



CLIENT SUCCESS STORY

The benefits of virtual pediatric specialist expertise: Children's Mercy sub-specialty telemedicine program

The Challenge

As experts in pediatric care, Children's Mercy is the regional pediatric health system of choice, requiring their facilities to manage a large patient population. The high demand for providers outpaced the ability to adequately cover all patients that present in an extensive geographical region, creating a significant challenge for Children's Mercy.

Recognizing the value telemedicine can provide to achieve the Triple Aim goals of improving specialist access, quality of care, and affordability, Children's Mercy began to identify virtual care and technology options to help treat patients across their region for a multitude of sub-specialties.

Sub-specialty telemedicine at Children's Mercy

- Adolescent medicine
- Allergy, asthma and immunology
- Cardiology
- Child abuse and neglect
- Children and youth special healthcare needs
- Dermatology
- Developmental and behavioral health
- Endocrinology
- Ear, nose & throat
- Gastroenterology
- Genetics
- General surgery
- Hematology/oncology
- Hepatology
- Infectious disease
- Neurology
- Nephrology
- Nutrition
- Orthopedic surgery
- PHIT kids
- Plastic surgery
- Pulmonology
- Radiology
- Rehabilitative medicine
- Rheumatology
- Social work
- Sports medicine
- Urology
- Weight management

>10 million

children live



>60 miles

from a pediatric surgeon¹



98% of patients/families were equally or more satisfied with telemedicine compared to traditional visits

The Solution

After assessing their options, Children's Mercy selected Teladoc Health as their telemedicine partner due to the focus on reliability and quality.

Investing in reliable technology ensured early adopters would lead the way and inspire new sub-specialists to leverage virtual care services to treat more patients across the region.

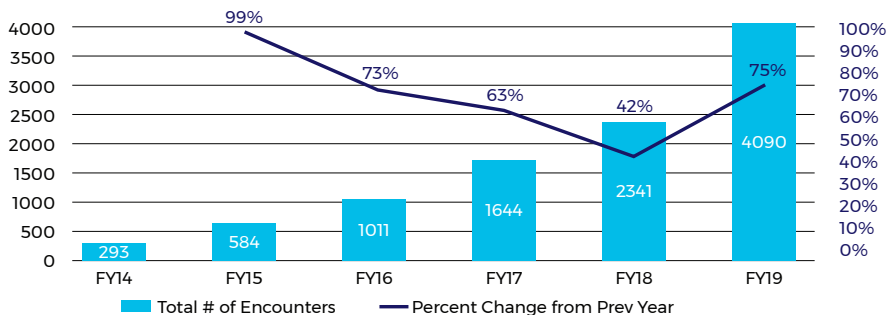
Telemedicine-enabled clinics were setup in much the same way as traditional sub-specialty clinics, both inside and out. Live, two-way A/V access with ancillary exam devices and BSN, RN telefacilitators supporting the distant providers and patients in person allow standards of care to be met (up to level V clinical encounters).

The Results

Since launching the first telemedicine program in 2012, there has been tremendous growth in the use of telemedicine to deliver sub-specialty care to children. Children's Mercy has supported the patients/families in Missouri, Kansas, and the surrounding region by continuing to invest in telemedicine. Appreciating what a critical role the specially trained BSN, RN telefacilitators serve in meeting the hospital's standard of care, and patient/family and provider experiences, Children's Mercy has continued to onboard these extremely talented nursing professionals.

Telemedicine has also shown the ability to lessen the financial burden for families by eliminating the costs of traveling considerable distances for care, food, lodging, and/or childcare. Additionally, parents and children miss significantly less time from work and school when seen in a telemedicine clinic.

Children's Mercy Kansas City telemedicine sub-specialty program growth



¹American Academy of Pediatrics, 2018

Telemedicine meets Quadruple Aim goals

Greater Access

- ↓ Time to appointment (PCP access, specialist visits)
- ↓ Wait times
- ↓ Travel time
- ↓ Outmigration (brand loyalty/stickiness)
- ↓ Transfers

Lower Cost

- ↑ Provider capacity
- ↑ Provider productivity
- ↓ Total cost of care
- ↓ Cost of episodes/bundles of care
- ↓ Readmission penalties

Higher Quality

- ↑ Patient satisfaction
- ↑ Provider satisfaction
- ↑ Provider recruitment
- ↑ Provider retention
- ↓ Provider burnout

Better Outcomes

- ↑ Resuscitation
- ↓ Birth injuries
- ↑ Chronic care management
- ↑ Speed to diagnosis and treatment
- ↓ Hospital length of stay
- ↓ ED LOS (sub-specialty consults completed from home)
- ↑ Care coordination
- ↓ Readmission rate

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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.