

TELEHEALTH IN AN OCCUPATIONAL HEALTH SETTING ONE COMPANY'S PERSPECTIVE

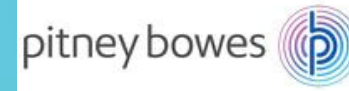
NECOEM/MAAOHN) 2018 ANNUAL CONFERENCE

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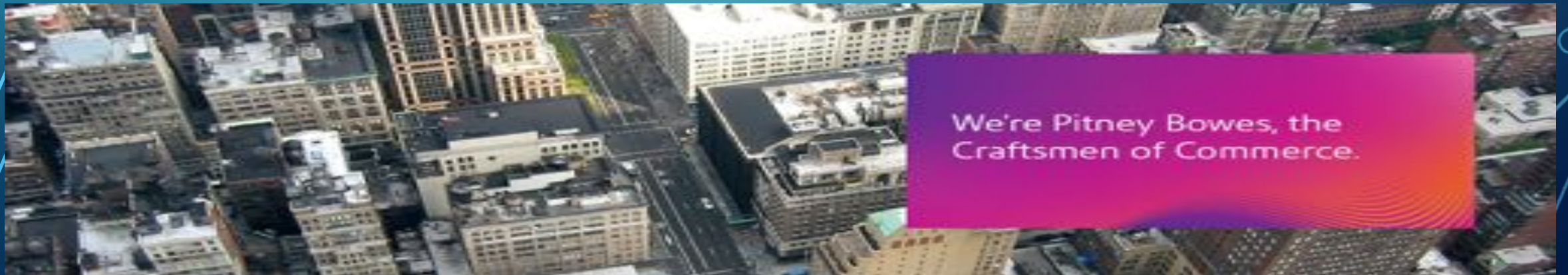
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PITNEY BOWES, INC.



- Founded in 1920
- Global technology company, with more than 1.5 million clients in approximately 100 countries around the world
- PB provides postage meters, shipping and mailing services and other products and mailing solutions in customer information management, customer engagement, and global ecommerce.
- >14,000 employees globally, 8200 based in the U.S. in over 60 locations
- Headquarters in Stamford, CT



PITNEY BOWES CLINICS

- 5 on-site clinics (3 in CT, 1 in Appleton WI, 1 in Spokane, WA)
- Staff:
 - 2 full and 3 part time Nurse Practitioners (2 contracted)
 - 1 full and 1 part time Registered Nurses
 - 1 full time Medical Assistant
 - 1 full time Administrative Assistant
 - 1 consultant Medical Director

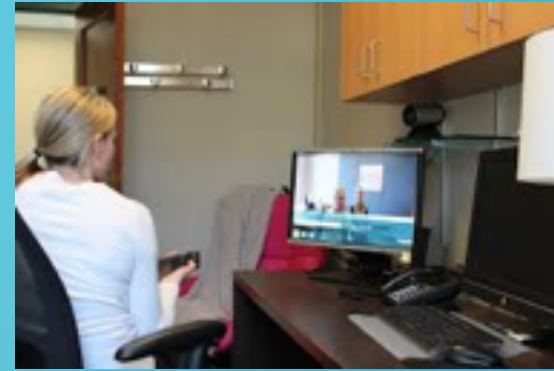
Most of the staff have licenses in more than one state

PITNEY BOWES & TELEHEALTH



- Offered as an employee benefit in 2014
 - To reduce health care costs
 - Reduce unnecessary visits to emergency rooms and urgent care facilities for common and minor health care ailments (e.g., sinusitis, conjunctivitis, UTI)
 - To provide a benefit perk and an alternative way to access healthcare services.
 - To make the clinic staff more accessible to remote and home based employees
- AmWell is PB's telehealth vendor
 - Network of board certified providers and specialists in all U.S. states
 - Providers include M.D.'s, D.O.'s, N.P.'s, Psychologists, Nutritionists, Behavioral Health Therapists
 - Specialists include emergency care, women's health, pediatrics, family health, psychology.

PITNEY BOWES & TELEHEALTH



- PB nurses, dietitians, EAP & nurse oncologists (through special program with Johns Hopkins) added to AmWell network.
- PB providers available during normal work hours and by appointment.
- Only employees have access to PB providers. Employees and families have access, regardless of health care plan, to all non-PB providers though cost varies depending on plan.
- Visits costs ~ 1/3 cost of traditional office visits for PB covered members.
- Not available outside the U.S.
- Work related cases are directed to report incident to their supervisor & be seen by local health care providers (in some cases, this may be a PB clinic)
- PB clinicians have access to many more employees but practice in the states where they are licensed.

HOW TELEHEALTH WORKS AT PB



- Employee or family member , 18 years of age and older, registers free through PB AmWell site (members covered by PB health plan) or the AmWell site.
- They choose an available provider. All provider's bios can be viewed prior to making a virtual appointment.
- A brief on-line questionnaire is completed and the member is placed in a virtual waiting room while the provider review's the member's responses including chief complaint and medical history.
- The provider starts the session. Sessions last up to 11 minutes. Providers and members can request additional time and make follow up appointments as needed.
- Prescriptions can be electronically submitted to the member's pharmacy as appropriate. Narcotics are not prescribed.

APPLICATIONS OF TELEHEALTH IN OCCUPATIONAL HEALTH SETTINGS

- Triageing health conditions for employees at sites without on-site clinics and remote employees
- Assist employees with questions on health conditions and general health questions.
- Disease management for remote employees (diabetes, high cholesterol, HTN)
- Health coaching & education (smoking cessation, weight loss)
- Lab results consultations
- Travel health
- Ergonomic evaluations
- Assisting employees at home recovering from illness/injury
- Assistance with finding a health care provider in their community
- Collaboration with health care providers at other sites



USE OF OTHER FORMS OF TELEHEALTH

- Skype
 - Very secure since all of the connections to the servers are secure “https”.
 - It is 1 to 1 session between the employee (patient) and the clinician. The message never actually leaves the company network. It only travels between the clinician and that employee.
 - Easier for employees to use, more familiar with it, less wait time & less connection issues.
- Telephone consultations
 - Helpful for employees who do not have access to computers
 - Available through the AmWell program
 - More challenging for provider since there are no visuals images
 - For certain consultations, may send something to guide the discussion (e.g., for an ergonomic visit, provide a checklist with pictures to help the discussion).

PROS TO TELEHEALTH

- Pools limited health care resources and allows for wider coverage of health care
- Provides 24/7 access to health care in remote areas & to patients with trouble traveling due to inclement weather or medical issues (e.g., post-op pts, handicapped)
- Provides timely information to patients and reduces the use of expensive health care services (physician's office, emergency units, & hospitals).
- Enhances continuity of care by encouraging frequent contacts between the health care provider and individual patient.
- Reduces time away from work

ISSUES WITH TELEHEALTH



- Licensing & certification
 - Each state governs delivery of health care so no one size fits all with telehealth.
 - Medical and nursing boards in many states have passed regulations to make it easier for doctors and nurses to provide services across state lines but more work needs to be done.
- Confidentiality
 - Need to secure, private area to conduct telehealth
 - Patients (employees) may not have access to private computers.
- Communication & Misdiagnosis
 - Good, clear & open communication essential (No traditional hands on approach)
 - Relying on patients' self reporting of health history
 - Potential adverse effects on patient management decisions through delayed or missing information, misunderstood advice, or inaccurate findings due to patient or caregiver error

ISSUES WITH TELEHEALTH, CONTINUED



- Technical issues
 - Delayed transmission or poor visual images.
 - Internet access, Two-way audio and video and lines to accommodate video equipment may not always be available.
 - Potential problems with peripheral monitoring devices (used by the patient to transmit clinical information to the remote provider).
 - Separate from clinic electronic medical record system. Additional documenting required to capture visit in EMR.

PB'S EXPERIENCE WITH AMWELL PROGRAM

1.5% EMPLOYEES ENROLLED SINCE MAY 2014
 OVER 300 VISITS
 HIGH SATISFACTION (4.5/5) WITH SYSTEM & PROVIDERS

TOP DIAGNOSES

Diagnosis Name	Visits Completed
Acute bronchitis	34
Acute sinusitis (unspecified)	11
Obstructive sleep apnea	11
Acute upper respiratory infection (unspecified)	10
ACUTE BRONCHITIS	7

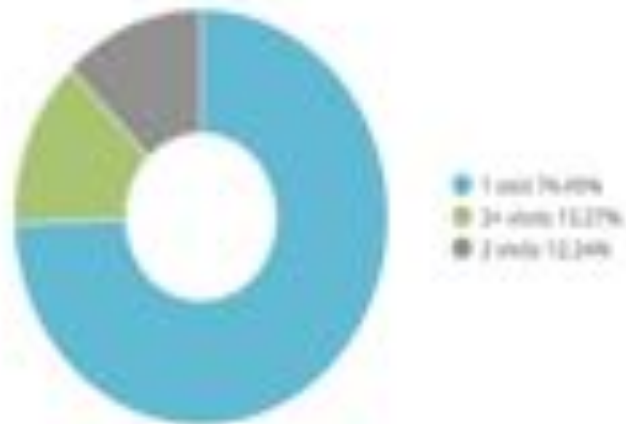
TOP SPECIALTY

Provider Specialty	Visits Completed
Family Physician	134
Nurse Practitioner	31
Primary Care	20
Nurse, R.N.	11
Adult Medicine	8

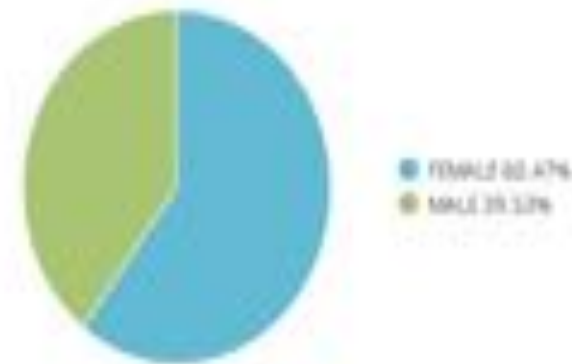
TOP PRESCRIPTIONS

Top Prescription Name	Top Prescription Prescriptions Count
Augmentin	15
Amoxicillin	10
Antibiotics	9
Tylenol	6
Amoxicillin	6

Repeat Visits



Visits Gender





00:08:30 minute(s)
Average Visit Length

30%
Visits Resulting in a Prescription

PITNEY BOWES TELEHEALTH PROGRAM

- Initial and follow up kick –off campaigns held including on-site demonstrations
- Slow utilization rate. Not embraced by all millennials or iGen employees
- Used most by female spouses
- Occasional issues with delayed transmission
- Employees want quicker access (e.g., Skype, instant messaging, phone calls)
- Employees still prefer speaking or meeting with a provider they have an established relationship with
- Future considerations for dedicated kiosks or rooms at remote sites for telehealth visits

CLOSING COMMENTS



- Telehealth will be adopted by your company, if it has not already, as an important health benefit.
- Telehealth technology is a medium for care and should not replace but enhance current occupational health practice.
- It allows occupational health providers to expand their scope of practice beyond the walls of the clinic and reach more employees
- Occupational health providers need to become familiar and comfortable using this technology in order to stay competitive
- QUESTIONS?