

TeleHealth Business Planning

Challenge

The client was faced with the need to expand the reach of their current specialty services to more children while dealing with cost constraints, especially associated patient/family travel costs for follow-up care. The client also wanted to expand its partnerships with other children's hospitals and health organizations.

Solution

The client identified TeleHealth as a viable option to address its needs. We provided services that helped our client drive TeleHealth from concept to a reality, including:

- Developing a comprehensive strategy and business plan for a national TeleHealth program. After assessing the current clinical services environment throughout the client's organization, we identified 17 total TeleHealth service line opportunities
- Evaluating and prioritizing each of them (see table) to determine our recommended service lines
- Determining the scope, use cases, services requirements, and projected value, costs and revenue opportunities for each service line
- Developing clinical, technical, operating and financial models for each service line

Results

TeleHealth Services Evaluation Results:

	Telehealth Service Line	Total Score	Rank
Specialty Care	Cleft Lip and Palate	176	5 ★
	Orthotics and Prosthetics	178	4 ★
	Spine and Musculoskeletal	175	6
	Orthopedics	192	1 ★
	Hand Surgical Care	181	3 ★
	Burn and Skin Care (plastics)	190	2 ★
	Radiology	139	11
	eICU	134	12
	Physical Therapy	174	7
Health Mgt.	Remote Monitoring	153	10
	Long Term Care Mgt.	97	16
Education/ Administration	Patient Education	161	9
	Clinical Training (Presenters, Shriners)	172	8
	Grand Rounds	123	13
	Teaching	112	14
	Research	105	15
	Administrative Uses	89	17

About the Client:

- A pediatric health system which owns and operates 18 US - based pediatric specialty hospitals providing services to children with complex medical needs from all 50 states and around the world
- Many of their specialty areas are focused on conditions that require multiple follow-up visits and care coordination

Contact us for information on how we can help you reach your goals.

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