Virtual Visits - How to Bring Healthcare into Your Home by Video

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Discussion Topics

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What is telehealth?
History of Telehealth
Future of Telehealth
Benefits of Video Visits
What Members are Saying
Health and Wellness
Peer and Family Supports
Questions & Answers
• Is used to make compound words
• Comes from the Greek language meaning "far, far off, at a distance."
• Telehealth vs. telemedicine definition still debated
• For us telehealth is the use of both electronic information and communications technologies to provide and support health care when distance separates the participants.
The Tele Words

- Telehealth
- Telemedicine
- Telepsychiatry
- Teletherapy
- Telewellness
History of Telehealth

- **Optical Telegraph** - Smoke signals (900 BCE), beacon fires (150 BCE), and semaphore (1793) have all been used to relay messages over short distances since ancient times, until the arrival of the electrical telegraph (1844).

- **Telegraphy** - The long-distance transmission of text messages where the sender uses a system, known to the recipient, rather than a physical object like a written letter.
History of Telehealth

• March 10th, 1876 - The first words spoken by Alexander Graham Bell on the telephone were: "Mr. Watson, come here, I want you." What is not generally remembered, is the very first telephone call was also a call for medical assistance because Alexander had just spilled the phone’s battery acid on his clothes.
1925 - Teledactyl (Tele, far; Dactyl, finger from the Greek) was an idea for a device to make it possible for clinicians to see and “feel at a distance.”
History of Telehealth

1950’s - 1960’s

The term telemedicine was first used to mean “healing at a distance.”

1959 - Telepsychiatry was the first to use television as part of treatment.

1967 - Clinicians at Massachusetts General Hospital provided psychiatric consultations to adults and children at a health clinic in Logan International Airport, three miles away.
History of Telehealth

1962 - The Jetson’s: Elroy complains that he’s not feeling well and that he’d have to stay home from school. Rather than take him to the doctor, Mom calls up the doctor on the videophone. The doctor was able to see Elroy, diagnose the problem, told Mom that her son was “fine”, and needed a full day of school.

• [https://youtu.be/9EewbXIZNXo](https://youtu.be/9EewbXIZNXo)
History of Telehealth

1970’s

• NASA began performing physiologic monitoring over a distance.

• NASA further developed this technology in a pilot with the Arizona Papago Indians, the Space Technology Applied to Rural Papago Advanced Health Care (STARPAHC) project.
History of Telehealth

1980’s

• Radiologists began interpreting medical images

• NASA launched its SateLife/HealthNet program in developing countries
History of Telehealth

1990’s

- 1993 - The World Wide Web announced that it was for everybody
- The American Telemedicine Association (ATA) was created
History of Telehealth

2000 and beyond

• 2000 - first camera phone
• 2003 - state and federal regulators began to define telehealth
• 2007 - iPhone made its first appearance
• 2015 - 2017 telehealth expanded to phone, email, text and video.
• 2020 between February and April telehealth video visits grew 2000%
The Future of Telehealth

- Satellite Internet
- More affordable and accessible
- More education
- Evolution will continue
Benefits of Video Visits

• Location doesn’t matter
• When you’re sick you can stay home
• You may not have to take time off work or arrange for childcare
• Transportation isn’t needed
• No crowded waiting rooms
• Allows you to remain consistent with your treatment
• Provides opportunities for your family and caregivers to be more involved
• Gives you more access to more care

Note: Video Visits are not a substitute when a thorough physical exam is needed.
What Our Members are Saying

• “Initially, I struggled using the technology ... my team helped me get access to an iPad... walked me through getting signed into email, installing zoom... my Coach and I have added some new computer skills to my resume. Now that I am comfortable using zoom, my coaches have helped me connect to online groups, and my depression levels have decreased.”

• “It definitely gave services... to those (who) needed it in the moment and is substantial for many.”

• “I pride myself in saying, the experience was better than any face to face visit I have had.”

• “…it helped me to take care of myself and feel like I'm connected to the world.”
Health & Wellness

• We are a team of Wellness Coach’s and Nutritionists
• We offer video services for:
  • 1:1 health coaching
  • 1:1 nutrition coaching
  • Smoking cessation
  • Diabetes management
  • Chronic disease management
  • Physical activity/Exercise
  • Nutrition
  • Stress management
Health & Wellness

Our health coaching approach

• Brainstorm ideas about your wellness goals and things you can do to achieve those goals
• Help you find solutions for the health conditions and concerns you may be facing by asking questions to help us better understand your personal situation
• Help you set and achieve a goal through action planning
• Help you find the motivation you need to complete your action plan to achieve your wellness goals
Health & Wellness

- We provide all the services discussed through phone calls or Zoom Video Visits
- Health and Wellness Video Zoom Groups
  - Exercise
  - Nutrition
  - Yoga
Health Coaching

• COVID began but our engagement did not stop
• At first it was hard but then...
• People were stuck at home and looking for things to do
• We began to see people making healthy lifestyle changes and reaching their goals
Success with Video Visits

• At first there was resistance.
• By August...by September...
• Our Health and Wellness groups blossomed, members were engaged and enjoying every aspect of the Zoom groups we facilitated.
• Our Health and Wellness Zoom groups have grown, and we have 10-15 participating members weekly
• Member stories...
Peer and Family Supports

Introduction
• What is peer and family supports?
• Certified peer and family supports
• What is Copa Live?
Peer and Family Supports

How we engage our members:

• Determined which groups to offer on video
• How we made video visits fun
• Variety of groups available
• Variety of facilitators
Peer and Family Supports

Differences of in-person vs. video visits

• Access to groups that you won’t have in person
• Meeting new people because groups are not limited by location
• Being in the comfort of your own home
• The future of groups
Peer and Family Supports

Members Feedback

• Before members tried it – fears, barriers
• After members tried it – overcoming the unknown
• Created a community