

TELEPRACTICE IMPLEMENTATION

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WHAT WE NEEDED TO KNOW

- Is the time right?
- What are the barriers to success?
 - What technology is needed?
 - Who is going to pay?
 - What kind of training is necessary?
- Where do we start?

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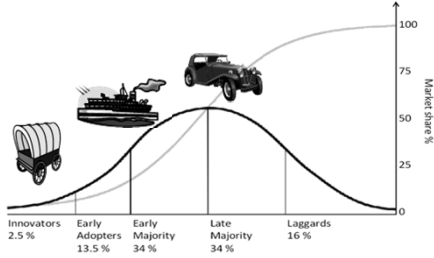
IS THIS THE RIGHT TIME?

- Innovators - Those folks on the cutting edge of any new invention- Visionaries
- The Early Adopters- The well respected opinion leaders in the community -Pragmatists
- Early Majority - A large number of people begin to participate of community
- Late Majority - The wait and see crowd
- Laggards- Let's do it the traditional way

Tipping Point, Malcolm Gladwell, Little Brown, 2000

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DOES IT FIT OUR BUSINESS MODEL? WE AREN'T INNOVATORS



The Diffusion of Innovation
Posted on July 19, 2011 by James Liu

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WHAT ARE THE BARRIERS?

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CONSULTED SOME LEADING INNOVATORS

Carol Dudding, PhD, Interim Director of SLP Program, Department of Communication Sciences and Disorders

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Michael Towey, MA, CCC SLP, Director, Accredited Speech Telepractice Training Speech Pathology, Waldo County Hospital, Belfast Main

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TECHNICAL BARRIERS

- What's an avatar and what does that have to do with speech therapy?
- If not Skype then what?
- Assuring that both the therapist and the client have the right hardware
- Internet access with enough bandwidth

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REIMBURSEMENT BARRIERS

- Virginia Telemedicine Law
- Virginia Medicaid
- OK so you have a law on your side how do you get insurance companies to cover these services?



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MEETING WITH CARE FIRST DR. WINN MEDICAL DIRECTOR

Making the Case for SLP Services

- Proposed a deliberate thoughtful Telepractice Service Model Implementation Plan that included:
 - Policies and Procedures
 - Selection criteria
 - Pilot program
 - Feed-back plan- to determine how both the practice and billing were progressing



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POLICY AND PROCEDURE HIGHLIGHTS

- Services can only be provided only by clinicians trained per protocol.
- Services can only be provided to patients approved through the standardized assessment process.
- Services available to patients who have already been evaluated in a face to face session.
- Services available to patients who receive an acceptable score on the Telepractice Screening Assessment.
- Parents of children participating in Telepractice must sign a consent form specific to this service model.
- Parents must agree to provide their own computer and adequate internet connection. Parents must verify that their computer and internet are adequate for this service model.
- The initial Telepractice session is provided free of charge so that technology problems can be corrected prior to the first billed session.
- Parents must be present throughout the Telepractice session.

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SCREENING HIGHLIGHTS

- Attendance
- Attention
- Hearing
- Visual Acuity
- Ability to Follow Directions
- Behavior
- Manual Dexterity
- Sitting Tolerance

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PREPARATION BARRIERS

Ready Set Go!!

- Training
 - Michael Towey, Waldo County General Hospital
- Resources
- Equipment
- Therapy Materials
- Internet access
- Patient Selection
- Gremlins



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HOW ARE WE DOING?

Successes



- ⦿ Kids and Families engaged and happy
- ⦿ Cancellation Rate Decreased
- ⦿ Expanding eligibility
- ⦿ Many more families interested

Remaining Barriers

- ⦿ Insurance Companies
 - Private
 - Medicare
 - Tri-Care
- ⦿ Licensing

SAMPLE LESSON

<https://cctc.webex.com/cctc/ldr.php?AT=pb&SP=MC&RID=51245177&rtKey=46bee9b5fca28e0b>

QUESTIONS?
