



Telehealth: Working for You

October 26 and 27 *(presented in virtual format)*



The ICAHN Telehealth Task Force has designed a virtual conference that will outline best practices in telehealth, introduce new telemedicine services options, highlight future telehealth programming, cover billing and coding as well as addressing best in brand and managing the privileging and credentialing process for practitioners.

Monday, October 26, 2020

AGENDA

- 12:55 pm** Welcome – Joann Emge, ICAHN Board President
- 1:00 pm** Telehealth – Rapid Response and Redesigning for the Future
- What and why telehealth?
 - Telehealth defined
 - Developing a compelling business plan for telehealth
 - Telehealth framework for success
 - Considerations for achieving your long-term telehealth goals
 - Stakeholder engagement
 - Best practices for virtual visits
 - Telehealth use case studies
- *Huron Consulting Services*
- 2:15 pm** Experiences from the Field: How Telehealth Has Made a Difference
- 3:00 pm** Telemedicine Medical Staff Privileging: What Do Hospitals Need to Know
- Medical staff policy - Areas of care and treatment
 - Scope of services - competence, quality and safety
 - Specialty services - eICU, telepsychiatry, hospitalists
- *Suzanne Hinderliter, OSF Digital Health, OSF Healthcare*
- 3:30 pm** Wrap-up/Questions - Pat Schou, ICAHN Executive Director Pat Schou



Tuesday, October 27, 2020

AGENDA

- 8:55 am** Welcome/Announcements – Don Robbins, Telehealth Task Force Chair
- 9:00 am** Telehealth Tomorrow: What to Expect?
– *Mike McNeely, Director of the Office for the Advancement of Telehealth at Health Resources and Services Administration*
- 9:30 am** Craziest of Telehealth Billing and Coding
– *Jackie King, MSHI, CPC, COC, RH-CBS, Director Clinical Informatics/HIM, Illinois Critical Access Hospital Network*
- 10:15 am** The Sky is the Limit: Telehealth Services Now and in the Future
– *Showcase products (OSF/Access Physician Services, Panel)*
- 11:15 am** Telehealth System Strategy
- Infrastructure and connectivity
 - Criteria for system selection
 - Vendor comparisons
- *Huron Consulting Services*
- 11:45 am** Peer Panel Discussion on Telehealth Vendor Experiences
- 12:15 pm** Wrap-up – ICAHN Executive Director Pat Schou



To Register:

A ZOOM link will be sent to participants in advance of both days' sessions. There is no registration fee for ICAHN members.

Speaker Biographies:

Donna McHale, Senior Director, Huron Consulting Services, has over 30 years of healthcare industry experience and is a recognized expert in performance improvement, strategic planning, operational management, information technology planning and implementation, organizational and project management, change management, and transformational leadership. She is a leader in Huron's healthcare technology services group and has extensive experience managing large, challenging, and complex projects/change initiatives for healthcare systems, consulting firms, and software companies. While acting as the care redesign program director for several multi-entity organizations, Donna helped several clients develop their telehealth strategies. Her telehealth efforts focused on assessment, roadmap design, system selection, system implementation, system enhancements, and workflow development/optimization.



Mike McNeely, Health Resources and Services Administrator, Health and Human Services, is the new director of the office for the Advancement of Telehealth. Mike has a Bachelor of Science from the University of Kentucky and a Master's in Business Administration from Thomas More University. He began his career as a public health analyst with HRSA and advancing to senior policy advisory, supervisory public health analyst and now the new director for telehealth. Mike has worked closely with the critical access hospital program and other federal rural healthcare programs. He is well known for his rural health policy and telehealth expertise.



Speaker Biographies *continued*

Susanne Hinderliter, Vice President of Telehealth Services, OSF Healthcare/Saint Gabriel Digital Health, is responsible for all aspects of telehealth services, including strategy, operations, and oversight of the core services team. Suzanne earned her Bachelor of Nursing from Saint Francis College of Nursing. She joined OSF Saint Francis Medical Center as a nurse in 1996. She was serving as Interim Patient Care Manager of the Emergency Department when she became a Project Manager and Clinical Team Lead for OSF IT. In 2008, she moved to OSF Performance Improvement as a Six Sigma Black Belt, then went on to a role as Informatics Project Conversion Manager, before being promoted to her current position. Suzanne has been involved with multiple telehealth projects for OSF such as ConstantCare, TeleCardiology, TeleNeurology, OSF OnCall TeleVisits, ePharmacy, TeleDisaster, TeleWellness, TelePediatrics, Home Monitoring, TeleBehavioral Health and many others yet to be implemented.



Jessica Duke, MHA, BSN, RN, CTC, Manager, Huron Consulting Services, has over 16 years of experience in the healthcare industry and is a registered nurse with extensive experience in patient care management and process improvement. She has significant experience in telehealth implementation and upgrades, use case design, licensure and credentialing, vendor selection, and project management. She is also a member of the American Telemedicine Association. Her background provides a knowledge basis for quality improvement and system optimization for multiple specialty practices. She has experience in telehealth projects, including planning, advisory, operational and functional workflow design, program assessment, and product selection services. Jessica has experience with telehealth maintenance, implementation, and go-live support for American Well, REACH, and Avizia systems.



Jackie King, MSHI, CPC, COC, RH-CBS, ICAHN Director of Compliance and Clinical Informatics/HIM Consultant, has worked in the healthcare field for over 30 years in both clinical and administrative positions at small rural and critical access hospitals and physician practices. Prior roles include: Medical Imaging Technologist, Quality Management/Utilization Analyst, Health Information Management (HIM) Director, and Clinical Informatics Director. She received her Master of Science degree in Health Informatics from the University of Illinois at Chicago in 2012, and in 2016 joined the Illinois Critical Access Hospital Network as HIM Consultant and Clinical Informatics Director for the Illinois Rural Community Care Organization (IRCCO) Accountable Care Organization (ACO). Her primary duties include providing education, sharing resources, promoting efficiency and best practice, and improving healthcare services for small rural and critical access hospitals and their rural communities.



Dr. Ryan Dunn is the medical director of OSF ConstantCare eICU at OSF Digital Health, and assistant professor at University of Illinois College of Medicine at Peoria. Dr. Dunn earned his Bachelor of Science from the University of Minnesota where he went on to complete his Doctor of Medicine. He completed internship and residency in internal Medicine at the University of Chicago and went on to complete a fellowship in pulmonary/critical care at the University of Colorado. He is responsible for the practice of digital medicine, assisting with planning, implementation, and operational management within OSF ConstantCare eICU.



Speaker Biographies *continued*

Dr. Paul Moots is medical director of the TeleHospitalist program at OSF Digital Health. Dr. Moots went to University of Illinois for undergraduate and then completed his medical doctorate at University of Illinois Chicago at Peoria and residency in Internal Medicine at OSF St Francis. He is responsible for the practice of digital medicine, assisting with planning, implementation, and operational management within the OSF TeleHospitalist



Abby Lotz is the vice president and chief nursing officer of Digital Care at OSF Digital Health. Abby earned her Bachelor of Nursing from Saint Francis College of Nursing, where she went on to earn her Master of Science in nursing. She is working to complete her Master in Business Administration, focusing on healthcare, from Strayer University; Jack Welch Management Institute. She is responsible for virtual acute care and virtual ambulatory care, and leads the strategy and implementation of virtual care for the OSF Ministry.

