Telegeneics

MGN ANNUAL MEETING
OCTOBER 16-17, 2017
Telemedicine is the use of telecommunications and information technologies for clinical services. Providing genetic services via telemedicine is called **telegenetics**.
Regional Genetics Networks (RGNs)

The purpose of the RGNs is to:

1) Link medically underserved populations (based on poverty, rural geographic location, and/or populations that experience health disparities) to genetic services;

2) Implement quality improvement activities to increase the connection with genetic services for the medically underserved;

3) Implement evidence-based innovative models of telehealth and/or telemedicine with a focus on clinical genetics outreach; and

4) provide resources to genetic service providers, public health officials and families.
Telegenetics

Goal 3: Implement evidence-based models of telehealth and/or telemedicine with a focus on clinical genetics outreach

Objective 4: By May 2020, increase by 20% the percentage of clinical sites that use telehealth/telemedicine to provide genetic services

Objective 5: By May 2020, increase by 20% the number of medically underserved patients receiving genetic services through telemedicine
Performance Measures

Measure 2 Goal: Increase the number of providers who use telehealth/telemedicine for genetics

Measure 5 Goal: Increase the number of providers who use telehealth/telemedicine for genetics services

Measure 6 Goal: Increase the number of patients receiving services through telemedicine
Telegenetics Activities

• Establish a telegenetics workgroup made up of stakeholders to advise and guide project work

• Create a baseline report on the status of telegenetics services in MGN region

• Create state-specific plans to address barriers, identify solutions, and increase use of telegenetics

• Collaborate with Heartland Genetics Network and Upper Midwest Telehealth Resource Center to provide trainings to providers
Telegenetics Activities

• Create training module to educate clinicians on issues of cultural competency, health equity, and how to effectively reach medically underserved populations

• Develop online training for patients and their families to increase awareness of and confidence in telegenetics

• Facilitate ongoing telegenetics learning community for families and trained providers
How do MGN telegenetics activities fit in with the other regions?
By increasing the number of geneticists utilizing telehealth, and educating families on the availability of telehealth as a service option, MGN will increase the number of individuals who have access to genetic services.
FAMILIES AND TELEHEALTH MEDICINE

Commission for Children with Special Health Care Needs
Sondra Gilbert
Family Consultant
F2F HIC’s
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How was your Child Seen?

- Telemedicine: 100.00%
- In Person: 0.00%
After speaking with the nurse did you understand what to expect by having your child seen by the doctor on TV?

Number of responses:
- YES: 562
- NO: 5
Did it help to have the nurse in the room with you to talk to the doctor?

- Yes: 569 (99.82%)
- No: 1 (0.18%)
Now that you have seen the doctor on TV are you comfortable with having your child seen in this manner?

- Yes: 552 (97.01%)
- No: 17 (2.99%)
Did the doctor and the nurse take care of your child’s medical needs?

<table>
<thead>
<tr>
<th>YES</th>
<th>Number</th>
<th>Percent</th>
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<tbody>
<tr>
<td>569</td>
<td>99.65%</td>
<td>0.35%</td>
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<table>
<thead>
<tr>
<th>NO</th>
<th>Number</th>
<th>Percent</th>
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<tbody>
<tr>
<td>2</td>
<td></td>
<td>0.35%</td>
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Would you be willing to see the doctor again this way?

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>Percent</td>
<td>99.65%</td>
<td>0.35%</td>
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Axis Title | Axis Title
How satisfied are you with the care that you received today?

- **Very Satisfied**: 486 (84.80%)
- **Satisfied**: 76 (13.30%)
- **Somewhat Satisfied**: 10 (1.70%)
- **Not Satisfied**: 1 (0.20%)
Do you feel that the staff listen to you regarding your care (or your child’s care)?

- Very Satisfied: 486, 84.80%
- Satisfied: 76, 13.30%
- Somewhat Satisfied: 10, 1.70%
- Not Satisfied: 1, 0.20%
HOW SATISFIED ARE YOU WITH THE DOCTOR YOU SAW TODAY?

- Very Satisfied 399
- Satisfied 58
- Somewhat Satisfied 10
- Not Satisfied 1
<table>
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<tr>
<th>Age Range</th>
<th>Count</th>
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<tbody>
<tr>
<td>0-6 years of age</td>
<td>121</td>
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<tr>
<td>7-12 years of age</td>
<td>206</td>
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<tr>
<td>13-16 years of age</td>
<td>151</td>
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<tr>
<td>17-18 years of age</td>
<td>55</td>
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<tr>
<td>Over 19 years of age</td>
<td>40</td>
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</table>
We had 107 responses from the family who attended the Pilot Clinic for telemedicine.
Practical Telegenetics

Midwest Genetics Network Meeting

10/16/2017

Dan Groepper, CGC
PLAN

- Background
- Experience
- Pros and Cons
A Day in the Life

- Monday – TG Cancer/Other counseling
  - Patients commute to clinic
  - 4-6 patients
  - Family history questionnaire
  - Nurse on site for support
  - Consultation
    - Pedigree
    - Visual aids
  - Testing done on site
Telegenetic Counseling

- Adv
  - Cost/time savings of >50%
  - More convenient for patient
  - Maintains/Increases access to services
  - Maintains visual connection otherwise lost with telephone
Telegenetic Counseling

- Disadvantages
  - Start-up costs and installation
  - Support staff
  - Technological failure & literacy*
  - Mixed reimbursement
  - Coordination is more difficult
  - Loss of in-person dynamic – inhibits rapport

- Similar satisfaction, knowledge, level of anxiety and depression, compared to IP consult
Monday

Tuesday - Friday
Telemedicine –
Benefits & Barriers: the Michigan Experience

Jane Turner, MD, FAAP
Professor HP, Pediatrics and Human Development
Michigan State University
Children’s Special Health Care Services
Michigan Department of Health & Human Services

October 2017

DHHS/HRSA/MCHB Grant No. H98MC26257
Disclosures

- I have no financial interests to disclose.
- I do not plan to discuss any off label use of medicines or devices.
- I am a medical consultant for the Children and Youth with Epilepsy project.
- Marcia Franks contributed the slides for this presentation.
Telemedicine

**Michigan Medicaid Policy**

“Telemedicine is the use of telecommunication technology to connect a patient with a health care professional in a different location. MDHC* requires a real time interactive system at both the originating and distant site allowing instantaneous interaction between the patient and health care professional via the telecommunication system.”

~MSA Bulletin 13-34, August 30, 2013

*Michigan Department of Community Health, now known as Michigan Department of Health and Human Services*
The Need for Telemedicine

- **Distance** to sub-specialists – nearly ¼ of CSHCN live in rural areas\(^1\)

- **Parent interest** – More than 50% are interested in telemedicine\(^2\)

- **Medical Center interest**

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\(^2\)S. Clark, Statewide Survey of Parents/Caregivers of Children and Youth with Epilepsy, Child Health Evaluation and Research (CHEAR) Unit University of Michigan, May 2016.
Telemedicine Works Well!

Almost 100% satisfaction from PARENTS and PROVIDERS
Michigan Pediatric Epilepsy Telemedicine Sites

**PRIMARY CARE CLINICS**

*Currently Offer Telemedicine*
- Alcona Health Center – Alpena, Harbor Springs, Cheboygan
- Dickinson CHS Peds. Clinic – Iron Mountain
- Partners in Pediatrics – Saginaw

*Previously Active with Telemedicine*
- East Jordan Family Health Center
- Health Delivery, Inc. – Saginaw
- Baldwin Family Health Care
- Tawas/St. Joseph Pediatrics
- Thunder Bay Family Health Svcs. – Atlanta
- Forest Hills Pediatric Assoc. – Grand Rapids

*Potential New Telemedicine Sites*
- Holland Pediatric Associates – re-activating
- St. Clair Teen Health Center
- Sturgis Hospital
- UPHS clinic – Menominee
- DeVos specialty clinic – Traverse City

**PEDIATRIC EPILEPSY SPECIALTY CLINICS**

*Currently Offering Telemedicine*
- CS Mott Children’s Hospital
- Marquette General Hospital

*Planning to Offer Telemedicine*
- Beaumont Children’s Hospital
- Children’s Hospital of Michigan
- DeVos Children’s Hospital
Established Processes/Protocol
Telemedicine: Slow Growth in Michigan

If the need is great & the service is terrific, WHY HASN’T IT SPREAD?

What are the BARRIERS?

What are the SOLUTIONS?
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