

# Successful Design & Implementation of Telehealth in Schools and Libraries



Christian Milaster, MS & Trevor Cunningham, MHA, MPH

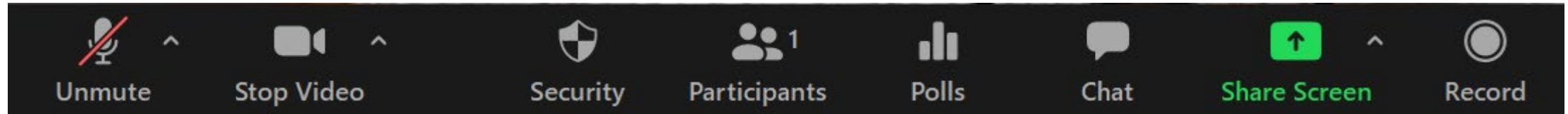
October 24, 2024

# Before We Get Started

---

CTRC does not provide legal advice. CTRC has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services mentioned in this session.

# Zoom Tips



## Muted on Entry

You are muted on entry.

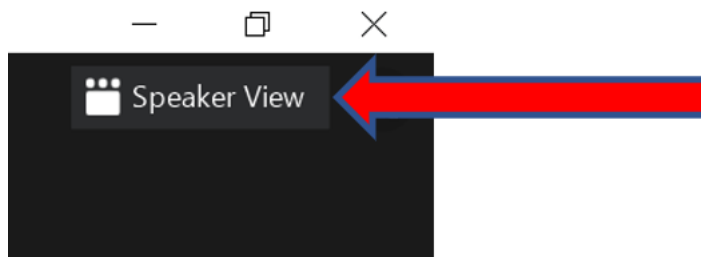
## Open the Chat & Q&A

Please open the chat and use it liberally; we want to hear from you!

Send comments and feedback to **"Everyone"**

## Session Recording

We are recording today's session to capture LIVE responses. The recording will be made public on YouTube @CaliforniaTRC.



## Speaker View vs Gallery View

At the top right of your screen you can change the video panel to just show the main speaker, or to gallery view to see the speaker and other participants, depending on your preference.



California Telehealth Resource Center Webinar

# Successful Design and Implementation of Telehealth in Schools and Libraries

Oct 24, 2024

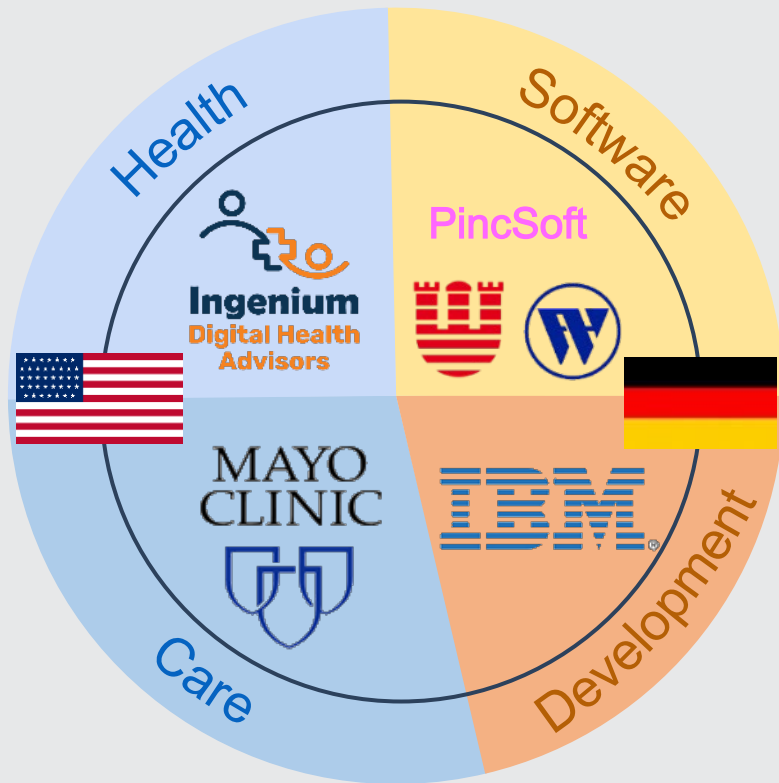
---

Christian Milaster  
Founder & CEO  
Ingenium Digital Health Advisors



Enabling the delivery of extraordinary care.

# About Christian



35+ years

“Optimizing Service Delivery”



# Trevor Cunningham, MHA, MPH

- Telehealth Consultant & Project Manager at Ingenium Digital Health Advisors since 2021
- Former Project Director, Indiana Rural Health Association
  - Crossroads Partnership for Telehealth
- Masters of Health Administration and Masters of Public Health with concentration in Health Policy and Management from Indiana University, Richard M. Fairbanks School of Public Health



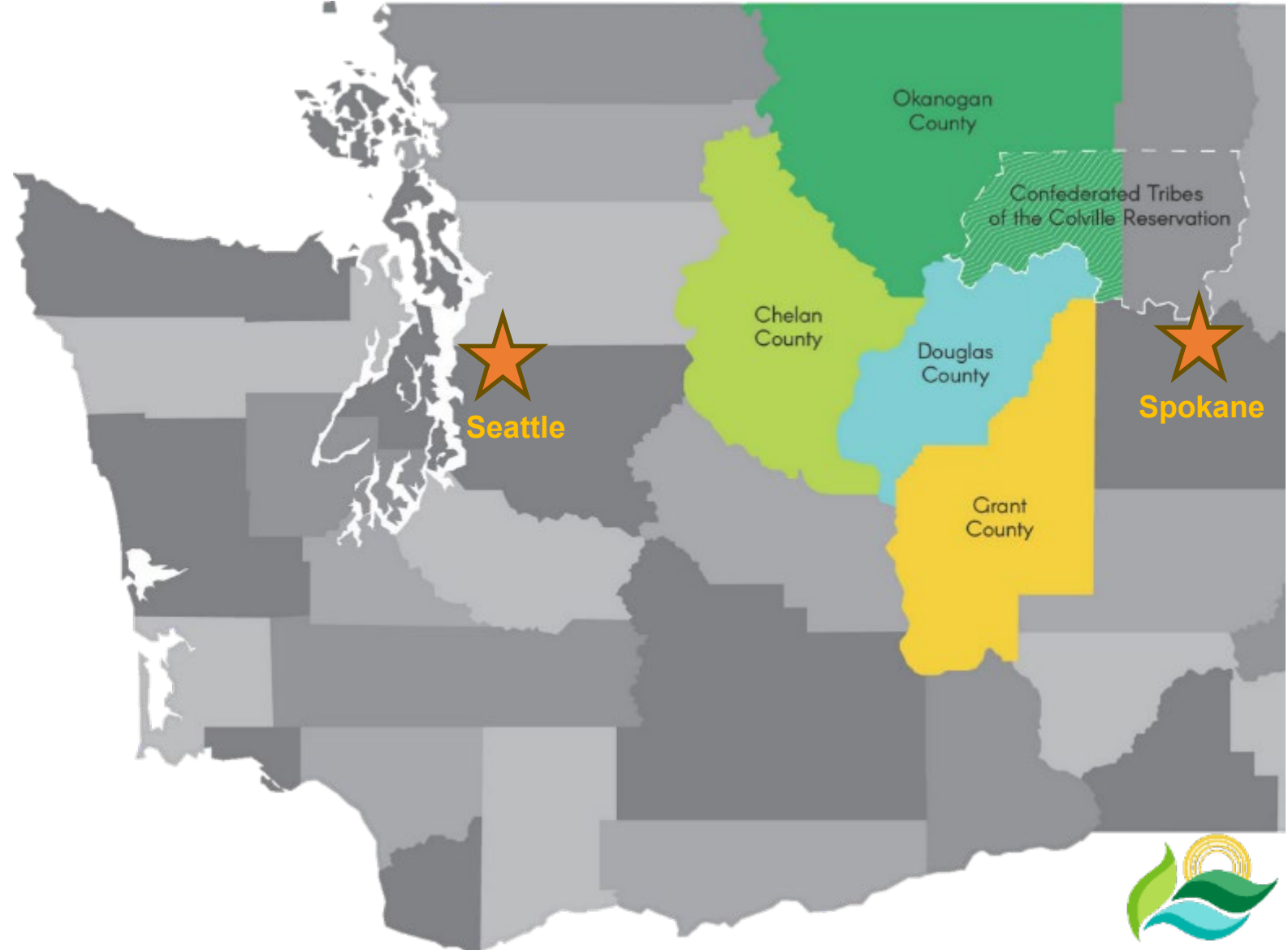


**THRIVING TOGETHER**

NORTH CENTRAL WASHINGTON

# Mission

Advance health and wellbeing in North Central Washington by unifying stakeholders, supporting collaboration, and driving systemic change.



# Ingenium

## Telehealth Program Maturity Model

LEVEL 6—TRANSFORMATIVE

LEVEL 5—STRATEGIC

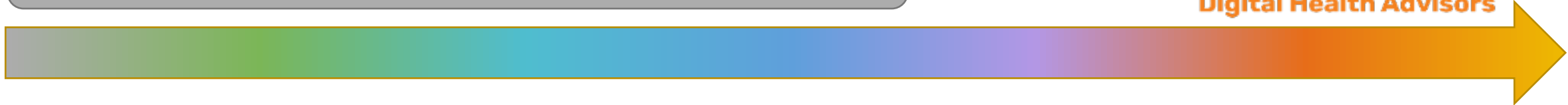
LEVEL 4—INTEGRATED

LEVEL 3—SUPPORTED

LEVEL 2—COORDINATED

LEVEL 1—EMERGING

LEVEL 0—CHAOTIC





# Telehealth Optimization Strategy

## MISSION

Improving health & wellness in the Thriving Together NCW community through Telehealth.

## VISION

Every resident can easily access **ALL\*** the care they need –  
**WHERE** they need it,  
**WHEN** they need it.

\***ALL**: primary, behavioral, dental, chronic, rehab, specialty, etc. care

# A Multi-Pronged Approach to Transforming Access through Telehealth

## Improving the Telehealth Capabilities of Interested Clinical Partners

Federally Qualified Health Clinics

Rural Health Clinics  
Critical Access Hospitals

Behavioral Health Clinics

Addiction Treatment

## Establishing Community-Focused Telehealth Service Initiatives

Schools

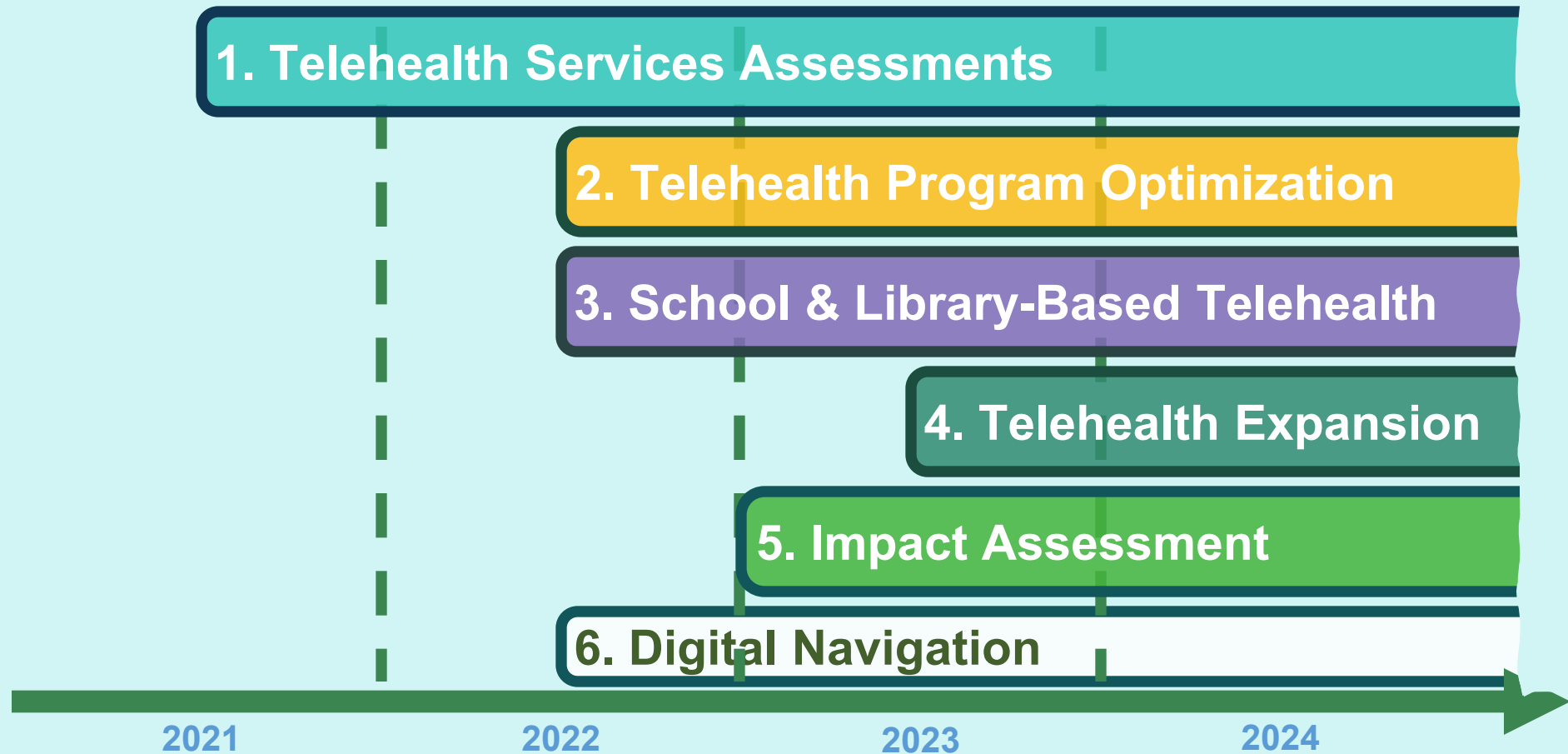
Libraries

Fire Stations

Community Centers

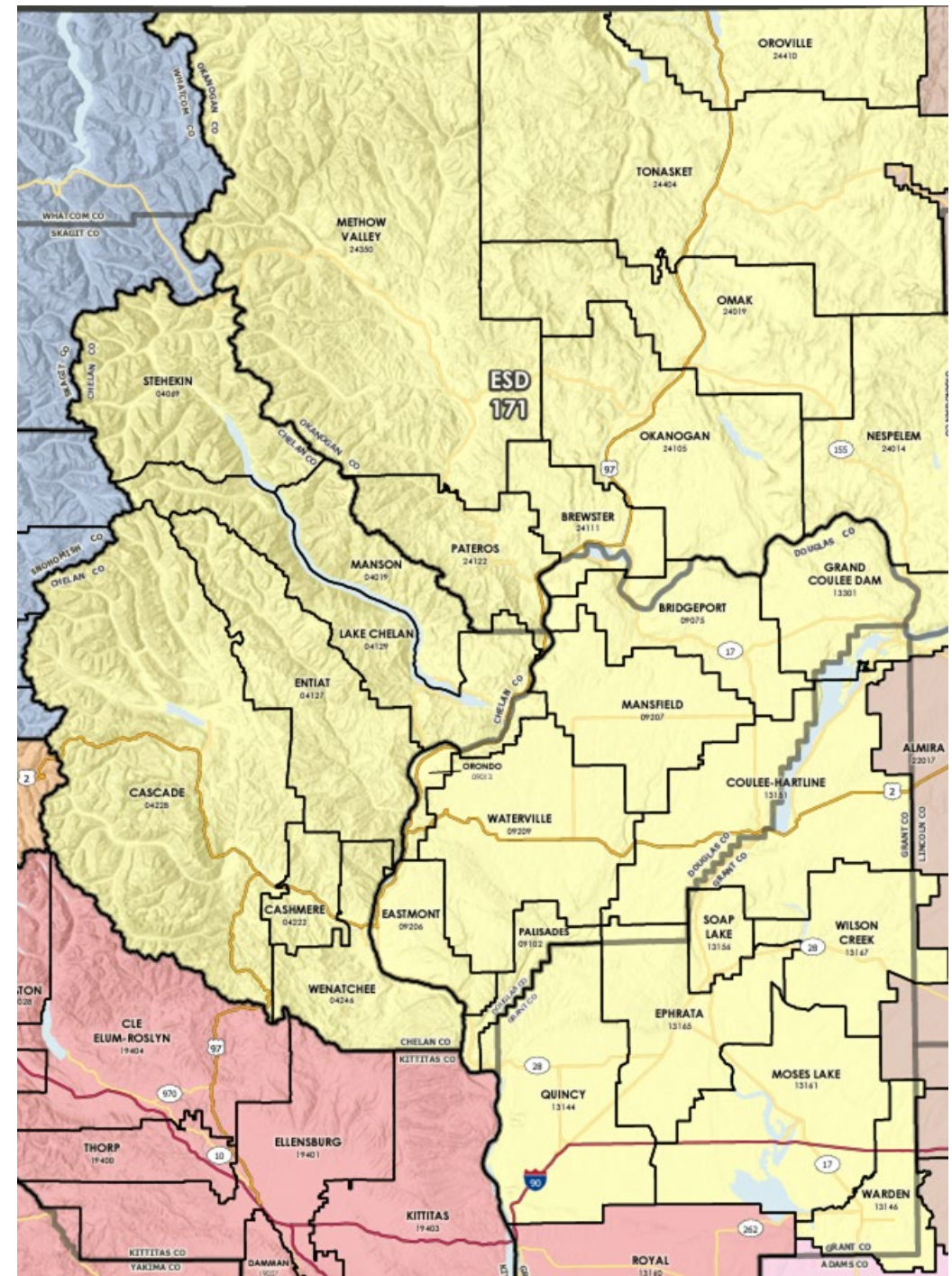
# Regional Telehealth Strategy

From Idea to Improved Access to Care





- ❖ North Central Educational Services District
- ❖ ~30 School Districts
- ❖ ~150 Schools
- ❖ Serve the four-county region
- ❖ Provide IT, operational, financial, nursing support to partner schools



# School-Focused Virtual Care Vision

**North Central Washington  
students, their families, and school staff  
can readily access virtual care  
to minimize disruption to learning.**

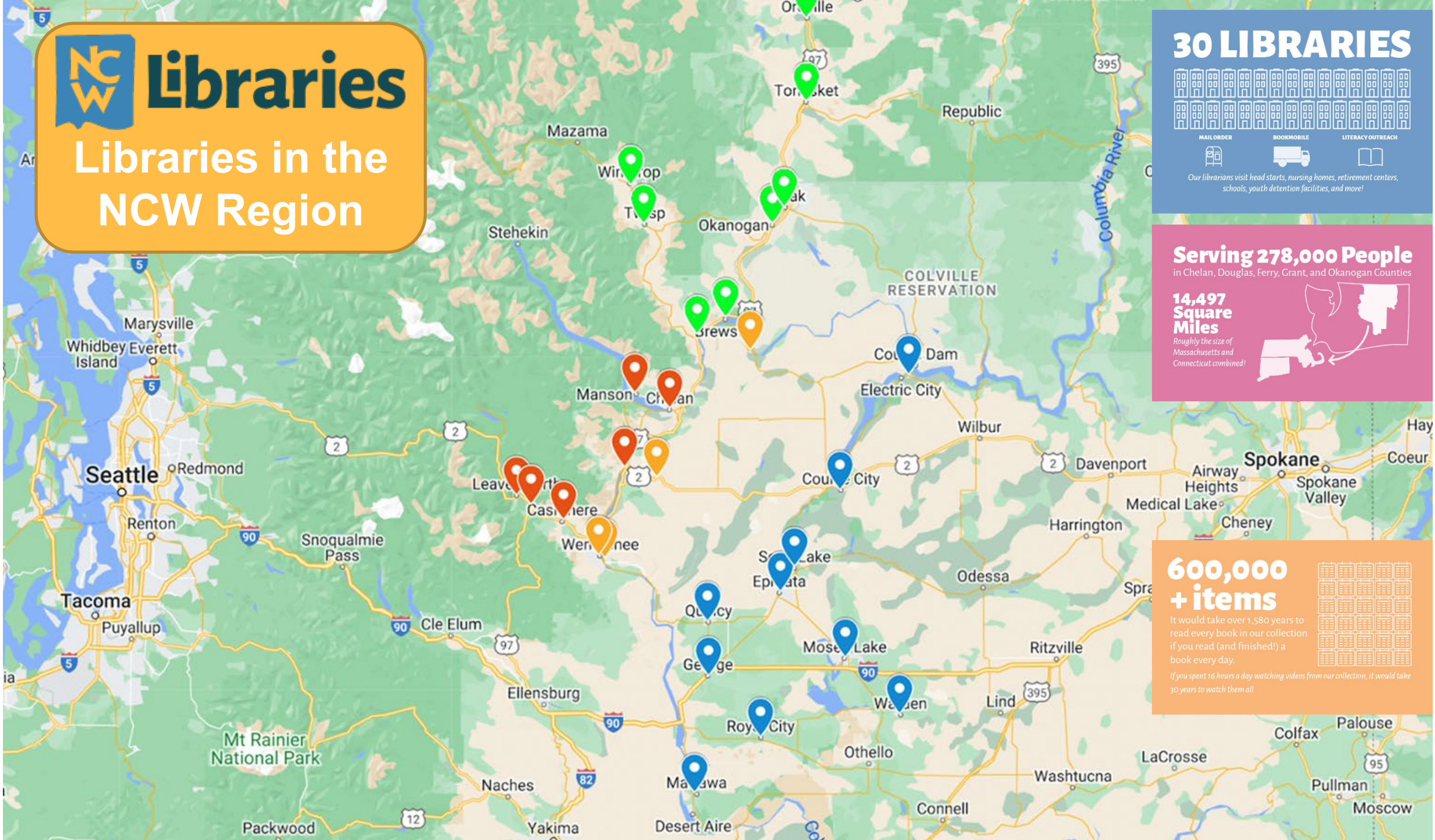
# School-Focused Virtual Care Mission 2023-2025

**Establish a set of sustainable virtual care services  
for students, their families, and school staff  
with a focus on those who  
currently lack ready access to the care they need.**



# Libraries

## Libraries in the NCW Region



### 30 LIBRARIES



MAIL ORDER    BOOKMOBILE    LITERACY OUTREACH



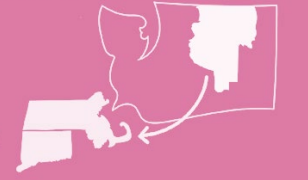
Our librarians visit head starts, nursing homes, retirement centers, schools, youth detention facilities, and more!

### Serving 278,000 People

in Chelan, Douglas, Ferry, Grant, and Okanogan Counties

### 14,497 Square Miles

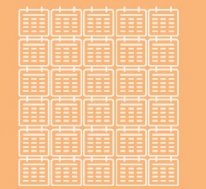
Roughly the size of Massachusetts and Connecticut combined!



### 600,000+ items

It would take over 1,580 years to read every book in our collection if you read (and finished!) a book every day.

If you spent 16 hours a day watching videos from our collection, it would take 30 years to watch them all.



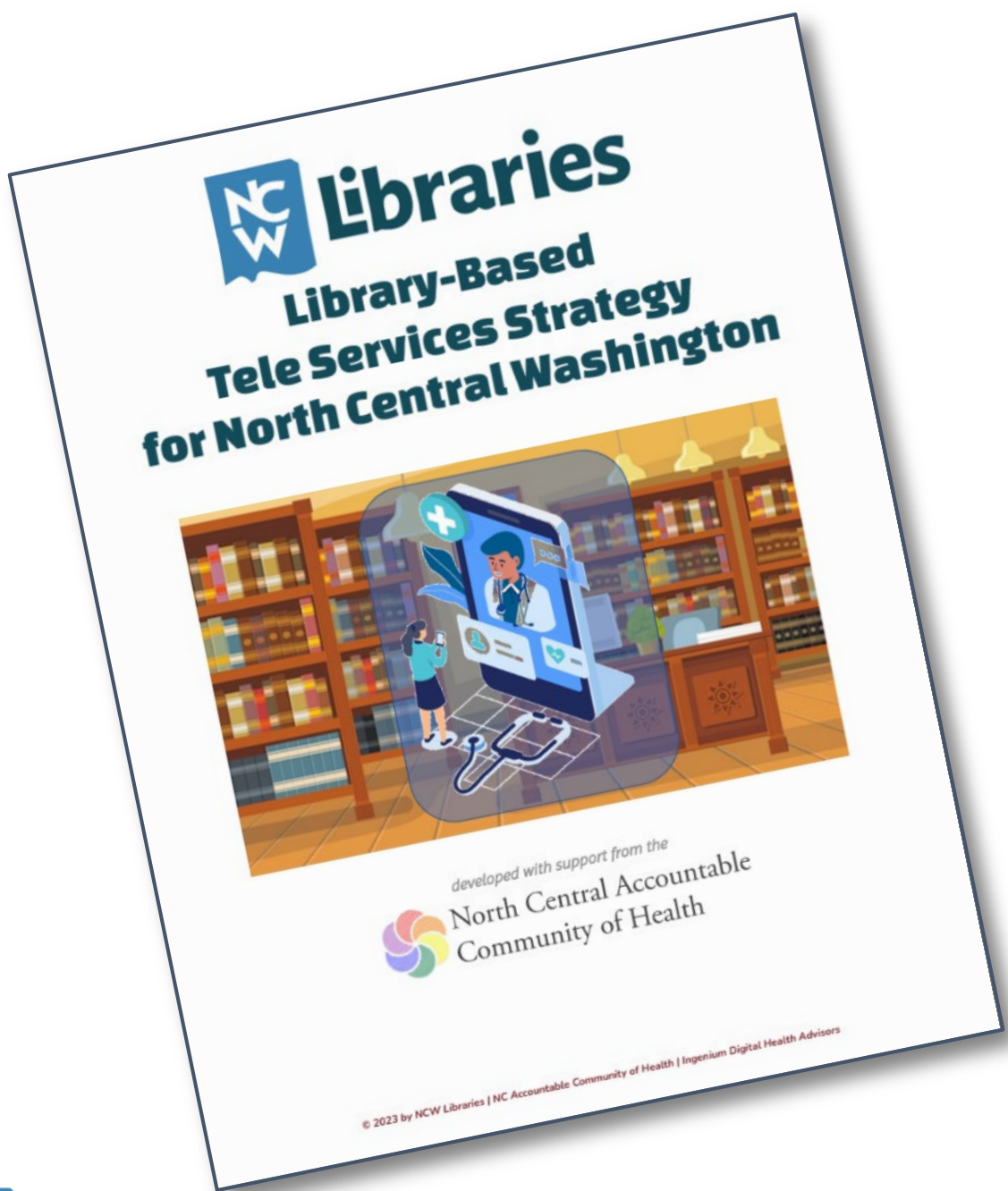
# Library-Based Tele Services Vision

**To be the welcoming heart of the  
NCW communities  
where people easily connect  
to a multitude of social and healthcare services.**



# Library-Based Tele Services Mission 2023-2025

**Establish sustainable Tele Services  
for patrons and communities  
with a focus on those who are  
currently lacking easy access to care.**



## Library TeleServices

### Regional Strategy

Vision, Objectives, Goals

## Library TeleServices

### Implementation Playbook

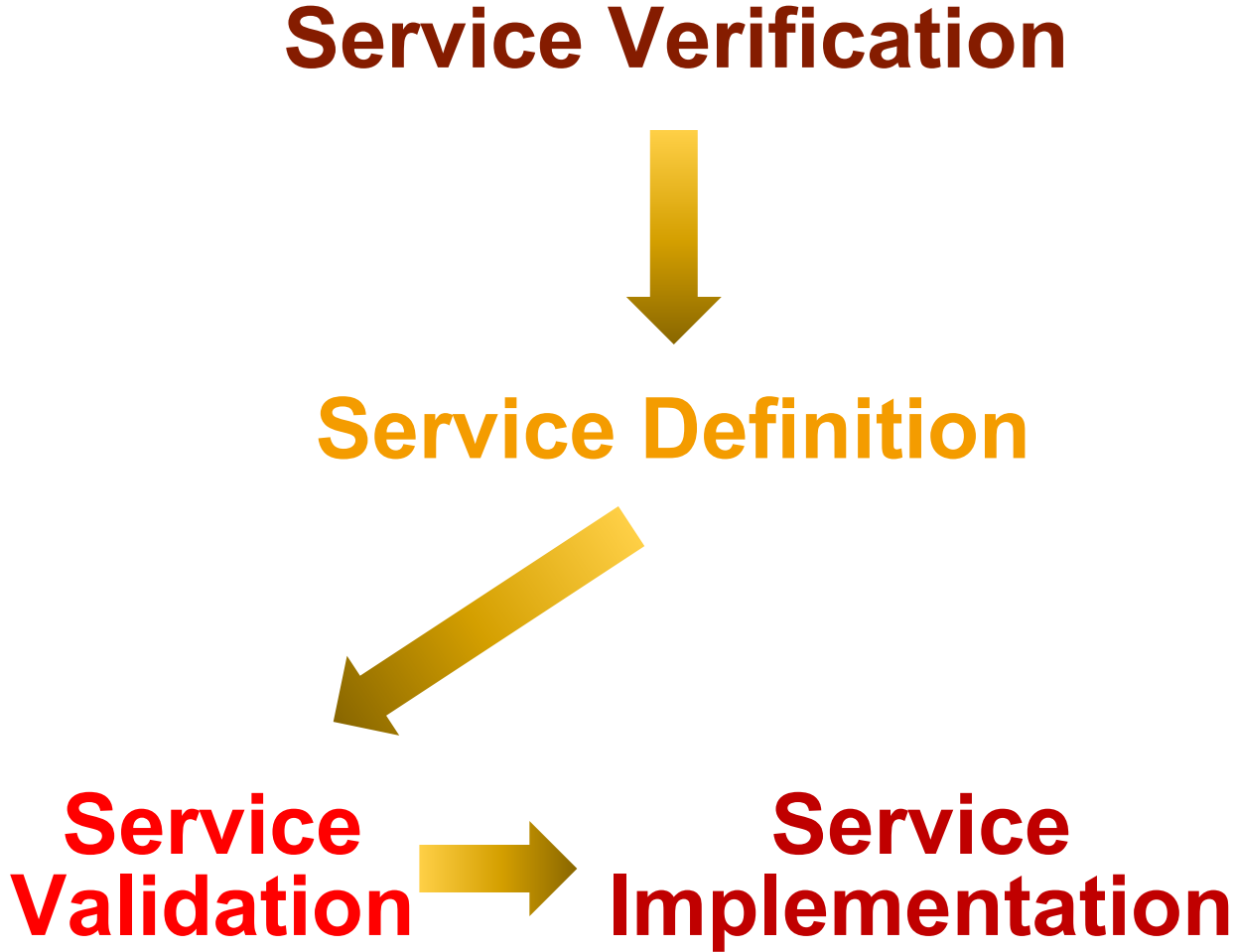
Plans, Processes, Tools, Technology

## Library TeleServices

### Launch Management

Project Management, Contracting,  
Workflow Design, Technology Selection,  
Training, Technology Implementation,  
Service Launch, Performance Mgmt.

Ingenium  
Telehealth Service  
Launch Process



Ingenium  
Telehealth Service  
Launch Process

**Service Verification**



**Service Definition**



**Service Validation**



**Service Implementation**



# Implementation Success Through Focus on:

**Workflow**

Scheduling

Rooming

Alternate Scenarios

**Training**

Clinicians, Staff

Workflows & Technology

Best Practices

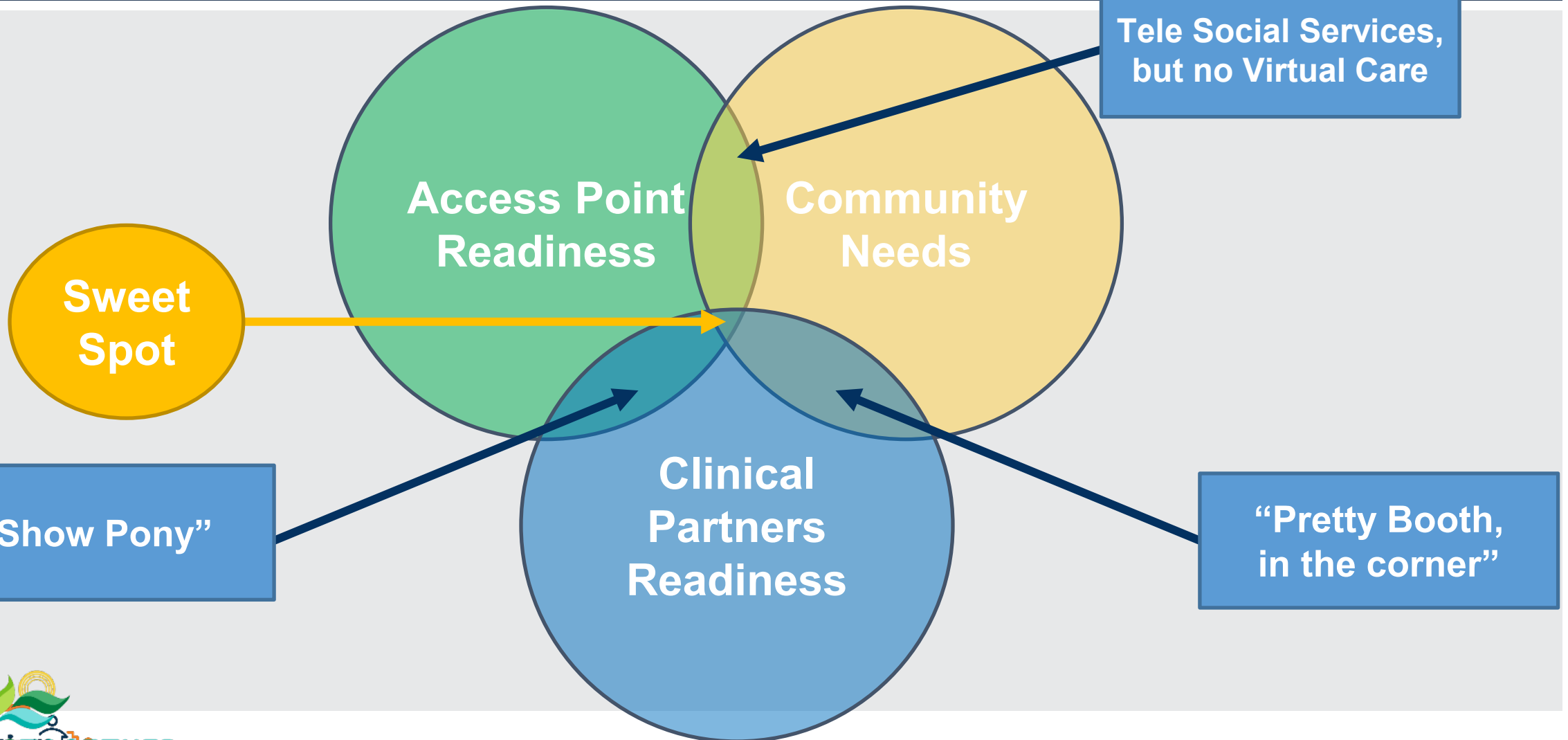
**Change  
Management**

Leadership, Clinicians, Staff

Training, Ongoing Support

Utilization Monitoring

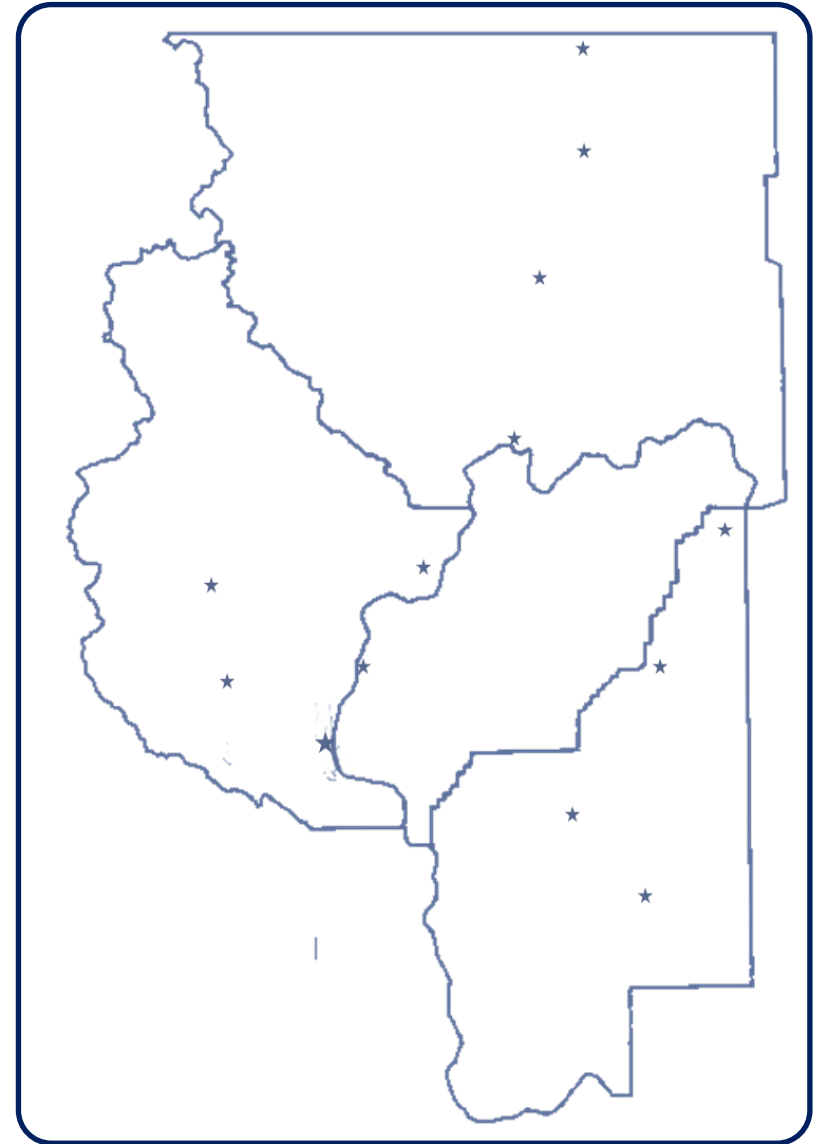
# Prioritization of Opportunities



# NCW Region Clinical Partners

## 21 Clinical Partners in the area:

- 2 Community Hospitals,  
Health Systems
- 8 Critical Access Hospitals w/  
Rural Health Clinics
- 4 Community Health Centers
- 2 Clinics / Rural Health Clinics
- 5 Behavioral Health,  
Substance Use Disorder Services



A photograph of a library interior. In the foreground, there are several long wooden study tables with matching wooden chairs. A small sign on one of the tables reads "Quiet Please". In the background, there are bookshelves filled with books, a large clock mounted on a blue panel, and a window with blue curtains. There are also some filing cabinets and a printer visible in the background.

# **Libraries as Access Points**



# Division of Effort (%)



**NCW Libraries**

**Library Branch**

**Impl. Team**

# Library-Based Tele Services Launch Plan

TELE SERVICES LAUNCH PLAN 2023-2024					
	1Q23	2Q23	3Q23	4Q23	2024*
Tele Service Access Points		1 POC Library Branches	2-3 POC Library Branches		(as needed)
Tele Social Services		1 Service Partner	1 Library Branch 1 POC Service	2+ Service Partners 3+ Library Branches 4+ Services	4+ Service Partners 9+ Library Branches 36+ Services
Virtual Care - Behavioral Health	1 Clinical Partner	1 POC Service 1 Library Branch	2+ Services 2+ Clinical Partners 3+ Library Branches		5+ Services 3+ Clinical Partners 9+ Library Branches
Virtual Care - Physical Health		1 Clinical Partner	1 POC Service 1 Library Branch	2+ Services 1+ Clinical Partners 3+ Library Branches	4+ Services 2+ Clinical Partners 4+ Library Branches

POC: Proof-of-Concept

\* targets are cumulative, not incremental

Services: an instance of a service at

# NCWLibrary

# Library

# Clinical Partner

**Phase 1**

D-1  
Identify Library and  
Clinical Partner

L-1  
Contact and  
Enroll Library

C-1  
Contact and  
Enroll Clinical Partner

**Phase 2**

L-2.1  
Identify and Prepare  
Tele Services Space

L-2.2  
Build and Deploy Tele  
Services Access Point

C-2  
Connect Clinical Partner  
with School

**Phase 3**

D-3  
Performance  
Management Design

L-3.1  
Setup and Configure  
Reservation System

L-3.2  
Develop/Adapt  
Library Workflows

C-3  
Develop/Adapt  
Clinical Workflows

**Phase 4**

**Library  
Telehealth Services  
Implementation  
Playbook**

L-4.1  
Training on Workflows,  
Tele Svcs. Access Point

C-4.1  
Training First Clinician  
on Workflows

L&C-4.2  
Launch & Manage  
Proof of Concept

**Phase 5**

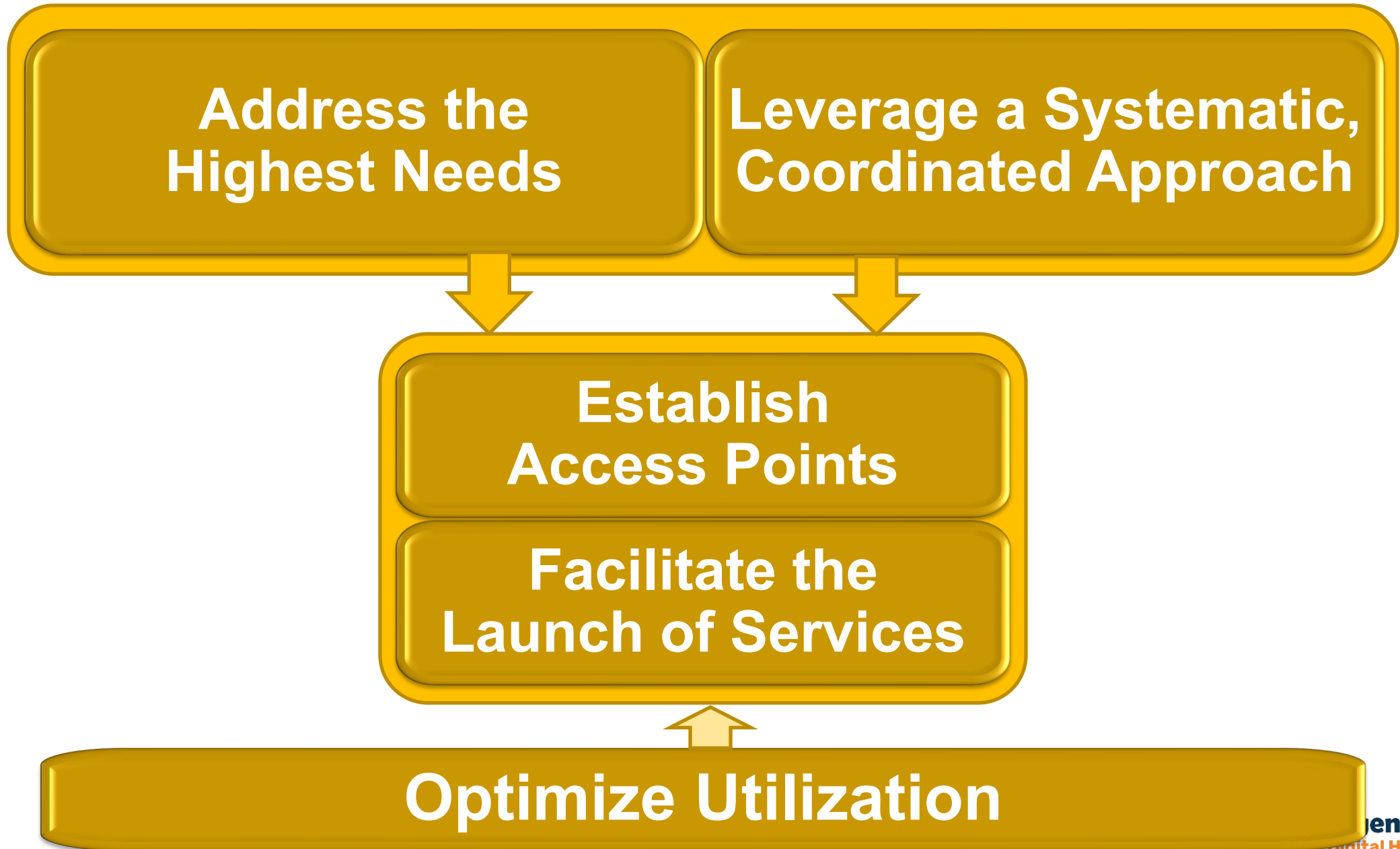
D-5  
Performance  
Management

C-5.1  
Full Deployment  
(train clinicians/staff)

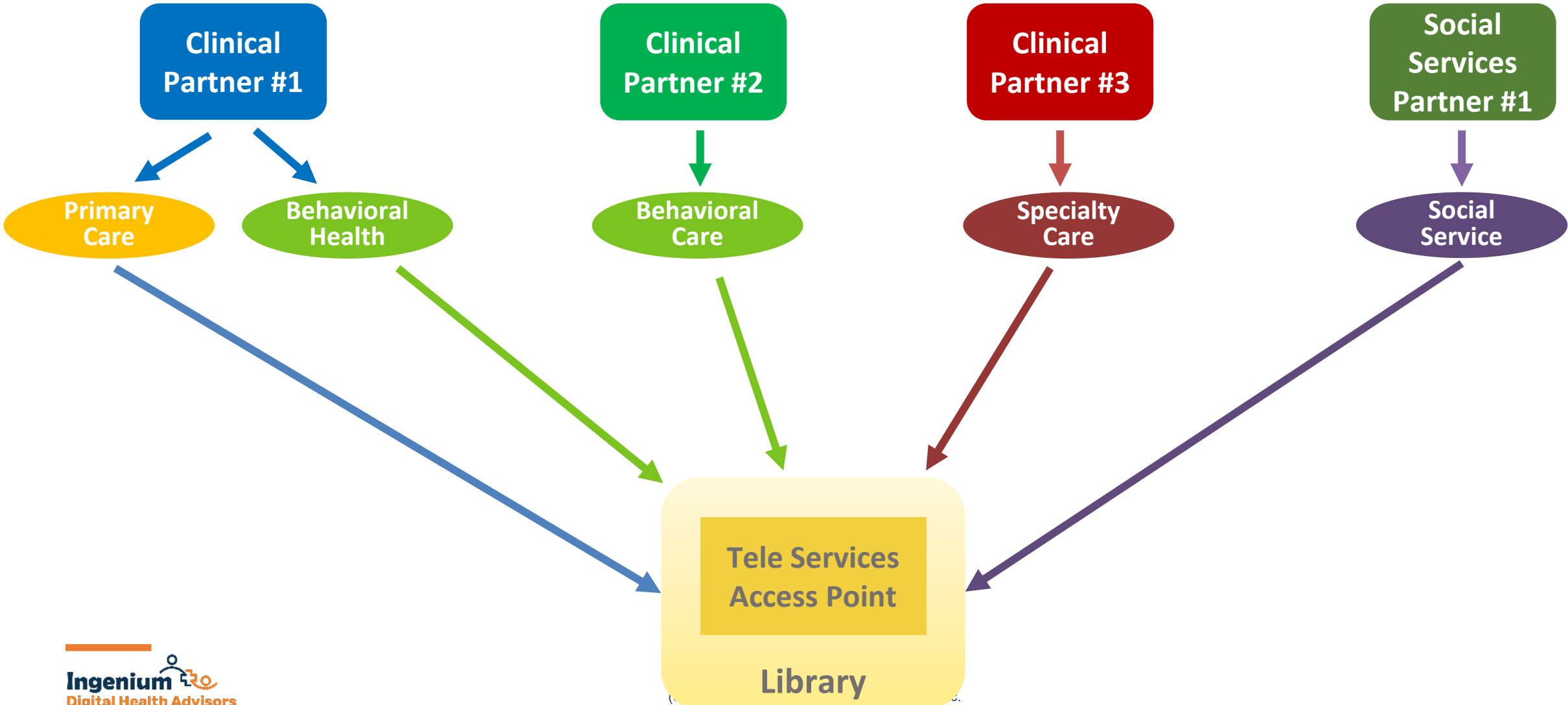
C-5.2  
Operational Handoff  
to Clinical Partner

© 2023-2024 Ingenium Consulting Group, Inc.

# Strategic Themes



Provider-Agnostic Teleservices Model



# A Broader Scope than Healthcare



# TELEHEALTH T-TIME

## Beyond Telehealth

A COMMUNITY FOR TELEHEALTH ENTHUSIASTS



### Sample Social Services

State Benefits Enrollment

Health Insurance Enrollment

Veterans' Services

Social Security

Immigration

Tax Preparation

Job Interview Preparation

Legal / Telecourt

Passport/Visa Application

# Our Approach

Co-Developed Regional  
Library Tele Services  
Strategy

Launch ONLY with a  
committed  
services partner

Developed & Applying  
Implementation  
Playbook

Approach as a  
Change Management  
Challenge

Outsourced Implementation Management



# Room & Booth Options



A photograph of a school library. In the foreground, there is a long wooden table with several wooden chairs. On the table, there is a small sign that says "Quiet Please", a pen, and a pencil holder. In the background, there are bookshelves filled with books, a clock on a blue cabinet, and a window with blue curtains. There are also some filing cabinets and a printer in the background.

# Schools as Access Points

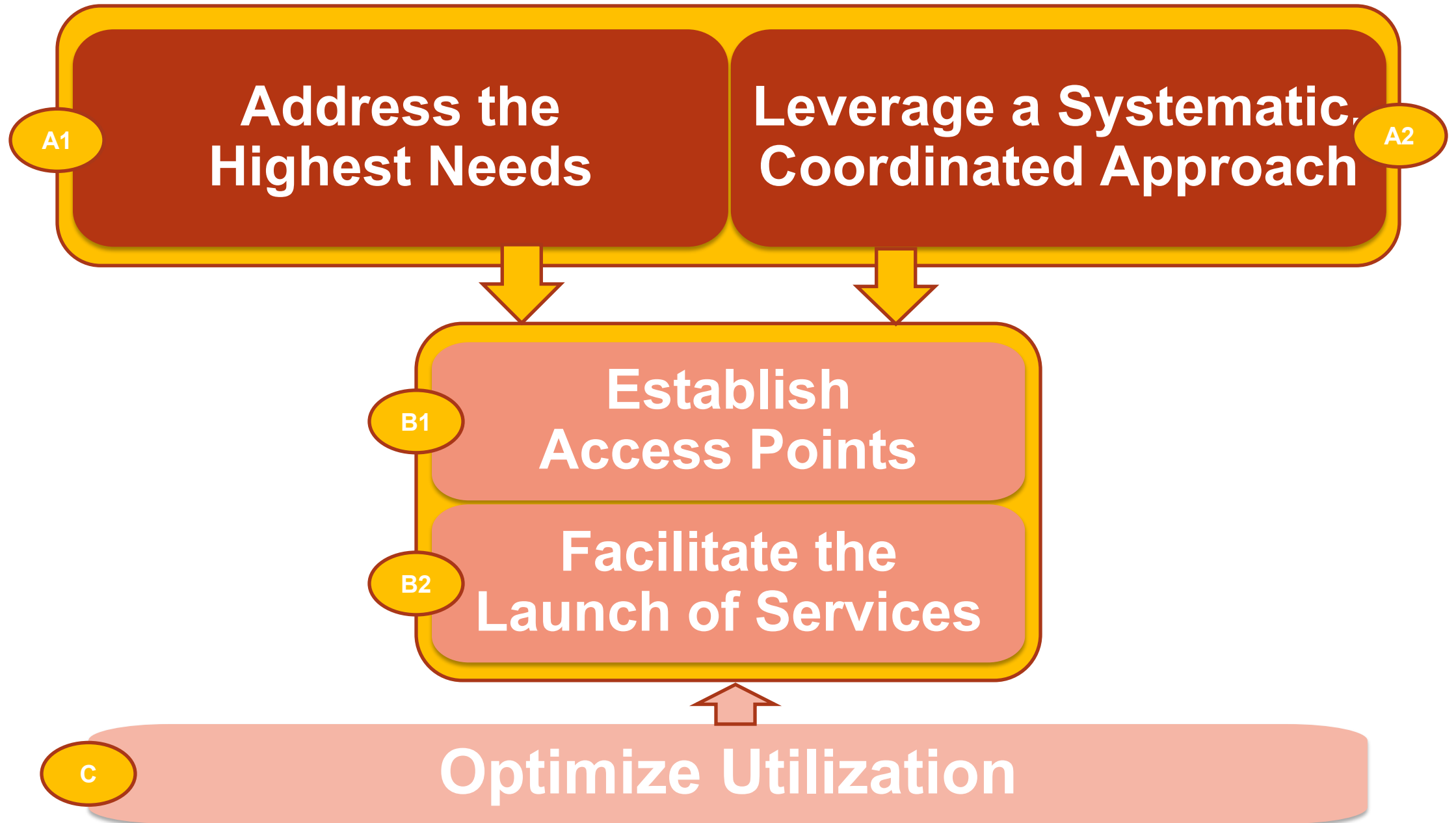
# School-Focused Virtual Care Launch Plan

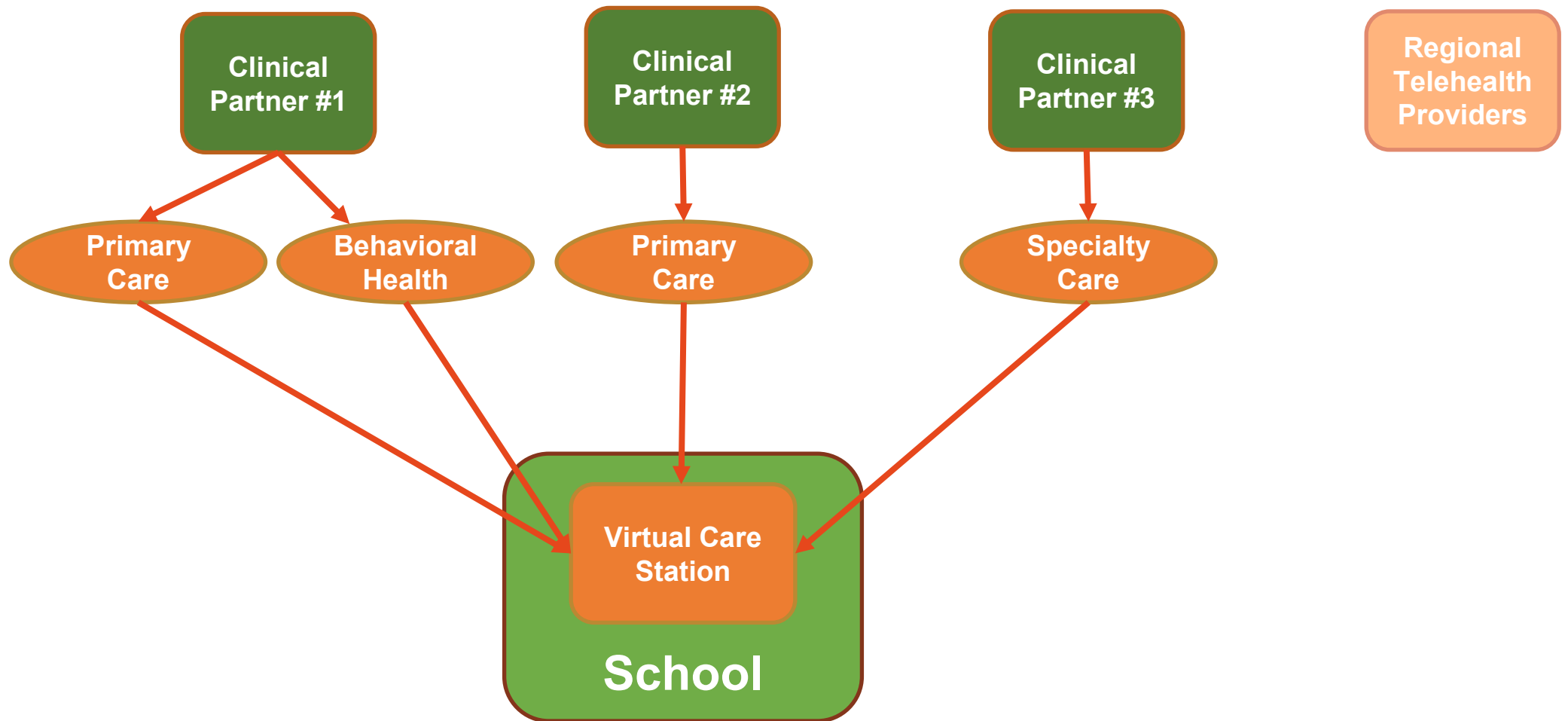
VIRTUAL CARE SERVICES LAUNCH PLAN 2023-2024					
	1Q23	2Q23	3Q23	4Q23	2024*
Virtual Service Access Points	3-5 Schools (1 ES + 1 MS + 1 HS)		(as needed)		(as needed)
Virtual Care - Behavioral Health		1 BHP at 2+ Schools	2 BHPs at 4+ Schools	3 BHPs at 6+ Schools	3+ BHPs at 10+ Schools
Virtual Care - Physical Health		1 PCP at 1+ Schools	1 PCP at 3+ Schools	2 PCPs & 1 SCP at 5+ Schools	2 PCPs & 2 SCs at 8+ Schools

\* targets are cumulative, not incremental

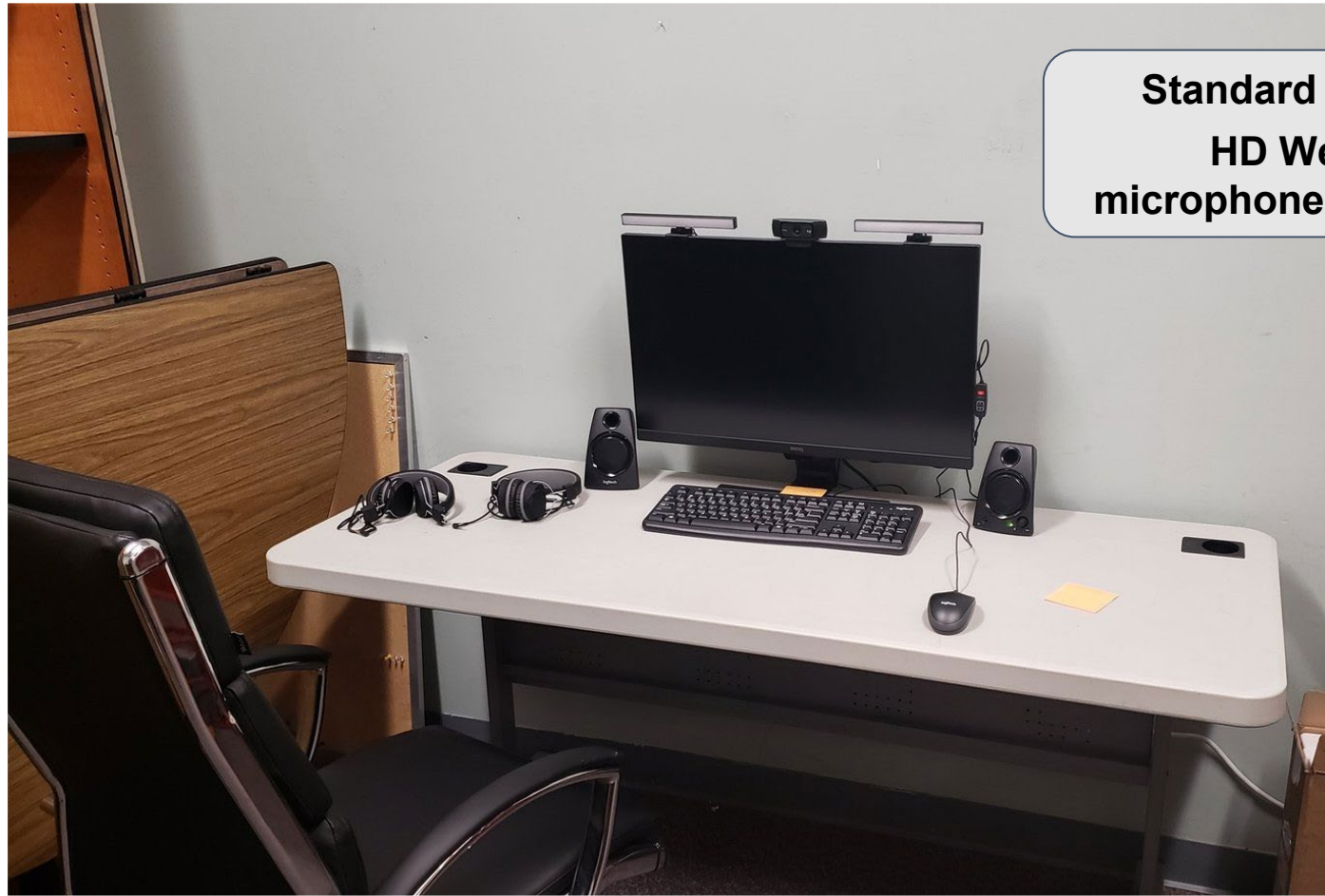


# Strategic Themes





# Provider- and Technology-Agnostic Telehealth Access Point



**Standard PC running Windows  
HD Webcam, LED lights  
microphone, speakers, headphones**

# School Telehealth Service 5-Step Launch Process

1. Introduction to School Contact(s)  
*(e.g., review existing patients, needs)*
2. Configure School's Telehealth Access Point (TAP).
3. Training on workflows: scheduling & visit  
*(+cancellations, crisis, new clinician/patient, etc.)*
4. "Proof of Concept" phase – validating assumptions, refining processes / training
5. Full Training & Performance Management

# Special Considerations

## For Schools...

- HIPAA & FERPA regulations are met to protect student information
- Involve families in the virtual process to build trust and support
- Build programs for students, but expect faculty and staff to use

## For Libraries...

- Smooth marketing campaign to take away stigma of booth
- Collaborate with local organizations to spread awareness of the service
- Anticipate higher costs & longer shipping times for TeleService booths



# Special Considerations

## For Primary Care...


- Clarity on “existing” vs. “ad-hoc” patient needs
- Understanding of new technologies— handheld vital tools

## For Behavioral Health...

- Consider needs – SUD, Therapy, Crisis, WISe, etc.

## For Specialty Care...

- Working with larger organizations – more hoops to jump through!
- Report of current patients in the region



Can you please  
answer me  
two questions?



Q.  
A.

# Upcoming Event

FREE WEBINAR

## DIGITAL NAVIGATION IN THE CALIFORNIA SAFETY NET



THURSDAY NOVEMBER 7



TIME 12 PM PST

**REGISTER**

[www.caltrc.org](http://www.caltrc.org) <<<<<

REGISTRATION & INFORMATION



**Stay  
Connected –  
Follow Us!**





# Thank You



[www.caltrc.org](http://www.caltrc.org)