



SUMMARY NOTE

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“Telehealth ICU Remote Critical Care”

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Permanent

What is TeleCritical Care? Kaiser Permanente aims to leverage technology as a digital front door in all aspects of care, whether in hospitals or at home, to provide useful tools and lead with technology. TeleCritical Care (TCC) is a technology platform designed to augment the care of patients within intensive care units. It focuses on efficiently utilising resources to ensure optimal patient care in real time.

The program's mission is to provide immediate critical care expertise, collaborate with local caregivers, utilise early detection algorithms, and build strong collaborations with local ICU teams. The vision is to achieve superior outcomes, enhance the care experience, and deliver cost efficiency.

The system links, via a TCC hub, links a team of intensivist support experts and nurses to the hospital ICU centre. The remote team is connected through remote monitoring, email and audio-visual communication. It is supported within 21 hospitals across California.

Design and Implementation

The TeleCritical Care hub was developed in San Leandro, California, with input from multidisciplinary teams. Workstations are equipped with access to electronic medical records, patient monitoring systems, and video communication capabilities for TCC care givers to provide input and support.

The TCC allows a collaborative workflow between in-situ and remote teams to provide constant and consistent care. High-need patients are reviewed at the start of each shift at the TCC.

Results

Results showed a significant reduction in length of stay and mortality, estimating 120 to 600 lives saved annually. The figure denotes a 17% reduction in mortality. The program also improved efficiency, saving 13,000 hospital days.

Outlook

Feedback from care teams highlighted the value of TeleCritical Care as an augmentation, not a replacement. The program plans to expand throughout Northern California, potentially covering Southern California and Oregon.

Initial concerns about privacy and trust were addressed through communication, training, and clear guidelines. Patients and care teams embraced the program, recognizing its benefits and valuing the extra layer of care provided.

The TeleCritical Care program demonstrates successful implementation of technology to enhance patient care in intensive care units. It improves outcomes, patient experience, and care team collaboration while optimizing resource utilization. The program's expansion indicates its potential for broader adoption in healthcare systems.

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For further information about the programmes at iFHP, and how you can join, please reach out to hello@ifhp.com.