred partner in leading joint interagency health services.</p>	<p><b>Balance Innovation with Standardization</b></p> <p>A culture of innovation which provides standardized solutions to support best practices and optimal outcomes.</p>	<p><b>Optimize Communication and Knowledge Management</b></p> <p>Leverage Communication to impart knowledge and build meaningful, positive relationships.</p>
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## SUSTAIN PREPARE RESET TRANSFORM





# BRIEFING OUTLINE

**PURPOSE:** To provide an overview of the services, locations, functions and scope of the PRMC Telehealth/Telemedicine Operations.

1. Services Offered
2. PRMC Telehealth Area of Operations
3. Cost Avoidance and Telehealth Encounters
4. Telehealth Staffing
5. Telehealth Office Functions
6. Highlights of Select Telehealth Programs
7. Challenges

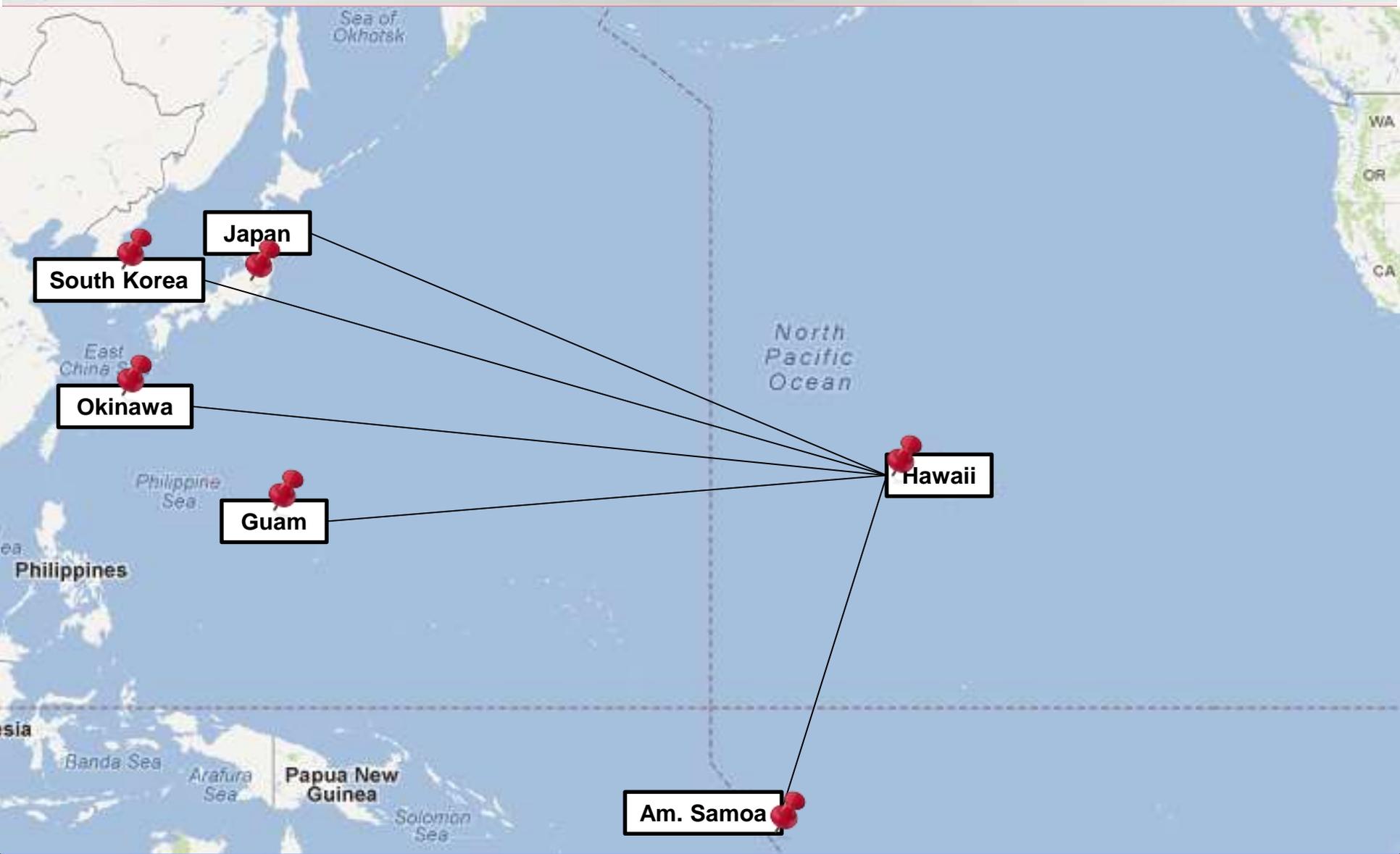


# Services Offered

- Psychological Evaluation and Treatment
- Psychiatric Evaluation and Treatment
- Child & Adolescent Tele-Behavioral Services (CATS)
- Medical Evaluation Board (MEB) Support & Administrative Evaluations
- Soldier Readiness Processing Evaluations (SRP/RSRP)
- LE<sup>x</sup>A<sup>y</sup>N Healthy Lifestyles Program
- Smoking Cessation Program
- Traumatic Brain Injury (TBI) Evaluation / Support / Treatment
- Speech Therapy
- Tele Critical Care Consultation (TCCU) and Remote Monitoring
- Pacific Asynchronous Tele-Health (PATH)
- Digital Echocardiography
- Pacific Island Health Care Project (PIHCP)
- Tele-Education



# Pacific Telehealth Area of Operations





# Pacific Telehealth Area of Operations, Hawaii

**Telehealth Services in Hawaii:**  
Behavioral Health  
Child Psychiatry/Psychology  
SRP/RSRP  
TBI  
Speech Pathology  
Grand Rounds/CME  
LE<sup>x</sup>AYN  
Smoking Cessation  
Medical Consultations







# Pacific Telehealth Area of Operations, Japan



**Telehealth Services in Japan:**  
Behavioral Health  
PATH  
TCCU



# Pacific Telehealth Area of Operations, Okinawa

## Telehealth Services in Okinawa:

- Behavioral Health
- TCCU
- PATH
- Echocardiography





# Pacific Telehealth Area of Operations, S. Korea



**Korea Brian Allgood  
Army Community  
Hospital (BAACH):**

**Services:**  
Behavioral Health  
TCCU  
PATH



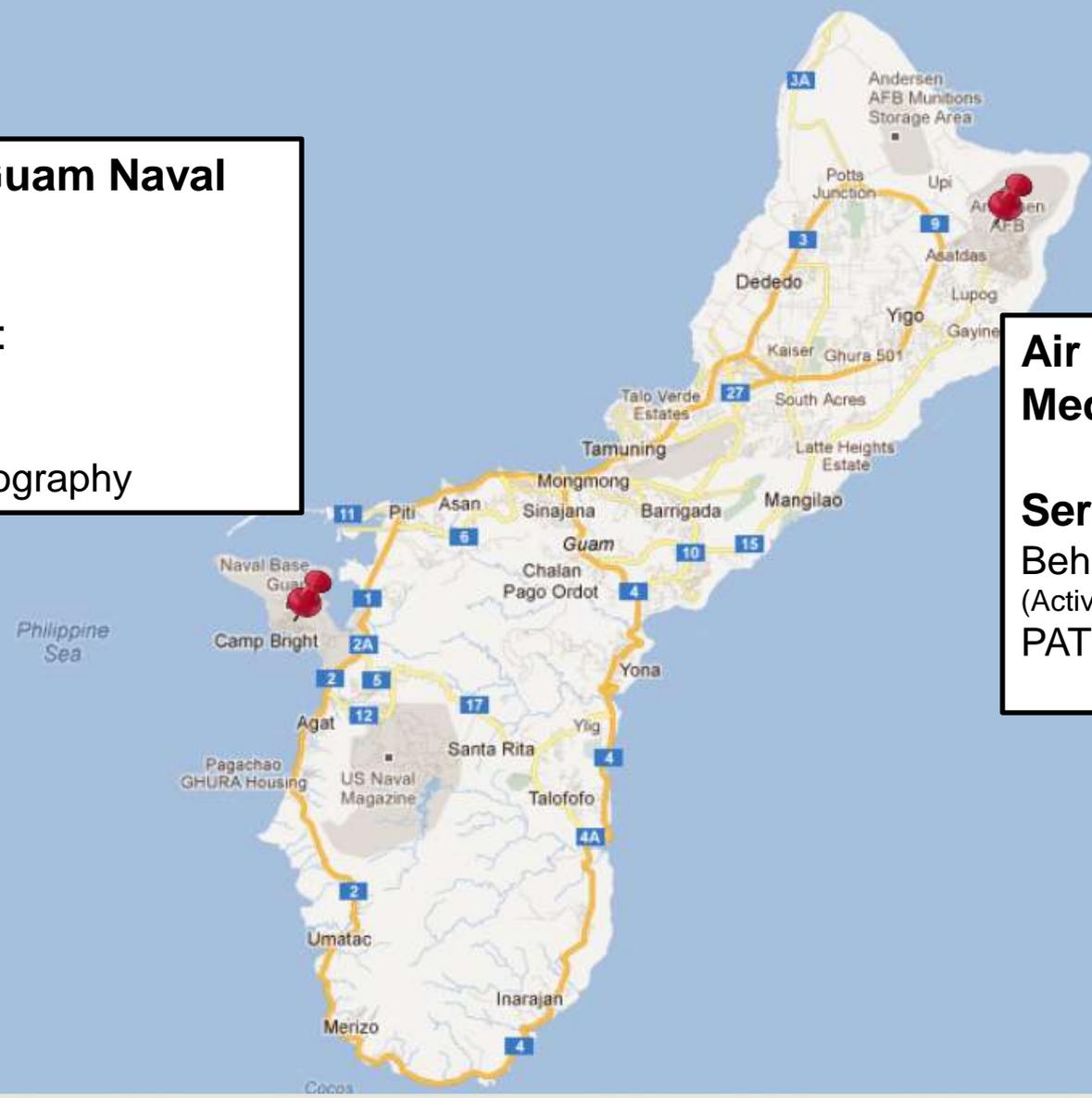
# Pacific Telehealth Area of Operations, Guam

**Navy – Guam Naval Hosp**

**Services:**  
 TCCU  
 PATH  
 Echocardiography

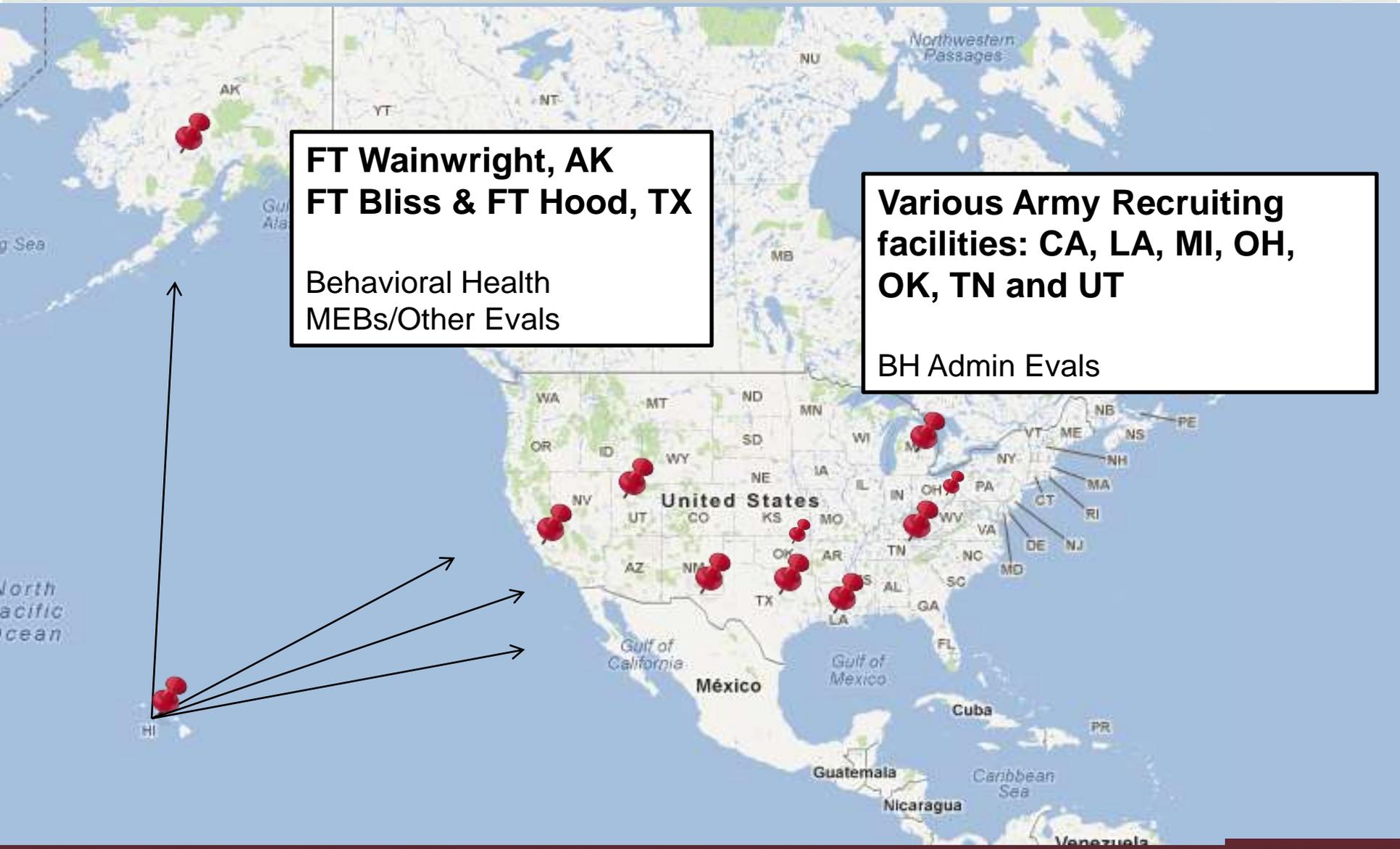
**Air Force – 36<sup>th</sup> Medical**

**Services:**  
 Behavioral Health  
 (Active/Guard/Reserve)  
 PATH





# Pacific Telehealth Area of Operations, CONUS



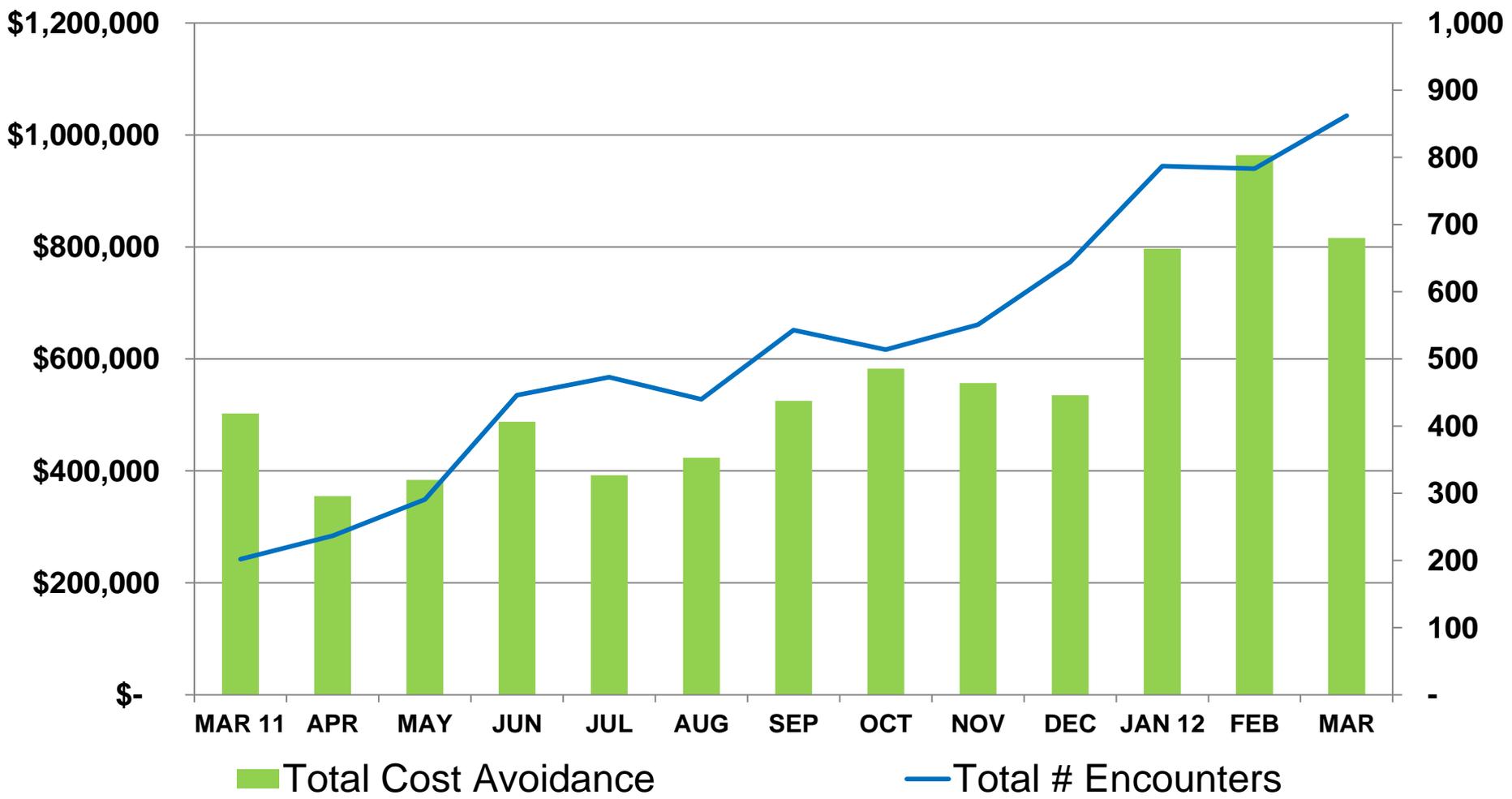
**FT Wainwright, AK  
FT Bliss & FT Hood, TX**  
  
Behavioral Health  
MEBs/Other Evals

**Various Army Recruiting  
facilities: CA, LA, MI, OH,  
OK, TN and UT**  
  
BH Admin Evals



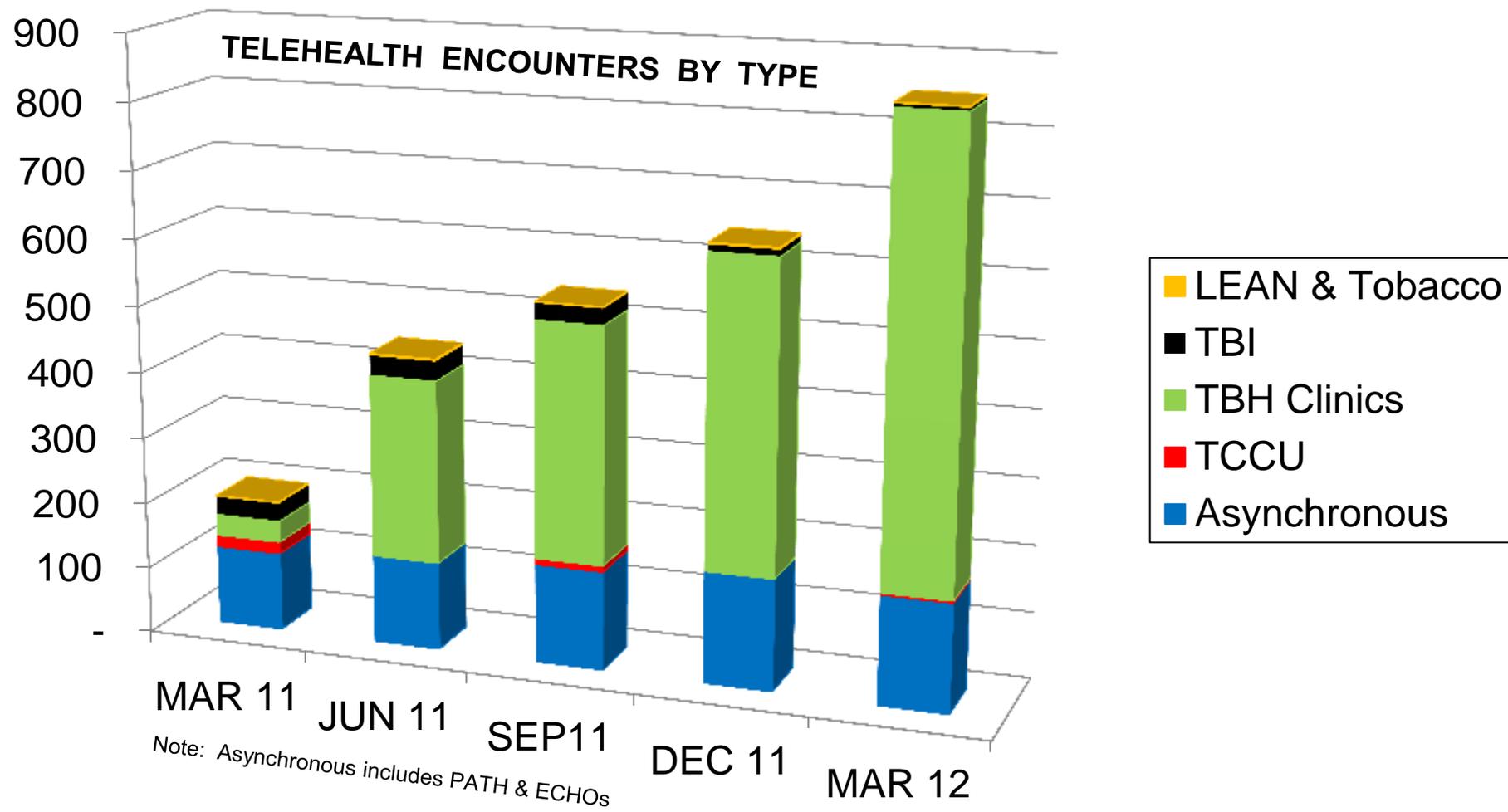
# Cost Avoidance and Encounters

## TELEHEALTH ENCOUNTERS





# Telehealth Encounters





# Telehealth Staffing

- Regional Director
- Regional Cell with Program, Clinical and Technical Advisors
- Clinical Champions for individual programs
- Government and/or contract staff for larger programs
  - Tele-Behavioral Health
  - CATS
  - Tele-TBI
  - TCCU
- System Administrators for various applications
  - PATH
  - PIHCP
- Shared manpower at most patient locations (clinical coordinators)



# Regional Telehealth Office Functions

- Develop telehealth vision in PRMC
- Serve as consultant on all telehealth operations
- Program development and operations improvement
- Plan & direct technical and administrative operations
- Collect and report telehealth metrics
- Document standard operating procedures for region
- Allocate Government resources
- Proponent for telehealth contracting actions
- Train clinical staff on equipment, scheduling and promotion
- Monitor appropriate entries to electronic medical records
- Provide support to partnering facilities
- Track new technologies and assess I/T reliability
- Ready patient site & instruct patients; obtain informed consent

## Tele-Behavioral Health

- Full Spectrum Psychological Evaluation & Treatment
- Psychiatric Evaluation & Treatment
- Soldier Readiness & Reverse Soldier Readiness Processing
- Administrative Evaluations: medical boards, mental status exams, diagnostic variance memos, fitness for duty assessments
- Psychoeducation
- Nurse Case Management



## Increasing Capabilities and Access

- Serving multiple branches of service & Active/Guard/Reserves/Families
- 11 established patient sites – locally & around the world
- Fulfilling Psychiatry prescriber gap at smaller facilities
- Surge support locally and afar
  - Absorbing unmet demand on island
  - Addressing backlogs in Medical Board processing & BH evaluations
  - Short term support to bridge staffing gaps
- Deployment processing enabler
  - Determine fitness on demand
  - Less impact on BH access at local clinic
- Lower cost alternative
  - Patient travel
  - Staff augmentation



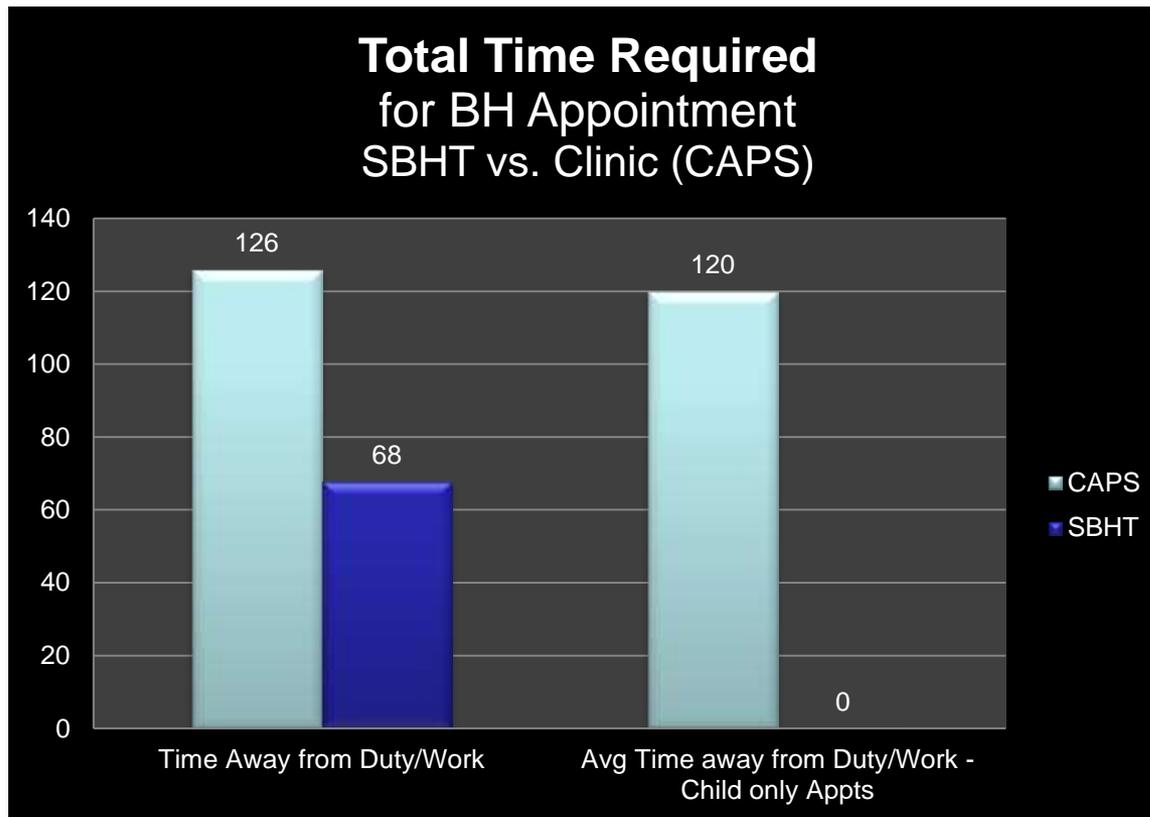
## Child and Adolescent Telehealth Services (CATS)

- A collaboration with the School Behavioral Health Program (SBHP)
- Child Psychiatry, Psychology & Social Work
- Medication Management
- Therapeutic Intervention
- Prevention & Resilience
- Unique Focus on Reserve and Guard Families On Remote Islands





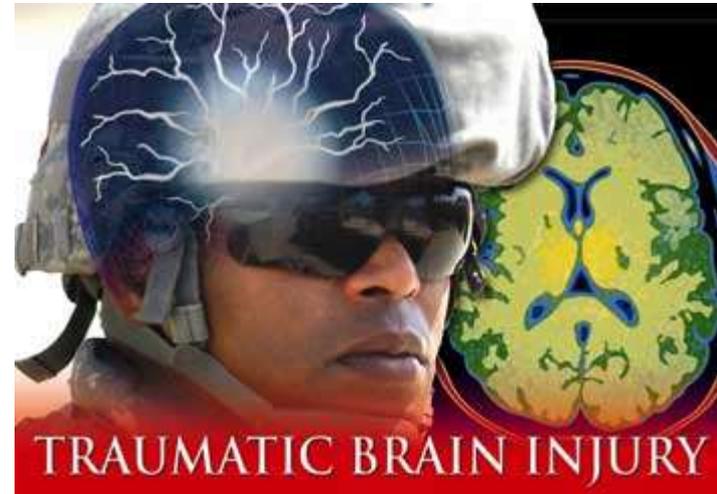
# Improved Access to Care



Because BH providers are “embedded” in the Military family’s community (i.e. the child’s school”) access to BH care is greatly facilitated over traditional, clinic-based care. Parents report significantly reduced time away from Duty/Work, and greater ease of access. This improves the comfort and decreases stigma associated with seeking BH care.

## TBI/Concussion Clinic

- TBI Evaluation & Treatment
- Decision making on patient movement to TAMC
- Rx Management
- Nurse Case Management
- Outpatient Psychiatry – Evaluation and Treatment
- Speech Pathology
- Established TH infrastructure in American Samoa for additional TBH & TH services



## A Success Story in American Samoa

- Joint facility with VA Outpatient Clinic
- 10% of island population of 67K eligible for care
- Great impact from military deployments
  - Post Traumatic Stress
  - Anger & Impulse Control
  - Alcohol abuse & Sleep problems
- Isolated area with severely limited medical care
- Annual savings up to 8 times the annual cost



## LE<sup>x</sup>AYN Healthy Lifestyle Program

- Lifestyle Change
- Low-intensity exercise
- Reasonable expectations
- Balancing emotions
- Healthy attitude
- Healthy, well-balanced nutrition

### Lifestyles

**E**xercise/Education/Emotions/Evaluation/Expectations/Empiricism

**A**pproach/Accountability/Addiction/Assessment/Attitudes

### Nutrition



## Tele-Critical Care Unit

Remote monitoring and management of patients and clinical consultation

- Facilities lack full spectrum of medical and surgical specialists
- This limitation increases the risk of preventable morbidity and mortality
- Outcomes are improved when critical care specialists participate in care
- Telemedicine consultation is a validated means of providing CC consultation





# Tele-Critical Care Unit

Started 2 April 2001  
with a research grant from  
U.S. Army Medical Research and  
Material Command

eICU → TCCU 2/28/2011

First “Saved Life” at  
US Naval Hospital (USNH) Guam  
27 June 2003

First TCCU consult at  
Brian Allgood Army Community  
Hospital – Korea  
7 July 2007

First TCCU Consult USNH Yokosuka  
6 Jan 2012

First TCCU Consult USNH Okinawa  
12 Mar 2012

Over 500 Consults

June – December 2009

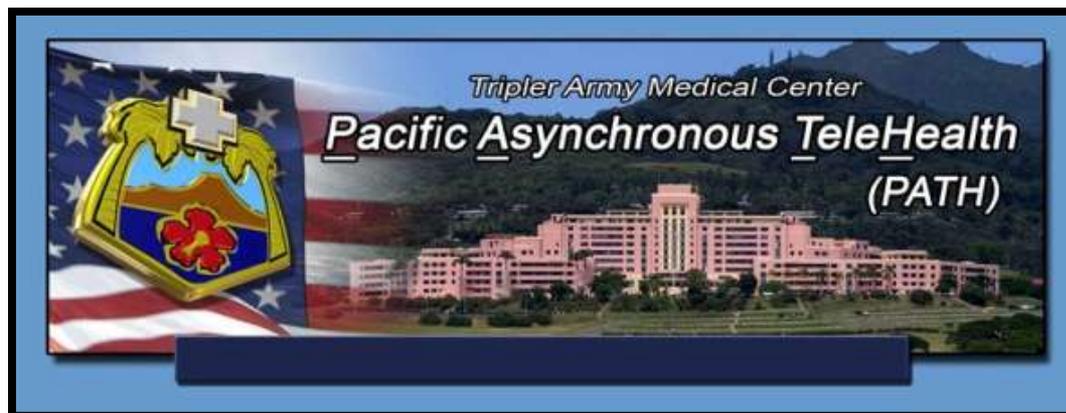
- 100 Consecutive Consultations
- 9% T/F to TAMC for Dx and Tx
- 4% avoided EVAC to TAMC

Annual Savings				
	EVAC	Cost	Total	
Avoided EVAC	4	\$180,000	\$720,000	
Annual Revenue				
	RVU	Value	Number	Total
Critical Care Consult	3	\$74.00	600	\$44,400
			Total/Year	\$764,400
			Total for Five years	\$3,822,000



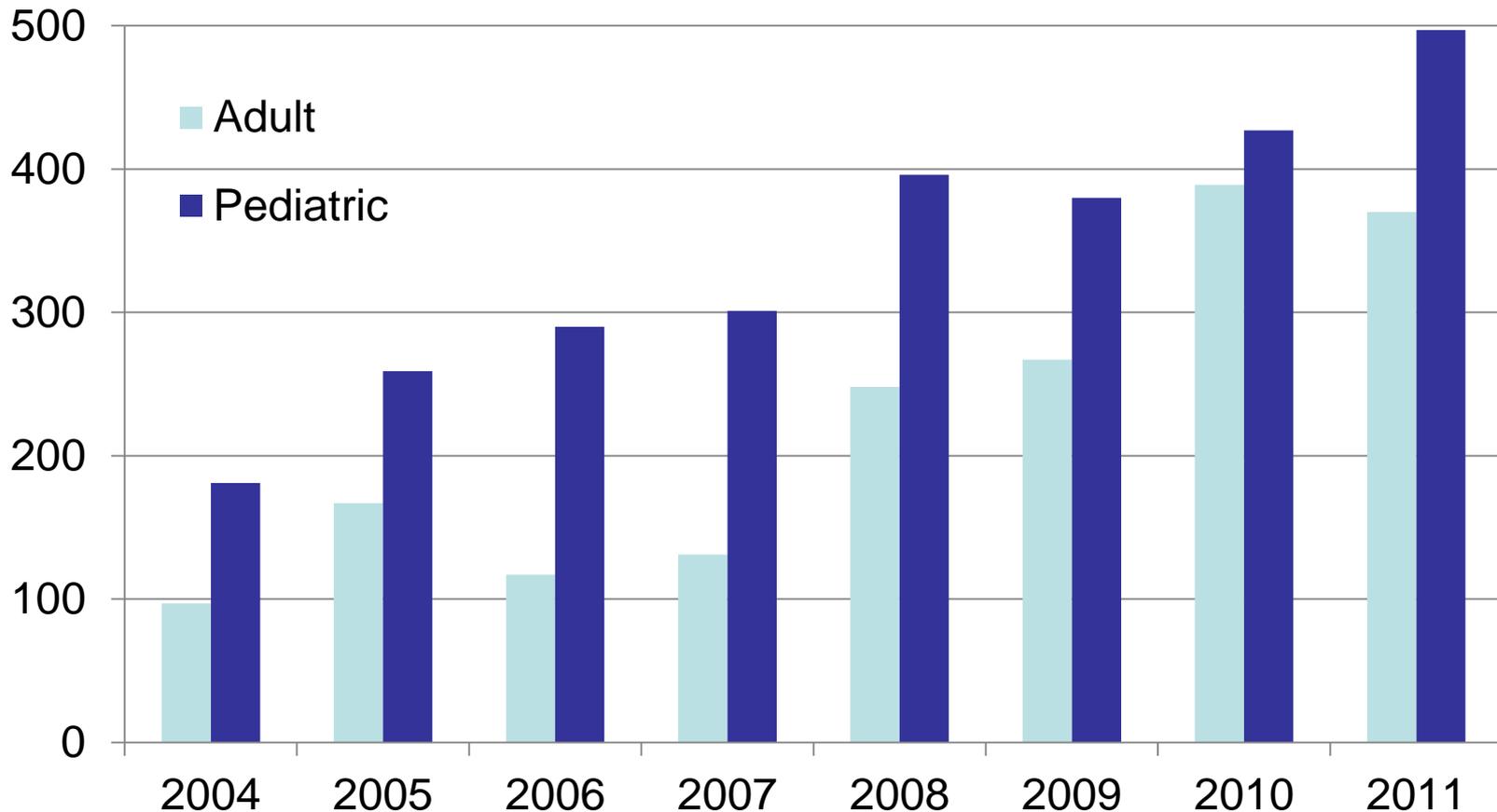
# Pacific Asynchronous Telehealth (PATH)

- Pediatric & Adult Medical & Surgical Consultation
- Heart Sounds
- Asynchronous Local/Overseas Hospital Academic (ALOHA)
- Air Evacuation





# PATH Consult Volume



Total growth: 2004-11: 20%/year; 2000-04: 9%/year



# Programs Under Development

- Warrior Ohana Medical Home & PCMH
- PCMH Secure Messaging
- Diabetes Education
- Tele-Pain (ECHO)
- Child and Adolescent Telehealth expansion
- Tele-Pharmaceutical Consultations
- Tele-Bariatric
- GME & CME expansion
- Better Depression Program Follow-up



- Credentialing & Privileging
- Workload Crediting (provider & patient sites)
- TBH Scheduling
- CHCS/AHLTA interoperability
- Cross Service and Agency interoperability
- Patient site staffing
- Funding for expansion to non-BH
- Universal acceptance of TH technology/programs



**QUESTIONS?**



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