



Telemedicine Virtual Workshop: The Genie's Out of the Bottle

September 22, 2020

The Workshop

Multiple COVID-19 relief packages have expanded access to telemedicine, and during the height of the pandemic, we all watched telemedicine services explode across the country. In a pre-pandemic world, physicians were often not allowed to offer many telemedicine services outside of rural areas and were not reimbursed for those services. Today, regulators have temporarily waived "originating site" and geographic restrictions on Medicare's coverage of telemedicine enabled services. As a result, the use of telemedicine has grown exponentially, many times in an ad-hoc fashion.

What did we learn? Did these experiences provide a satisfying, quality experience for the patient and the clinician? Did we have appropriate settings to deliver this type of care? In an era where more focus was on what we looked like for a Zoom call, how did we translate and transfer best practices to telemedicine?

Please join us as industry experts and health systems share the latest on the policy front, how telemedicine was implemented in different health systems; what should be considered now in the planning and design of potential solutions; and why the environment matters to support this expansion to more virtual care.

Agenda

Time	Agenda Item
7:30 AM PT 10:30 AM ET to 8:00 AM PT 11:00 AM ET	Social Networking Event
8:00 AM PT 11:00 AM ET	Doors Open – Technology Check and Networking
8:15 AM PT 11:15 AM ET	Welcome: Opening Remarks & Introductions Debra Levin, CEO and President, The Center for Health Design Donna Deckard, Director of Strategic Projects, The Center for Health Design
8:30 AM PT 11:30 AM ET	Telemedicine, The Genie and The Bottle: COVID-19 and Beyond Susan Dentzer is a highly-respected health policy thought leader, frequent speaker



	<p>and commentator on television and radio and was the lead author of the book “Health Care Without Walls: A Roadmap for Reinventing the U.S. Health Care.” Currently a Senior Policy Fellow at the Duke-Margolis Center for Health Policy, Susan focuses on research and thought leadership for modernizing the health care system through the use of greater virtual care and a reconfigured health care work force. She will share her perspectives about policy implications and the impact of telemedicine on the future delivery of care.</p> <p>Susan Dentzer, Senior Policy Fellow, Duke-Margolis Center for Health Policy</p>
<p>9:30 AM PT 12:30 PM ET</p>	<p>Health System Strategy: Are We There Yet? Yes, Virtually? How COVID-19 has Jump-started Digital Care.</p> <p>UW Health provides several telemedicine initiatives (e.g., eICU, Telestroke, Telepathology, Telecardiology, Telepsychiatry, and Telekids). Dr. Brazelton and Elsa Jacobson led the planning, design, rollout and expansion of their telemedicine programs during the pandemic. They coordinated the implementation, use and access for more than 1,500 providers in multiple buildings and sites with information services and other facility support services. Learn about their challenges, lesson learned and future plans for the health system.</p> <p>Thomas Brazelton, MD, MPH, Professor/Physician, University of Wisconsin School of Medicine and Public Health, Department of Pediatrics – Pediatric Intensive Care/Pediatric Critical Care Clinic of the American Family Children’s Hospital, UW Health</p> <p>Elsa Jacobson, Senior Director Ambulatory Access & Telehealth, UW Health</p>
<p>10:00 AM PT 1:00 PM ET</p>	<p>Break</p>
<p>10:25 AM PT 1:25 PM ET</p>	<p>Recap of Earlier Session</p>
<p>10:30 AM PT 1:30 PM ET</p>	<p>Break Out Rooms – Session 1</p> <p>Groups will discuss policy and planning issues as well as the value that telemedicine can provide improving access and equity to people that need healthcare. Implications for the future will be considered.</p>
<p>11:00 AM PT 2:00 PM ET</p>	<p>Report Out from Break Out Rooms</p>



	Representatives will summarize key insights from each group.
11:30 AM PT 2:30 PM ET	Telemedicine Built Environment Implications The design of spaces used for telemedicine communication should strive to maintain the level of safety, privacy, and quality of care, and patient experience that would be expected for that same communication when it takes place in person. The built-environment can support the safe and effective delivery of care. Learn about recommendations, supported by research and best practice, which illustrate how design matters. Ellen Taylor, PhD, AIA, MBA, EDAC , Vice President for Research, The Center for Health Design
12:00 PM PT 3:00 PM ET	Solutions Showcase To provide telemedicine services, health systems are trying multiple strategies and innovations based upon the varying populations they want to reach. Several health systems will discuss their approach and unique features that are being tried with a goal to evaluate their future impact on care delivery. Chelsey Wickmark , Senior Experience Lead, Philips Experience Design at Philips Mark Queralt, MD , Clinical Director, Musculoskeletal Institute, Dell Medical School/The University of Texas at Austin Tony J. Guarino, EDAC, LEED GA , Principal Medical Architect/Planner, National Facilities Service, Kaiser Permanente
12:40 PM PT 3:40 PM ET	Break
12:55 PM PT 3:55 PM ET	Recap of The Day So Far



1:00 PM PT 4:00 PM ET	Break Out Rooms – Session 2 Smaller group will discuss the way healthcare systems integrated and implemented Telemedicine as a key part of their overall strategy to improve their ability to deliver care to their patients. Discussions will focus on different models that health systems used to enhance the health, safety and delivery of healthcare to the populations served and highlight how the design of the built environment influenced the delivery of care.
1:30 PM PT 4:30 PM ET	Report Out from Break Out Rooms Representatives will summarize key insights from each group.
1:55 PM PT 4:55 PM ET	Panel: Reflections & Final Comments Our speakers will reflect upon what they've heard and provide final comments to summarize the day.
2:20 PM PT 5:20 PM ET	Closing/Wrap Up