Healthy Connections for Students: Log on to Explore School-Based Telehealth

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Disclosures

• We have no disclosures

Learning Objectives

• Describe at least 2 models of school-based telehealth
• Describe the workflow of a school-based telehealth center
• Identify 3 ways in which the standard of care is maintained through telemedicine
• Identify 3 key components to the success of a SBHC
• Describe how a true school-based telehealth center differs from urgent care

Barriers to Health Care

Barriers to Health Care Access

• Financial
• Transportation
• Language/culture
• Access
What are SBHCs?

- Pediatric Primary Care
- Mental/behavioral health care
- Dental/oral health care
- Substance abuse counseling
- Nutrition education

How are SBHCs funded?

- Patient revenue (third-party or self-pay)
- Medicaid (82%)
- Private insurance (64%)
- CHIP (63%)
- Self-pay (50%)
- Public and private grants
  - Government (state 75%; federal 53%; local 32%)
  - Private (foundations 40%; managed care/insurers 27%; corporations 18%)
- In-kind support
  - Schools (33%)
  - Hospitals (33%)

Benefits of SBHCs - Child

- Increase access
- Improved behaviors
- Improve academic performance
- Improved school "connectedness"
- Decreased absenteeism & tardiness
- Improved health

Benefits of SBHC - Families

- Decrease work absences
- Decreased ER visits
- Healthier kids
- Increased cost saving
- Decreased anxiety
**Benefits of SBHCs - School**

- Decreased absenteeism & tardiness
- Healthier students
- Healthier staff
- Increased overall school performance
- Less Disruptions

**Benefits of SBHCs - Community**

- Decreased healthcare costs
- Healthier community
- Increased productivity
- Increase healthcare access

**School-Based Telehealth**

- Chronic Disease
  - Reduced asthma attacks
  - Fewer ED visits for Type 1 Diabetes
- Students
  - Reduced absences
  - Improved classroom behaviors
  - Reduced ED visits
- Parents
  - Less missed work
  - Cost savings
- School District
  - Positive PR
  - Increased communication

**Secondary Benefits of School-based Telehealth**

- Support for school nurses
  - Clinical guidance
  - Ensure that students receive the care recommended by the nurse
- Education for school nurses
  - Newsletter
  - CNE

**How Does School-Based Telehealth Differ from Direct to Consumer or Urgent Care?**

- **DTC**
  - Prompt high quality, personalized medical treatment
  - Clinic in the office
  - More than just a visit
  - Pay upfront

- **tSBH**
  - Video visits with a healthcare provider
  - Access from anywhere
  - More convenient
  - Pay later
So What Exactly is School-Based Telehealth?

- High quality healthcare for children in the school setting using telehealth technologies
- A telemedicine cart is placed in the school nurse’s office
  - Secure, HIPAA compliant video conferencing
  - Digital stethoscopes, otoscopes and cameras

So What Exactly is School-Based Telehealth?

- A thorough exam is able to be done with the use of telemedicine peripherals and the assistance of the school nurse or telepresenter
- Children are treated as they would be in a regular clinic setting

School-Based Telehealth in Action

How Does it Work?

- Schools are furnished with basic clinic supplies
  - Rapid strep tests
  - Urine chem strips
  - Albuterol/nebulizer
  - Prednisolone
  - Acetaminophen, ibuprofen,
  - Diphenhydramine
  
  Not Standing Orders!
Integration With Medical Home

- Invite local providers to provide care and refer patients
- Communicate with medical home after each visit

Medical Home

Maintaining Standard of Care

- Telemedicine does NOT change the standard of care!
- Follow guidelines and protocols for telemedicine
  - ATA, AAP
  - Establish a provider patient relationship via real-time audio visual technology
  - Consult primary provider as needed
- State Laws
  - SC Telemedicine Act
- Follow evidence based guidelines for clinical practice
- Acknowledgement of limitations of telehealth
  - Refer to in person care when indicated

Equipment

- Electronic Stethoscopes
  - Digital vs analog
  - Bluetooth vs wired

Equipment

- Exam Camera and Otoscope

Equipment

- Digital Otoscope
Scope of Care

- **Sick visits for most low-acuity conditions**
  - Over 85% of visits are able to be completed with telemedicine alone

- **Mental Health**
  - Trauma Focused Cognitive Behavioral Therapy (TFCBT)
    - Therapy to address traumatic events such as sexual abuse, physical abuse, witnessing domestic violence, being in a bad car accident, etc.
  - Medication evaluation and management
  - ADHD
  - Other mental health conditions

- **Specialty Care**
  - Access to pediatric specialists
  - Pulmonology
  - Burn
  - Dermatology
  - Children with special healthcare needs
  - Unique charter school for children with special needs
  - Children with medical complexity
  - Profoundly disabled

- **Charter School for Children with Multiple and Severe Disabilities**
  - Multifaceted service agency
    - Private therapy practice
    - Family support services with a focus on early intervention
    - Education
    - Therapeutic summer camp
    - School-Based Telehealth

- **Challenges to accessing care for this population**
  - Transportation
  - Cost
  - School and work absence
  - Need for an attendant to assist with transport
  - Risk of inducing anxiety, fear and disruptive behavior due to transition to new/different environment

- **School-based telehealth** overcomes each of these barriers!
  - Primary care
  - Follow up visits with specialists

Scope of Care

- **Chronic disease management**
  - **Asthma**
    - Identify students
    - Evaluation and treatment
    - Prevention
    - School forms
    - Action Plans
    - RX
    - Education
    - Patient, family and school personnel
    - Respiratory therapy

Scope of Care

- **Stophobia**
  - Asthma Super Heroes
What Type of Care is Provided?

- Wellness Initiatives
  - Entire Student Body
  - Obesity Prevention
    - Partnering with Boeing Center for Children’s Wellness
- Specific Populations
  - Asthma Education
  - Mental Health Screening
  - Parent Education

MUSC’s SBHC Overweight/Obesity Prevention

- Boeing Center for Children’s Wellness
- 5-2-1-0 Let’s Go!
- Doc Adopt Program
- Telemedicine

School-Based Telehealth Funding

- Grant Support
- Community Partners
  - Local Non-profits
  - Private funders
- Billing
  - Insurance Coverage
  - Medicaid
  - Copays and Deductibles
  - Apply

Key Components to the Success of a School-Based Telehealth Program

- School Nurse
  - Identify patients to refer
  - Use established nursing protocols
  - Not meant for Emergencies
  - Ensure consents are signed
  - Contact parent to confirm permission for the visit and gather pertinent history
  - Present patient to connecting provider
  - Assist with care coordination locally

Telehealth Champions!

- Three Main Roles
  - Enthusiastic Promotion of Telehealth
  - Acting as a legitimater
  - Relationship Building
- School Nurse and Telepresenter
Telepresenter/Wellness Coordinator

- Receive referrals from school-nurse
- Complete entire visit process beginning with contacting parent
- Care coordination
- Community Liaison
  - Community Engagement/Program promotion
  - Ambassador Board
  - Nurse support and training

Community Engagement

- Ambassador Board
  - Comprised of key stakeholders within the community
  - Encourages bidirectional understanding of the needs and goals between the community and the program
- Regular meetings
  - Share program wins and challenges
  - Receive advise with regard to reaching more students

Patient Testimonial

Implementing School-Based Telehealth in Your Community

1. Assess Regional Needs
2. Share Idea with Community
3. Evaluate Resources
4. Train Staff
5. Promote Program to Parents
6. Launch Clinic

Assess Regional Needs

- Health-care provider data
- Surveys
- Focus groups

Secure Community Support

- Local providers
- Schools
- Teachers
- School nurses
- Parents
- Local officials
- Create an Ambassador Board
Evaluate Resources
- Funding
- Availability of school nurse
- Include a telepresenter?
- Room assessment
  - Data port
  - Bandwidth
  - Choice of video client
  - Time of day

Train Staff
- Develop manual
- Instructions
- Policies and Procedures
- Hands-on training
- Weekly check-ins
- IT staff availability

Promote Program to Parents
- Consent form packets
- Back to school nights/registration
- PTA meetings
- Sports events

Launch SBHC or tSBHC
- Ongoing technical support and training
- Ongoing assessment of the visit schedule

School-Based Telehealth Locations 2017

Questions?
References


Reynolds CA, Maughan ED. Telehealth in the school setting: an integrative review. The Journal of school nursing: the official publication of the National Association of School Nurses. 2015;31(4):44-53


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