



Building a Virtual Ecosystem for the Future

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MUSC Virtual Care Ecosystem: FY24

Ambulatory

Extend MUSC brand, improve access, offer convenient care

% virtual, capacity management, patient satisfaction, access equity, timeliness, value-based performance, new patient capture, patient engagement & retention

- + - Integration status
- Technology partnership
- Service type
- Service description
- Service scope



Inpatient

Improve access to specialty care and improve hospital-based outcomes

LOS, cost of care, severity adjusted mortality, Leapfrog, core measures, bundle adherence, nursing quality metrics

Population Health

Improve care equity for safety net populations and improve value-based care performance

HTN control, A1c control, ED visits, readmissions, behavioral health therapy compliance, infant well visit compliance

Virtual Specialty Care

Solving for timely access and capacity concerns simultaneously while *improving* physician work-life balance

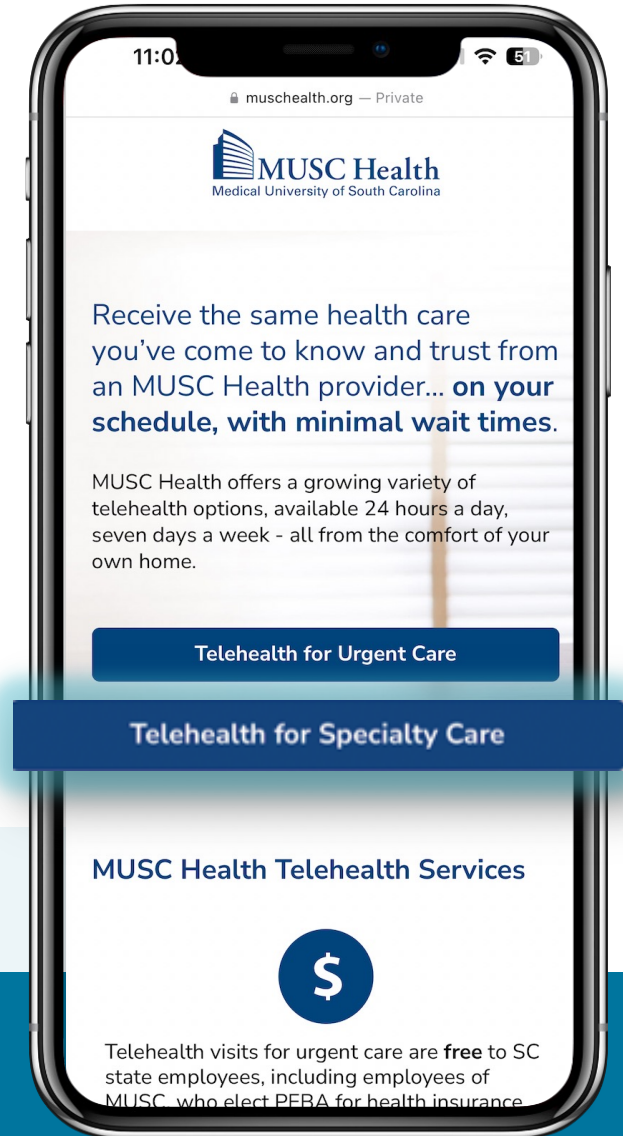


To watch Ross' experience with Virtual Specialty Care, scan the QR code.



Highlights:

- Minimal wait times
- Patients may self refer and self schedule directly through website
- Clinical support team coordinates care, ensuring the patient can complete necessary labs and imaging close to their home



7 Specialties

Endocrinology, Rheumatology, Neurology, Pulmonology, Sleep Medicine, and Benign Heme/Sickle Cell, Primary Care

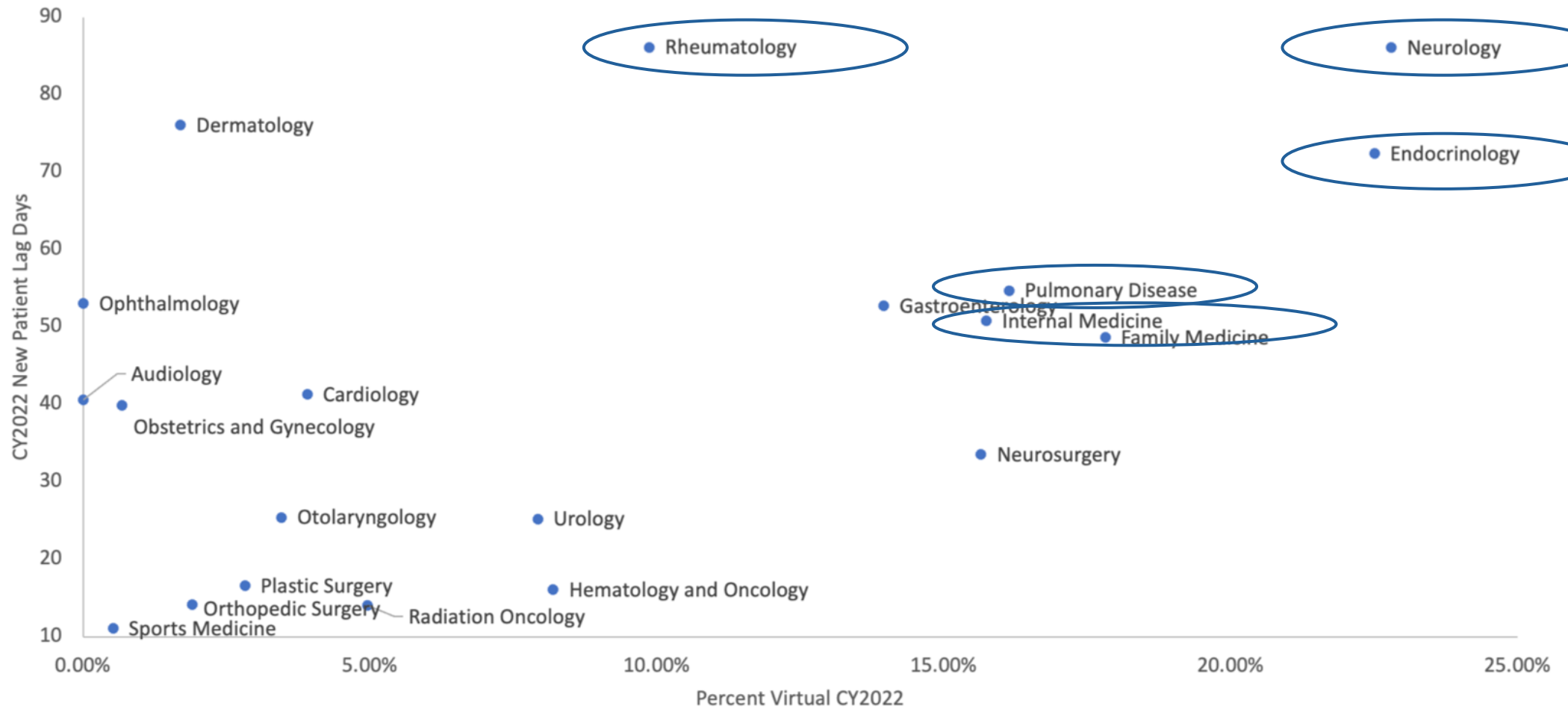
86%

“Top Box” Willingness to Recommend

[musc.care](https://muschealth.org/care)

Specialty Determination Matrix [High volume]

CY2022 Adult Services, >10k patients annually



Optimizing Outpatient Telehealth Visits

ACCESS METRICS

% virtual, capacity management, patient satisfaction, access equity, timeliness, new patient recruitment, visit loss

SUSTAINABILITY

Cost reductions, fee-for-service, contracted services, value-based performance metrics, patient retention, patient satisfaction, **centralized staffing support with standardized workflows**

STRATEGIC BENEFITS

Work-from-anywhere, work-life balance, reduced burnout, **improved staffing support**

1,800

Providers

14,000

Visits per month

97,000

Unique Patients

700

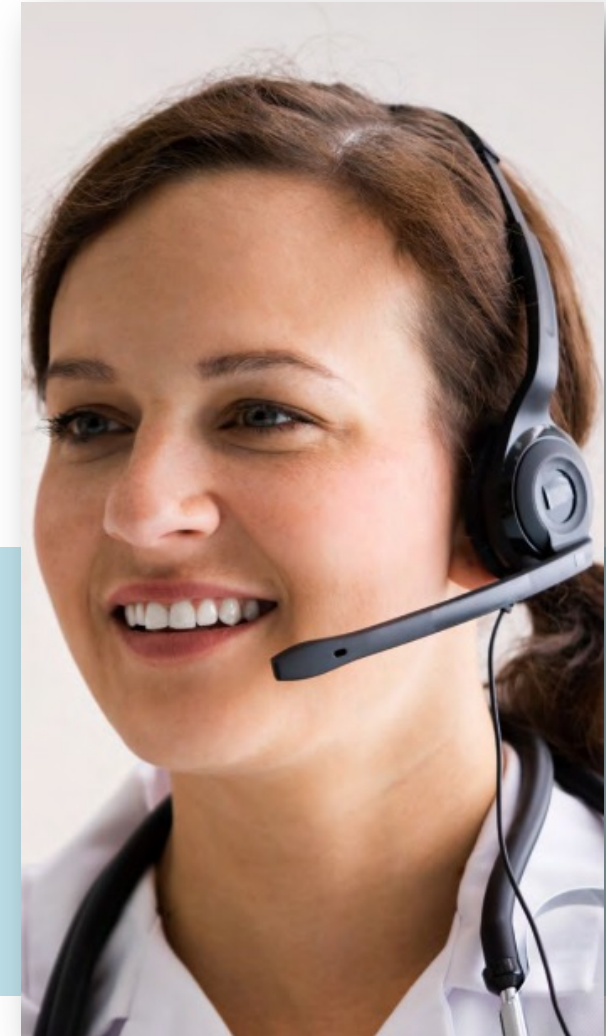
Visits per day

10,800

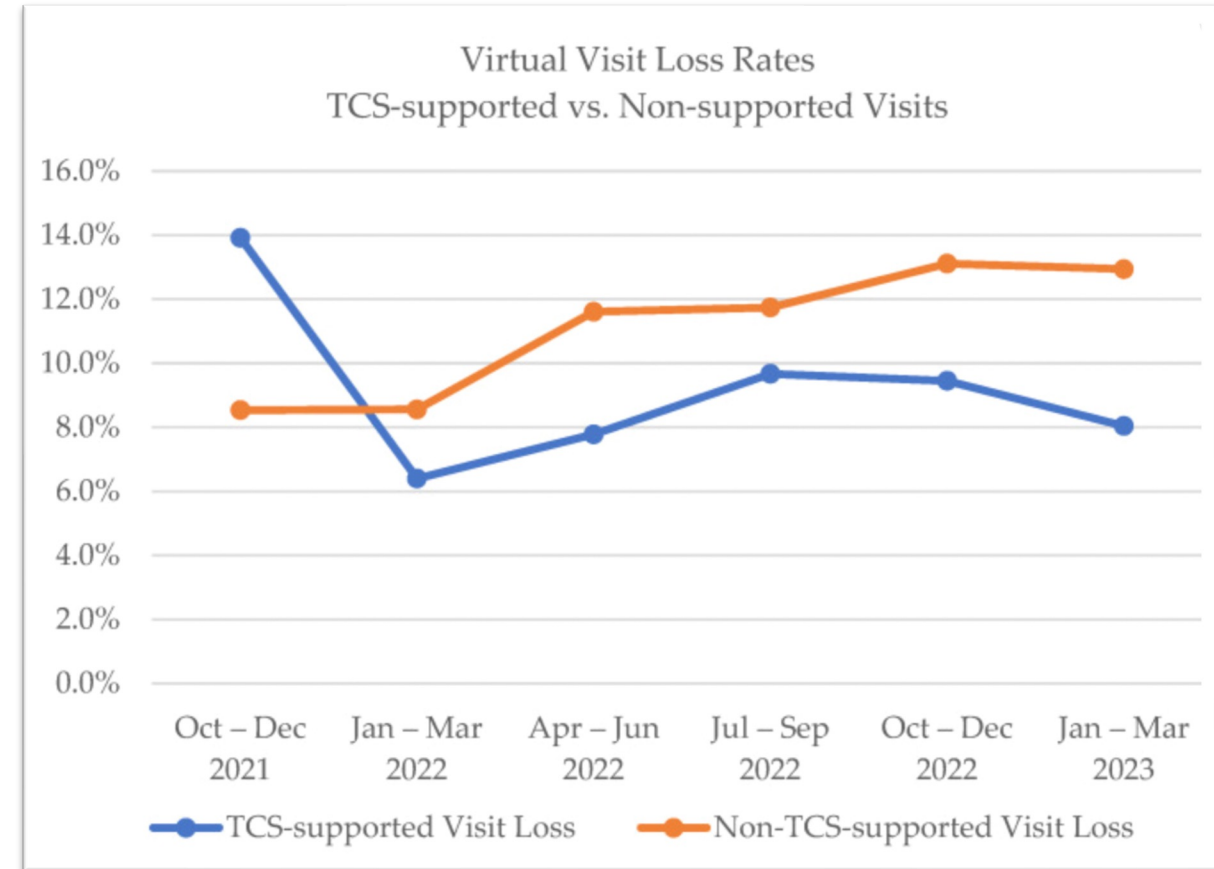
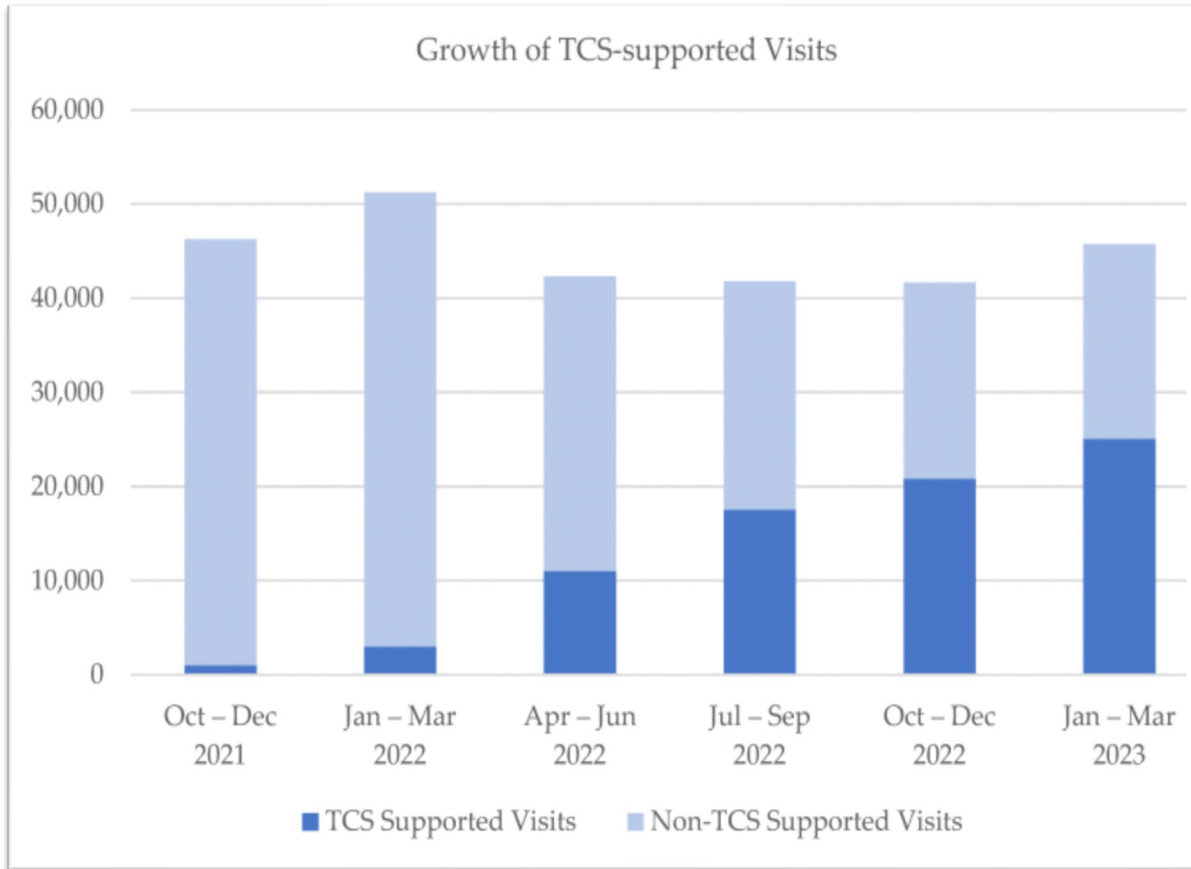
Participants invited

14






CMAs



Centralized Virtual Staff Reduces Friction



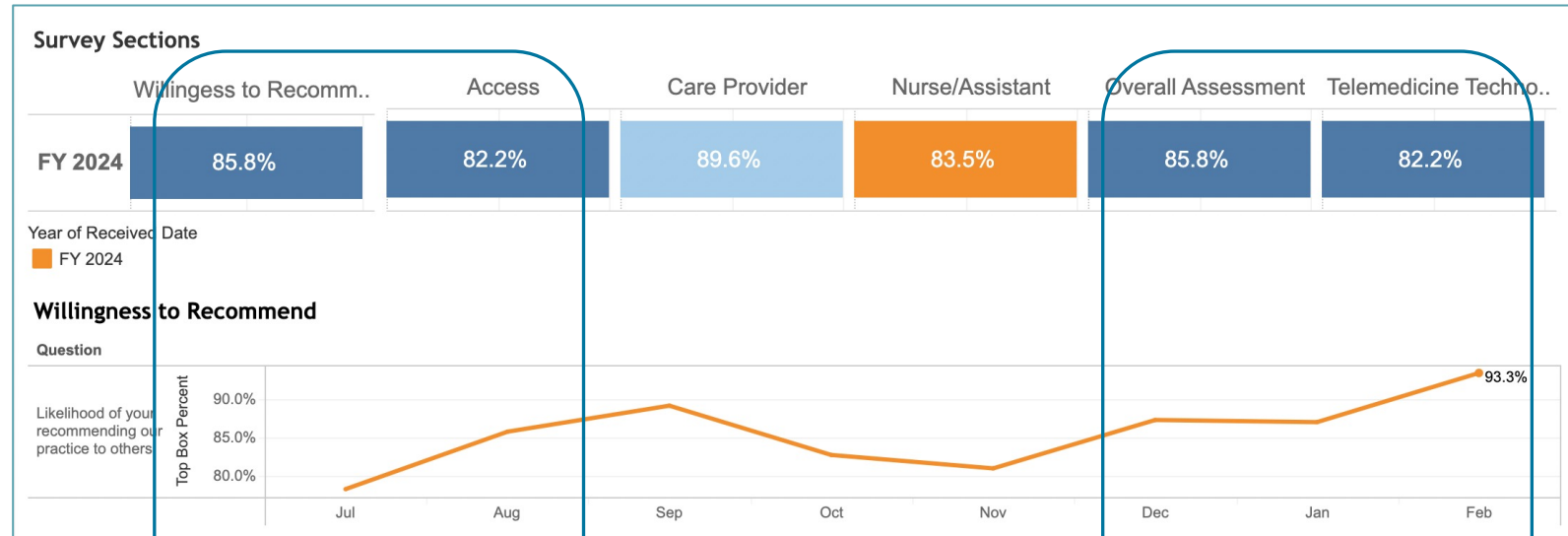
Establishing a Centralized Virtual Visit Support Team: Early Insights

by  James McElligott ^{1,2} ,  Ryan Kruis ^{2,*} ,  Elana Wells ² ,  Peter Gardella ²,  Bryna Rickett ²,  Joy Ross ²,  Emily Warr ² and  Jillian Harvey ³ 

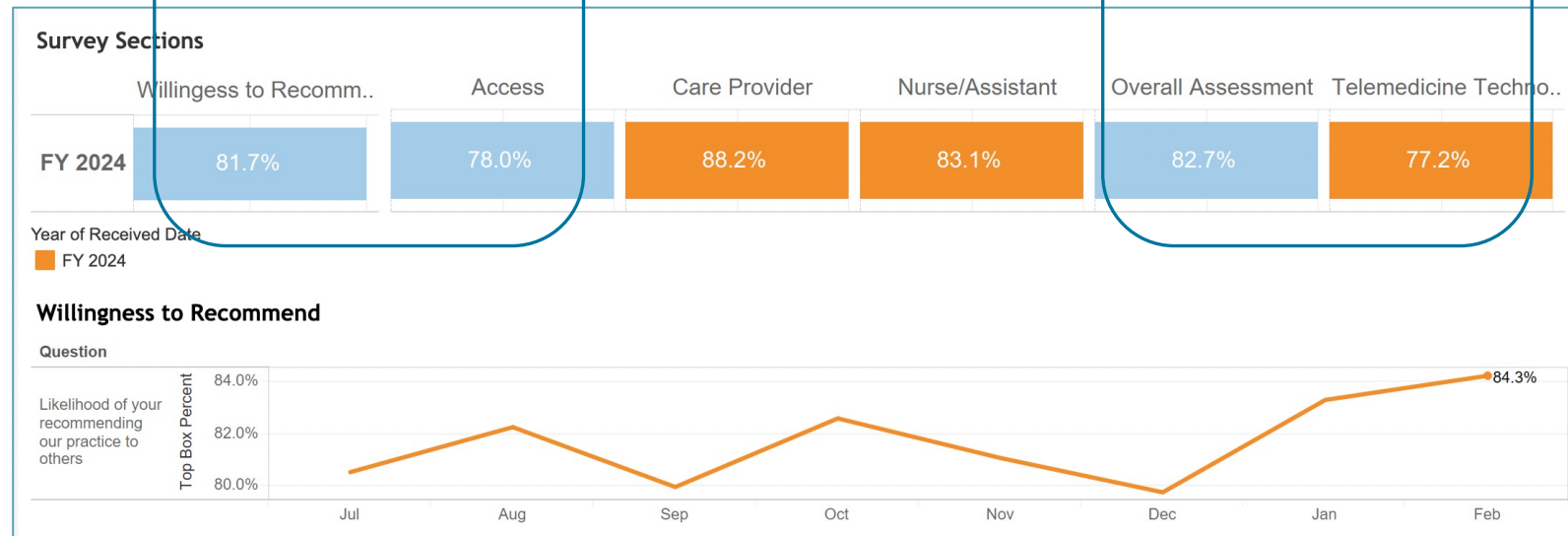
Healthcare 2023, 11(16), 2230; <https://doi.org/10.3390/healthcare11162230>

Improving Patient Experience

100% virtual practice



Hybrid in-person / virtual practice



Platform approach: dynamic interoperability



Virtual Command Center



Collapsing historical point solutions into a unified, integrated platform approach (where possible) will enable future AI use cases

In Summary

- fully virtual service lines
- investments in EHR-integrated telehealth platform
- development of a nurse-led, centralized support team to assist ambulatory telehealth visits enterprise-wide
- an increased focus on telehealth equity

