

TELEHEALTH IN THE NORTHEAST

FIELD REPORT: SAMPLE STAKEHOLDER CHALLENGES, SOLUTIONS, & LESSONS LEARNED

NORTHEAST TELEHEALTH RESOURCE CENTER (GRANT GA5RH37459)

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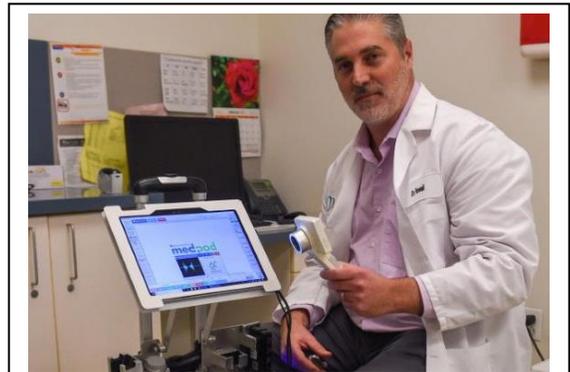
QUESTIONS? PLEASE CONTACT DANIELLE LOUDER, PROGRAM DIRECTOR (DLOUDER@MCD.ORG)

LONG ISLAND SELECT HEALTHCARE: NY-BASED FQHC “SURVIVES” IN A “NEW NORMAL”

[Long Island Select Healthcare, Inc. \(LISH\)](#) is a Federally Qualified Health Center which serves over 6,000 patients at eight locations throughout Suffolk County, New York. LISH participated in the 2020 [NETRC/MATRC Virtual Telehealth Conference](#). LISH and their collaborators described their program to NETRC as follows:

A 2014, \$6 million grant from the NY Department of Health made it possible to build a comprehensive, after-hours telehealth urgent care program for individuals with neurodevelopmental and intellectual disabilities. Its outcomes were favorable - 98% patient satisfaction rating, more activated patients, an 86% Emergency Department aversion rate, cost savings for the agencies, and millions of Medicaid dollars saved. Remote monitoring equipment was provided to those with hypertension and diabetes. When the program ended after 3 years in 2017, Federal, state and commercial reimbursement for telehealth was “woefully inadequate to sustain a program.” Staying determined, the initial grant was parlayed into new programs and projects at the FQHC, as well as a Certified Home Health Agency and Skilled Nursing Facility in Nassau County. Today, these projects are funded through new grants, institutional investment, and direct reimbursement. The new virtual clinics now go beyond urgent care to include preventative care, chronic care, home care, and post-acute care. They serve individuals with intellectual and developmental disabilities, at-risk Medicaid populations, and medically complex children. They provide primary, specialty care, behavioral care, and telepsychiatry.

More recently, LISH was awarded FCC COVID-19 funding, which, among other things, will support the development of “COVID kits” that include a tablet, pulse oximeter, and stethoscope. LISH plans to make these available to patients who report symptoms, particularly to help monitor patients in group homes. To support this work, LISH has developed a protocol for COVID testing with a mobile lab to provide COVID testing at the patient’s group home, with a plan to treat and support the patients remotely after testing through telehealth. LISH aims to expand this to flu tests and other services in the fall. LISH’s telehealth efforts have been covered by: [mHealth Intelligence](#), [Medical Economics](#), and [Patch.com](#).



Dr. James Powell, CEO, pictured with LISH’s telehealth hardware, including a mobile kiosk and a multi-purpose exam camera.

“They also learned that going digital means investing in education. Many of their patients needed help acclimating to the technology – either full-on lesson in how to use telehealth or just a helping hand. The health system developed protocols to screen patients for technical literacy... and they secured funding from the FCC to improve broadband resources for their patients.”

-mHealth Intelligence