

Getting Back To Getting Better

CHILDREN'S MERCY & TELEMEDICINE

Improving Access with Telemedicine

Because Children's Mercy covers such a large area – the entire state of Kansas and all of western Missouri – we have been working for many years to develop and refine our telemedicine program to better serve our patients.

Whether traveling 150 miles or 5 miles, telemedicine **eliminates transportation as an obstacle** for patients in receiving the care they need while at the same time reducing barriers like taking time off work and arranging childcare for siblings.



Telemedicine is an effective way to provide patients with **high-quality and accessible care** and has the added bonus of supporting social distancing and decreasing spread of infections.

SINCE MARCH 2020, WE HAVE **INCREASED** THE NUMBER OF TELEMEDICINE VISITS FOR PATIENTS BY NEARLY



WHENEVER POSSIBLE, WE ARE OFFERING PATIENTS THE **OPTION OF A TELEMEDICINE VISIT**. TELEMEDICINE VISITS ARE OFFERED BY:

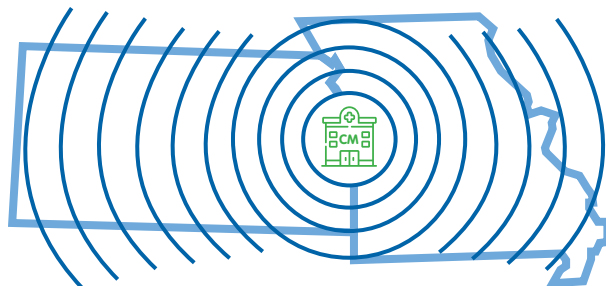


545
CREDENTIALLED
PROVIDERS



51
PEDIATRIC SPECIALTIES, ALLIED HEALTH
SERVICES & SUBSPECIALTIES

We deliver care via telemedicine to a broad area throughout our region and beyond. We serve patients from nearly all counties in MO and KS.



NEW: 25%
FOLLOW-UP: 75%

While most of our telemedicine appointments are follow-up visits with established patients, some specialty areas are able to offer new patient appointments via telemedicine.

Top 10 Specialties Using Telemedicine



CLINIC

% OF TOTAL VISITS IN APRIL 2020

Developmental & Behavioral	99.4%
Gastroenterology	95.2%
Neurology	94.9%
Endocrine	88.7%
ENT	85.1%
Dermatology	84.1%
Allergy	83.8%
Hearing & Speech	83.4%
PT/OT	62.2%
Primary Care Clinic	35.9%

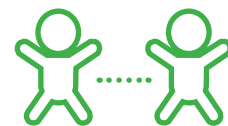
A Win-Win for Patients and Providers

Telemedicine allows health care providers to evaluate, diagnose and treat patients at a distance, and, for the majority of health care needs, is equivalent to an in-person appointment.



Telemedicine Benefits

- ✓ Removes barriers like travel, transportation, parking, childcare, missing work/school
- ✓ By its nature, limits exposure to other patients and supports social distancing
- ✓ Children often respond more favorably due to their existing comfort with communication via screens and the security of their home environment. This decreases parental stress and fosters an enhanced experience for all.



Patients and providers report increased satisfaction



87.9% OF PATIENTS RATED THEIR TELEMEDICINE VISIT EXPERIENCE A **9 or 10** ON A TEN POINT SCALE

Patient/Family Comments

"We had a developmental & behavioral visit to monitor medication and manage behaviors. We were extremely satisfied with the services and outcome of services."

– Children's Mercy Parent, Developmental & Behavioral

"I really like the telemedicine option for my daughter because she was very relaxed. It made it so much easier on me and we got the same kind of care. Our doctor was very attentive. It really is so customer friendly."

– Children's Mercy Parent, Neurology

"Coming to an in-person visit is a lot of physical and mental stress on my son. But with telemedicine, the care team sees him in his natural environment, which helps them treat the whole child. We hope to continue telemedicine visits."

– Children's Mercy Parent, Gastroenterology



Provider Comments

"One parent commented her daughter was more comfortable at home and talked more than she normally would with the physician. She did not "put up a show" as she often does in the clinic. She felt her daughter got to be herself and the provider got to see that side of her."

– Mental Health Patient Family Advisory Council (PFAC)

"When parents are at home, they seem to be more willing to seek clarification and ask more questions. Some families are quicker to come up with their own ways to help themselves than they were during in-person sessions. When a child is screaming, a baby is crying, the dog is barking, everyone's hungry, it reminds me this is what parents deal with every day. It helps re-frame my approach and tailor recommendations to their needs."

– Darren Olsen, PhD

"With chronic diseases like type 1 diabetes, we cannot scale interventions with only in-clinic visits. It must include things like telemedicine delivered into the home, electronic communications, mobile health apps, and other platforms. Throughout the COVID-19 pandemic, we have been able to double-down on our use of these approaches. We've also seen an uptake in the use of the patient portal and diabetes self-management device software, which really help in communicating data from self-management devices like continuous glucose monitors. Patients are able to come to their telemedicine visits with all the data and we're able to talk through it."

– Mark Clements, MD, PhD

Quality and efficacy of care is equivalent to in-person care

- Providers must be trained and credentialed in telemedicine
- Appointment components and documentation in the patient's medical record are the same for telemedicine visits as they are for in-person visits. **Requirements include:**
 - » Method of health care delivery, face-to-face via two-way audio-visual interactive secure technology
 - » Audible and visual assessments, patient/family interviews
 - » Recommendations for testing, medications, therapies, resources and follow-up appointments
 - » Education and coordination of care, medication reconciliation, patient portal access and family's expressed understanding of plan of care
 - » Length of time spent with patient