# Our Telehealth Journey

<table>
<thead>
<tr>
<th></th>
<th>Start of SMTSN October 2017</th>
<th>End of SMTSN February 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Telehealth Sites</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td># of Specialty Provider Contracts</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td># Specialties Contracted</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td># Specialties Regularly Utilized</td>
<td>7</td>
<td>8</td>
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2,226 Telehealth Encounters between October 2017 and February 2020
Key Factors & Supports

Michael Mulligan, MD
Strategic Projects Director

Darla Clark, MPA
COO

Lisa Davies, MPH
CEO

Debbie Arvay
Medical Practice Manager

Sierk Haitsma
CFO

Alinea Stevens, MD MPH
Medical Director

“Physician Champion”

Leadership Buy-In & Trust
Key Factors & Supports

Capable Staff Dedicated to the Telehealth Program

Our program:

2.0 FTE Telehealth Coordinators

Wider Chapa-De Medical Team also provide back-up and assistance when needed

Wendy Barnhart
Telemedicine Coordinator
Lead

Eileen Linson
Telemedicine Coordinator
We didn’t do it alone! The abundance of support and guidance has been critical to our success. From coaching, site visits, trainings and workshops to the summits, networking opportunities and sharing of best practices – we’ve had a lot of help along the way. Extra special thanks is due to CTRC, CTN/OCHIN, CCI & Rand Corp.
Telehealth removes barriers and enables more care and more-convenient access to care.

https://youtu.be/HX8sDIAFGiw

Here is Jill’s story:
Top Three Lessons Learned in SMTSN

1. Telehealth can be billable and sustainable

2. It takes a village!
   - Share
   - Be Creative
   - Ask for Help

3. Empower and trust your team
What’s Next?

Sustaining

• Continue working on making our program billable
• Leverage the telehealth successes during COVID-19 to advocate for legislation to sustain telehealth access after the emergency declaration
• Finish creating dedicated space for Telehealth at both clinic sites
• Maintain relationships and continued networking

New Idea! Share specialist time between clinics where lower volume is an issue to getting the care needed