

Connecting Resources, Strengthening Rural Health Care, Saving Lives

# Illinois Telehealth Network (ITN) Member News

March 27, 2017

## Call for Nominations:

Seeking two additional board members—*submit names by April 7*



We would like to announce that the Illinois Telehealth Network (ITN) board voted unanimously to create two new board positions and to request nominations from members to be considered for appointment. The board feels strongly that the network's mission and vision are best carried out with a diverse board with strong rural representation.

**Qualifications:** The board is seeking nominations of unaffiliated or independent health care organizations located in rural areas (see dark green and light green areas of the ITN map on page eight). Only nominations by representatives of ITN member organizations will be considered. If you or an acquaintance would be interested in serving on a dynamic nonprofit board, with hour-long meetings (often conference call) every two months, please submit a nomination at the link below. We will contact nominees to confirm their willingness to serve.



**Board Service Description:** ITN board service is a volunteer position with a term ending either June 2018 or June 2019 (with the possibility of reelection for up to three two-year terms). Rural health care expertise is a plus. Board members will work closely with an Executive Director to provide oversight to ITN staff, programs and strategic planning. ITN Mission, Vision and activities are detailed in recent slides linked [here](#). A list of the current board may be found on page seven. Please direct any email questions [here](#).

Click here to [submit a candidate nomination](#) (deadline: April 7 at 6 pm). Submitted names will be contacted to confirm willingness and invited to provide a brief bio.

You may nominate yourself or someone else, and if you wish to submit multiple names, simply click on the survey link again.

On behalf of the ITN board of directors, thank you for your input, and for your support to make ITN a catalyst for innovation.

Sincerely,

Trina J. Casner, FACHE  
Board Chair, Illinois Telehealth Network (ITN)  
President and CEO, Pana Community Hospital (Pana, IL)

Gurpreet S. Mander, MD, MBA, CPE, FAAP  
Executive Director, Illinois Telehealth Network (ITN)  
Chief Medical Officer, HSHS St. John's Hospital (Springfield, IL)



## SAVE THE DATE

### ITN Annual Meeting: June 16, 2017

Mark your calendars for the fourth Illinois Telehealth Network (ITN) Annual Member Meeting, which will be held from 9 am to 3 pm at the historic [Chiara Center](#) at 4875 LaVerna Road, in Springfield, Illinois. ITN Members, Advisors and CEOs that signed the MOU will have opportunities to dialogue with project leaders overseeing tele-stroke, tele-nicu, tele-icu, tele-peds, tele-psychiatry, tele-hospitalist, virtual urgent care, and remote telehealth monitoring services.

Attendees will receive status reports on projects, participate in planning, provide input on philanthropy and grant development strategy, and have opportunities to sign up for key committees to drive innovations and plan pilots. The annual ITN Telemedicine Pioneer Award will be presented to recognize an exceptional rural innovation.

Board members will announce the names of two additional ITN board members and provide an update on ITN's 501(c)(3) incorporation. The meeting will include an overview of the latest innovations, reimbursement and state telemedicine legislation. Lastly, new ITN staff positions will be announced if awarded a HRSA Rural Health Network Development grant.



A view of the historic [Chiara Center](#) in Springfield, Illinois. During the ITN Annual Meeting, the Chiara [Heritage Museum](#) in Poverello Hall will be open to attendees, and a 30-minute private tour of the [church](#) will be available to anyone interested at the end of the day.

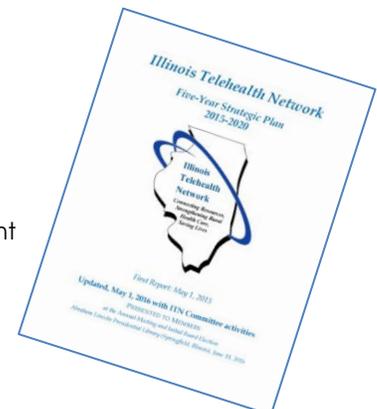


**Network Planning Pioneers:** This group photo, taken October 13, 2015 at HSHS St. John's Children's Hospital in Springfield, Illinois, includes some network members that created a governance committee to work with HMA consultants and legal counsel to formalize bylaws and establish a process for an ITN board election. This work, and a five-year strategic plan, was supported by a second HRSA Rural Health Network Planning grant. In June 2017, ITN celebrates its fourth birthday!

## Strategic Plan & Bylaws

ITN Members voted unanimously on 12/9/16 to make ITN documents "open source" to help support other emerging networks. The following documents are linked in DropBox (it is not necessary to create an account to download documents):

- **Five-Year Strategic Plan** (updated in May 2016) may be found [here](#).
- **Bylaws** (Approved 8/30/16) may be found [here](#).



# Milestone: 1,500 Tele-Stroke Patients

## Less than three-minute average neuro specialist response times

In the first three years of the new tele-stroke program, more than 1,500 emergency room patients received care from a neurology specialist that may have been hundreds of miles away. Led by **HSHS St. Elizabeth's Hospital (Belleville)** and **HSHS St. John's Hospital (Springfield)**, telestroke services are provided to 14 mostly rural sites. In addition, average neuro specialist consult response times are an average of three minutes or less!

Alison Kennedy, MHA, BSN, RN, SCRNP, LSSBB, Director of Clinical Service Lines, HSHS St. Elizabeth's Hospital (Belleville), explained: "Stroke is a leading cause of death and disability, but in rural EDs, tele-stroke can save lives by providing rapid videoconference access to stroke specialists." She added, "These specialists evaluate patients for tPA, a clot-busting drug that can reduce death and disability from stroke (tPA must be administered within a few hours after stroke symptoms begin)."

CT scans and other tests are also shared electronically in a tele-stroke consultation. Current ITN member hospitals with 24/7 tele-stroke emergency department coverage include:

1. Boyd Memorial Hospital (Carrollton)
2. Carlinville Area Hospital (Carlinville)
3. Hillsboro Area Hospital (Hillsboro)
4. HSHS St. Elizabeth's Hospital (Belleville)
5. HSHS Good Shepherd Hospital, formerly Shelby Memorial Hospital (Shelbyville)
6. HSHS Holy Family Hospital, formerly Greenville Regional Hospital (Greenville)
7. HSHS St. John's Hospital (Springfield)
8. HSHS St. Joseph's Hospital (Highland)
9. HSHS St. Joseph's Hospital (Breese)
10. HSHS St. Anthony's Memorial Hospital (Effingham)
11. HSHS St. Mary's Hospital (Decatur)
12. HSHS St. Francis Hospital (Litchfield)
13. Mason District Hospital (Havana)
14. Pana Community Hospital (Pana)

"Sometimes rural communities have no physicians with specialty stroke training," explained Chris Schmidt, BSN, RN, ITN Network Director, and Regional Stroke and Telemedicine Nurse Coordinator at HSHS St. John's Hospital. "Our tele-stroke program allows rural hospitals to have 24/7 emergency access to stroke specialists."

Chris added, "It's so gratifying to be able to extend this virtual reach to save lives and reduce disability from stroke in rural communities."



In addition to serving on the ITN Board, **Alison Kennedy, MHA, BSN, RN, SCRNP, LSSBB**, is Director of Clinical Service Lines, HSHS St. Elizabeth's Hospital (Belleville)



**Chris Schmidt, BSN, RN**, ITN Network Director. Chris serves as the Regional Stroke & Telemedicine Nurse Coordinator, HSHS St. John's Hospital.

A draft news release announcing this important milestone will be prepared by ITN and distributed to each of the tele-stroke organizations. For news release information, contact [David.Mortimer@hshs.org](mailto:David.Mortimer@hshs.org).





Jeaneene Gesell, Anytime Care Service Line Manager at HSHS Medical Group

## Increased Access to Care ITN Member Presenting at Prestigious Conference

Jeaneene Gesell, Anytime Care Service Line Manager at HSHS Medical Group, an ITN Member, will be presenting on the virtual urgent care pilot called [www.Anytimecare.com](http://www.Anytimecare.com) at the upcoming American Medical Association (AMA) international conference and tradeshow. The April 23-25 conference bills itself as the world's largest telehealth innovation and networking event and will be held in Orlando, Florida.

The presentation is titled, "Turning the Consumer into the Patient: Marketing for Health Systems to Drive Virtual Clinic Utilization" and will take place on April 25 from 12:45 to 1:45 pm. For the schedule, click [here](#). Registration information is [here](#). ITN members interested in attending at the ATA member rate, or securing access to ATA practice manual and other electronic resources, should contact [David.Mortimer@hshs.org](mailto:David.Mortimer@hshs.org). Recorded ATA conference presentations are also available online by subscription.

## ITN Member Profile: Marketing Telemedicine

### Tipping Point: A Steep Virtual Urgent Care Patient Visit Trend

Virtual urgent care is not a new service line, but just a new delivery mechanism—a new way to facilitate a patient and provider encounter. Even so, sometimes it can take a year or two before a new delivery mechanism takes off. According to Jeaneene Gesell, Anytime Care Service Line Manager at HSHS Medical Group, an ITN Member, "Public visit volume doubled in the quarter that we opened Anytimecare access to Hospital Sisters Health System (HSHS) employees." She added, "We believe patient volume spiked after opening up the service to HSHS employees as a part of their benefit package (at no cost). This has led to colleagues trying it out, having a very good experience and recommending it to their own personal network of family, friends and even patients. As a result, many HSHS colleagues have become strong champions of the quality and convenience of the service." Although actual numbers are proprietary, the trend line below shows brisk traction in the market.

Two patient stories help explain the high patient satisfaction and recommend rates:

- "My family was traveling and in a hotel on Christmas Eve, and one of us had a thumb with a tiny papercut from a few days earlier that had become infected, hot, slightly red and so painful that it had to be elevated and it made it impossible to even sleep! One tap on the Anytimecare iPhone app and we were registering and in a virtual waiting room. Within minutes we were speaking with a very helpful doctor, diagnosed, and had an antibiotic prescription called in to a Walgreens around the corner from our hotel. We continued with our holiday travels without interruption and the thumb was better in two days."
- "My wife and I were very worried when our four-month-old baby had vomited several times throughout the night after nursing. At 4 a.m., we were considering taking her into the Emergency Department due to concerns of illness and dehydration. Instead, we used the Anytimecare app. Within minutes, I was explaining our situation to a provider. The provider asked me a few questions and quickly determined that an Emergency visit was unnecessary unless the condition became worse. The provider was kind, reassuring, and alleviated our concerns. We all went back to sleep and in the morning our baby was better. I am a huge advocate of Anytimecare, and thankful to have easy access to such a valuable resource."



# New Programs Deployed

## Tele-Peds, Tele-NICU & Tele-Hospitalist Patient Encounters

Using the same equipment that is already being used in Emergency Departments for tele-stroke, ITN members are working together to design and deploy new patient services:

- **Tele-NICU** went live at **HSHS St. Mary's Hospital (Decatur)** in September 2016
- **Tele-Peds:** Made possible by the new **SSM Cardinal Glennon** Emergency Department pediatric physician coverage at **HSHS St. Elizabeth's' Hospital (Belleville)**, this new service will be provided to smaller community hospitals nearby, including **HSHS St. Joseph's Hospital (Breese)** and also **HSHS St. Joseph's Hospital (Highland)**.
- A **Tele-Hospitalist** program at **HSHS St. Anthony's Medical Center (Effingham)** was launched in February 2017.
- **Tele-NICU** went live at **HSHS St. Joseph's Hospital (Breese)** supported by **SSM Health Cardinal Glennon** providers. This program uses telemedicine to bring remote care provided by **SLUCare Physician Group** neonatologists directly to Breese. By using enhanced video and audio technology, neonatal patients are able to receive immediate, real-time, remote consultation and evaluations. (A photo of the February 2017 ribbon cutting and blessing celebration is below.)



### Emergency Treatment for the Smallest Patients:

Just hours after the February 2017 ribbon cutting and blessing celebration, Dr. David Neighbors received a Tele-NICU consultation request to treat an infant with a serious cardiac condition. The infant was stabilized, transferred and successfully treated in a timely manner as a result of this collaboration.

## Network Resources

### ITN Advisor Profile: NCHN

ITN is a new member of the **National Cooperative of Health Networks Association (NCHN)**, a national association of health networks and strategic partners with a mission to support and strengthen health networks. NCHN serves as an ITN Advisor, and provides resources, board development and leadership summits, and support to networks in any stage of development. Resources include:

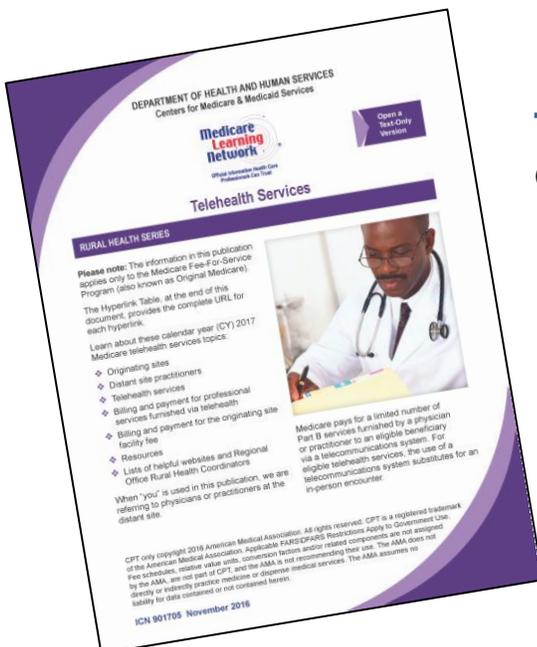
- [Annual Conference](#) (April 25-27) in Bozeman, MT. Note: if you would like to attend at our ITN member rate, contact David.Mortimer@hshs.org
- Linking members and resources, and facilitating communication and information sharing
- Sharing expertise, best practices, and providing meaningful program opportunities
- Developing and maintaining dynamic leadership
- Advocating for member needs and interests on a national level
- Ensuring the financial stability and sustainability of the organization



## Education, Outreach & Sharing Innovations Supporting Rural Health

ITN has received many invitations to share its network planning journey with groups in Illinois, Wisconsin, Minnesota and Indiana, and even national resource centers. Members voted unanimously on 12/9/16 to make ITN documents "open source" to help support other emerging networks. Recent and upcoming educational and outreach activities include:

- ITN representatives will present at the **Indiana Rural Health Association** Annual Conference on June 13 and 14, on, "Leveraging Economies of Scale with a Multi-Stakeholder Rural and Urban Telehealth Network in Illinois."
- A panel that included the ITN board chair presented on February 28 at the Trailblazer Initiative Meeting of the **Illinois Critical Access Hospital Network (ICAHN)**. Panelists included: Trina Casner, FACHE, Illinois Telehealth Network (ITN) Board Chair, President and CEO, Pana Community Hospital; Chris Schmidt, RN, BSN, ITN Network Director, Regional Stroke & Telemedicine Nurse Coord., HSHS St. John's Hospital; Julie Edwards, ITN Outreach Director, CONNECT Outreach Representative, HSHS St. John's Hospital; David Mortimer, MDiv, ITN Administrative Director, Director, Innovation Institute, Hospital Sisters of St. Francis Foundation. Panelist spoke on, "Leveraging Economies of Scale to Support Virtual Healthcare Opportunities for Rural Patients." Slides are available [here](#).
- An [essay](#) published by the **National Rural Health Resource Center**, titled, "From Silos to Bridges: Collective Action to Build Rural Health Care Capacity," examines the ITN and network development.



## Telehealth Reimbursement Guidance CPT Codes for CY 2017

CMS published its 2017 fact sheet bulletin and guidance on Telehealth reimbursement. This eight-page overview includes all the telehealth CPT codes and information for originating sites, distant site practitioners, and inpatient and outpatient telehealth services. The full PDF document may be found online [here](#).

## ITN Board and Officers

The ITN board will announce two new board members at the June 16 annual meeting. Current board members (from left to right) are:



1. Alison Kennedy, Director of Clinical Service Lines, HSHS St. Elizabeth's Hospital (Belleville)
2. Dr. Charles Lucore, CEO, HSHS St. John's Hospital (Springfield)
3. **Secretary:** Meredith Barnes, RN, BSN, Clinical IT Specialist, HSHS Good Shepherd Hospital, formerly Shelby Memorial Hospital (Shelbyville)
4. **Vice Chair:** David Imler, Board Chair, Hillsboro Area Hospital (Hillsboro)
5. **Chair:** Trina Casner, CEO, Pana Community Hospital (Pana)
6. Daniel Perryman, CEO, HSHS St. Mary's Hospital (Decatur)
7. **Treasurer:** Patricia Fischer, formerly CEO, HSHS St. Francis Hospital (Litchfield), and now COO, HSHS St. John's Hospital (Springfield)
8. **Executive Director (ex officio):** Gurpreet Mander, MD, Chief Medical Officer, HSHS St. John's Hospital (Springfield)

## Your ITN Support Staff

- **Dr. Gurpreet Mander**, ITN Executive Director, CMO, HSHS St. John's Hospital  
[Gurpreet.Mander@hshs.org](mailto:Gurpreet.Mander@hshs.org)
- **Chris Schmidt**, ITN Network Director; Regional Stroke & Telemedicine Nurse Coord., HSHS St. John's Hospital [Chris.Schmidt@hshs.org](mailto:Chris.Schmidt@hshs.org)
- **Maria Clark**, ITN Finance Director; HSHS St. Francis Hospital (Litchfield, IL)  
[Maria.Clark@hshs.org](mailto:Maria.Clark@hshs.org)
- **Julie Edwards**, ITN Outreach Director; CONNECT Outreach Representative, HSHS St. John's Hospital [Julie.Edwards@hshs.org](mailto:Julie.Edwards@hshs.org)
- **David Mortimer**, ITN Administrative Director; Innovation Institute Director, Hospital Sisters of St. Francis Foundation [David.Mortimer@HSHS.org](mailto:David.Mortimer@HSHS.org) cell: 217.381.5483

## ITN Mission & Vision

The network's mission and vision are articulated in the ITN [Strategic Plan](#) (p. 7):

- **Mission:** ITN promotes the capacity of Members to improve access to health care, in rural, underserved and disadvantaged communities, through the application of telehealth and telemedicine solutions.
- **Vision:** ITN will connect and share resources, strengthen rural health care and save lives.

# Rural Membership & Diversity Grows

ITN has grown to from 16 to 26 members in its first three years, and a June 2016 board election produced a seven-member board with strong rural representation (indicated in the map below by a circle around the symbol). In 2017, the board will add two additional rural board members. The map below was included in a November 2016 HRSA Rural Health Network Development Program grant application (before the name change of HSHS Good Shepherd Hospital, formerly Shelby Memorial Hospital in Shelbyville. Originally a network of hospitals, today ITN includes two physician groups, an ACO and a network of FQHCs.

Rural Counties and Metropolitan Counties with Designated Eligible Rural Census Tracts

