Seeing Patients Using CISCO’s Health Presence (Telehealth “Care at a Distance” Platform): Reality and Future Directions

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Outline
• Context
• Experience with Telehealth at Cisco (HealthPresence)
• Future of Telehealth care at a distance
• Disclosures - none

Cisco context
• On site primary care clinic opened November, 2008
• Called LifeConnections Health center
• Focused on 50,000 San Jose employees + dependents
• And 70,000 employees in 80 countries
• Paperless, wireless clinic environment
• >15,000 patient visits/year
• Tech savvy population
• Fundamental business enables remote work
• Travel constrained for economic reasons
• HealthPresence launched summer 2009

Cisco on site San Jose Clinic

HealthPresence at Cisco
• Research Triangle Park (RTP) N.C.
• 4200 employees
• Small RN staffed on site clinic + lab for employees
• Wove in on screen NC patients with SJ pts daily – 4-5/d
• I have NC medical license
• Set up full referral panel, scope of services, lab
• Make sure e-Rx worked; lab interfaces, etc.
• Well received by patients
• Local Duke clinic FP: “you will put us out of business”
Cisco Health Center: H1N1 vaccines

LifeConnections Health Center Reception Area

LCHC Care Suite

Intake with exam room in background

Cisco HealthPresence

- Immersive experience
- Ease of use
- Integrated environment
  - TelePresence
  - Medical devices
  - Knowledge systems
  - Collaboration Tools
- Adaptive solution
- Scalable

Patient experience

- Play video
- Scroll down to patient experience video
HealthPresence Scope of Services

- Health Promotion and Disease Prevention
- Travel Medicine
- Minor illness and injury
- Chronic illness care
- Counseling
- Lab follow up

Some Advantages of Care at a Distance

Telehealth advantages

- Distance – geography and time
- Capacity – scarcity in clinical expertise and optimizing provider cascade
- Scheduling across time zones 24x7x365
- Collaboration – one patient to many providers, many-to-many providers and eventually many-to-many patients
- Personalization – introducing information into the encounter to enrich patient learning and engagement
- Diagnostic capacity and instrumentation – increasing clinical accuracy, training by specialists (case based)
- Competitive advantages – reach, footprint, expertise

Telehealth Challenges

- Direct hands on physical exam challenges
- Many procedures
- Patient room must be for full view
- Can be harder to judge body language – fidgeting, etc.
- Scope of services important
- Technology glitches
- Need to know distant “staff”, referral docs, next step testing facilities –US, MRI, and labs well and work out referral processes, data transfer, maps, etc.

HealthPresence eXchange platform

Service Continuum

Tripler Army Medical Center HI
Guidelines and Standards

• American Telemedicine Association
  - Standards and Practice Guidelines

• CMS
  - 3/2011 rule effective 7/5/2011 re credentialing of providers
  - Title 42 Fed. Code Reg. Section 482.12
    - Hospital providing telemedicine must meet and verify credentialing and privileging has been performed
    - Allows receiving hospital to grant privileges based on staff recommendations and that rely on info provided by transmitting hospital

• California All Facilities Letter 11-33, 8/3/2011
  - Must follow California law re written into medical staff by laws

• Policies at hospitals

ATA Standards and Guidelines

• Other Specialties “as requested”

- Allergy
- Hematology
- Plastic Surgery
- Endocrinology
- Legal
- Psychiatry
- ENT
- Neurosurgery
- Radiology
- Flight Medicine
- OB-GYN
- Speech Pathology
- General Surgery
- Oncology
- Vascular Surgery
- Gastroenterology
- Pharmacy
- Vaccine Centers
- General Surgery

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Future: Where is this going

- It's already here – local HC systems purchasing
- Range of provider and patient options
- Scalable
- One step closer to real time
- Add on to secure messaging
- Anytime, anywhere, any place
- Global community is catchment area
- Those who do it best will take market share
- Need for national and international licensure

Harvard Business Review Jan-Feb 2010

- #2 of Ten Breakthrough Ideas for 2010
- The Technology Than Can Revolutionize HealthCare
  “When the day comes that physicians and patients readily engage in all three types of virtual interaction – asynchronous (such as e-mail), synchronous but remote (such as videoconferencing) and device intermediated (such as kiosk collection of vital signs) – up to three fifths of today’s office visits can be eliminated.”
- Remember the Duke quote

Musings about the future

- “640K ought to be enough for anybody.”
  Bill Gates, 1981
- “Heavier-than-air flying machines are impossible.”
  Lord Kelvin, president, Royal Society, 1895
- “Who the hell wants to hear actors talk?”
  H.M. Warner, Warner Brothers, 1927
  “This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us.”
  Western Union internal memo, 1876.

Q & A

- Thank you