



UNIVERSITY of MARYLAND
MEDICAL SYSTEM

Be a part of something greater



Nurse Informaticist Role and Patient Experience during the Pandemic

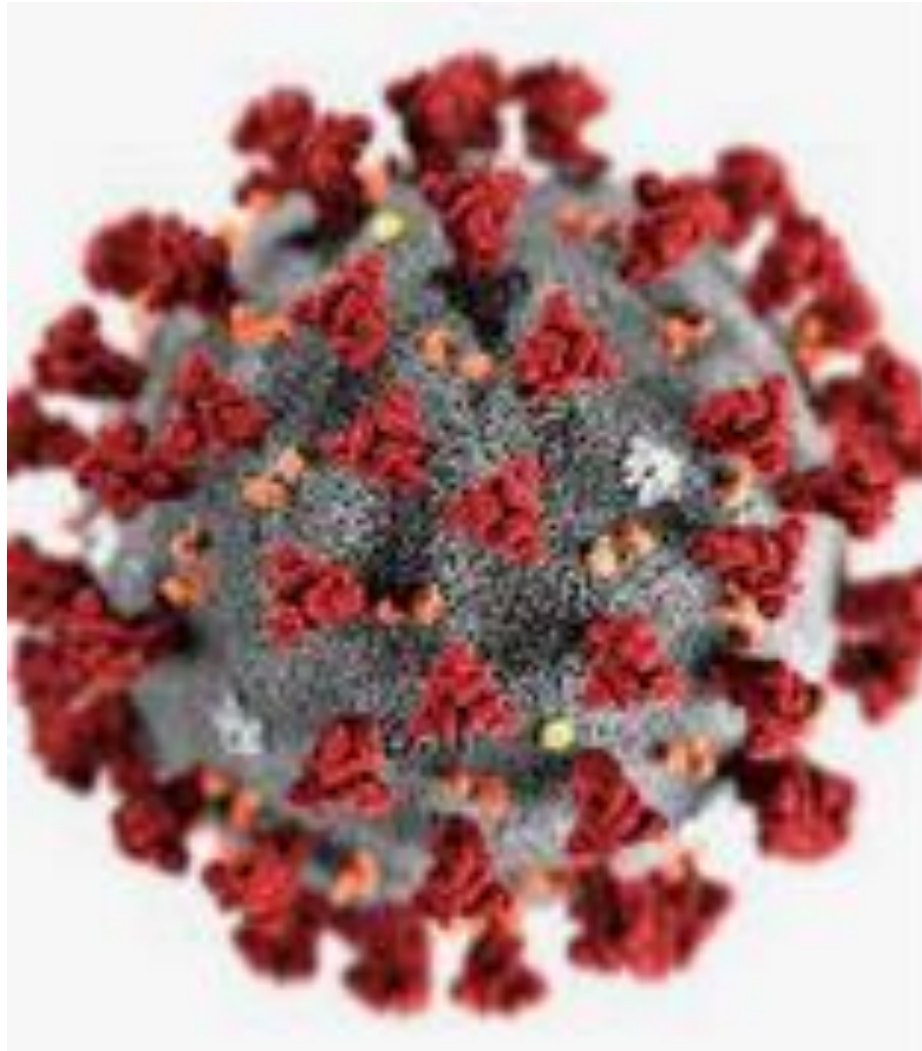
*Diane Constantine MS, RN-BC
Director, Clinical Informatics*

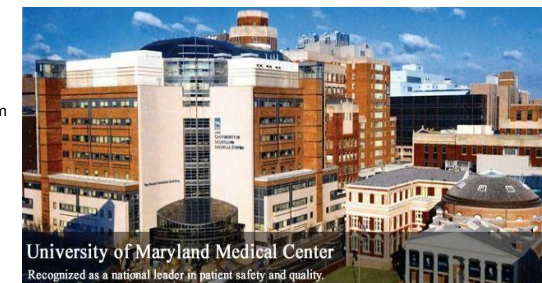
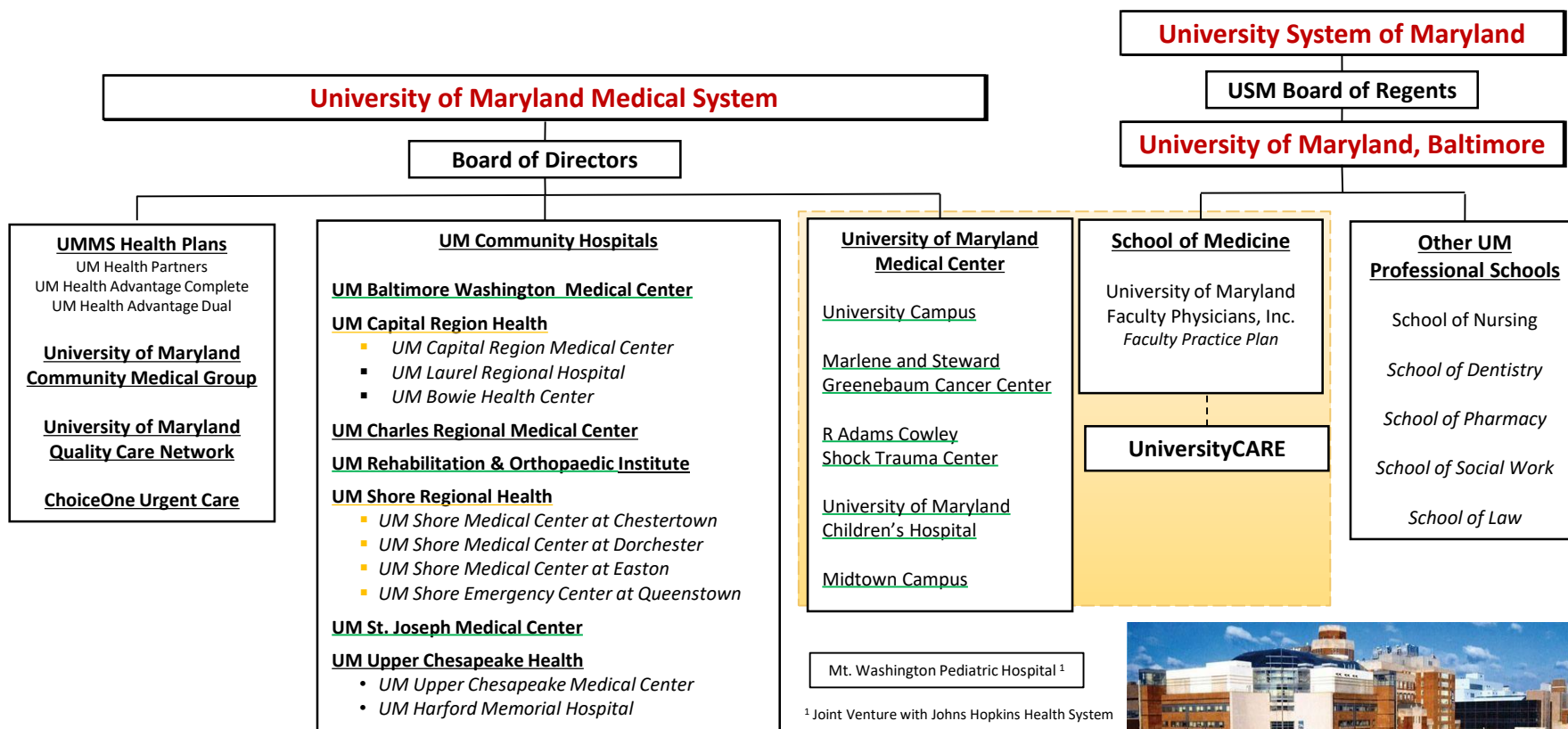
*Brooke Gaskins MS, RN
Manager, Clinical Informatics*

- **Telehealth Explosion**
- **Governance**
- **Workflows and Use**
- **Role of Informaticist**



COVID-19 Pandemic






Health System Statistics – FY2020*

108,651	Admissions
363,577	Emergency Room Visits
1,102,708	Outpatient Visits ¹
62,736	Outpatient Surgeries

* FY 2020 figures are unaudited.

<https://www.umms.org/-/media/files/umms/about-us/member-hospitals/fact-sheets/umms-fact-sheet-20.pdf?upd=20210119203625&la=en&hash=1406D0AD0AFEB6E3864CA85B3D742B4335727887>

Telehealth Explosion



 UNIVERSITY of MARYLAND
MEDICAL SYSTEM

JOBSGIVINGNEWSCOMMUNITYFOR HEALTH PROFESSIONALS

How can we help you?

Find A DoctorHealth ServicesLocationsHealth PlansPatient Portal

Home > Telehealth Services

SHARE:  


Telehealth Services

In response to the COVID-19 outbreak, the Centers for Medicare & Medicaid Services (CMS) will temporarily pay clinicians to provide telehealth services for beneficiaries residing across the entire country. Many commercial payers are following with similar policies.

This expanded coverage will enable our providers and care teams' greater flexibility to better serve our patients. In coordination with our compliance, finance and IST teams, the UMMS Telehealth team is working quickly to scale our tools, education and support.

Please visit this page often, as we will be expanding the tools and supportive materials.

- [Ambulatory Toolkit for Telehealth](#)
- UMMS eConsults – *Coming Soon*
- Support for Skilled Nursing – *Coming Soon*



- **Temporary Waiver and New Rules**
 - **Office of Civil Rights (OCR)** - March 17, 2020
 - Enforcement discretion that allows use of "non-public facing remote ..." audio and video communications*
 - **Center of Medicare & Medicaid (CMS)** - March 6, 2020
 - New waiver allows payment for office*
 - **HHS Office of Inspector General (OIG)** - March 6, 2020
 - OIG will not conduct audits*

- **Each Site = Separate Incident Command**
 - Numerous requests for same functionality
 - Need for a single, structured approval body



<http://www.thecomicstrips.com/subject/The-Collaboration-Comic-Strips.php>

- **Telehealth User Design Center**
 - Central governing body
 - Approve requests
 - Prioritize work





Everything is
the Patient
Experience

"I made my own bed. I feel bad about the staff, I don't want them to... you know. I feel guilty cause like they shouldn't need to put themselves at risk for me." (Participant 8)*

"I'm getting guilty about the poor staff have to all the time wearing and taking off something. I'm a bit so sensitive about, how can I say... environment when I see lots of plastic things have been used in. So, I'm worried about some things like these." (Participant 6)*

"Isolation has been mental painful. I was in the hospital for 6-7 days in that isolation room. Because I had nothing, no windows, no one to talk to...We got no interaction... So, a bit depressing at time. I mean, I have never been in jail before, but I would assume that it would be [a] similar experience..."(Participant 1)

"There is nothing in here, no clocks, no TV, no mirrors. [having a clock on the wall] would make it better cos I can track the time... It's now several days that I haven't seen myself in a mirror... so I can see if I'm getting better or worse. "(Participant 4)

- **Telehealth Consult**
- **Emergency Room Tele-Triage Consult**
- **Emergency Room Tele-Triage Follow-Up**
- **Clinical Communication Tool**



Telehealth Consult

Acute and Ambulatory Consult Orders

Consult to Telehealth: Appendicitis; TELEHEALTH ACES CONSULT

⚠ Consult: From: TST, IPMD [TST00071] To:

☐ Override restrictions

Provider

Specialty:

Reason for consult: Appendicitis

TeleHealth Consult Service: TELEHEALTH ACES CONSULT

Consulting Provider Contacted? ☐ Yes ☒ No

Consult Response Priority: ☐ 3-Routine ☐ 1-Emergency ☐ 2-Urgent ☒ 3-Routine

Comments: [+ Add Comments \(F6\)](#)

[Next Required](#) [Link Order](#)

3/29/20 1:10 PM

University of Maryland Medical...
**TELEHEALTH ACES
CONSULT
2-Urgent**

Bruce Test
MRN: 2660000014
ROI MSU 434-1
Dept 410-448-6813

Reason for consult:
Appendicitis

FROM: Ipmd Tst, MD

Ambulatory Telehealth Visit Utilization

Cumulative March 16, 2020 through May 22, 2021

Data Source: UMMS Ambulatory Informatics

Ambulatory Practice Entity	Cumulative Completed Visits	Scheduled Visits	% Completed
UMMS	283859	369201	76.88%
FPI	101037	133145	75.88%
TOTAL	384896	502346	76.62%

Tele-Triage Consult

Emergency Room Telehealth Consult

Sprint 6:47 PM 57%



ED Navigator Refresh Triage Disposition Allergy-Med-History Vitals Assessments Adhoc Tx_Proc

ED ARRIVAL

- Arrival Info
- Tele-Triage
- Infection Screen
- PCP
- Demographics

Arrival Information ✎

Status: Expected

Tele-Triage ✎

No data available.

Infection Screen ✎

No data available.

PCP

[Go to PCP Care Team](#)

Demographics

[Go to Demographics](#)

Tele-Triage

Time taken: 1024 4/2/2020 Values By

Additional Rows

Does Patient Agree to Tele-Triage Encounter?

☐ Yes ☐ No ☐ Not Applicable

Restore

Close

Cancel

Chart Review

SnapShot

 Triage

 Patient Narrator

Mandatory

Manage Orders Nurse

M

4/2/2020 visit for Hospital Encounter

None

TRIAGE

Tele-Triage

Arrival Doc

Chief Complaint

SF Triage

Brain Attack

ED Triage Notes

Vitals

Vitals Review

Sepsis Screen

Triage Assess

Tele-Triage

+ New Reading

Tele-Triage Accepted?

ED from 4/2/2020 in UMUCMC EMERGENCY DEPT
04/02/20
1024

Does Patient Agree to Tele-Triage Encounter?

Yes

© 2021 Epic Systems Corporation

Tele-Triage Consult

Emergency Room Telehealth Consult

SCREENING
Screening
TeleTriage Assign
Screening Note
Chief Complaint
Allergies
Review PTA Meds
Order Sets
Orders

ADT DISMISS
LWBS or to L+D

Screening Documentation

No data available.

TeleTriage Assignment - ED Tele Triage Station

Time taken: 1542 3/20/2020 Show: All Choices

Values By Create Note

OTHER

TELE-TRIAGE STATION

Station 1 Station 2 Station 3 **Station 4** Station 5 Station 6

Station 7 Station 8 Station 9 Station ...

Restore Close Cancel Previous Next

Screening Note

Create Note 1 **Tele-Triage** 2 COVID Short Note 3 ED Screening See All Notes

Refresh Add "Tele-Triage" (Alt+1)

No notes of this type filed. A new note is open and in progress which has not yet been saved.

My Note
ED Screening Note

Tag Details

Service: Emergency Med Date of Service: 3/20/2020 1548

Cosign Required

Arial 10 B A [Rich Text Editor Icons]

Emergency Tele-Triage Screening Note

The use of telehealth was discussed with the patient who understands that telehealth services are provided by an UMMS Emergency Medicine provider at a distant site, not in the same room with the patient. The patient understands that his/her medical information will be discussed during the telehealth service. The patient consents to any additional persons on the patient's end of the service hearing this information and is aware that he/she may exclude persons on their end of the communication if they so wish. The patient understands that at times the information and assessment gathered during a telehealth service may be insufficient given the nature of being remote from the patient, and that there could be equipment failures or security failures leading to a breach in privacy. A written consent was not obtained due to the nature of this telehealth visit as screening for COVID-19.

Screening Evaluation Time	Information on arrival
3/20/2020 - 15:48	Patient Identity Verified by 2 factors: Yes Verbal consent obtained: Yes MD Location: E-Care Patient Location: ED Waiting


HPI and Screening
Covid55 Testing is a 42 y.o. male Symptoms: Cough, SOB Risk Factors: Patient contact exposure (known or suspected)

History
Allergies: Not on file Hx: has no past medical history on file has no past surgical history on file. Home Medications: Not on file
First VS
BP Pulse Heart Rate (Monitored) Temp Resp SpO2

Notes
Orders and interventions: Diagnostic Studies CXR

Disposition
Disposition: ED - ED Evaluation Isolation Risk: High - Isolate

Scheduling a Telehealth Follow-Up

 TeleHealth F/U ↑ ↓

Does patient consent to ED telehealth Visit ☒ Yes ☐ No

Discuss scope and advise these visits may be billed

Does patient have active MyPortfolio Account? ☒ Yes ☐ No

You can send enrollment info via SMS by clicking the link near patient photo in storyboard, and entering their mobile phone number.

Enter future date of follow up telehealth visit

Choose time window for visit (All applicable)

0800-1000	1000-1200	1200-1400
1400-1600	1600-1800	1800-2000

Reason For Follow-Up

Reason for follow-up will NOT be visible to the patient

☒ Close ☒ Cancel

Telehealth Follow-Up Reminder

You have been scheduled for a **telehealth follow-up** on **7/18/2020** between **0800-1000**.

Please be sure to have MyPortfolio installed on a smartphone. You will receive a notification with a hyperlink when your telehealth appointment is ready. Copy and paste the hyperlink into a browser on your smartphone, which will direct you to the telehealth meeting.

Documenting a Telehealth Follow-Up

Hospital Chart ... 0 unread, 0 total Filtered by: Teleh... Sort & Filter

Messages are currently filtered based on security checks. At least one of them is overdue and needs to be acted upon. Please contact your administrator or manager to assist in resolving this. Click here to dismiss this message.

F/U Date	F/U Status	Patient
6/22/20	Telehealth Encounter Started	Adsf, Dsaf
Deficiency: Umms Ed Telehealth Follow-up Call Status: New Encounter Date: 03/24/20 Discharge Date: Assigned To: Umms Ed Telehealth Follow-Up		
6/22/20	Telehealth Encounter Started	Avalanche, Tc Demo
Deficiency: Umms Ed Telehealth Follow-up Call Status: New Disposition: Admit - Level of * Encounter Date: 01/09/20 Discharge Date: Assigned To:		
6/22/20	Telehealth Encounter Started	Adsf, Dsaf
Deficiency: Umms Ed Telehealth Follow-up Call Status: New Encounter Date: 01/09/20 Discharge Date: Assigned To:		

Done Telehealth Encounter Telehealth No-Show Patient Msg

Not Taken By Others Overdue Due Next 7 Days ESign Document/Dictate

Filters: Orders Due in 48 Hours H&P Due in 24 Hours Telehealth Follow-Up

Sort: Advanced Sort Default Sort

High Priority Low Priority Cc Work Taken By You (Click icon to put back) Work Assigned To Your Pool (Click icon to take) Work Taken By Others (Click icon to take) Critical Abnormal Previous Abnormal

Overdue messages are red.

Hospital Chart Completion 0 unread, 0 total

Done Telehealth Encounter Telehealth No-Show

F/U Date	F/U Status	Patient
6/22/20	Telehealth Encounter Started	Adsf, Dsaf
Last Attending: Assigned To: Umms Ed Telehealth Follow-Up		
6/22/20	Telehealth Encounter Started	Avalanche, Tc Demo
Last Attending: Assigned To: Umms Ed Telehealth Follow-Up		

Express Lane

Review Express Report

Chief Complaint

None

Telephone Only: Click To Open Verbal Consent Form

Telephone & Video: Click To Open Telehealth Consent Form

Home Phone 555-555-5555
No e-mail address on record

Telehealth Verbal Consent:
The patient has been informed of the following prior to the initiation of the visit.

- The use of telehealth was discussed with the patient who understands that telehealth services are provided by a provider at a distant site, not in the same room with the patient

Express Lane

☐ Muscle Pain (Myalgias)
☐ Sore Throat

Documentation Collapse

Filter

Verbal Consent & Telehealth documentation must be obtained prior to the initiation of the the patient visit. Can be obtained by support staff or provider

Verbal Consent:
Verbal Consent Obtained: No value filed.
Date & Time: No value filed.
By: No value filed.

Documentation Collapse

☒ UMMS ED TELEHEALTH VIDEO VISIT CHECK IN

Diagnosis Collapse

Search

COVID-19 Symptoms ICD-10 Codes
COVID-19 Confirmed Diagnoses

Medications Collapse

Search

ED Tele-triage Service (since March 2020)

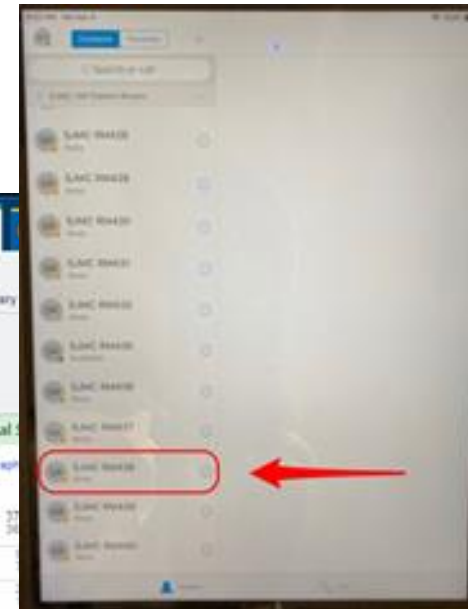
- > 13,000 patients triaged
- > 650 patients directly discharged/diverted



Clinical Communication

iPad to iPad

- Centralized iPad at the Nursing Station to initiate call
- Utilized Jabber
- One to many structure
- Distributed to individual patients



*Family Communication

Virtual Patient Connect (VPC)

- UMMS platform using Cisco's Jabber
- Allows for inpatients to connect with their families
- Facilitated by Virtual Patient Connect Navigators



Virtual Patient Connect Services

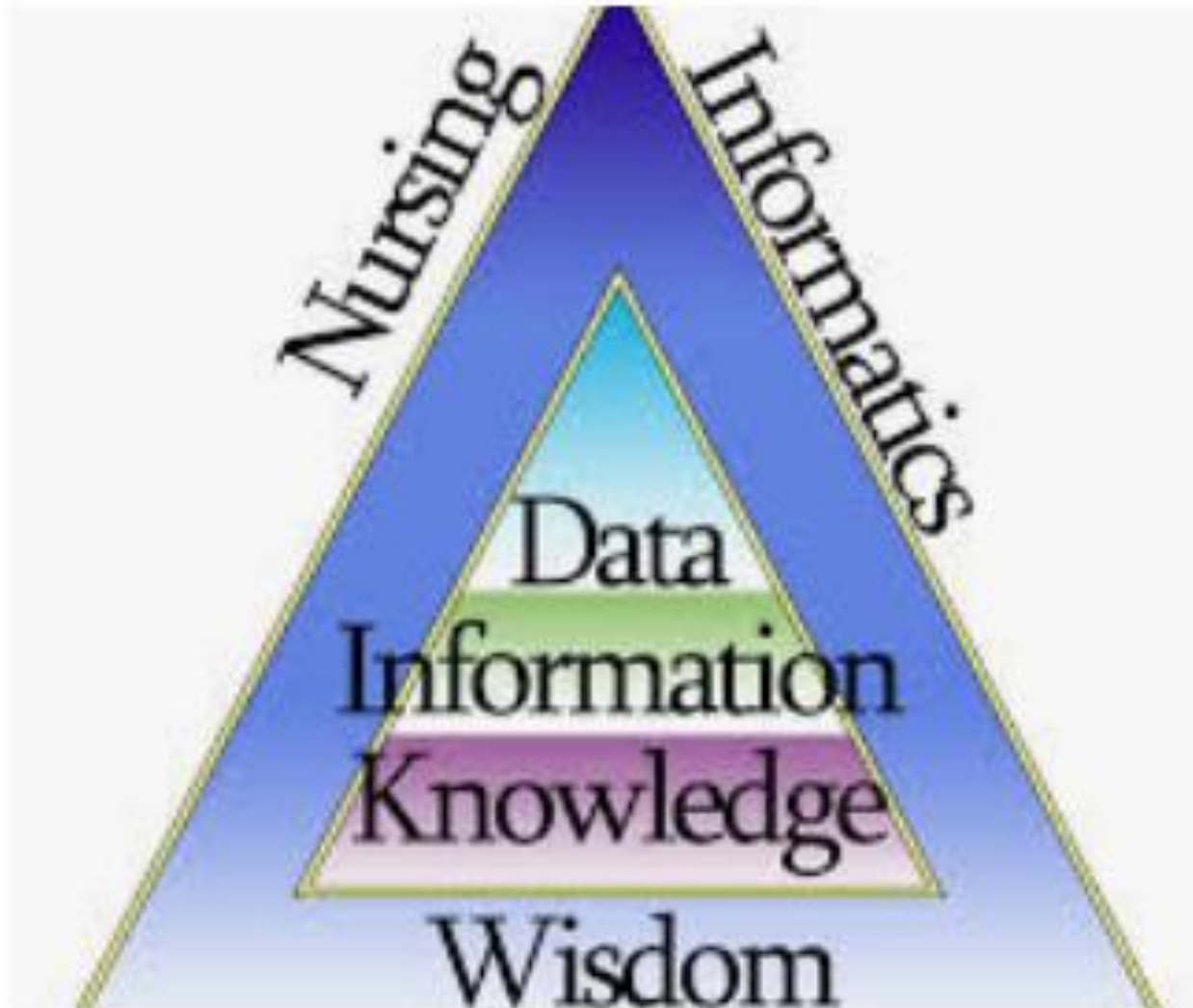
Hours of Operation

Monday - Friday	5 PM – 9 PM
Saturday - Sunday	10 AM – 4 PM

**Average number of calls at
peak of COVID-19 response
per shift after-hours**

208+

**AVG ~ 52
calls/hr/shift**



- Actively participate in design and testing
- Lead & participate in governance
- Ensure clinician workflows logical, easy, streamlined*
- Ensure patient-facing technologies are timely, reliable, flexible, and personalized*
- Analyze project effectiveness



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