

Connecting Resources, Strengthening Rural Health Care, Saving Lives

# Illinois Telehealth Network (ITN) Member News

December 2017

## Congratulations & Introductions

**New staff members, new strategic plan and a state honor!**



It is my great privilege to congratulate network members on being honored with a prestigious state Award for Excellence in Telehealth Leadership. I am also honored to present this newsletter which introduces two new full-time ITN staff, two new Advisors, an updated strategic plan, a completed member needs assessment being used to plan innovation pilots, a new funding opportunity for members, a network FAQ, and a [new website](#).

I never imagined there would be so many “developments” in the first few months of a three-year HRSA Rural Health Network Development grant!

As many of you may have heard, the idea of this telehealth network first began with a drawing on the back of a Starbucks napkin in 2013. Our first planning meeting was on June 27, 2014 with 16 members. Dr. Chuck Lucore, President and CEO of HSHS St. John’s Hospital, welcomed us and reminded us that we each had a crucial role. He said:

*Today, your network looks [on paper] more like a stick figure drawing, but your work to illustrate and animate this figure will bring it to life. I believe that what happens in this room today has the potential of saving hundreds of lives in the coming years. It also has the potential to reduce disability, improve outcomes, and increase access to care for countless rural patients... Telemedicine is a disruptive technological innovation. In this time of care transformation and redesign, I believe that your network planning can be transformative.*

With an excellent team and board in place, and 26 network members, we are well on our way to being transformative. ITN will expand current (and plan new) telehealth innovations to help members improve patient access to healthcare in rural and underserved communities.

Sincerely,

Gurpreet S. Mander, MD, MBA, CPE, FAAP  
Executive Director, Illinois Telehealth Network  
Chief Medical Officer, HSHS St. John’s Hospital (Springfield, IL)



### Inside:

- ✓ New staff & advisors
- ✓ Excellence in Telehealth Leadership Award
- ✓ Updated Strategic Plan
- ✓ New Innovation Pilots
- ✓ Member reimbursement opportunity (up to \$4,500) for telemedicine supplies
- ✓ Special ITN member rate to ATA Conference (Chicago)
- ✓ Member Dues

## Member Drawdown Requests (Up to \$4,500/yr.)

### Telemedicine supplies costs may be reimbursed with request form & receipts

During network planning, ITN members expressed a desire to seek grant opportunities that had the potential to equitably benefit all member organizations, such as helping offset the costs of telemedicine supplies. This need was written into ITN's HRSA grant budget.

Members that have paid their dues may draw down up to \$4,500 (each year over three years) to reimburse their costs for telemedicine or telehealth supplies. If funded for the three-year duration of the HRSA grant, **this means a member could receive up to \$13,500 in reimbursements.**

Request forms may be obtained by emailing Erin at [EKochan@illinoistelehealthnetwork.org](mailto:EKochan@illinoistelehealthnetwork.org) and may be returned by email with receipts dated between 7/1/2017 and 6/30/2018. Members are allowed one request per year, and all reimbursement requests are subject to ITN Executive Director approval. Eligible supplies must be directly related to telemedicine or telehealth. Examples include:

- Any supplies (including shipping) directly related to expanding a current telehealth service, or planning or piloting a new program
- An iPad or pc, monitor, camera, speakers, cart, table or comfortable patient seating to facilitate a patient-provider telemedicine encounter (such as tele-psychiatry or another service)
- LifeNet related emergency department expenses to support 12-lead EKGs from EMS paramedics
- Supplies may include a telehealth application or software or server configuration by a telehealth vendor to support recordkeeping, privacy compliance, or to support reimbursement and sustainability

This ITN reimbursement benefit is made possible by member dues and a matching grant from the Hospital Sisters of St. Francis Foundation to support HRSA project staffing. With staffing in place (a core HRSA program requirement), ITN's HRSA grant budget is able to help support its members' supply costs.

## Telehealth Abstracts Presented & Published

### Sharing Pioneering Telehealth Successes in the Academic Community

Congratulations to Prairie Cardiovascular physician Mark R. Stampehl, MD, MA, FACC, FHFA, who serves as Medical Director of Heart Failure at HSHS St. John's Hospital (Springfield).

Dr. Stampehl published two Prairie Heart Institute telehealth remote monitoring abstracts in the *Journal of Cardiac Failure* (August 2017) and presented at the **Heart Failure Society of America (HFSA)** scientific meeting in Dallas, Texas. This post-acute heart failure project was funded by a HRSA Telehealth Network Grant Program (TNGP) grant that expanded the Tele-Heart Pathway to include rural patients and additional hospitals (with a total of 844 patients). The abstracts are linked [here](#).

A third abstract was presented at the **American Heart Association** meeting in Anaheim, CA in November 2017. In addition, Dr. Stampehl's team has explored and tested the program over the past two years with high risk and fragile heart failure patients in outpatient settings, supported by a prestigious *Connections for Cardiovascular Health<sup>SM</sup>* grant, a program of the AstraZeneca HealthCare Foundation.



 **Prairie**  
Cardiovascular  
*The Doctors of Prairie*

## New Full-Time Network Staff

### Two Full-Time MBAs Supporting ITN Members



**Julie Edwards, MBA** Email: [JEdwards@illinoistelehealthnetwork.org](mailto:JEdwards@illinoistelehealthnetwork.org) Cell: (217) 971-0621

Beginning October, Julie serves as the full-time **ITN Network Director**, providing oversight of staff and activities such as helping members expand telemedicine services or incubating new innovation pilots. She previously served as ITN Outreach Director and Client Services Executive for the HSHS St. John's Hospital CONNECT Regional Referral Center (Springfield), where she managed outreach of adult clinical service lines and telehealth to referring rural and regional hospitals, health clinics and physician offices in a 30-county area. Telehealth operations included Teleneurology, Tele-NICU and Tele-cardiology services to 12 rural and regional hospitals. Julie received her BA in English from the University of Illinois (Urbana-Champaign) and her MBA from Benedictine University (Springfield.)



**Erin Kochan, MBA** Email: [EKochan@illinoistelehealthnetwork.org](mailto:EKochan@illinoistelehealthnetwork.org)  
Office: (618) 234-2120 ext. 31324 Cell: (618) 975-0352

Based in O'Fallon, Erin serves full-time as **ITN Project Director**, providing oversight of HRSA Rural Health Network Development project activities. She previously served as Project Manager for Telehealth Services at HSHS St. Elizabeth's Hospital (Belleville). Erin was previously responsible for advancing telehealth services in the HSHS Southern Illinois Division and served as Outreach Facilitator, where she promoted hospital service lines, new providers and projects. Erin also has experience in skilled nursing as the Admissions and Marketing Director in a long term acute care hospital setting. She completed her MBA and BA in Business and Health Care Administration from Franklin University (Columbus, Ohio).

## Advocacy & Education

### Tele-Stroke Demonstrations at hospital emergency departments



**Demos for Elected Officials**  
Advocacy and education of elected officials is a critical component of the ITN [strategic plan](#). To schedule a tele-stroke tour for an elected official at one of the [14 hospitals](#) in the network, contact [Erin Kochan](#).

**Photo:** Maria Clark, ITN Finance Director, serves as a simulated patient to help demonstrate the In Touch Health telestroke equipment for **Illinois State Senator Andy Manar (48<sup>th</sup> District)** at HSHS St. Francis Hospital (Litchfield) on November 30.



# Committee Progress

## Giving Members a Voice to Plan & Drive Innovation Pilots

ITN hosts three committees that meet monthly to identify innovation pilots to address needs identified in the Member Needs Assessment. Their goal is to increase access to care and strengthen rural business models. They support (a) member expansion of current telemedicine services, (b) the launch of new services, and (c) sustainability of those services. Each has a facilitator, agendas and minutes, and meets by conference call:

1. **Telemedicine Service Lines Committee:** “We believe that telemedicine is not a new service line, but simply a new delivery mechanism. We will explore the expansion of current telemedicine services and pilot new services based on the member needs and desires. Grant funding will support pilots.”
2. **Virtual Technologies & Population Health Committee:** “We will explore and plan pilots that support patients with chronic disease (such as heart failure) where they live. We believe remote patient monitoring in the home can help people better manage chronic disease and reduce hospitals admissions and ED visits, which reduces costs and supports population health. Grant funding will support pilots.”
3. **Grants, Philanthropy & Sustainability Committee:** “We believe that increasing care access with telemedicine means providing sustainable programs that are supported by payer reimbursement, demonstrated value, filling gaps with philanthropy (which includes helping members fundraise for their own programs), and securing foundation and federal grant funding to fund pilots, secure equipment, etc.”

## ☒ CRITICAL ACTION REQUIRED

If you are an ITN member, *don't miss out on any critical planning and funding opportunities!* To join a committee, email Erin Kochan, ITN Project Director, at [ekochan@illinoistelehealthnetwork.org](mailto:ekochan@illinoistelehealthnetwork.org). You will receive a monthly email calendar invite. CEOs or administrators may appoint members from your organization to ITN committees--simply email the contact information of the person you wish to appoint to to Erin. Call (618) 975-0352 with any questions.

### ITN Mission & Vision:

- **Mission:** ITN promotes the capacity of Members to improve access to health care, in rural, underserved and disadvantaged communities, through the application of telehealth and telemedicine solutions.
- **Vision:** ITN will connect and share resources, strengthen rural health care and save lives.



## Pilot Planning

### Tele-Psychiatry Business Plan

ITN's 2017 needs assessment shows many members are in need of IP, OP and/or ED tele-psychiatry. A business plan is being drafted for a series of innovation pilots that will be rolled out in 2018.

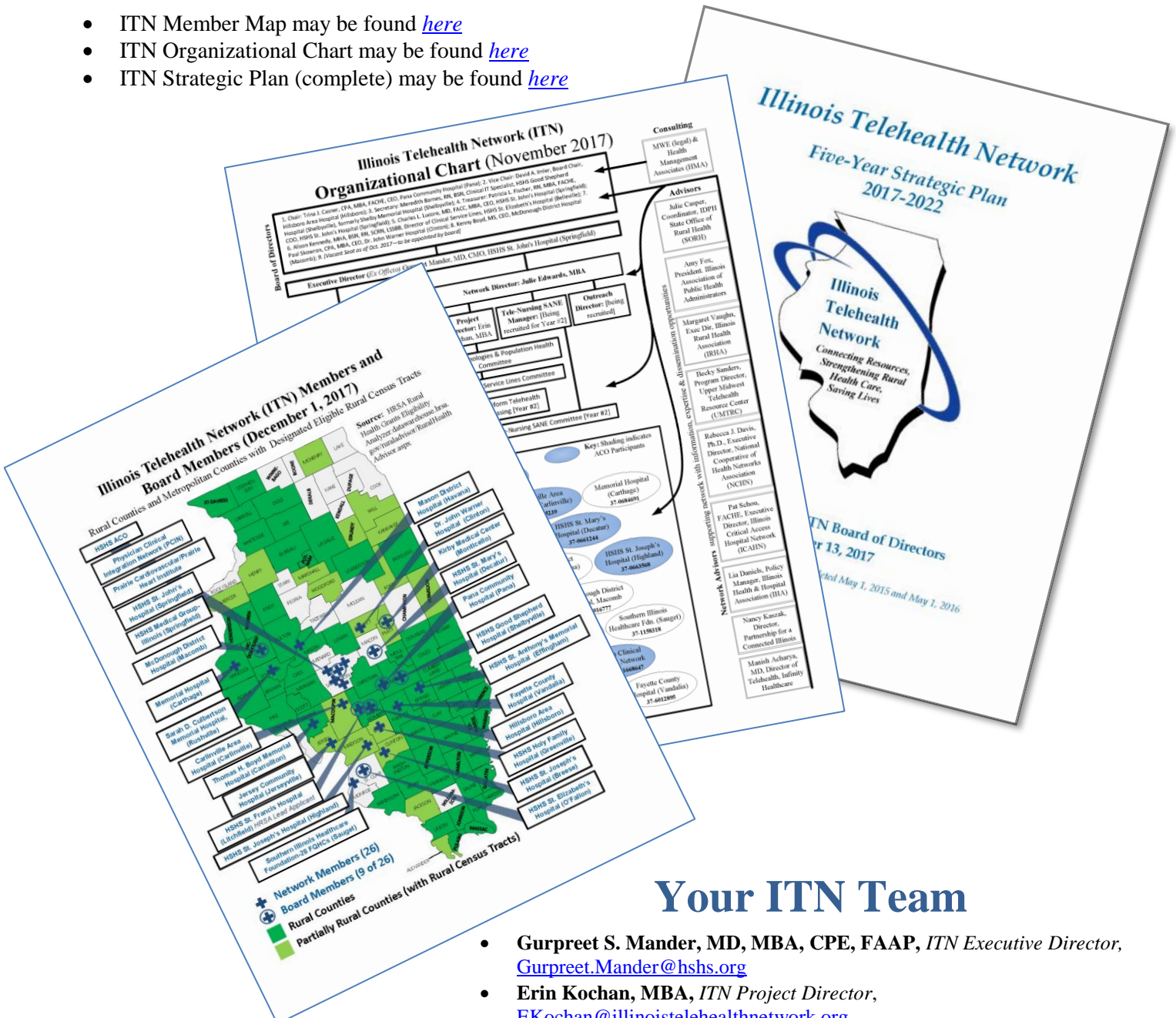
If you would like to be included in this pilot, please contact [Erin Kochan](mailto:Erin.Kochan@illinoistelehealthnetwork.org). The planning team is evaluating several vendor providers and reviewing cost structures. More participants mean higher patient volumes and better price points. All ITN members are welcome to participate in innovation pilot planning and to be a site.

## Guiding Network Development & Equipping Members

# Updated Strategic Plan, Org Chart & Map

On November 13, the ITN board unanimously approved the updated Five-Year Strategic Plan (2017-2022). The following strategic plan documents are linked in DropBox (it is not necessary to create an account to download):

- ITN Member Map may be found [here](#)
- ITN Organizational Chart may be found [here](#)
- ITN Strategic Plan (complete) may be found [here](#)



## Your ITN Team

- **Gurpreet S. Mander, MD, MBA, CPE, FAAP, ITN Executive Director,** [Gurpreet.Mander@hshs.org](mailto:Gurpreet.Mander@hshs.org)
- **Erin Kochan, MBA, ITN Project Director,** [EKochan@illinoistelehealthnetwork.org](mailto:EKochan@illinoistelehealthnetwork.org)
- **Maria Clark, BS, PHR, ITN Finance Director;** HSHS St. Francis Hospital (Litchfield, IL) [Maria.Clark@hshs.org](mailto:Maria.Clark@hshs.org)
- **Julie Edwards, MBA, ITN Network Director;** [JEdwards@illinoistelehealthnetwork.org](mailto:JEdwards@illinoistelehealthnetwork.org)
- **David Mortimer, MDiv, ITN Philanthropy, Development and Sustainability Director;** Innovation Institute Director, Hospital Sisters of St. Francis Foundation [David.Mortimer@HSHS.org](mailto:David.Mortimer@HSHS.org) cell: 217.381.5483

## Member Dues! (due by February 28, 2018)

### Invoices emailed this month; Dues match federal grant & foundation dollars

One of the commitments that 26 CEOs made in signing onto the network [MOU](#) last year, was to commit to paying \$3,000 in annual member dues for three years. These member dues are part of a match to leverage a federal HRSA grant to support ITN staffing to help members:

1. Expand current telemedicine services (particularly to rural areas)
2. Develop new telemedicine services (particularly in rural areas)
3. Support telemedicine program sustainability

Full-time ITN colleagues will support ITN members by leading innovation pilots, sharing best practices, and equipping members in seeking grants and other philanthropy. Pilots will help member organizations improve the access, coordination, quality and delivery of telemedicine services for patients.

**What tangible value do members receive in return for annual dues?** *See FAQ (following page)*

**Holding Down Costs:** ITN member dues were kept as low as possible, since ITN is an exceptionally rural network: Members include 28 FQHCs, 19 members in rural areas, 14 critical access hospitals (24 in Primary Care Health Professional Shortage Areas and 12 in Medically Underserved Areas).

### ☒ CEOs will receive email invoices in December (due 2/28/18)



## ITN Members that Register Early Save \$550

### American Telemedicine Association Conference: April 29 to May 1, 2018 in Chicago

Each spring, the American Telemedicine Association (ATA) hosts the largest telemedicine conference and educational expo in North America. This year, it will be held in Chicago from April 29 to May 1, 2018. Attendees will learn, innovate, network, and return to their organizations with actionable insights, long-lasting connections, and an enhanced appreciation of how telehealth can transform healthcare delivery and access.

**ITN Members save \$250 by registering at the reduced ATA member rate.** (Before registering contact [Erin Kochan](#) to activate your full ATA membership through ITN!) Registering before January 26, 2017, will mean **an additional “early bird” savings of \$300.** ATA presentations, panels and experts address these Education Tracks:

- **Clinical Services:** Clinical applications and clinical outcomes across the spectrum, ranging from full-scale implementations to new methodologies that focus on specific clinical services and how they impact hospitals, primary care, subspecialty care, long-term care, and other key components
- **Direct-to-Consumer Strategies:** Patient portals, asynchronous and synchronous services
- **Operations and Implementation:** Early and full-scale programs and service lines and how these are deployed for successful operations, long-term functionality and scale with a focus on sustainability
- **Value (Business Strategy & Financial Management):** Demonstrated value to the entire health ecosystem

### ☒ Conference Registration:

- Conference information: <http://www.americantelemed.org/ata18/home>
- Contact [Erin](#) to activate your full ATA membership before you register!
- **Early Bird Registration (before Jan. 26):**  
<http://www.americantelemed.org/ata18/attend/registration-information>





# Frequently Asked Questions (FAQs)

## What benefits do ITN members receive in return for member dues?

Actively engaged Network members could receive more than \$7,000 in tangible annual value (\$21,000 over three years) in return for their \$3,000 in annual dues. A FAQ on ITN's [website](#) is excerpted below:

### What do ITN members currently receive in return for their dues?

- Members may request reimbursement for up to \$4,500 annually for telemedicine supplies (see p.2)
- Valued at more than \$2,000/year, ITN members enjoy full membership benefits to regional and national telemedicine associations and the National Cooperative of Health Networks Association. This provides you with access to member rates for conferences, webinars and online resources such as practice manuals, and the latest reimbursement and regulatory information. (Contact [Erin](#) to sign up.)
- Member organizations have access to the two full-time experienced ITN professionals, an Executive Director and other staff and Advisors to provide support, tools and expertise to help you design, develop, fund and operationalize your own organization's telemedicine services.
- ITN can provide the necessary resources, expertise and support to apply for grant opportunities that benefit members. For funded federal, state, or private foundation grants, ITN can provide the necessary oversight, compliance and fiscal management.

### What are possible future benefits to ITN members?

- Membership provides the opportunity to participate in a learning community that could in the future benefit from economies of scale, collaborations on projects with mutual benefits, and support in philanthropy and fundraising to remove barriers. For example, this "learning community" might incubate small test pilots, supported by philanthropy or grants, that may then be expanded.
- In the future, member organizations will be able to explore opportunities for shared savings, group purchasing, and ITN-negotiated vendor discounts for telemedicine services and equipment. (Experience shows that higher patient volumes can help secure better pricing.)

### Why are dues paid to HSHS St. Francis Hospital (Litchfield, IL)?

HSHS St. Francis Hospital in Litchfield is currently the lead applicant managing the three-year HRSA grant and has also managed ITN's two other federal grants.

### What is the role of Hospital Sisters Health System's (HSHS) in the ITN?

HSHS St. Francis Hospital in Litchfield (an HSHS affiliate), launched ITN with HRSA funding in June 2014. HSHS affiliates located in Illinois joined the consortium and are active members together with non-HSHS members. In addition, the Hospital Sisters of St. Francis Foundation has provided significant matching grants to six ITN federal and private foundation grants. ITN staffing is provided by HSHS colleagues (on leased agreements) and operating under the employment and grant management policies and procedures of HSHS (since ITN, as a new nonprofit, does not yet have these policies in place.)

### Does ITN membership require HSHS partnership with HSHS for telemedicine services?

No. ITN is a kind of "Switzerland" to assist member organizations in determining the best telemedicine options for their respective facilities. Telemedicine services are often a layered matrix where an individual facility can serve as both a hub and a spoke with services provided both internally and externally. HSHS affiliates may offer one or more telemedicine service options which may be advantageous to some ITN members. However, participation in any organization's telemedicine program or with any vendor provider is voluntary and at the discretion of each individual member organization.



## New ITN Advisors

### Supporting Members with Expertise and Experience

Nine ITN Advisors, listed on the [website](#), provide expertise and guidance to members on a variety of telehealth clinical and business development and network development topics. Last September, the ITN board approved two new Advisors. Congratulations and welcome to:

1. **Manish H. Acharya, MD, FACEP**, Director of Telehealth, [Infinity Healthcare](#) which serves HSHS hospitals in IL and WI and is a board member of PCIN (an ITN member). Dr. Acharya is an emergency medicine physician, practicing for over 18 years, and has worked clinically at multiple Hospital EDs throughout IL and WI, ranging from Level 1 trauma centers as well as smaller rural EDs with limited specialty coverage. Dr. Acharya is also Director of Trauma Services of United Hospital System, and President and CEO of CARnQ, a telemedicine platform.
2. **Nancy L. Kaszak** is Director of the [Illinois Telehealth Initiative](#) of the Partnership for a Connected Illinois, an Illinois 501(c)(3) non-profit corporation, aimed at advancing telehealth in Illinois, the broader Midwest and the nation. The Initiative is the organizer of the Telehealth Law Forum, an annual multi-event series examining the telehealth landscape in across the country. The Initiative is also the organizer of multi-stakeholder telehealth demonstration projects. In October 2014, when she was the Illinois Governor's appointed state co-chair for state's Telehealth Subcommittee, Nancy gave a presentation to ITN members in Springfield on "burning platforms" and telehealth opportunities.



ITN team members were given a tour of the Rush University Medical Center tele-stroke program in Chicago on November 10 (including a live view inside the mobile unit). Many thanks to the Rush Department of Neurology!

## Coming in 2018

- ✓ Communications Plan
- ✓ New Telehealth Pilots Launched & Expanded Services
- ✓ Expanded [Prairie Heart Institute LifeNet](#) 12-lead EKG telemedicine connecting emergency rooms with paramedics
- ✓ Update from the Grants and Philanthropy Committee



# ITN Honored with Statewide Leadership Award

**Partnership for a Connected Illinois & ATA recognition for initiatives that served 4,700 patients**

The Illinois Telehealth Network (ITN) was honored on November 9 with a statewide *Excellence in Telehealth Leadership Award for Improved Care for Underserved Populations*. The honor was presented in recognition of two Hospital Sisters Health System-led telemedicine programs at a luncheon in Chicago hosted by [Partnership for a Connected Illinois](#) and the [American Telemedicine Association](#) (ATA).

During the award presentation, a news video was replayed of a tele-stroke patient, Scott Friese, a Caterpillar, Inc. electrician, who was [interviewed](#) by ABC News 20 FOX Illinois and the *State Journal-Register* in an [article](#).

ITN was recognized for pioneering work in piloting two services:

- **HSHS Medical Group's [AnytimeCare.com](#)**, launched in May 2015, has served more than 3,000 virtual urgent care patients, helping decrease unnecessary emergency room visits, reduce costs, and facilitate follow-ups with primary care physicians.
- The **24/7 Tele-Stroke program**, launched by Hospital Sisters Health System in 2014, has treated more than 1,700 stroke patients in emergency rooms throughout central and southern Illinois.

ITN's Executive Director, Dr. Gurpreet Mander, when receiving the award, commented, "The ITN members, board and staff are honored to receive this award."

Dr. Mander added, "Our network is all about increasing rural access to quality care, and it's gratifying to be able to use telemedicine and virtual urgent care expand access to care in areas with shortages of health care professionals."



**Photo** (left to right): Gurpreet Mander, MD, MBA, CPE, FAAP, ITN Executive Director, CMO, HSHS St. John's Hospital (Springfield); Tony Licata, board chair, Partnership for a Connected Illinois



**PCI Award**

**Photo** (left to right): Maria Clark, ITN Finance Director; HSHS St. Francis Hospital (Litchfield); Julie D. Edwards, MBA, ITN Network Director (Springfield); David Mortimer, MDiv, Innovation Institute Director, Hospital Sisters of St. Francis Foundation (Springfield); Dr. Gurpreet Mander, ITN Executive Director; Patricia L. Fischer, RN, MBA, FACHE, ITN Board Member, COO, HSHS St. John's Hospital (Springfield); Erin F. Kochan, MBA, ITN Project Director (O'Fallon)