

# The Franciscan Virtual Journey



**INDUSTRY:** Non-profit health system

**EMPLOYEES:** 19,000

**PRODUCTS:** Vici, Lite, Mini & Solo™

## Summary

Franciscan Health is one of the largest health systems in the Midwest, composed of 12 hospital campuses, 500 points of care, two physician groups, 14 urgent care locations and an insurance product.

Nationally honored for high-quality care, Franciscan Health ensures that its doctors, nurses and other healthcare staff are consistently seeking ways to improve. **Part of this effort includes introducing telehealth services to make care more convenient and comfortable while improving patient outcomes.**

“We continue to evolve in our virtual programming, and as technology advances, we are seeing more and more opportunities to connect our medical teams with patients.”

**Craig Miller, FACHE,**  
**Administrative Director**  
**of Ambulatory Services**

## Challenge

In February 2020, nine specialties were in the process of requesting telehealth solutions, and a few of them were already in the stage of testing the technology. The plan was for innovators and early adopters to test the new system before bringing a large set of healthcare providers and patient populations on board.

This plan shifted in March 2020 when COVID-19 appeared in the Midwest. **The state of emergency and stay-at-home orders introduced the need to keep at-risk patients out of healthcare facilities and at home whenever possible.** New challenges included providing care to COVID-19 patients, preserving personal protective equipment and protecting the healthcare team’s own health. Hospital outpatient departments prioritized providing care to patients at home.



#### Use case specialties:

- Administrative
- Behavioral Health
- Crisis Assessments
- Endocrinology
- Hospitalist
- Infectious Disease
- Nephrology
- Neurology
- Palliative Care
- Rehabilitation

#### Franciscan Health virtual visits

>100k

VIRTUAL VISITS IN  
THE FIRST 90 DAYS

8,500+

AVERAGE VIRTUAL  
VISITS WEEKLY

## Solution

Before the pandemic, Franciscan Health's virtual journey began with telestroke and telebehavioral health services. The organization had no virtual urgent care or ambulatory services available. Still, Franciscan Health planned to implement virtual urgent care in mid-2020 with Teladoc Health as its chosen partner.

**The emergence of a pandemic led Franciscan Health to act quickly, providing virtual training for providers and staff.** Services among specialties with the highest-risk patients, including cardiology, oncology, infectious diseases and pulmonology, were prioritized.

The Teladoc Health technology solution is fully integrated with Epic and MyChart through context-aware linking to simplify provider and patient workflows, and Canto for provider-to-provider consults. This allows Franciscan Health to automate outpatient appointment registration, check-in and check-out during visits. Franciscan Health chose to use iPads, for inpatient rounding and consults. Franciscan Health uses Teladoc Health virtual waiting room functionality to enable urgent care, company clinic, occupational health and travel medicine patients to conduct virtual visits. The technology also allows group visits for bariatric support groups and diabetes education.

Teladoc Health was helpful in assisting with education and training. Franciscan Health conducted training in phases for its operations team, the providers and staff, technology and patients. In addition to safely providing patient care, the ability to capture revenue growth was necessary. Franciscan Health created a billing, coding and compliance team, and developed a payer crosswalk to ensure that clinicians were not required to learn both a new reimbursement process and the new telehealth technology.

## Results

In March 2020, Franciscan Health conducted an initial 43 virtual visits; soon, **the average visit volume skyrocketed.** By June 2020, the health system was back up to 88% of its pre-pandemic visit volume with the help of telemedicine as a supplement to in-person care.

Franciscan Health is embracing virtual visits. Since the initial rollout, specialties including physical therapy, occupational therapy and heart failure have implemented telehealth services. More virtual capabilities will be rolled out to employers through company clinics and occupational health services.

In the future, Franciscan Health plans to continue to improve the automated billing process, analyze new use cases, identify new group opportunities and implement teleICU services. Franciscan Health is also exploring remote patient monitoring to supplement current virtual visit capabilities. **This successful virtual journey is a proud recipient of a Federal Communications Commission grant for its COVID-19 telehealth programming.**

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

**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

**Teladoc**  
HEALTH