



## VIRTUAL CARE CONNECTIONS

# Clinical effectiveness and quality in virtual care at scale

An Interview with Tejaswi Kompala, MD, Director of Clinical Products at Teladoc Health



Virtual care solutions can lead to earlier diagnosis and treatment of conditions across the spectrum of care. Yet this can only occur in virtual care environments where patient safety and quality protocols have the same rigorous oversight as traditional care settings. Dr. Kompala shares how Teladoc Health delivers member and client value through its approach to clinical effectiveness and quality, along with real-world impact she's seen through the power of high-quality virtual care.



### Tejaswi Kompala, MD

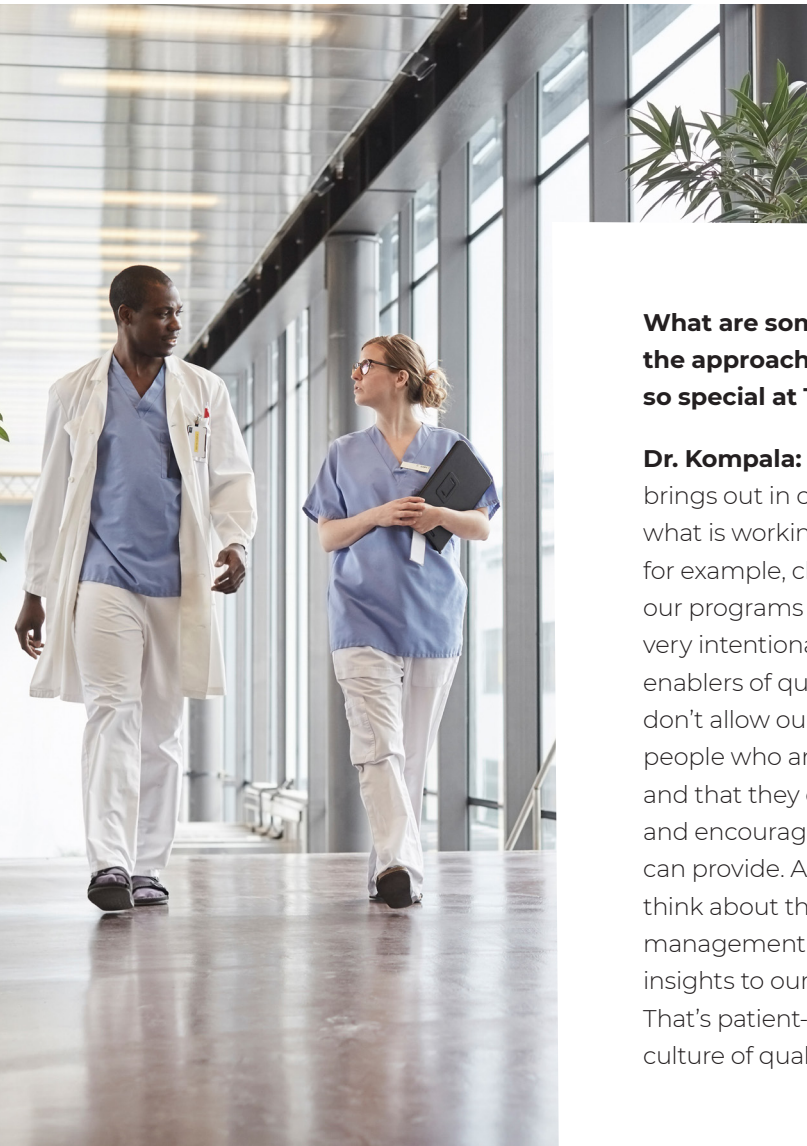
Director, Clinical Products,  
Teladoc Health

Dr. Kompala is board-certified in Internal Medicine and Endocrinology and is a practicing endocrinologist with particular interest in diabetes care, diabetes technology, diabetes prevention, obesity and weight management. Her research and implementation interests include innovative diabetes care models in primary care and virtual care settings, with a focus on population health management and integration of diabetes technology.

### **There are wide differences in the effectiveness and quality of care provided across the country, regardless of setting. Is virtual care the solution to that challenge?**

**Dr. Kompala:** The first thing to acknowledge is that, yes, unfortunately there are still wide differences in healthcare effectiveness and quality across the health system. And while those differences have many causes, at Teladoc Health we certainly believe that virtual healthcare is key to addressing them. And that care must be of the highest quality.

So, what does that mean? What is quality care? At Teladoc Health, quality care starts with care that is safe and effective. It needs to do no harm and it needs to work, which to us means it is firmly rooted in clinical evidence and adheres to nationally-recognized guidelines. But it's also much more than that. Quality care is patient-centered care. It's efficient. It's timely. It's care that is delivered equitably. And what's interesting about virtual care is that the virtual care modality has the capacity to do all those things very well. But it takes a mindset and organizational commitment to view quality as part of the culture, not someone's or some department's job. And we really invest in that culture of quality at Teladoc Health. We look deeply at recruiting, credentialing and training to ensure we have the highest quality clinicians. We build in processes like formal peer review and establishing the first and only Patient Safety Organization for virtual care. And we iterate and focus on continuous learning and improvement powered by data, so that the data we gather is shared back at the right time to the right person to improve care. It's something we refer to as a Learning Health System.



We are very intentional about blending the technologies that can be powerful enablers of quality with a human touch and human interaction.

**What are some specifics within the culture of quality that make the approach to clinical effectiveness and quality in virtual care so special at Teladoc Health?**

**Dr. Kompala:** I think there are several things that the culture of quality brings out in our work. The first is a rigorous attention to the details of what is working and what is not. With our chronic condition programs, for example, clinical trials are designed to help us deeply evaluate if our programs are working and adjust accordingly. Secondly, we are very intentional about blending the technologies that can be powerful enablers of quality with a human touch and human interaction. We don't allow ourselves to forget how challenging it can be for the people who are experiencing chronic conditions and living with them, and that they can benefit greatly from the support, accountability and encouragement that our expert health coaches and clinicians can provide. And when I think about living a culture of quality, I often think about the effortless data collection of our chronic condition management devices, as well as how we then share back timely insights to our members based on their data and their circumstances. That's patient-centered care and I think that is a direct outflow of our culture of quality at Teladoc Health.

**From the lens of a practicing endocrinologist, professor and in your role as Director of Clinical Programs, what stands out about how Teladoc Health practices and delivers on clinical effectiveness and quality through its virtual care solutions?**

**Dr. Kompala:** I'd have to say this idea I mentioned before of the Learning Health System. There is a restlessness that lies within that system of always wanting to improve and get better as an organization, so that we can improve not only more lives, but more lives more deeply. With a "learning health system" model we are not only constantly gathering data, but we are sharing it back with our clinicians and with individual members at the right moment to affect decision-making.

Think about a member recently diagnosed with type 2 diabetes: aided by the blood glucose meter provided through our diabetes management program, the member can test their blood sugar and see the results, but the results are also sent seamlessly to our care teams. Based on the reading, a message can be sent back to the member or we can contact the member directly to discuss the reading and what actions might be necessary. When I think of the definition of quality that we started with today, this technology-enabled use of a member's individual data—translated into actionable, personalized information—really brings it to life.



**Are there any results for which you are especially proud or that mean something special to you and your team?**

**Dr. Kompala:** On an individual level, I always look at the anecdotes and the feedback that we get from members—anytime someone is empowered to connect the dots in their health and having “ah-ha” moments based on their experiences with our solutions. It’s just such a wonderful feeling knowing that our program is supporting them to achieve their best health. I think, on the population level, I’m often reflecting on the improved access to healthcare that our solutions provide as a way of addressing that critical social determinant of health domain that is access to care. Virtual care can really shine in that space because of how easy-to-use and accessible it can be. It’s knowing that we are opening the doors to care that otherwise might have been closed and that is very rewarding.



Quality care is patient-centered care.

**Tejaswi Kompala, MD**  
Director, Clinical Products,  
Teladoc Health

In consumer telehealth programs, effectiveness and quality are key to delivering an exceptional patient experience and improving clinical outcomes. For more information about the Teladoc Health commitment and approach to healthcare quality and effectiveness contact [engage@teladochealth.com](mailto:engage@teladochealth.com).

**LEARN MORE:** [TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)

**About Teladoc Health**

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

