

An Update on the CP of NYS Telehealth Grant Update

October 26, 2021



New York State Transformation Grant

- Where are we now?
- Current stat/metrics
- Satisfaction survey
- What happens after 2024?

Where are we now with the grant?



Agencies

- 49



Specific sites

- 1194



Individuals covered

- 8315

A blue stethoscope is positioned over a laptop keyboard. The stethoscope's chest piece is centered in the lower-left quadrant, while its tubing loops across the upper and right portions of the keyboard. The keyboard keys are visible, including function keys (F2-F6), alphanumeric keys (Q, W, E, R, T, Y, U, I, O, P, A, S, D, F, G, H, J, K, L, M, N, B, V, C, X, Z, C, V, B, N, M), and the Alt key. The overall scene is overlaid with a semi-transparent grey filter.

Current stats/metrics

Where are we now with the grant?



Total Visits
18,756

- YTD – 10,803
- 2020 – 7,953



Agency Participation

- 100%



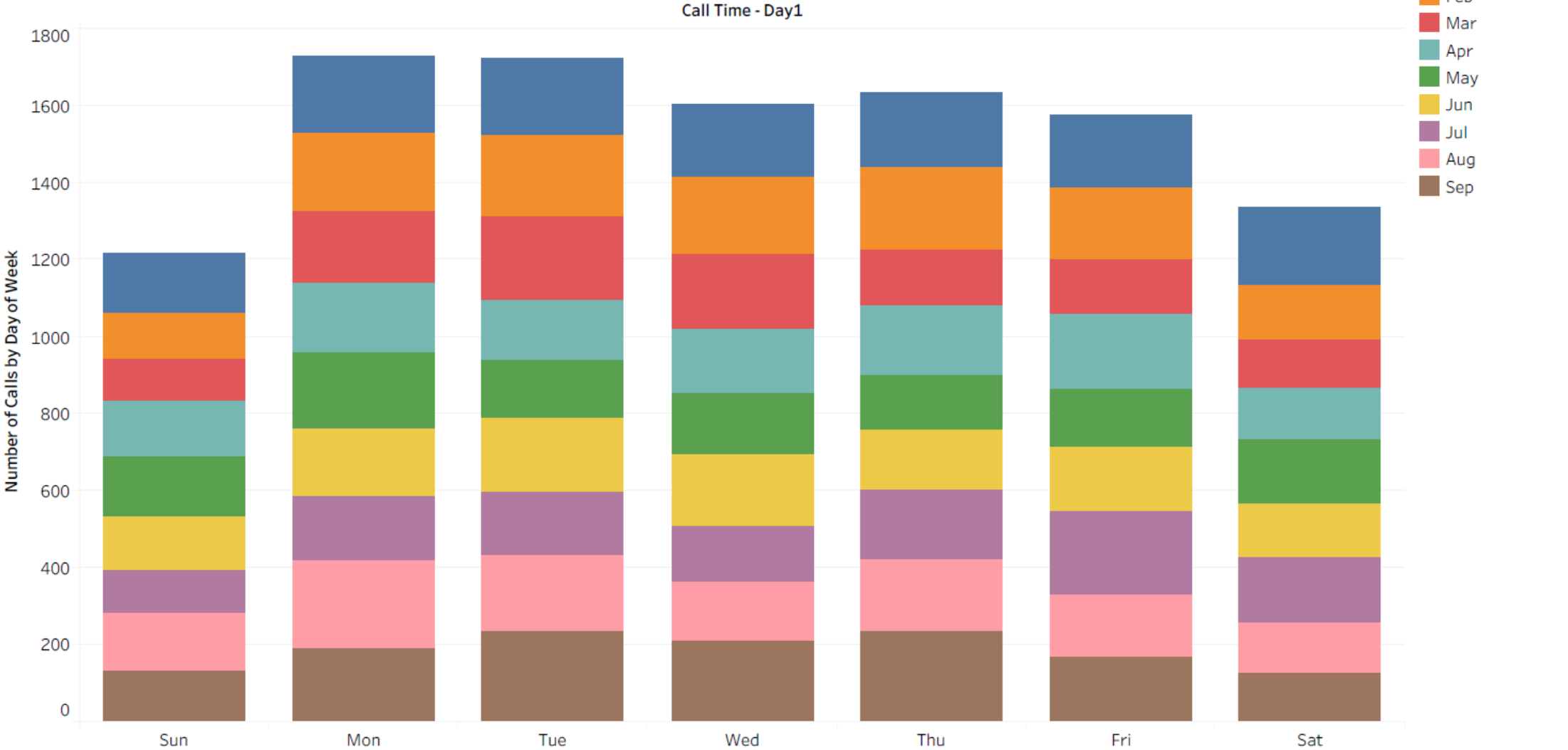
Average Utilization Rate

- 2020 – 0.96
- 2021 – 1.30

Trending the Progression of Use

Calls by Day of Week

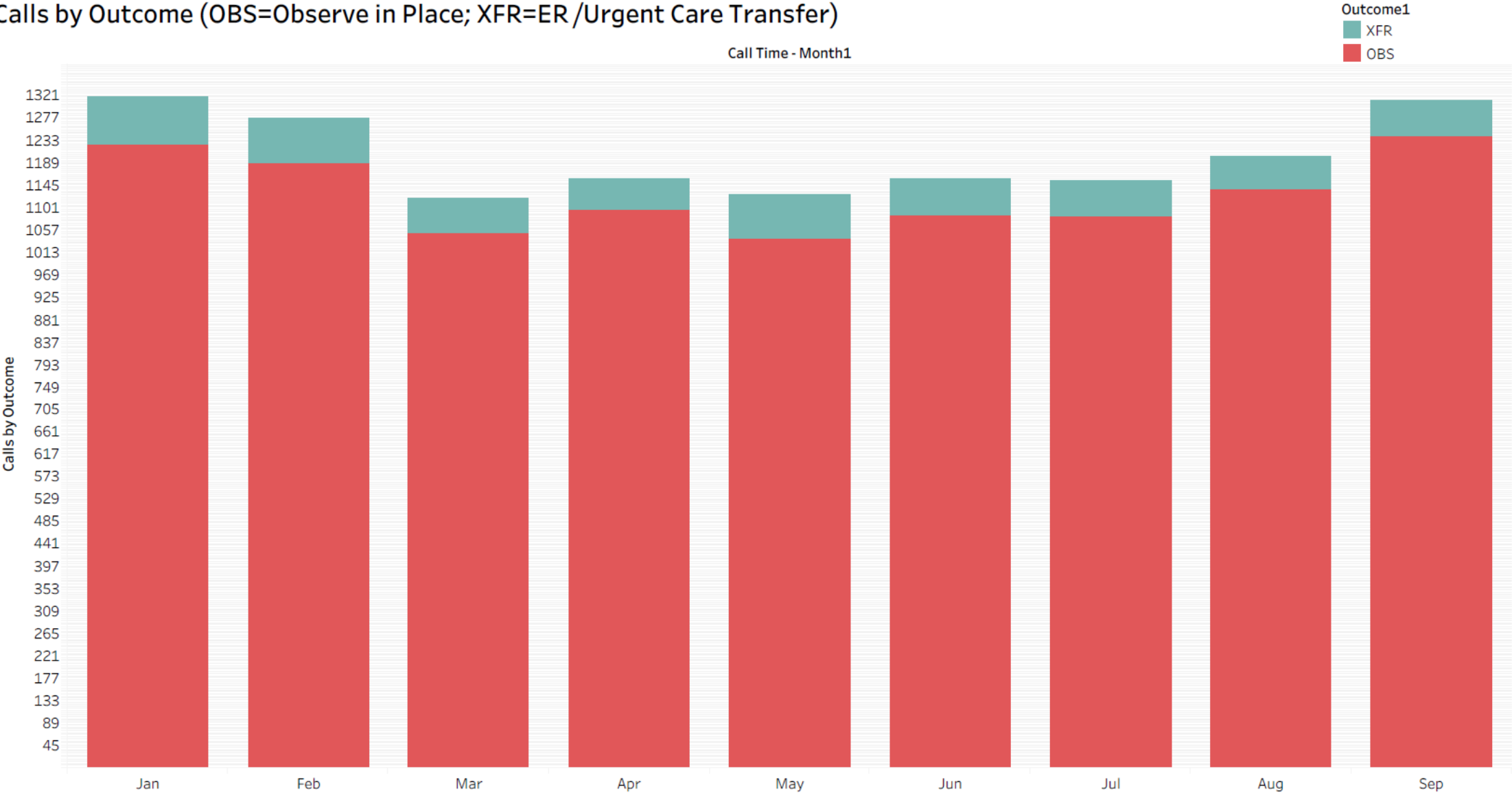
Monday is busiest day



Outcomes to date

94% of grant participants treated in place

Calls by Outcome (OBS=Observe in Place; XFR=ER /Urgent Care Transfer)



A blue stethoscope is positioned over a laptop keyboard. The chest piece of the stethoscope is centered in the lower-left quadrant of the frame. The tubing loops across the keyboard towards the upper right. The text 'Satisfaction Survey' is overlaid in a large, white, sans-serif font across the middle of the image.

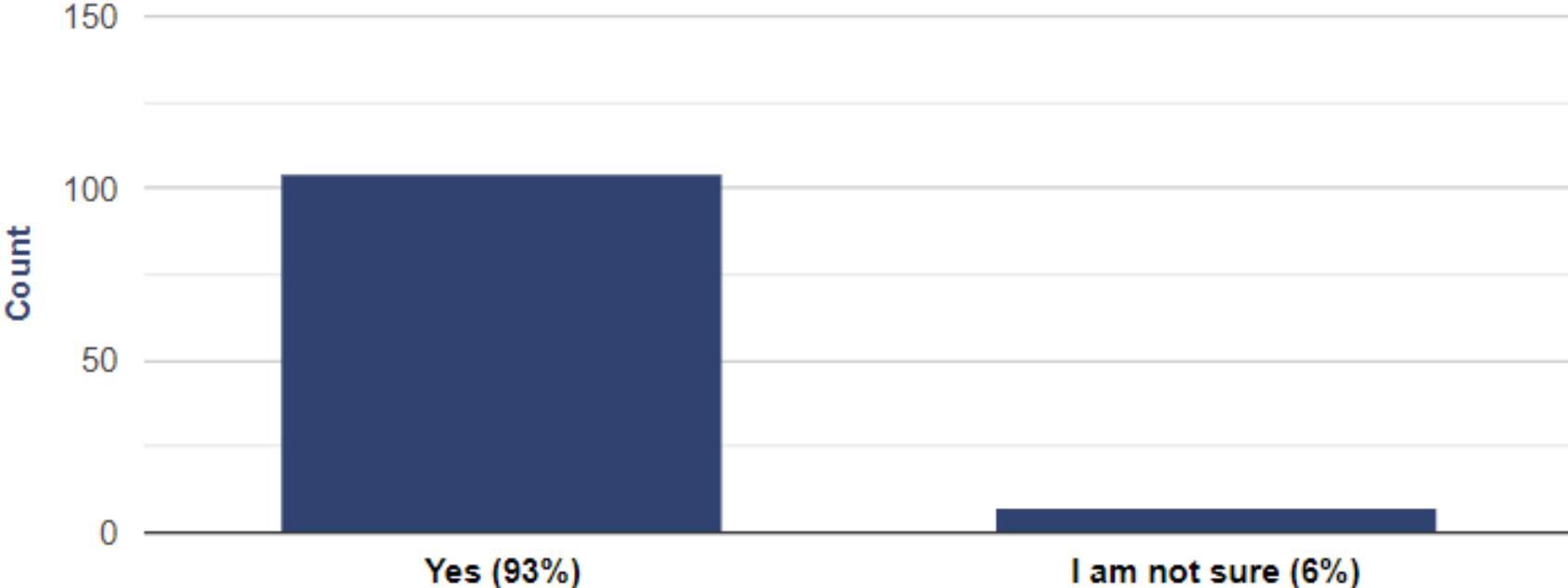
Satisfaction Survey

Satisfaction Survey-Launched April of 2021

- Survey for individuals of ALL abilities.
- 108 surveys received so far.
- Focus on:
 - Overall satisfaction
 - Ease of use
 - Ability to leave personal comments

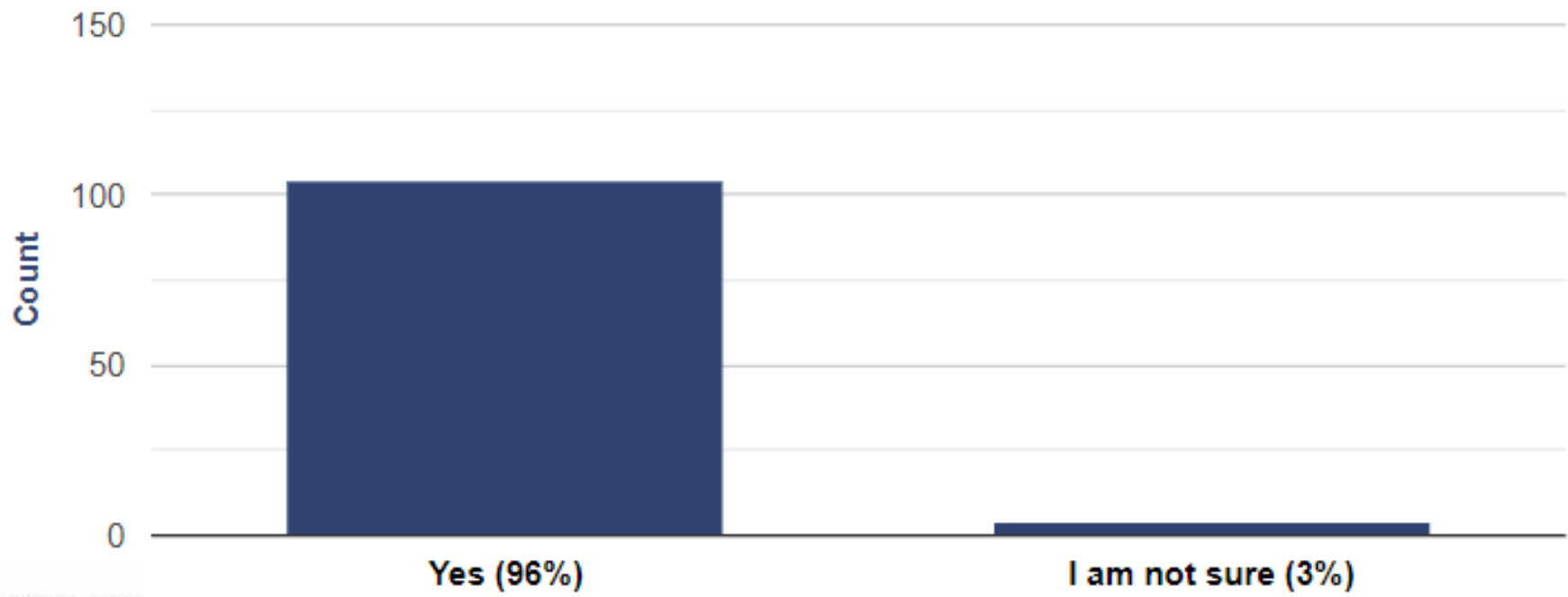
Satisfaction Survey

1. Were you happy with your StationMD visit?



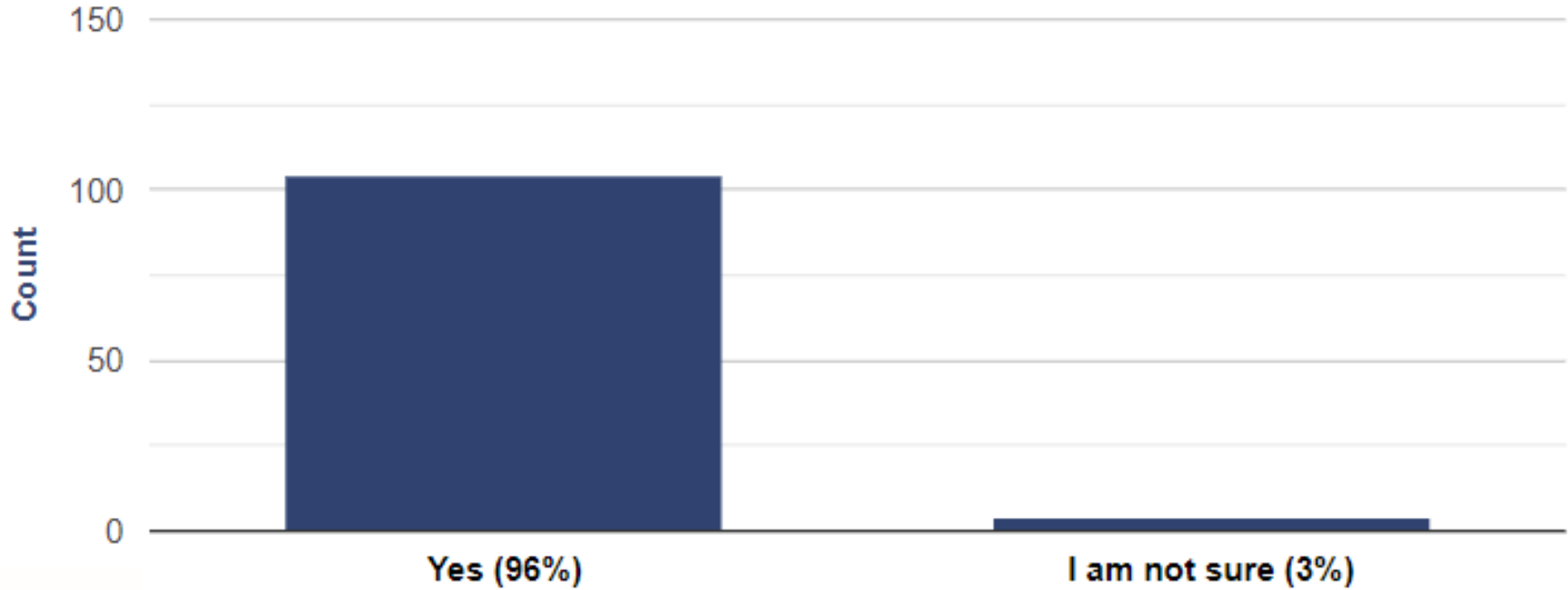
Satisfaction Survey

2. Was it easy to connect with a StationMD doctor?



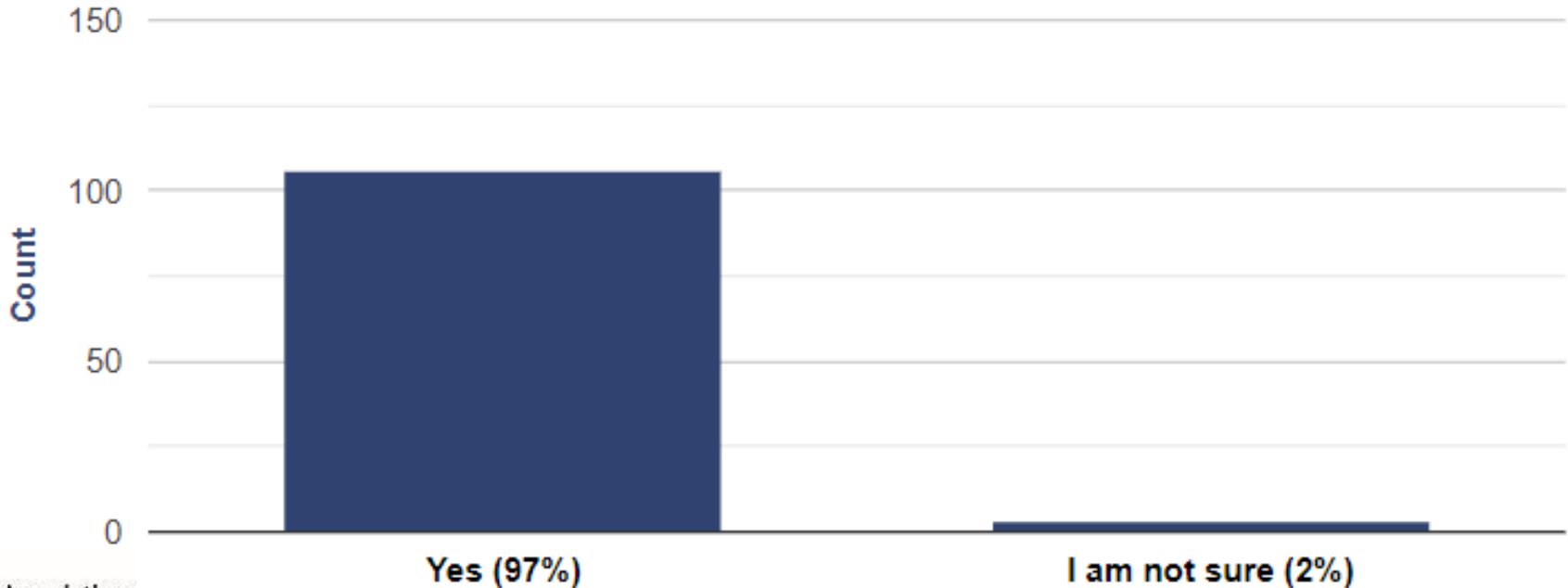
Satisfaction Survey

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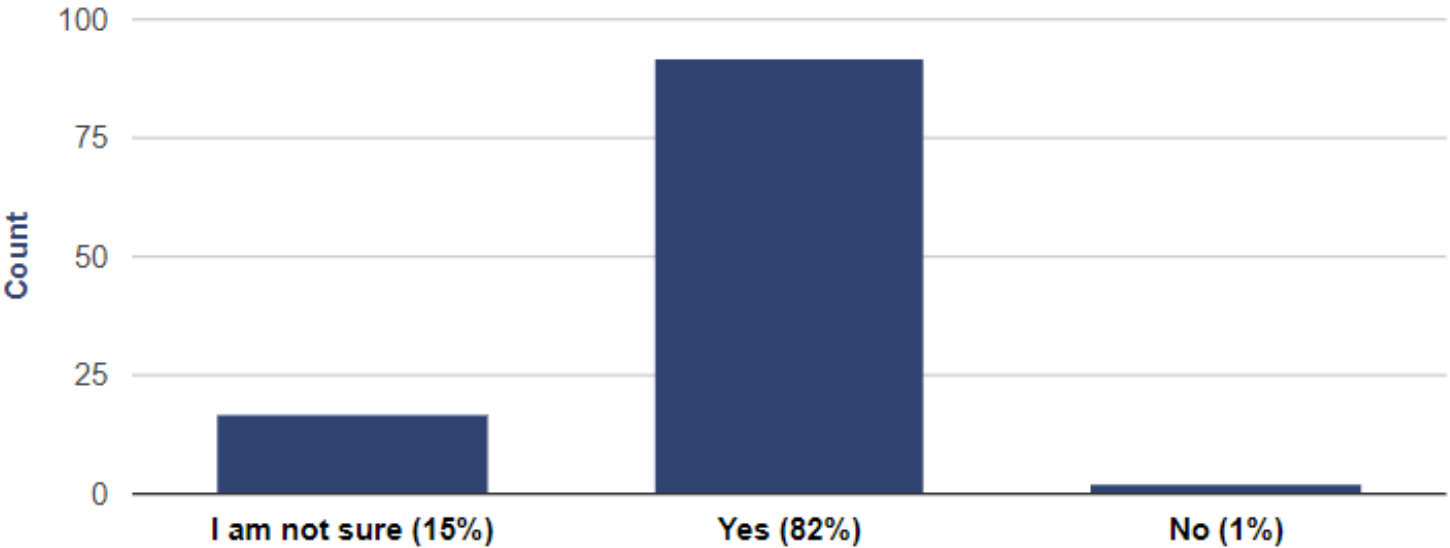
Satisfaction Survey

3. Did the StationMD visit make it easier to talk to a doctor?



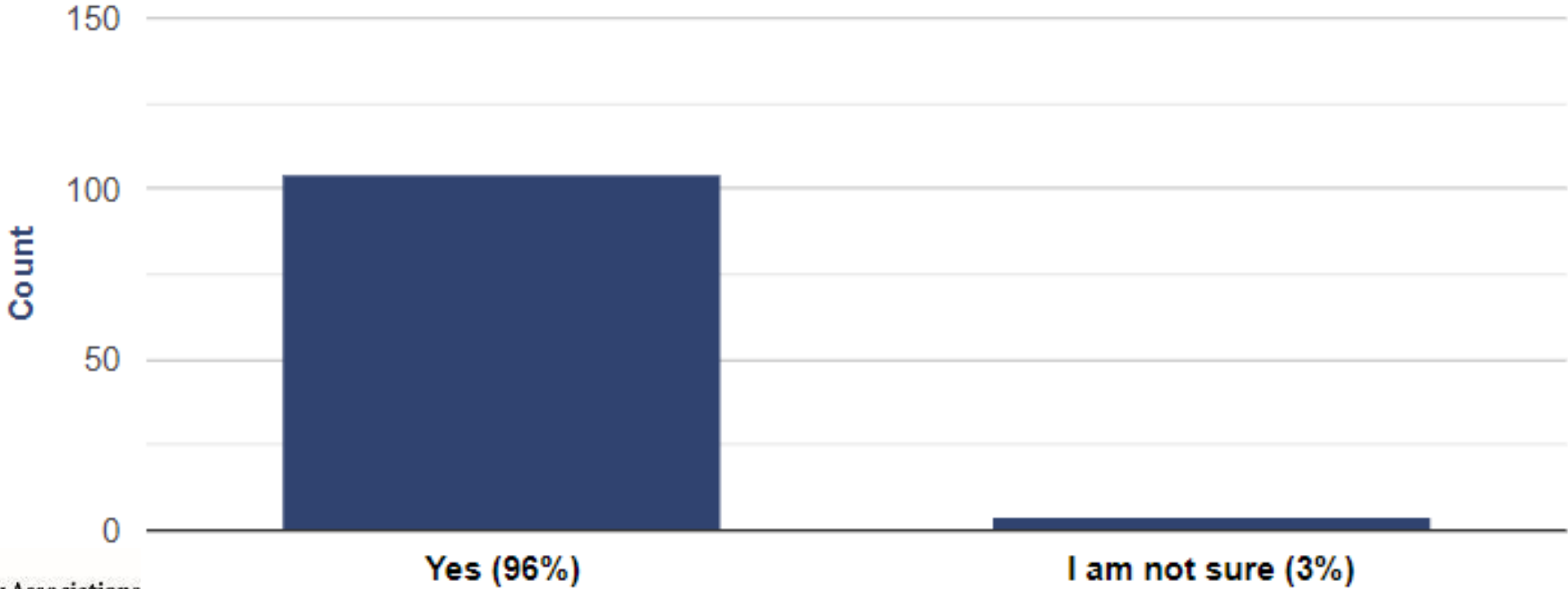
Satisfaction Survey

4. Do you prefer to stay home to talk with a StationMD doctor rather than leave home to see a doctor?



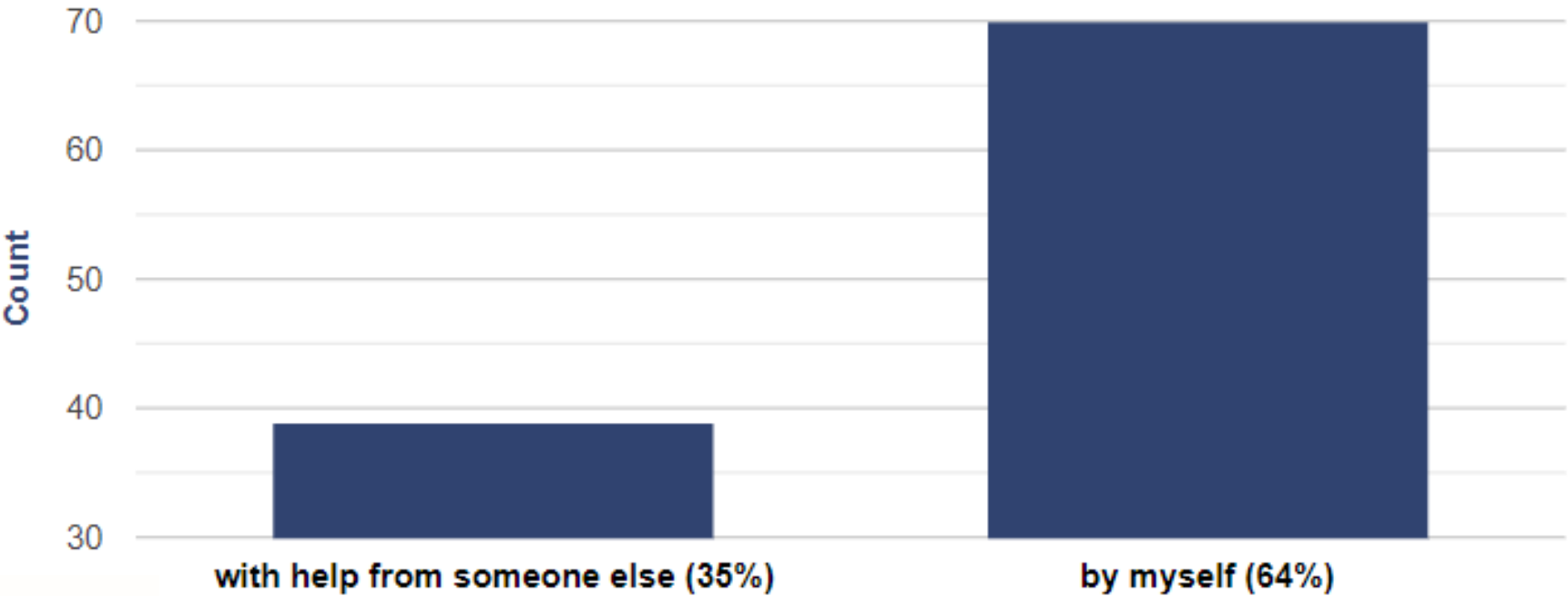
Satisfaction Survey

5. Would you tell your family and friends to use StationMD?



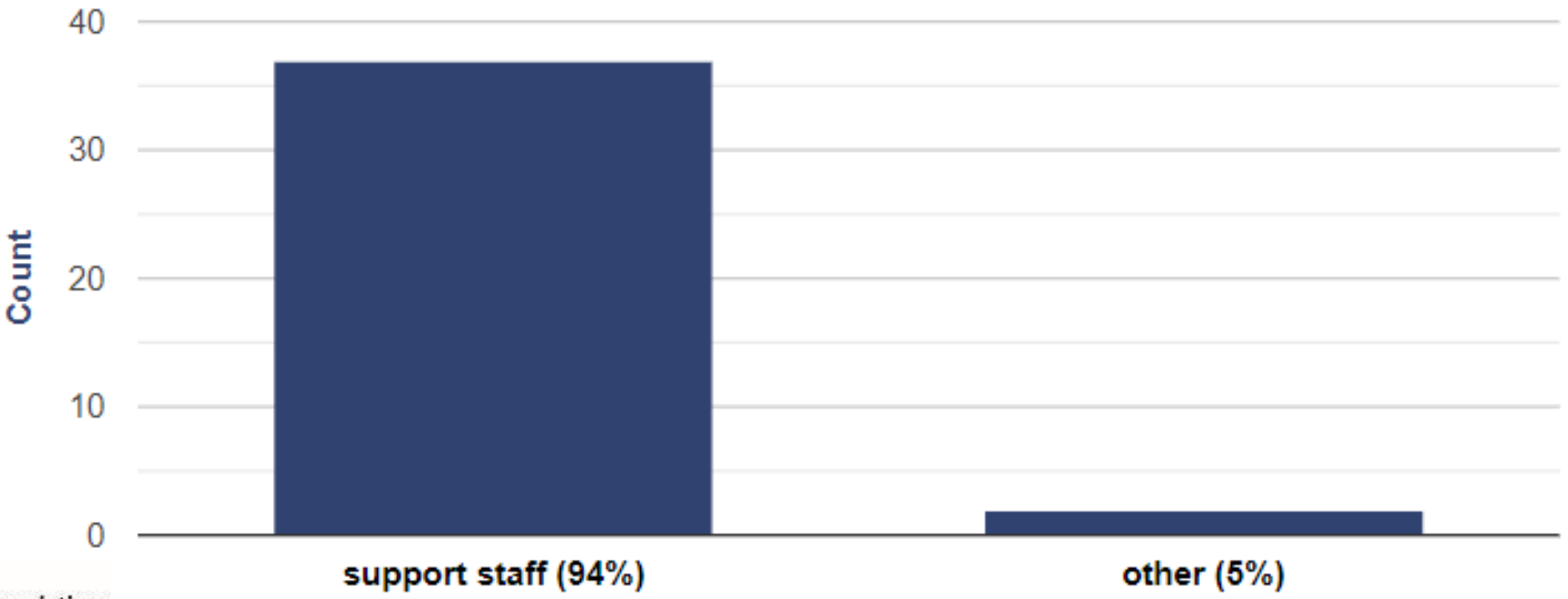
Satisfaction Survey

6. How did you complete this survey?



Satisfaction Survey

7. Who helped complete this survey?



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What happens after 2024?

Future state-post 2024

- Other potential payment option for telemedicine
 - Further expansion of grant
 - Include as part of OPWDD rate
 - Include as waiver service