

# California Health Improvement Project (CHIP)

## Rural Health Telemedicine Dermatology Specialty Service

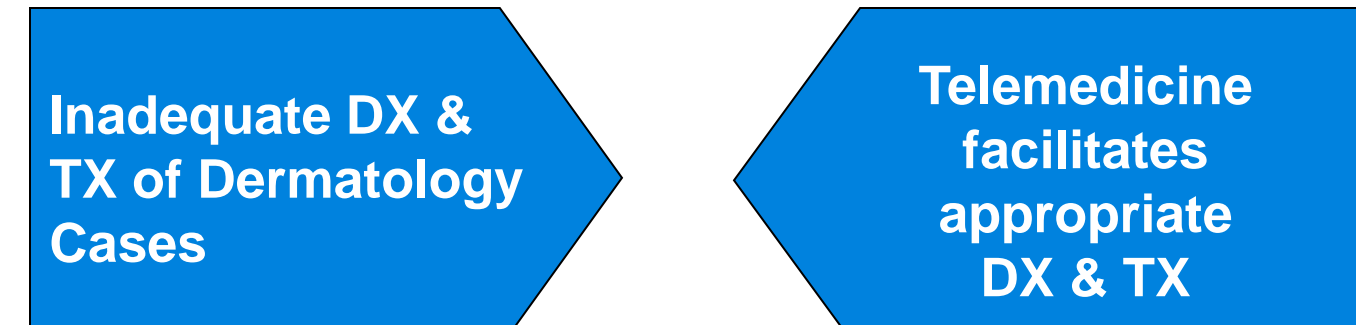
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### Problem Statement and Underlying Causes

The Primary Care Rural Health Clinic (RHC) is located in a remote area an hour plus from the closest specialty care. Patients that utilize these PCP services must drive > 1 to reach the RHC. The lack of specialty access is due to:

- The location of the rural site,
- Distance of specialty care
- Lack of transportation
- Limited patient finances

These barriers currently prevent adequate and appropriate diagnosis and treatment for patients requiring dermatology specialty services.



### Project Description

Enhance the health and wellbeing of the patients seeking care in a rural health setting by providing access through telemedicine specialty services within the rural health communities. Telemedicine units will be located in the PCP RHC and Specialty Dermatology Department. Secure funding for initial start up cost (equipment and training) through a philanthropic fund raising event. Telemedicine dermatology physicians to bill for the medical care provided.

### Goal and Objectives

Advance the use of Telemedicine technology to improve access and quality for dermatology specialty care services for the rural health community by June 2017.

#### Output-oriented Objectives:

1. Conduct gap analysis and business plan for the telemedicine project to present to clinical and philanthropic partners by January 2016.
2. Engage clinical team and funders in the execution of a golf tournament to raise funds for the telemedicine project to raise funds by April 2016.
3. Meet and tour the RHC location with a Telecommunication sponsor interested in a partnering in this patient-centered project. Collaborate to develop metrics and goals for this sponsorship by May 2016.
4. Telemedicine will be installed and operational June 2017.
5. Staff training on operating the telemedicine equipment to be completed by May 2017.

#### Outcome oriented Objectives:

1. By December 2017, 50 patients will have received dermatology specialty care services via telemedicine technology in RHC.
2. By Dec 2017 50% of patients who received dermatology specialty cares via telemedicine technology in the RHC will report improved access and satisfaction with such services on a targeted patient survey.

### Outputs & Outcomes

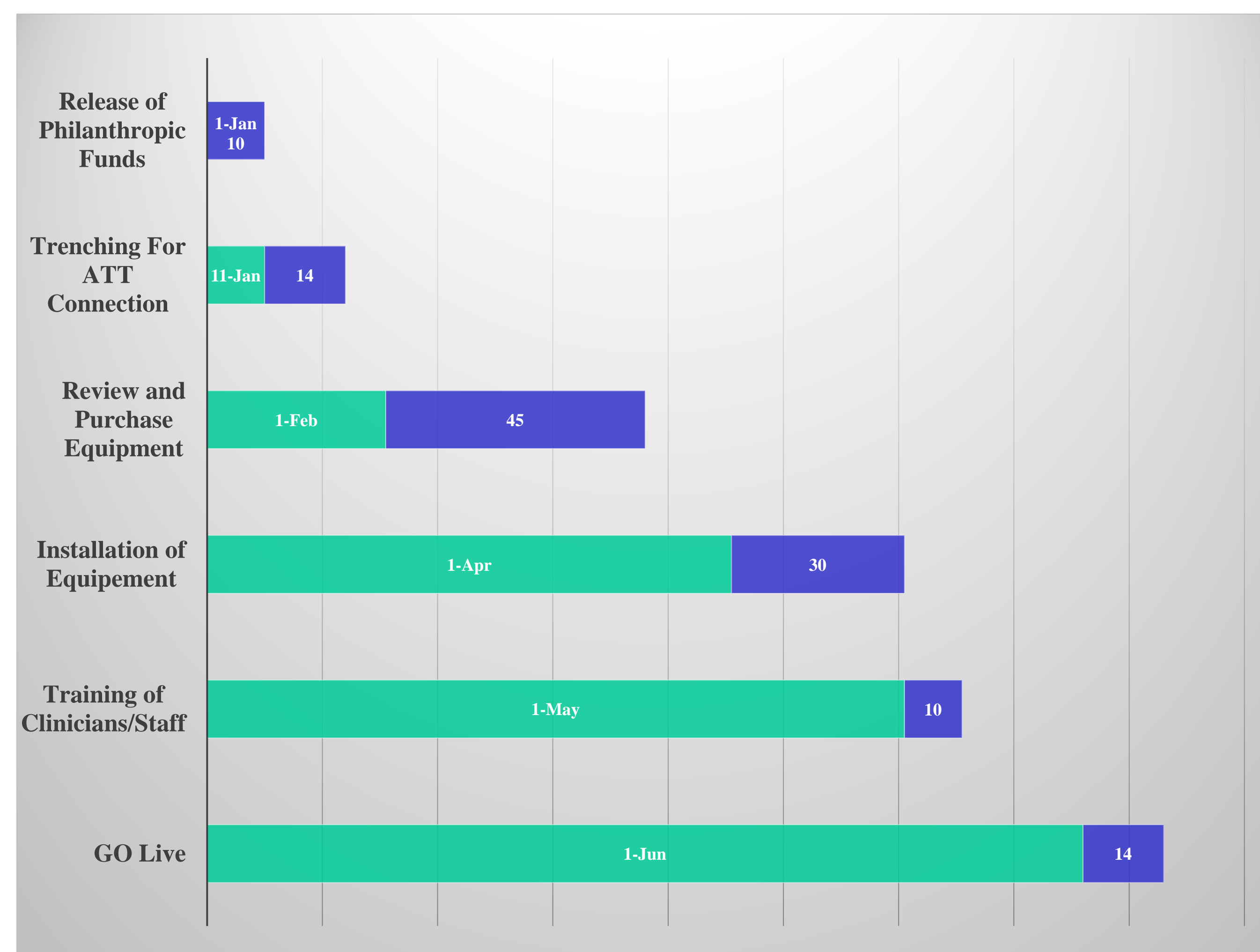
#### Outputs Achieved

June 2016, a multidisciplinary IT and Operations team met to evaluate network capacity at the rural health clinic location to support a more sophisticated IT technology if required for the telemedicine services.

August 2016, Golf tournament not only met but exceeded target for fundraising due to overwhelming community support for this new Rural Health service line.

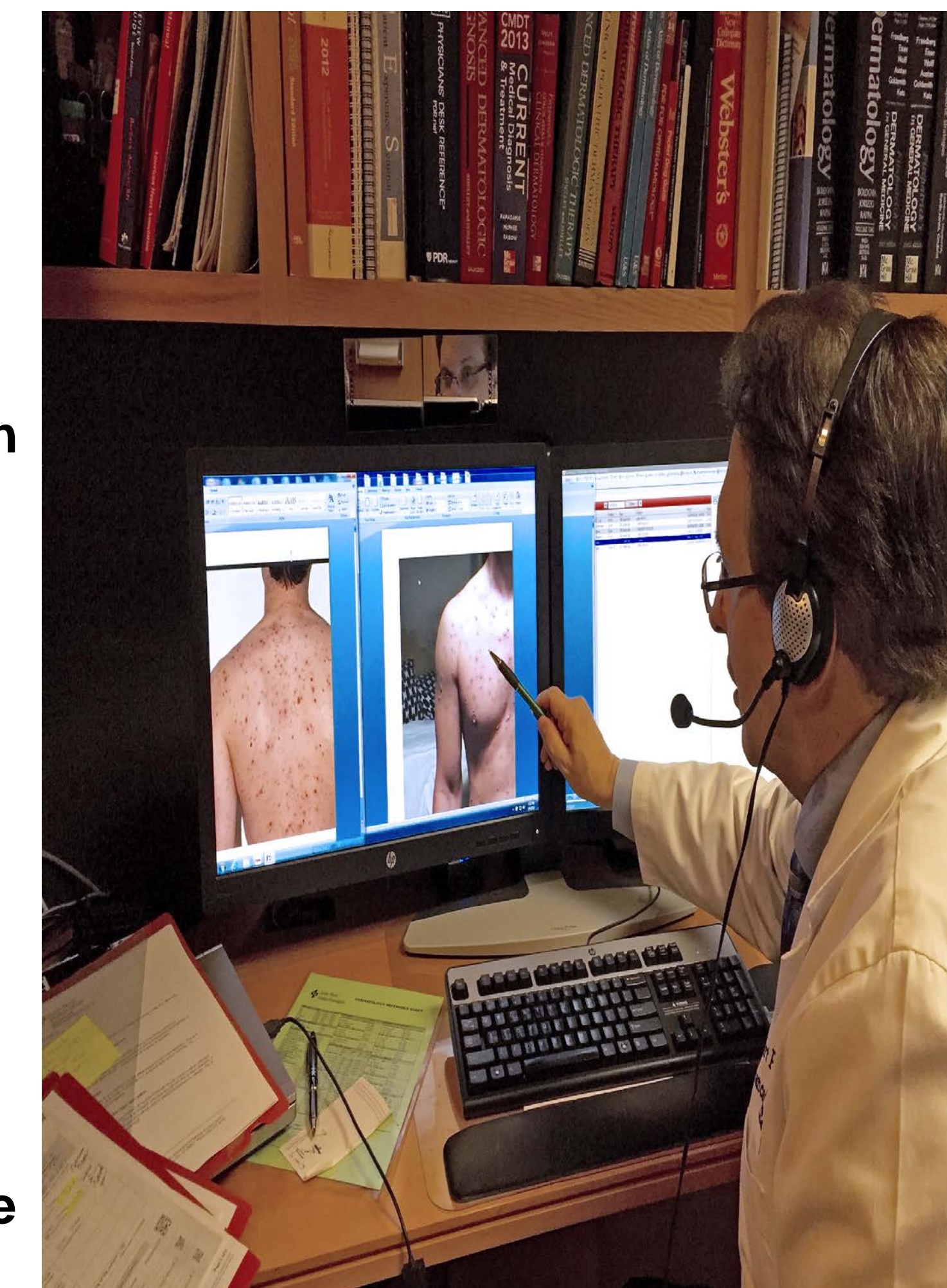
August 2016, Conference call with Telecommunication sponsor that toured the RHC in May 2016 and the multidisciplinary IT/Operations team. We discussed the technology options the sponsor confirmed the commitment of monetary support. The sponsor will be arranging another call including an additional sponsor for the telemedicine service line.

#### Outputs to be achieved in 2017:



### Lessons Learned

- ➔ Improve communication and establish a regular schedule for meetings at the beginning of the project.
- ➔ Be flexible and understand your CHIP can cross multidisciplinary boundaries.
- ➔ As more patients have access to healthcare it is important to evaluate alternative means for care.
- ➔ When proposing a innovative project, document your project task list and organize the multiple steps for the possibility of the project becoming a system standard.



### About My Organization

Sutter Medical Foundation (SMF) – is a not-for-profit organization supporting the quality of medical services provided by Sutter Medical Group (SMG) and Sutter North Medical Group (SNMG).

SMF serves 9 counties including the Yuba and Amador divisions. These locations have multi specialties, ancillaries and primary care services. The locations of these clinics, 9 locations in the Yuba area and four in the Amador area provide health care services to a diverse population in a rural community. Three of the primary care clinics are designated licensed Rural Health Clinics. The challenge with a rural health area is the rural residents experience greater rates of chronic disease than other segments of the U.S. population.



### Contact Me

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