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# Beyond Covid: From Virtual Care to Connected Health



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**Beyond Covid:  
From Virtual Care  
to Connected Health**

# Excellence: The Telehealth Accelerator

**Dick Courcelle, CEO of RMHS; Kathy Letendre, MHSA**

**Thu, March 4 @ 3:30 PM EST**

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**Beyond Covid:  
From Virtual Care  
to Connected Health**



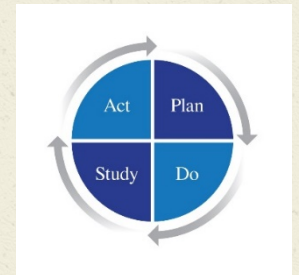
# Community Care Network

Rutland Mental Health Services & Rutland Community Programs



## Our Process:

1. Assemble the team
2. Select a planning approach/model
3. Decide on scope of change
4. Establish a planning horizon and review cycle we can live with
5. Conduct market assessment and SWOT: level-set
6. Use Management and Planning Tools to reach consensus on The Why and The How
7. Identify measures of success
8. Develop Progress-to-Plan review
9. Do It- PDSA



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## Why

**Services:** Innovate, develop and continually adapt an array of accessible services to align with current and emerging needs in an evolving system of care

**Financial Health:** Advance financial strength, growth and adaptability through sound business decisions

**Community:** Be highly regarded as a community provide organization within a continuum of care

*Explore and implement new modes of service delivery that advances our population's health and positions us as an innovative service provider*

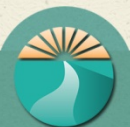
## How

Improve our telehealth services to improve access to services, ensure timeliness of care, and manage costs through:



- Telehealth Expansion (including expand video visits to all clinical programs; expand video visits to all staff and non-clinical services; expand optimization to new clients (vs. existing).
- Telehealth Standardization (including define clinical guidelines; leverage evidence-based virtual care practices; develop clinical and operational guidelines for the “post-physical distancing” world; ensure the appropriate use of telephonic visits).
- Telehealth Sustainability (including define the best process for going back to home & virtual-only and ramping back up; optimize and manage the performance of all clinical and non-clinical virtual visits for sustainability; optimize billing and reimbursement; identify innovative ways of utilizing telehealth in a post-COVID world).

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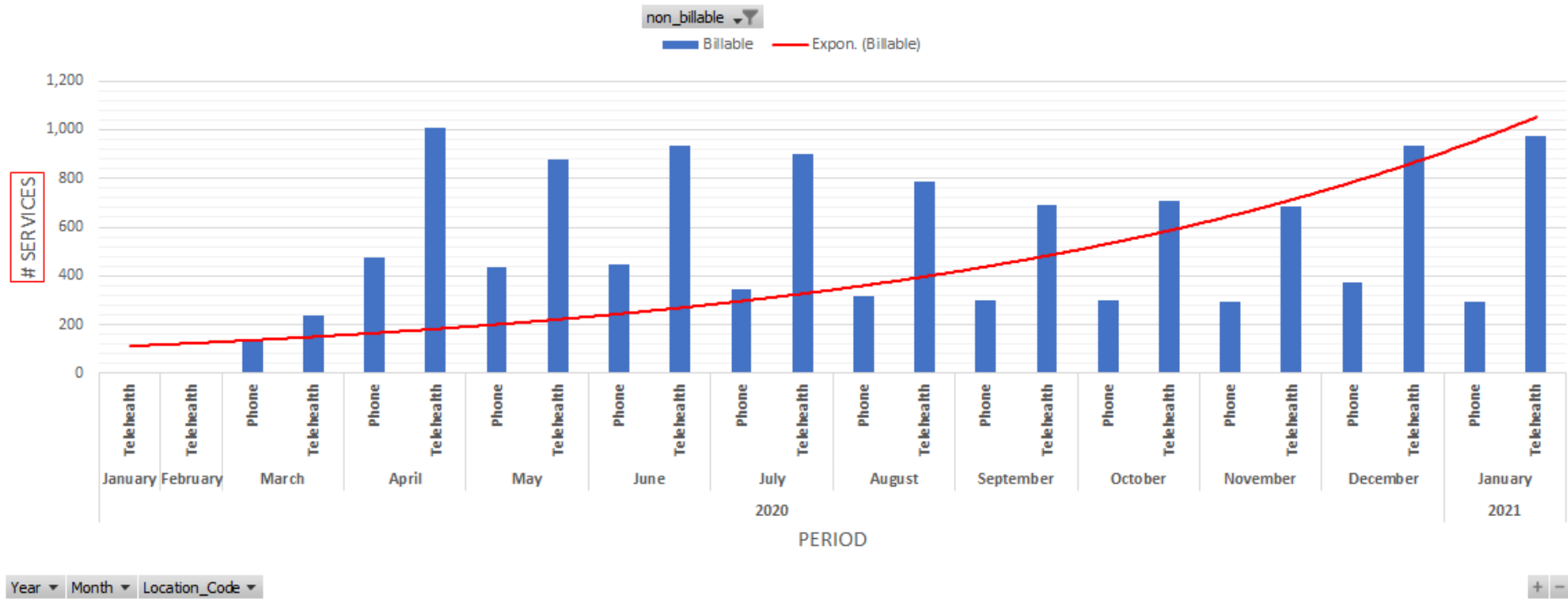
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Sum of Service Count



## Rutland Mental Health Service Telehealth Evolution



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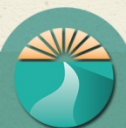
## Community Care Network Rutland Mental Health Services

### 2021 Action Plan (January–December 2021)

**Focus Areas: Data & Measurement; Bandwidth & Capacity-Building; Leadership & Culture; Service Delivery Model**

2020-2021 Strategy	Actions 2021	Pillar Goal	Project Lead
<p>1. Maximize the new EMR and other data systems to:</p> <ul style="list-style-type: none"> <li>○ Improve client experiences</li> <li>○ Demonstrate effectiveness</li> <li>○ Create workflow efficiencies</li> <li>○ Share information with other providers</li> <li>○ Achieve accountability expectations</li> <li>○ Derive information to manage and make better decision</li> </ul>	<p><u>Data &amp; Measurement</u></p> <ul style="list-style-type: none"> <li>○ Enhance staff ease with EMR and workflows with a focus on clients'/individuals' needs (enabling EMR to enhance care rather than become a barrier).</li> <li>○ Identify and enact changes to improve data/report accuracy (e.g. good data in = good data out)</li> <li>○ Create easy to read reports and dashboards to help interpret data and information (to demonstrate effectiveness, to manage, and to make better decisions).</li> <li>○ Define key performance measures with baselines and targets where</li> </ul>	<p>Quality: Demonstrate excellence in organizational performance and client-centered outcomes</p> <p style="text-align: center;">+</p> <p>Information Excellence: Use information to make excellent clinical, programmatic and organizational decisions, and to communicate with internal and external audiences</p> <p style="text-align: center;">+</p> <p>Community: Be highly regarded as a community provider organization within a continuum of care</p>	<div style="background-color: #cccccc; width: 50px; height: 20px;"></div>

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## Lessons from the Planning Battlefield

- Ensure “Real” commitment from the top
- Assess readiness and capacity
- Set realistic time horizon
- Know the “why” before the “how”
- Research your industry/topic well
- Understand change management dynamics
- Scale to size
- Remember- simple is usually better
- Be willing to change midstream
- Regularly monitor and report progress widely
- Embrace the Flywheel Effect



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THANK  
YOU!

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