

The
**WILD
WEST
OF RISK**

Session G1 3:30 - 4:45PM

Presented By: **Teresa Bartlett, MD**

Senior Medical Officer Sedgwick



47th Virtual Conference & Expo

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Blazing the Telemedicine Trail Following COVID

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Facts to consider

50%

of Americans indicate the virus is harming their mental health (Kaiser Foundation Poll)

40% to 60%

rise in alcohol consumption

1000%

increase in accessing mental health hotlines

65%

increase since mid-February in online therapy (Talkspace)

- Increased mental health needs follow geographic areas heaviest hit by COVID-19
- Data and modeling show pandemic will impact mental health more than natural disasters, terrorist attacks and economic downturn
- Anxiety and depression showing an increase of 60% highest among healthcare workers, educators and first responders

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We saw lot of things in 2020 that we never thought possible

Telehealth

It all started with

It will never work!

History of Telehealth

1924

Radio News runs a story on the future of medicine transmitting heart beats through television and phone lines

1

1959

University of Nebraska used interactive telemedicine to transmit neurological examinations, which is **widely considered the first case of a real-time video telemedicine consultation**

2

The 1960s

9-1-1 became the official emergency telephone number in the United States which provided a consistent and faster access to emergency medical care

NASA, Lockheed joined together to provide telemedicine access to an American Indian reservation using same technologies intended for astronauts on space

3

1980s

Radiologists begin to use **Tele-radiology** systems to receive images for telemedicine consultations

4

2000s

Telemedicine used in some scenarios and begins to be used in Workers' Compensation in 2015

6

1990s

Explosion of information technology/exchange and the internet

5

February 2020
COVID
Pandemic
hits

7

Changes in CMS Policy

CMS Expansion of Telehealth with 1135 Waiver

March 17

- Medicare can pay for office, hospital, and other visits furnished via telehealth across the country and including in patient's places of residence starting March 6, 2020.
- Removes barriers to adoption (1) face-to-face requirement and (2) origination site

CMS Allows Additional CPT Codes to be Utilized

March 30

- Allows more than 80 additional services to be furnished via telehealth, including the use of physical therapy codes.
- Despite allowing certain PT codes, CMS limited the types of providers who could bill PT codes (PT/OT were not allowed).

CMS Further Clarifies who can Furnish/Bill for Services

April 30

- Physical therapists, occupational therapists and speech language pathologists to furnish/bill for services provided via telehealth.

CMS issued a final rule that updated policy changes

December 2020

Paid providers the same for in person or telemedicine visits

Mental health treatment

Cancer care

Emergency level 1- 5

Makes rules permanent

Changes in policy

- Medicare and Medicaid have implementing 135 telehealth changes
- initial inpatient
- nursing facility visits
- physical therapy
- home visits
- mental health counseling
- substance abuse treatment
- discharge day management services

New Regulation enables other telehealth treatments

- Substance Use–Disorder Prevention that Promotes Opioid
- Establishes medication-assisted treatment (MAT), furnished by opioid treatment programs (OTPs) during an episode of care beginning on or after January 1, 2020.
- SUPPORT Act requires that, effective January 1, 2021, the prescribing of a Schedule II, III, IV, or V controlled substance under be done electronically

Ease of Adoption

- Telehealth has been a primary problem to solve for most health care providers and health systems
 - Platform
 - Access from home
 - Privacy
 - Biometric data gathering

When the world changed...

Popular applications to deliver telehealth non-public facing

- Apple Facetime
- Facebook Messenger video chat
- Google Hangouts video
- Zoom
- Skype

Non-public facing text-based applications

- Signal
- Jabber
- Facebook Messenger
- WhatsApp
- IMessage

Providers seeking additional privacy HiPPA protection

- Skype for business / Microsoft teams
- Updox
- Vsee
- Zoom for healthcare
- Doxy.me
- Google G suite hangouts meet
- Cisco Webex meetings / Webex teams
- Amazon chime
- Gotomeeting
- Spruce Health Care Messenger

Telehealth statistics 2020 Doximity 2020 report

- Accounts for 20% of all medical visits in the US
- Will drive \$29 Billion in health care services
 - Estimated increases to over \$100 B in 3 years
- Prior to the pandemic 14% of Americans tried telehealth at least once
- Since pandemic 57% of Americans have tried telehealth
 - 77% of those Americans with chronic health conditions
- Positive experience
 - 28% say same or better quality than in person
 - 53% of those with chronic illness indicate same or even better experience

How patients access virtual care

- 45% using their smart phone
 - 81% of Americans own a smart phone
- 39% using lap tops



Geography of telehealth

- It all started because of geographic challenges
- Rural areas adopted telemedicine at higher rates
- Massachusetts is the leading adopter to date
- North Carolina and New Jersey are just behind Massachusetts in adoption rates

Physician perspective

- Before the pandemic 20% of physicians self reported telehealth as a skill
- In 2020 that number increased to 58%
- Female physicians are 10% more likely to engage in telehealth job
- Doctors in their 40s and 50s used telehealth more than their younger colleagues



Pharmacist, Nurses and PA's involved in care

- Performing assessment via video or telephone visits
- Involved in vaccine delivery
- Home visits/care



Employer Perspective

- Empower employees with access to care
- Roll out quickly to enhance access
- Change disability plan
- Mental health access changes
- Temporary co-pay changes
- Worker's compensation access and acceptance

Top 10 specialties to adopt telehealth

- Endocrinology
- Rheumatology
- Gastroenterology
- Nephrology
- Cardiology
- Urology
- Geriatrics
- Hematology
- Oncology
- Pulmonology

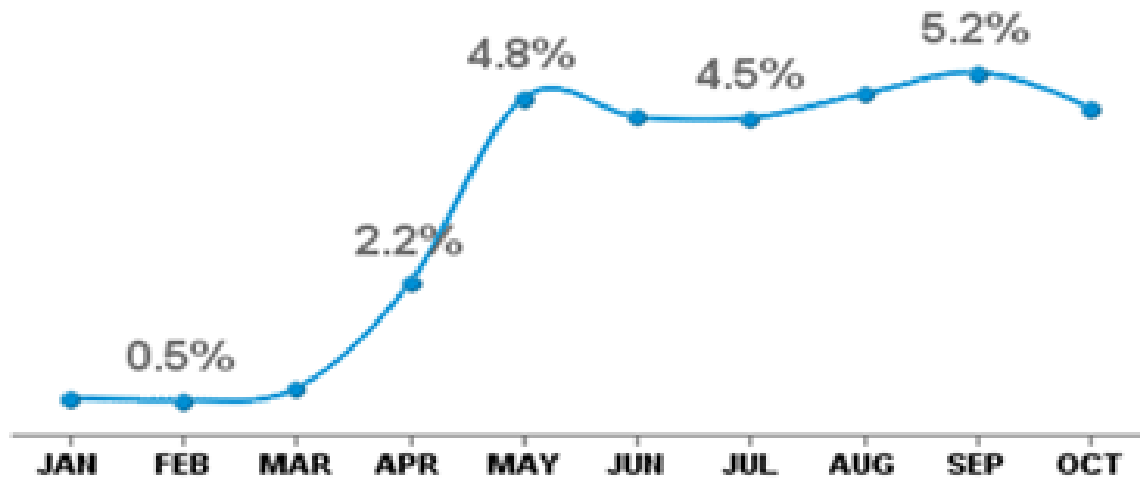
How telemedicine works in worker's comp

- Nurse triage to ensure treatment is needed
- Set up link and arrange appointment
- Registration and virtual waiting room
- Physician evaluation and treatment
- Recheck when appropriate

Telemedicine % of All Office Visits



Telemedicine % of All Initial Visits



Telemedicine % of All Follow Up Visits



Explosion of online exercise

- The Mirror by LuLu Lemon
- Peloton
- A recent survey by the Digital Hub indicates 3 out of 5 Americans think a gym will become a thing of the past
- During the pandemic on average Americans invested \$95.79 in home fitness
 - Resistance bands
 - Yoga mats
 - Dumbbells
 - Bike/treadmill/elliptical
- 74% used a fitness app for the first time
- Exercising more because of positive impact on mental health

Tele PT

- One on one attention
- Very specific exercises
- Therapist versus physical therapy assistant
- Accountability
- Tools and equipment
- Alternative

Slow adoption

Why?

Telemedicine % of All PT Visits



Limitations to Telemedicine

- Ability of patient to adapt
- Emergency medicine
- Orthopedic concerns
- Acute conditions
- Yearly physical exam very thorough hands on

When Telemedicine works best

Initial Injuries

Upper and Lower extremity strains/sprains

First degree burns

Back strains/sprains - without significant limitations

Neck strains/sprains - without significant limitations

Contusions

Abrasions superficial

Contact occupational dermatitis (rashes)

First aid visits

Rechecks

- Wound and laceration checks without procedural needs at that visit
- Second degree Burn visits when debridement is not needed
- Moderate Cervical and Low Back injuries when functional improvement and restoration is progressing (usually concurrent with Physical Therapy)
- Significant sprains, strains and contusions when functional improvement and restoration is progressing
- Routine post-operative checks procedure dependent

Helping with COVID testing and treatment

- Now being used in home COVID 19 testing
 - YouTube videos at point of care testing
- Pulse ox
- Blood pressure monitoring
- Check ups

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**Thank you for your time and
attention**

**Teresa Bartlett, MD
Senior Medical Officer
Sedgwick**

Teresa.bartlett@sedgwick.com



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