

BOOST YOUR STAFF

# How Telehealth Can Help Mitigate Healthcare Staffing Shortages

*Helping our partners realize staffing efficiencies  
with the use of RPM and clinical augmentation*

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Presented by:

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## Dr. Zsolt Kulcsar

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Medical Director of Virtual Health  
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# Session Agenda

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**1** Welcome & Speaker Intros

**2** Current State: Staffing Challenges & Clinical Statistics

**3** How RPM & Virtual Care Can Help

**4** Sample HRS RPM Workflow

**5** Exploring Lee Health's RPM & Virtual Care Program

**6** Open Q&A

# Clinician Staffing Stats



## Nurse Staffing

- 203,200 openings projected for RNs each year from 2021-2031 (Bureau of Labor)
- In the years 2021-2022, U.S. nursing schools turned away 91,938 qualified applications
- The average age for an RN is 52 years old. With this we can expect to see a rising increase in retirement over the next 15 years. This will create a knowledge gap across healthcare settings (National Council of State Boards of Nursing's 2020 Nursing Workforce Survey)
- 66% of acute care nurses have considered leaving nursing after the pandemic (American Association of Critical-Care Nurses, Sept 2021)
- Increasing a nurse's patient load by just one patient has been associated with higher rates of infection
- Improving nurse staffing levels were associated with fewer deaths, lower failure-to-rescue incidents, lower rates of infection, and shorter hospital stays



## Physician Staffing

- The U.S. faces a projected shortage of between 37,800 and 124,000 physicians within 12 years, according to [The Complexities of Physician Supply and Demand: Projections From 2019 to 2034](#) (PDF), a report released by the Association of American Medical Colleges (AAMC)
- HRSA data studies shortages in primary care and psychiatry and finds significant shortages in both areas today
- Two-thirds of the population growth expected by 2034 will consist of those age 65 or older, which includes an aging physician workforce. In the next five years, 35% of the physician workforce will be of retirement age

# Current State: Staffing Challenges

## The Impact on Health Systems



- **Higher Costs:** increased use of temporary workers in all healthcare settings
- **Closures:** increase in closures of community hospitals and clinics, closure of specialty care in rural hospitals such as maternity care
- **Recruitment and retention:** increased burnout, turnover, early retirement

## The Impact on Patients



- Increased waiting times in the ED
- Decreased bed availability in the hospital causing delays in admissions
- Delays in elective and emergent surgeries
- Increase in adverse outcomes



**There was a 19% rise in adverse outcomes in 2022 (Joint Commission)**



## Exacerbating Factors

- Work-Life balance
- Aging population and workforce
- Short supply of nurse educators

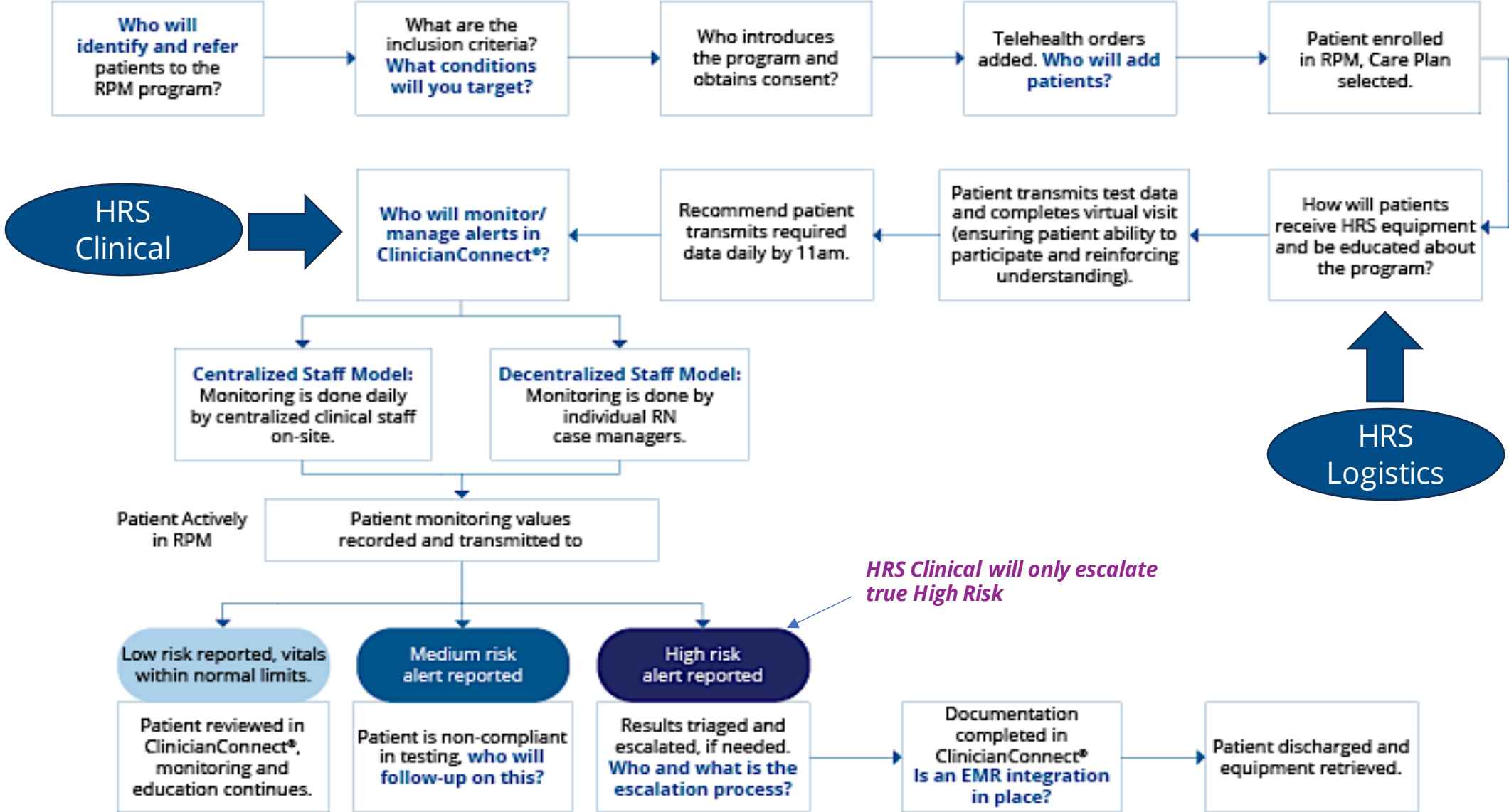
# How RPM/Virtual Care Can Help Mitigate Staffing Challenges

**Remote Patient Monitoring (RPM)** allows clinicians to communicate with patients via text, voice call or video call any time of day or night. The RPM data (biometrics/surveys) and connection allows medical intervention and escalation at the right time, everytime. Timely intervention to care along with improved patient engagement can help to improve patient outcomes; requiring less staff intervention over time.



- ✓ Face to face virtual technology can increase staff productivity by eliminating the waiting room, rooming of a patient and drive time for home health clinicians
- ✓ Educational tools within the HRS tablet: such as video and pdf. Can supplement in person education and allow for teach back at the next virtual or in person appointment
- ✓ HRS Clinical Monitoring services can provide monitoring of all biometric and survey data, escalating only those true high-risk concerns to your providers. Allowing your team to increase productivity in the office or other healthcare setting
- ✓ HRS Logistics and Onboarding services can alleviate the need for your team to manage, install/deliver equipment: no need for cleaning, storing, shipping/delivering, installing or educating how to use equipment

# HRS RPM Patient Evaluation and Enrollment Workflow



# HRS Services to Assist with Staffing Needs

*Supporting you and your patients every step of the way*



## HRS Clinical Services

### CareConnect

- ✓ Remote clinical monitoring of clinical data up to 24/7 availability
- ✓ Service is available for all Acute and Post Acute RPM programs to include Hospital at Home

### WoundConnect

- ✓ Virtual consults with an expert Wound Ostomy Certified Nurse Consultant available 5 days a week
- ✓ Store and Forward Wound Imaging
- ✓ Optional deep dive-wound supply formulary redesign



## HRS Logistics

- ✓ Equipment delivery direct to patient home
- ✓ Remote patient onboarding
- ✓ Remote patient offboarding and returns coordination
- ✓ Storage of equipment, cleaning, sanitizing and provisioning





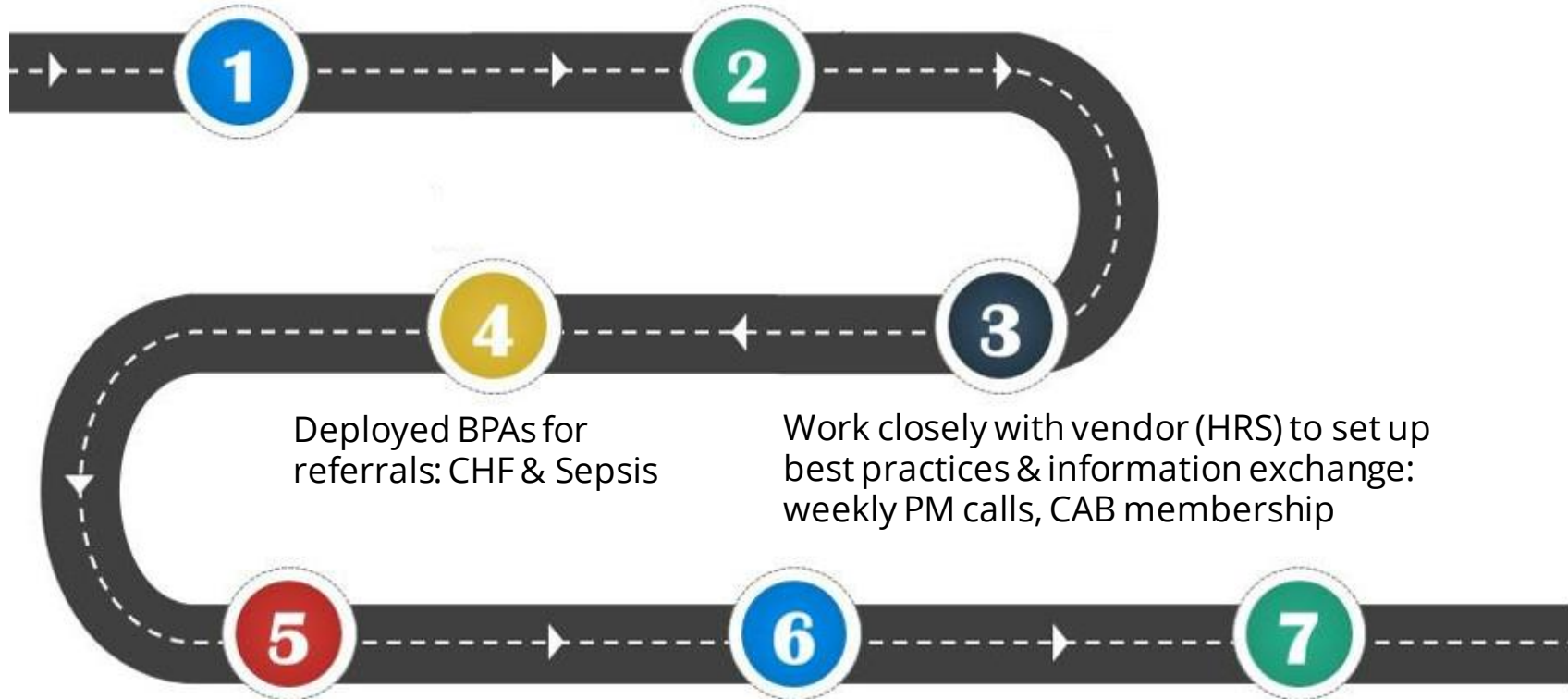
# Lee Health: Remote Patient Monitoring & Virtual Care

# RPM 12-Month Look Back



Remove RPM from  
Home Health: 3 RNs  
Start: 150 patients  
Current: ~359 patient

Retrained HH RNs to new workflows  
(Epic based documentation), prepared  
for basis of billing, active management



Deployed BPAs for  
referrals: CHF & Sepsis

Work closely with vendor (HRS) to set up  
best practices & information exchange:  
weekly PM calls, CAB membership

Started manual billing and  
ongoing work on automated  
billing with IS, Epic, LEE billing,  
and vendor (HRS)

Developed protocols with  
HVI for CHF, oncology and  
soon to be HTN

Grew staff from 3 RNs to  
6 RNs and 3 Advanced  
providers

# Active RPM Care Pathways



CHF



OB/GYN



Sepsis



COPD



Thoracic Surgery



Oncology



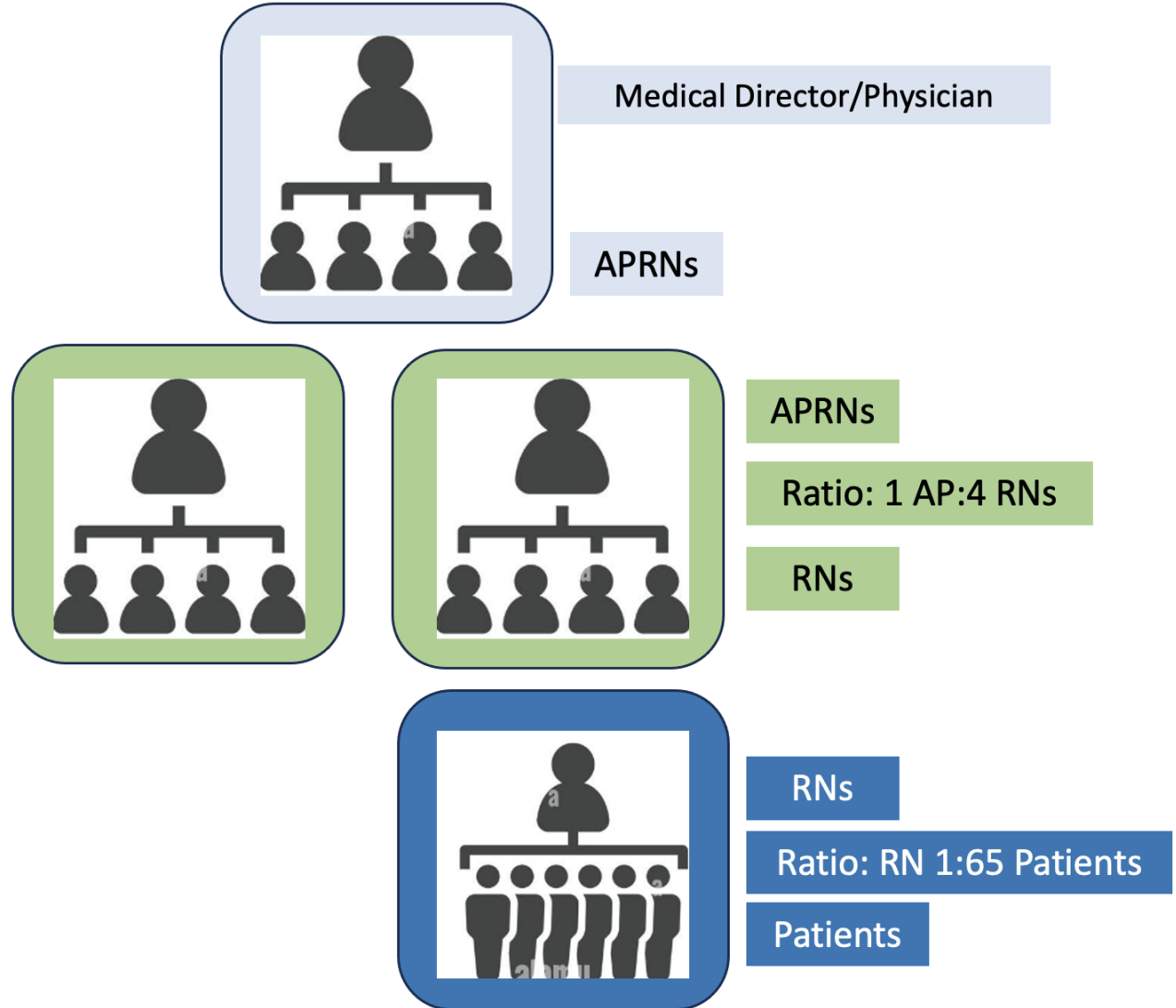
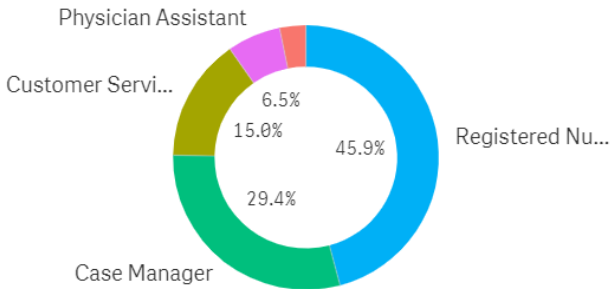
HTN



# Virtual Health Clinical Team Structure

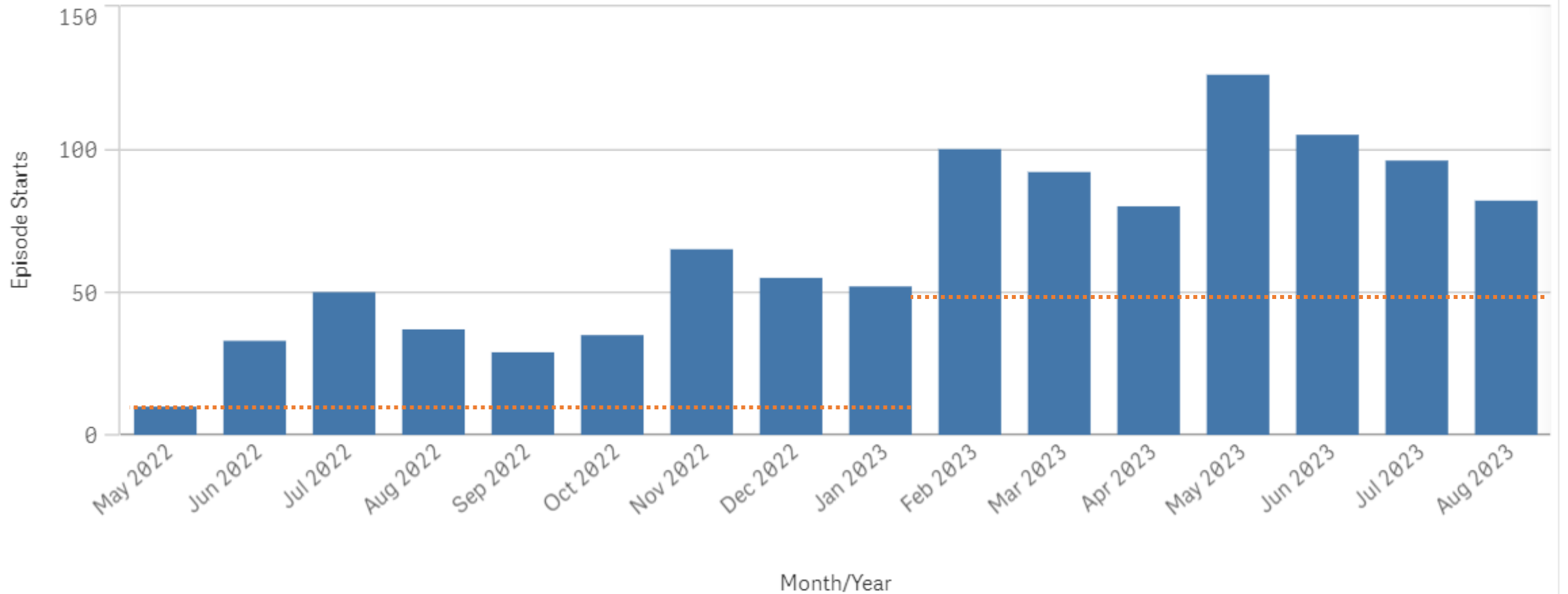
## Key Facts

- Expanding pool for RN, APRN, & front end for FY 2024
- Close to 600 encounters monthly for dept.
- Avg. 20-25 patient outreaches per month



# New Start Volumes By Month: RPM

Episode Starts by Month/Year



# Referrals via BPA for CHF & Sepsis

	CHF	Sepsis
<b>Hospital #1</b>	<b>67*</b>	<b>34*</b>
Hospital #2	101	17
Hospital #3	101	<b>27*</b>
Hospital #4	64	25

\*Green indicates LIVE with plans for all four campuses to go-live post 9/4/2023  
*Based on Epic's risk of readmission risk score set at 27*

# Clinical Pathways

Total Inbound Referrals: 1900

Total # of Episodes Ever  
1,009

Number of Active Episodes  
493

Episode Length (Median)  
72.0<sup>97.0</sup>  
(Average)

## Virtual Health RPM Population



Active RPM Patients

Active RPM Patients by Mo...

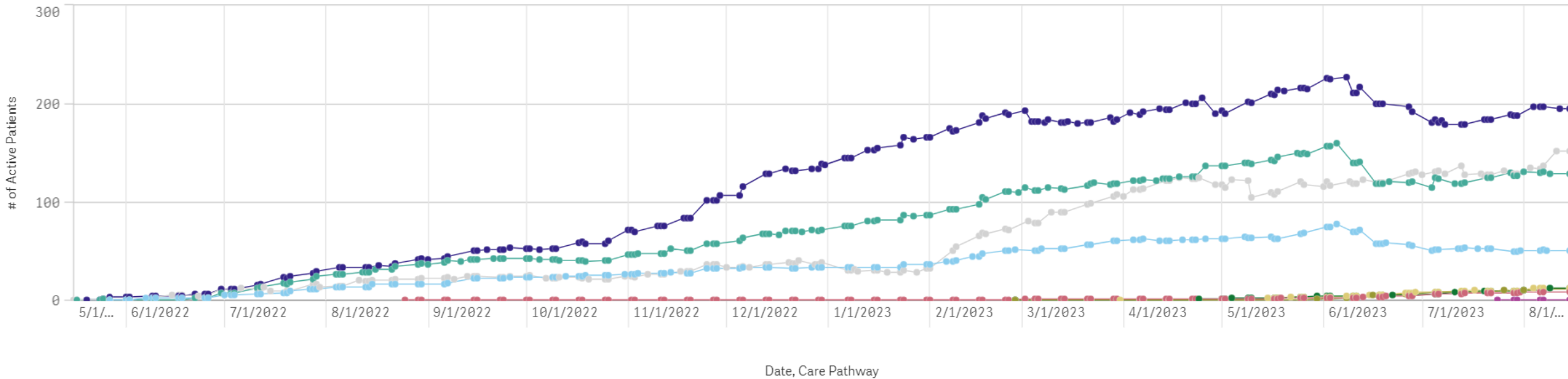
Active RPM Patients by Car...

Patient Religion

Distribution of Care Pathw...



### Active RPM Patients, by Care Pathway



\* Currently showing a limited data set.

- Care Pathway
- CHF
- COPD
- Hypertension
- Postpartum HTN
- Chronic-HTN-Pregnan...
- Gestational HTN/Pre-...
- Normotensive Pregna...
- Sepsis

# Rate of Acute Care for RPM Members

Previous Acute Encounters in 1 Year Prior to Episode

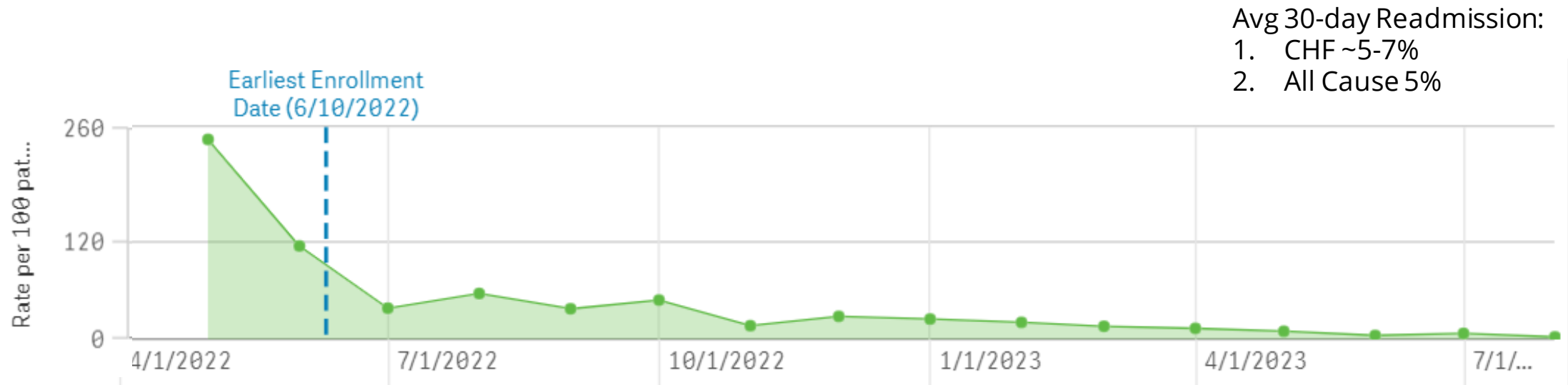
Encounters in 1 Year Following Episode

Rate per 100 patients, with Confidence

Rate per 100 patients, with Confidence

ED 48 Hour Return	13.0 (11.6, 14.6)	8.6 (7.3, 10.0)
ED 72 Hour Return	17.8 (16.1, 19.5)	11.4 (9.9, 13.0)
Readmission 7 Day	10.2 (8.9, 11.6)	5.6 (4.7, 6.7)
Readmission 30 Day	30.9 (28.9, 33.0)	17.8 (16.1, 19.5)
Readmission 90 Day	52.2 (50.0, 54.5)	32.9 (30.8, 35.0)

Over 50%  
drop in  
acute care  
visits





# A Look at the Year to Come

Piloting “new” products  
with Innovation Dept.  
= Playground

Mar

Feb

Advance disease states treated by  
Mobile Care & Telehealth HUBS

Jan

- Build out automated billing (Q1)
- Incorporate Continuous Monitoring (CM) in RPM (wearable patch)

Oct

Go-live with Virtual UC

Sept

Build out of Virtual Urgent Care

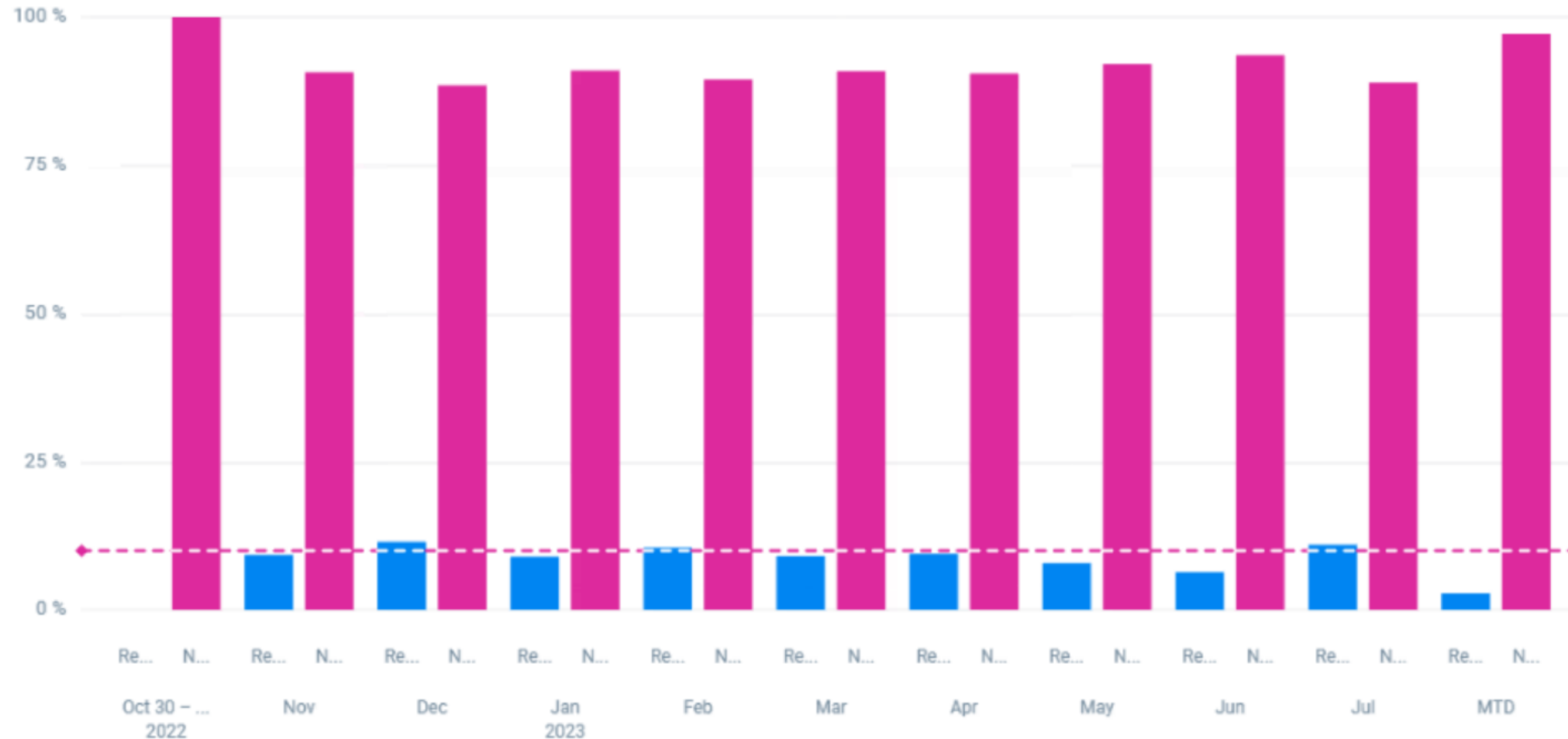
Aug

Build out of Asynchronous platform  
& integration into EMR

# CHF Readmissions in RPM

Percentage of Population by Readmitted? (Index Admission)

Between 10/30/2022 and 8/29/2023 by month



# All Cause Readmission(s)

## Percentage of Population by Readmitted? (All Cause)

Between 10/30/2022 and 8/29/2023 by month



# Lee Health: Overcoming Challenges

Questions?