

# Case Study: Practice with Established Telemedicine Program



AMERICAN  
COLLEGE *of*  
CARDIOLOGY

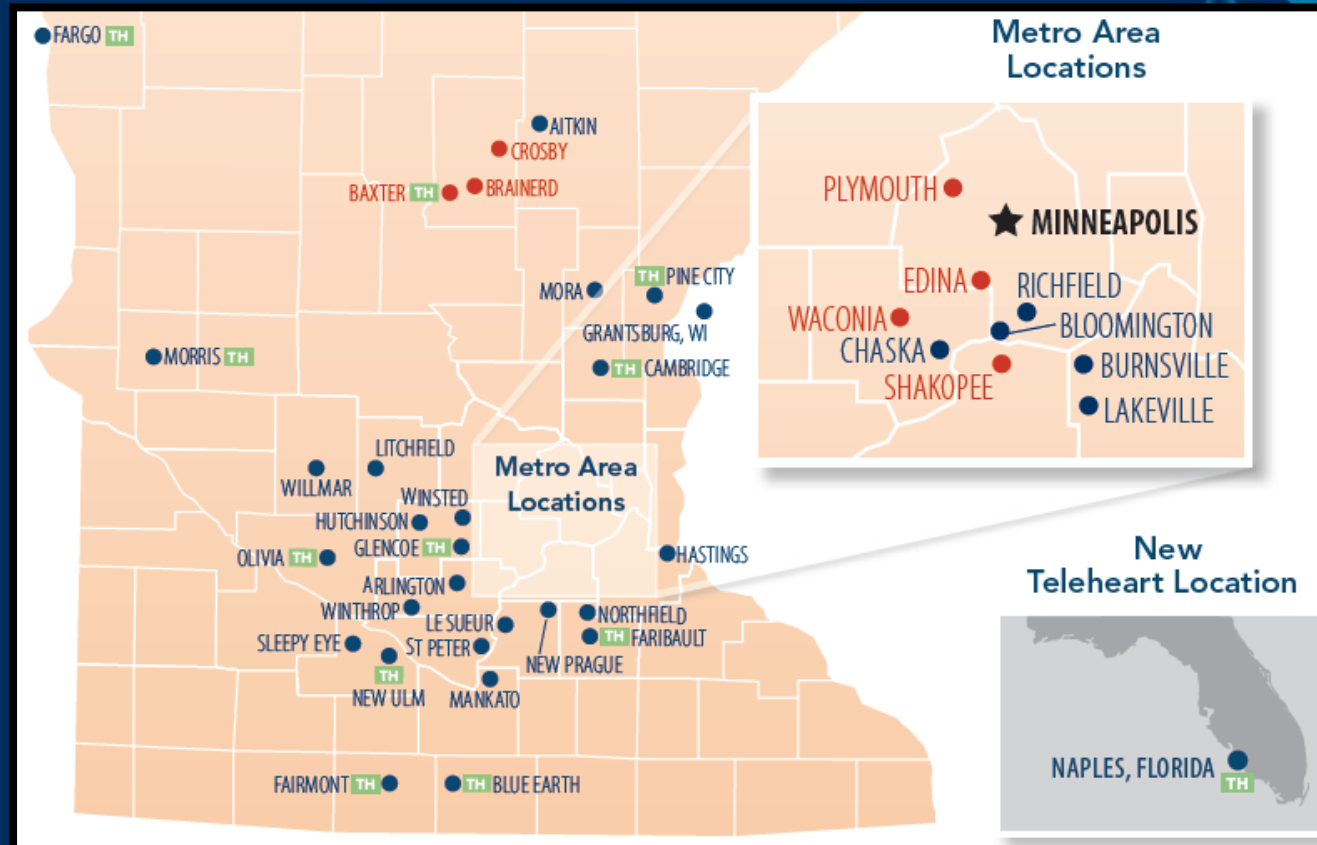
**COVID-19**

Marc C. Newell, MD, FACC  
Minneapolis Heart Institute



## MHI<sup>®</sup> TeleHeart Program

Outpatient  
Cardiology Consults  
or Follow-ups  
performed in the  
outreach clinic setting



Program initiated in  
June 2014 at four  
sites; currently 16  
sites

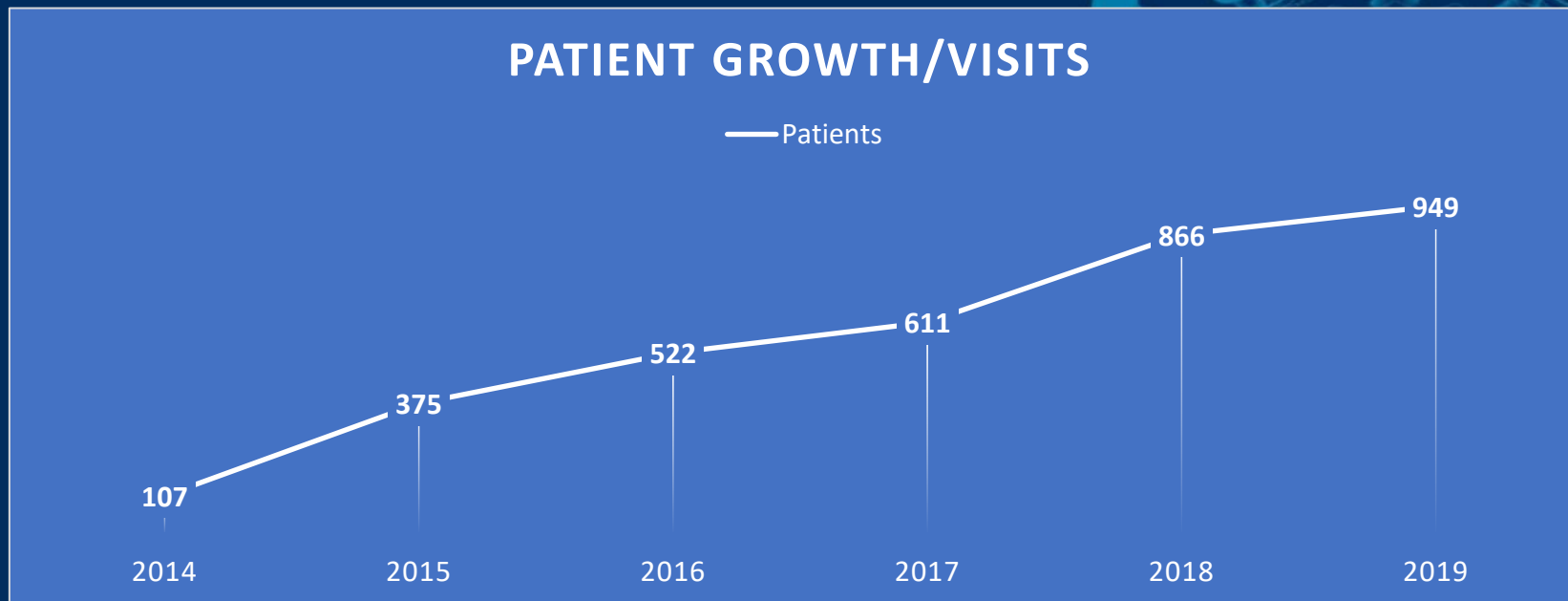


## Program Initiation

- The program was initiated in response to a need for patient access, prolonged wait times (especially in rural outreach clinics), and in a spirit of collaboration with outreach partners
- Limited resources needed: MA/RN support at local site, technology, e-stethoscope
- The toughest “resources”: buy-in and key team member support



## Programmatic Growth





## MHI<sup>®</sup> TeleHeart Patient Selection

- The program was set up for New or ASAP general cardiology patients
- However, we are seeing increasing requirements for cardiology follow-up
  - Post- acute coronary syndrome (ACS)
  - Post- percutaneous coronary intervention (PCI)
  - Post-CHF admission
- Above all, TeleHeart is a patient access tool
  - 48% new patients through the first 5 years of the program





## Subspecialty Cardiology Consultation

- Electrophysiology (EP)
- Advanced Heart Failure (CHF)
- Valve Clinic
- Vascular Surgery
- Cardiothoracic Surgery



## Advantages for Cardiology Subspecialists

- Access to patients
  - Without physician travel
  - While still being productive at your home site
  - Higher procedural yield
  - Increased exposure to referring MDs
- Easier follow-up
  - Early discovery of complications/recurrences



## Incorporating Technology

- HIPAA compliant Video platform
- Electronic stethoscopes
  - Littman
  - TeleSteath
- Wearable devices
- Bedside ultrasound and AI assisted ultrasound probes





AMERICAN  
COLLEGE *of*  
CARDIOLOGY

**COVID-19**

Thank you!

Marc Newell, MD, FACC

Debbi Lindgren-Clendenen, RN, MN, GNP-BC,  
AGPCNP-BC

Minneapolis Heart Institute



AMERICAN  
COLLEGE *of*  
CARDIOLOGY®

# COVID-19 Hub

Sanjeev Bhavnani, MD, FACC  
Scripps Clinic





AMERICAN  
COLLEGE *of*  
CARDIOLOGY

# COVID-19 Hub

Alexander Llanos MD, FACC, FSCAI  
Holy Cross Hospital  
Trinity Health



## 1. Take the time to learn functionality of telehealth platforms

1. more interactive visit
2. Waiting room features

## 2. Get your staff engaged to help with workflow

1. Repurpose staff to help patients with IT challenges
2. Create superusers amongst staff





# Telemedicine adoption at UF Health

- Dr. Michael Massoomi, FACC
  - Assistant Professor of Medicine
- Dr. David E. Winchester, FACC
  - Staff Cardiologist, Malcom Randall VAMC
  - Associate Professor of Medicine and Radiology







## Key Points

- Leverage your supporting staff for preparing patients
- Find a balance that meets the needs of patients and the physician-led team
- Be flexible with technology solutions

