

Telemedicine Solutions Impact On Occupational Injuries

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Definitions can vary by state and industry organizations

Telehealth vs. Telemedicine vs. Telerehabilitation

<p>Telehealth</p> <p>Telehealth encompasses a broad definition of technology-enabled health care services that includes medical care, health education, and public health services.</p> <ul style="list-style-type: none"> Remote patient monitoring, mobile health, store and forward, telemedicine 	<p>Telemedicine</p> <p>Telemedicine is a component of telehealth.</p> <ul style="list-style-type: none"> Virtual delivery of medical care using video conferencing for a live, two-way interaction between a patient and a medical provider 	<p>Telerehabilitation</p> <p>Telerehabilitation is a component of telemedicine.</p> <ul style="list-style-type: none"> Virtual delivery of physical therapy using video conferencing for a live, two-way interaction between a patient and a physical therapist
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Telemedicine use is accelerating

Telehealth Has Been in Use for 60+ Years

- U.S. government agencies such as NASA and Department of Veterans Affairs were early adopters

Group Health Focus on Delivery and Access


- Health plans, health care systems, employers, technology companies
- Addressing adoption challenges
- High patient satisfaction

Occupational Injury Care May Be The Last Frontier



Telemedicine 101

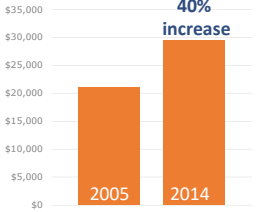
Other Take-aways for today?



Occupational injury care costs continue to escalate

Rising Costs

- Employers pay almost \$1 billion per week for direct occupational injury care costs¹
- Average medical cost per lost-time claim has increased over 40% from 2005 to 2014²



Year	Average Medical Cost per Lost-Time Claim
2005	~\$21,000
2014	~\$29,400 (40% increase)


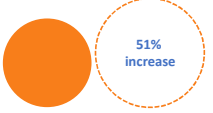


1 - Liberty Mutual 2018 Workplace Safety Index
2 - National Council on Compensation Insurance 2015

Emphasis on prompt access to quality care

Providing Convenient Access to Quality Care

- Median cost for top 10 outpatient conditions to emergency department is \$1,233, with sprains and strains as the most common²
- Delays in reporting work-related injuries from 1-2 weeks to 4 weeks after the injury can cause occupational injury claim costs to increase by up to 51%¹



1 - National Council on Compensation Insurance 2015
2 - National Institute of Health 2012


Problems drive innovative solutions

Problems to Solve

- Need convenient access to quality care
- Need employees to engage in their recovery
- Minimize impact to worker productivity
- Combat rising health care costs

How Telemedicine and Telerehabilitation Can Help

- Improved access to occupational medicine care
- No travel for the employee and less time away from work
- Initiate treatment earlier and convenient follow up
- Positive experience and easy to use
- Reduce unnecessary emergency department visits

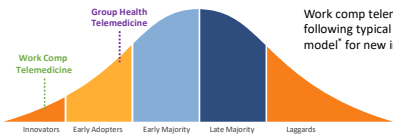





Favorable telemedicine environment will facilitate growth

Growing acceptance by consumers and regulators

- All states have adopted telemedicine in some form with an increasing number accepting telemedicine for WC
- Telemedicine licensure compact covering numerous states facilitates broader physician licensing



Work comp telemedicine following typical uptake model* for new innovations



*Hogan Diffusion of Innovation

Innovative solutions drive change

Over 75% of health delivery organizations, such as physician groups and hospitals, use or plan to use telemedicine in the near future.¹

54% of occupational injury care professionals, such as TPAs and brokers, say telehealth and telemedicine will be most useful in containing health care costs.²

Nearly 80% of large employers (defined as 1,000 or more employees) use telemedicine and expected to jump to over 90% by 2019.³

1) VHA's 2018 survey of health delivery organizations
2) Medical and PA & Nurse's response 2017 survey of occupational injury care professionals
3) 2018 Towers Watson 2017 Best Practices in Health Care Employer Survey

The occupational health challenge

Telemedicine and Telerehabilitation for occupational injury care differs from group health

- Focuses on work-related injuries and illnesses instead of urgent care or other group health services
- Requires clinicians to understand occupational health and the return-to-work process
- Impacted by occupational injury care that vary state by state

How employers are using telemedicine

Type of Care

- Injury visits
- Recheck visits
- Telerehabilitation
- Specialty visits – dermatology, behavioral health
- Bloodborne pathogen exposure counseling and treatment
- Option for patients who missed appointments and case closure

Immediate attention for minor occupational medical issues

Concentra Telemed is designed to provide immediate attention for minor medical issues. **Up to 30% of initial injuries and 60% of injury rechecks can be treated via telemedicine.** If referred to physical therapy, patients will also have the option for telerehab. Serious injuries — or injuries that need hands-on care, like stitches — will still need to be seen in person by a clinician. Depending upon the severity of an injury, the Concentra Telemed clinician may still refer an employee for in-person medical or therapy care.

When to use Concentra Telemed

- Grade I and II upper and lower extremity strains/sprains
- First degree burns
- Back strains/sprains (without significant limitations)
- Neck strains/sprains (without significant limitations)
- Contusions (without deformity)
- Partial thickness abrasions
- Contact occupational dermatitis (rashes)
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen exposures




Winning programs distinguish themselves

Technology Platform

- HIPAA-compliant
- Video and audio
- Supports workflows
- Supports electronic medical records (EMR)
- Actionable reporting
- 24/7 support

Clinician Network

- Expertise and experience in occupational injuries
- Embrace telemedicine and technology
- Utilize same EMR across network for continuity of care
- Confirm in-network with payer

Coordinators

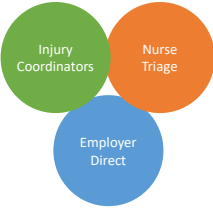
- Greet patients
- Manage check-in and check-out process
- Confirm telemedicine appropriate
- Ensure specific employer workflow is followed
- Schedule future appointments, including telerehabilitation as appropriate

Communication

- Patient has clear instructions on return-to-work (RTW) process and home exercise program
- Employer notified immediately on RTW to support injured worker
- TPA/payer/managed care receives timely clinical information to support care continuum




Integrating telemedicine into workplace injury care

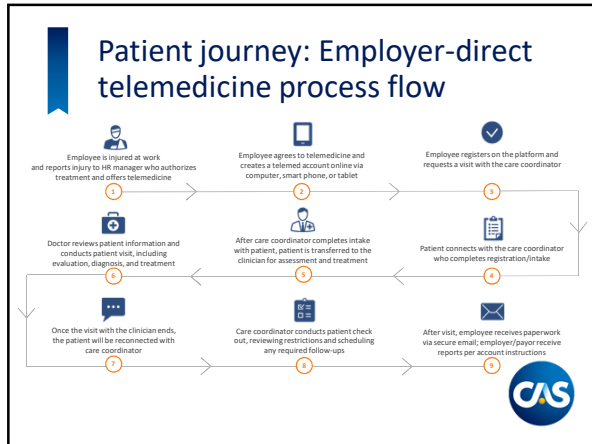


To Maximize the Telemedicine Patient Experience:

1. Provide a quiet, private location for the telemedicine visit
2. Use a mobile device or computer with a webcam and microphone
3. Have a reliable internet connection
4. Ensure injured worker has a valid photo ID, active email address, and signed authorization form

Injured workers follow their employer's existing workplace injury process to find a provider and access care





What patients are saying

Willing to see a doctor using video – nearly 70% of adults¹

Patients with telemedicine visits – 90% satisfaction rate²

More than 50% say telemedicine helps increase their involvement in treatment decisions³

More than 20% cite “high quality of care” and “don’t have to travel” as benefits of telemedicine³

CAS

1 American Health 2017 Consumer Survey
2 QMI Open “Telehealth and Patient Satisfaction: a systemic review and narrative analysis 2017”
3 Software Advice 2015 Telemedicine Report

Potential Challenges/Risks



- Wi-Fi or camera expense/connectivity
- Privacy concerns – need a private location
- Low/No adoption by injured worker
- Program not successful due to lack of engagement by stakeholders
- Too many claims referred to UC/ER from Telemedicine *

*specific to The Cheesecake Factory program

CAS


Potential benefits for employees

- Immediate medical care - no waiting room
- Flexibility of treatment – care at work, home or on the road
- Highly satisfied patient
- 24 hours a day & 7 days a week accessible
- More focused attention from the doctor
- Return to work with minimal disruption – May never have to leave the injury location
- Notes from nurse triage transfer to telemedicine provider
- No MRSA exposure
- Bilingual doctors available
- Rx to the pharmacy of employee's choice if needed


Potential benefits for employers

- Increased productivity – less time away and shorter case duration
- Less expensive than urgent care and emergency department visit
- Access to care and the right type of provider support valued employee and the best outcome
- Happy patient = Good claim outcome!
- Measurable hard dollar results
- Financial savings could be significant
- No transportation issues
- No need to cover shift or pay through end of shift
- Injury notes are transferred to intake system
- Immediate care for valued employee
- Keeps employee away from med/legal mills



Focused implementation required to enable uptake

- Pre-planning**
 - Choose your provider wisely
 - Occupational health expertise and experience matter
 - Confirm understanding of state regulations to ensure best practices are followed
 - Understand fees (equipment, technology, visit)
 - Understand equipment needs and provide a private space
- Education**
 - Identify and engage advocates within your organization
 - Leverage existing processes and workflows
 - Explain telemedicine work flow/process to stakeholders
- Build awareness**
 - Get buy-in from leadership
 - Promote your telemedicine offerings
 - Provide resources so injured worker knows how to get to care
- The patient experience**
 - Develop streamlined and integrated process
 - Ensure user-friendly approach
- Monitoring and reporting**
 - Keep stakeholders informed of RTW post-visit
 - Review results (e.g., outcomes, satisfaction, etc.)
 - Identify areas for improvement



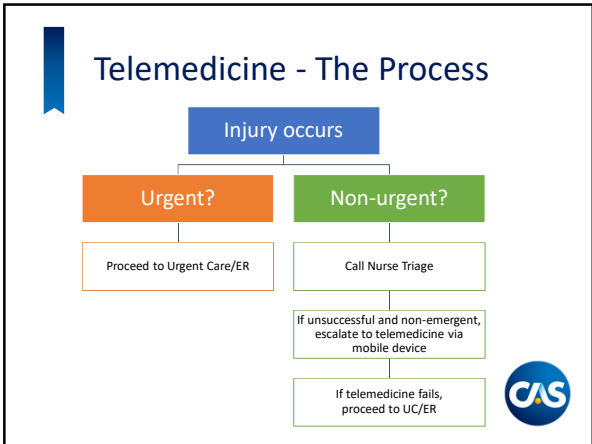
The Cheesecake Factory Case Study



Cake By the Numbers

- \$2.3+ Billion** in Revenue
- 218** Full Service Upscale Casual Dining Restaurants
- 4** Restaurant Concepts
- 40,000+** Valued Staff Members
- 240,000+** Guests Served Per Day (87 Mil Annually)
- 250** Menu Items Made From Scratch
- 2** Bakery Production Plants
- 50,000+** Cakes Produced Daily
- 41** States including Puerto Rico
- 22** Licensed restaurants internationally
- 6** Years - Fortune top 100 companies





Results (April 2018 – March 2019)

- 3,281 calls into nurse triage
- 950 (29%) successfully triaged by nurse
- 563 (24%) of remaining 2,331 injuries were offered telemedicine by nurse triage
- 388 (69%) accepted telemedicine
- 228 (69%) successfully treated through telemedicine and needed no further treatment
- \$186,048 in hard dollar savings in 2018/2019



Kaiser Permanente Video Visits (1,274 patients surveyed in Northern California in 2015)

80% Survey Response Rate

- 90% were confident in the quality of care received.
- 89% were interested in a future video visit.
- 87% said the video visit was more convenient than other ways of getting care.
- 84% said the video visit improved their relationship with their doctor.

Mirroring our success in Health Plan to Occ Med



<https://permanente.org/patients-find-video-visits-convenient-high-quality/>

Offered v Accepted



Opportunities and Lessons Learn-ed/ing

- Our triage nurses needs additional algorithms to identify telemedicine candidates
- It will take time for staff & triage nurses to trust program
 - Continue internal marketing of program
 - Coaching with triage nurses
 - Work with group insurance telemedicine program
 - Cultural trust issues – will improve with time
- iPad concept was “clunky” – Continued automation is critical
- Approval by injured workers is high
 - More engagement by doctor
 - Convenience factor is huge



Concentra Telemed Outcomes



Concentra’s experience with telemedicine

