



# Telehealth Strategy and Program Design

Real-world lessons learned

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# Business drivers for innovation and new healthcare delivery models



## Patient and Provider Access

- Convenient patient access points (i.e., patient portal)
- Timely access to care, regardless of geographic location
- Recruit and retain clinicians
- Improved access to specialty care



## Care Continuity

- Coordination of care between providers and care settings
- Post-discharge follow-up care (i.e., to post acute setting)
- Complete and accessible patient information/ health data



## Network Leakage

- Retain high-value cases
- Manage referrals to drive more patients in-network
- Create additional capacity for physicians to see sickest patients



## Population Health

- Segmentation and management of populations
- Utilization of data, analytics, and business intelligence to improve health outcomes
- Support for value-based care delivery (i.e., bundled payment program)

# KPMG has identified a specific set of Telehealth capabilities that can be implemented to enhance patient access while driving system growth

## Telehealth Services



### Pre Hospital Transport

*Streamline communication between first responders and hospital staff*

- Real-time voice and video collaboration with hospital physicians and staff



### Self-Service, On-Line, and Home Systems

*Enhanced patient experience through user-friendly tools*

- Online admin and collaboration
- Personal health information



### Post Acute Care Follow Up

*Bridge care settings for timely and efficient follow-ups*

- Wound care, mental health, etc.
- Medical surveillance



### Clinician-to-Clinician Telemedicine

*Enable clinician-to-clinician collaboration*

- Specialty consults
- Tumor boards



### Patient-to-Clinician Telehealth

*Provide patients with convenient and cost-effective care options*

- Real-time video appointments
- Asynchronous eVisits via secure portal

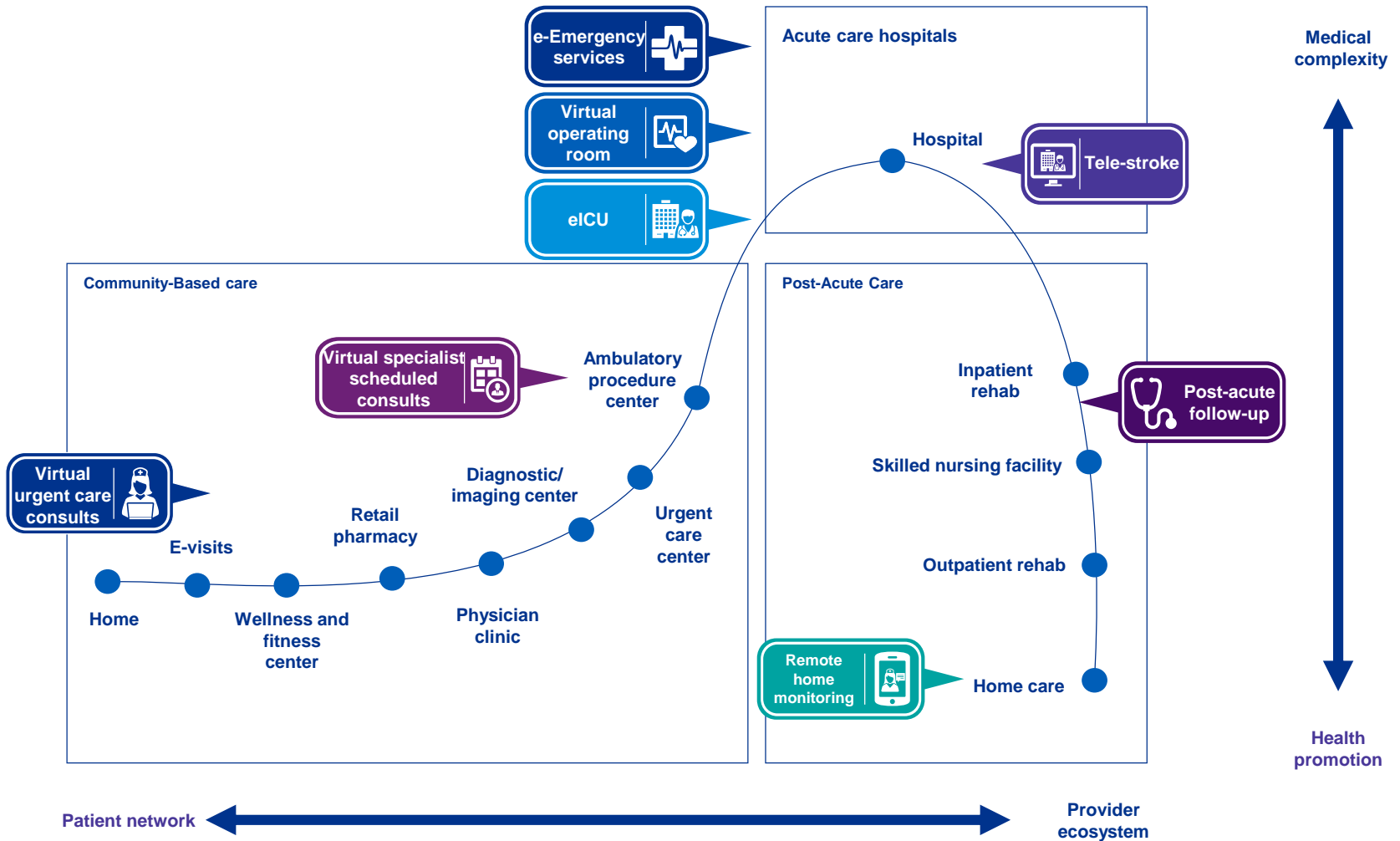


### Remote Patient Monitoring

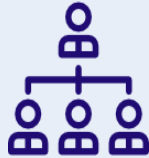
*Track high-risk patients and trigger care interventions*

- Chronic condition management
- Post-op remote patient monitoring
- Centralized command center

These Telehealth capabilities can be deployed to span across care settings, laying the foundation for a "connected" patient experience



# Building a Best in Class Program



**Governance and Organizational Alignment**



**Clinical Services Target Operating Model (TOM)**



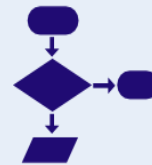
**Technology Platform and Management**



**Clinician and Staff Engagement**



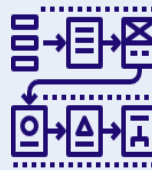
**Performance Management Framework**



**Practice Guidelines and Process/Data Integration**



**External Program Marketing**



**Vendor Management**



**Patient Navigation and Experience**



Thank you



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