

# **Multi-Center Centers of Excellence On The Bayou**

**Craig M. Walker, MD**

# Historical Perspective - 1983



- ▶ 1 physician
- ▶ 2 employees
- ▶ 1 location

**OUR MISSION IS**

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**TO PROVIDE OUR PATIENTS  
THE HIGHEST QUALITY  
CARDIOVASCULAR CARE AVAILABLE.**

**WE PLEDGE OURSELVES TO:**

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**TECHNOLOGICAL SUPERIORITY**

TO ASSURE THE BEST MEANS OF DIAGNOSIS AND TREATMENT.

**RESEARCH**

SO THAT OUR EXPERIENCE AND COMMITMENT HELP CREATE  
THE NEXT GENERATION OF TECHNIQUES AND TECHNOLOGIES.

**EDUCATION**

BY OUR NEVER-ENDING PURSUIT OF KNOWLEDGE AND OUR ONGOING COMMITMENT TO  
SHARE STATE-OF-THE-ART MEDICAL CARE WITH PRESENT AND FUTURE LEADERS IN THE  
FIELD OF MEDICINE, OUR COMMUNITY, AND OUR PATIENTS.

**COMPASSION**

TO KEEP FOREVER BEFORE US THE GOAL OF ACHIEVING THE BEST  
POSSIBLE MEDICAL RESULTS WITH THE LEAST POSSIBLE DISCOMFORT.

**COMMUNICATION**

BY WORD AND DEED, OF OUR RESPECTFUL APPRECIATION FOR OUR PATIENTS AS FELLOW  
BEINGS WHO HAVE HONORED US WITH THEIR TRUST IN OUR ABILITIES AND HUMANITY.

# CIS Today



## LOUISIANA & MISSISSIPPI

- ▶ **Patient Visits = 340,823\***
  - Clinics: 256,832
  - Hospital: 83,200
- ▶ **Hospital Procedures = 28,547\***
  - Includes Cath Lab & EP

*\*LA & MS Visits & Procedures: April 2, 2019 - March 31, 2020*





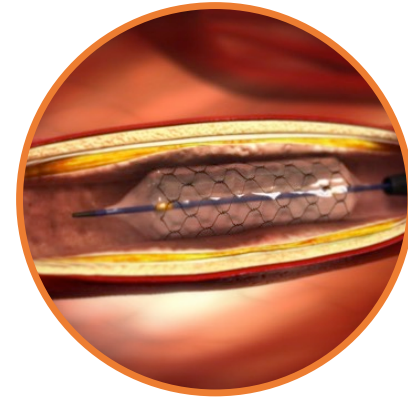
# Our Core Business



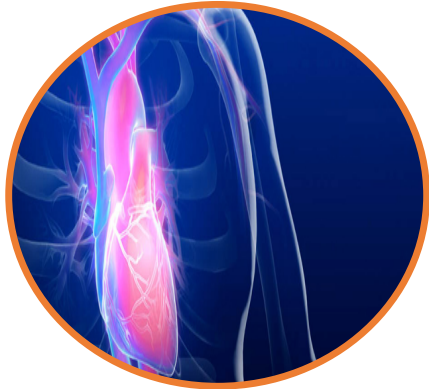
▶ **Outpatient Clinics**



▶ **Diagnostics**



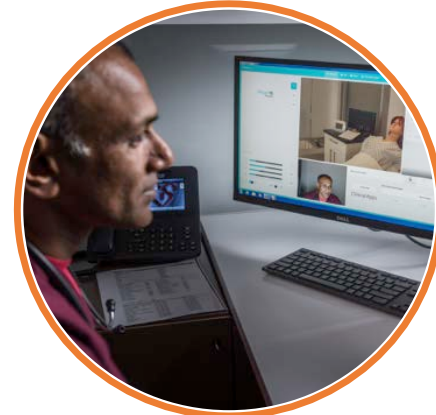
▶ **Hospital Co-Management**



▶ **Research**



▶ **Education**



▶ **Virtual Care**

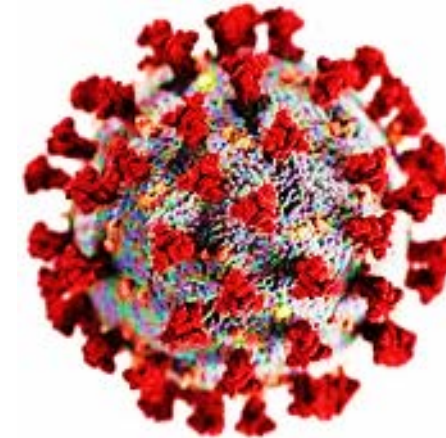
# Coronavirus Pandemic



## How COVID-19 must transform US global health strategy

BY CHRIS COLLINS AND MITCHELL WARREN, OPINION CONTRIBUTORS — 04/21/20 10:00 AM EDT  
THE VIEWS EXPRESSED BY CONTRIBUTORS ARE THEIR OWN AND NOT THE VIEW OF THE HILL

54 COMMENTS



FIRST OPINION

## The coronavirus pandemic could transform our health care system — for the better

By JULIA L. MARCUS and JOSHUA BAROCAS / APRIL 14, 2020

## How COVID-19 Is Changing The Debate Over Health Reform



**John C. Goodman** Contributor

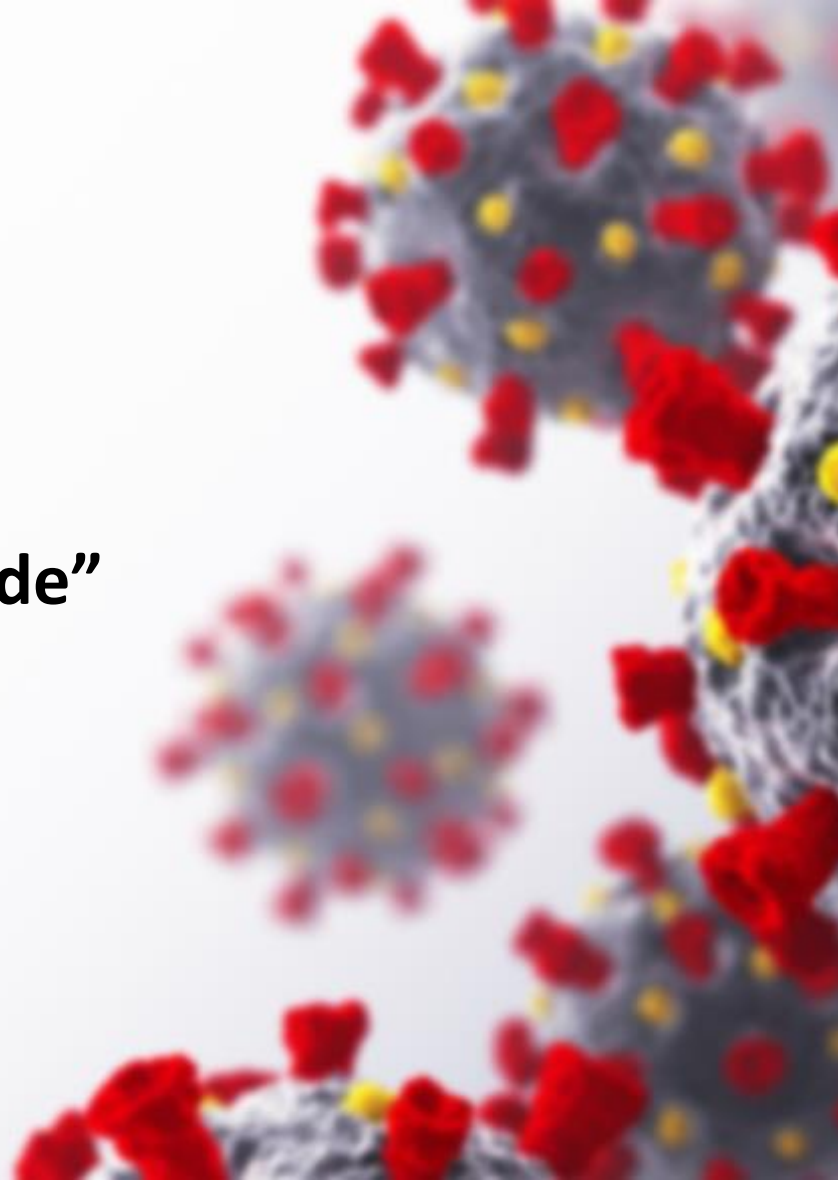
Policy

*I offer market-based healthcare solutions.*

COVID-19 is forcing the industry to reimagine healthcare delivery

# Pre and Post COVID-19 Challenges

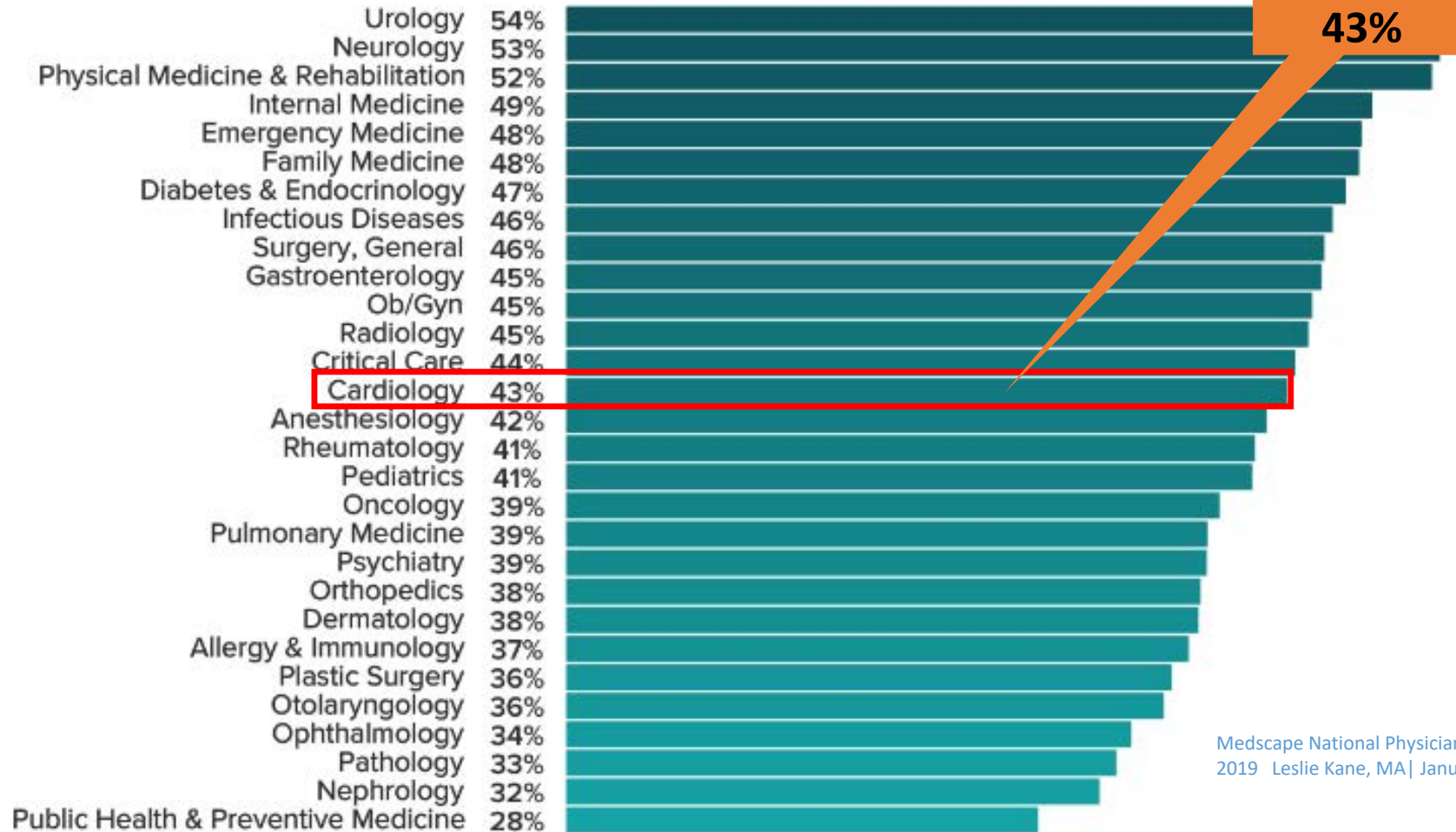
- ▶ **Too expensive**
- ▶ **Too much friction**
- ▶ **Disruption from the “outside”**
- ▶ **Not enough providers**





# Physician Burnout

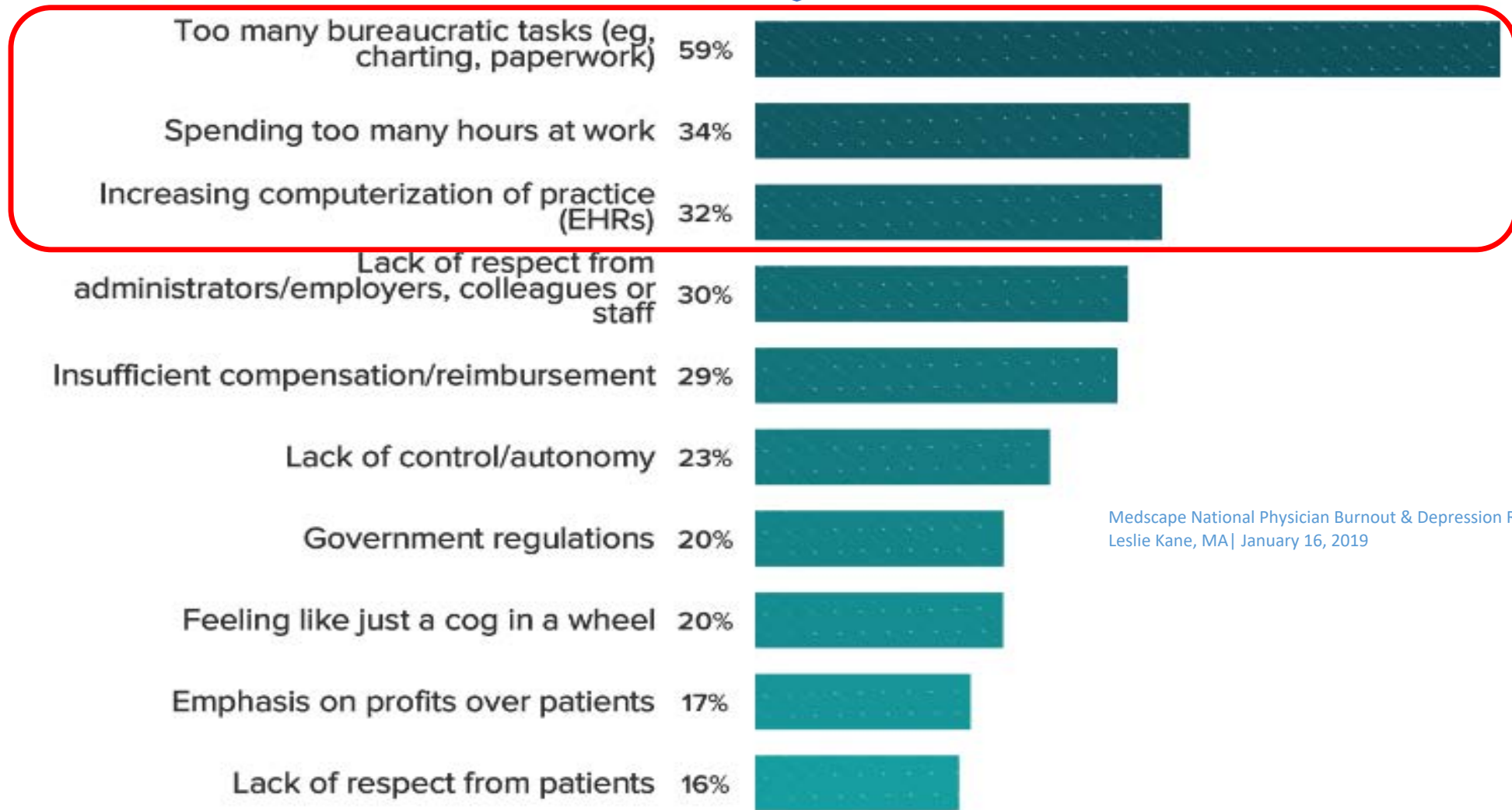
## Which Physicians are the Most Burnt Out?



Medscape National Physician Burnout & Depression Report  
2019 Leslie Kane, MA | January 16, 2019

# Physician Burnout

## What Contributes Most to Your burnout?



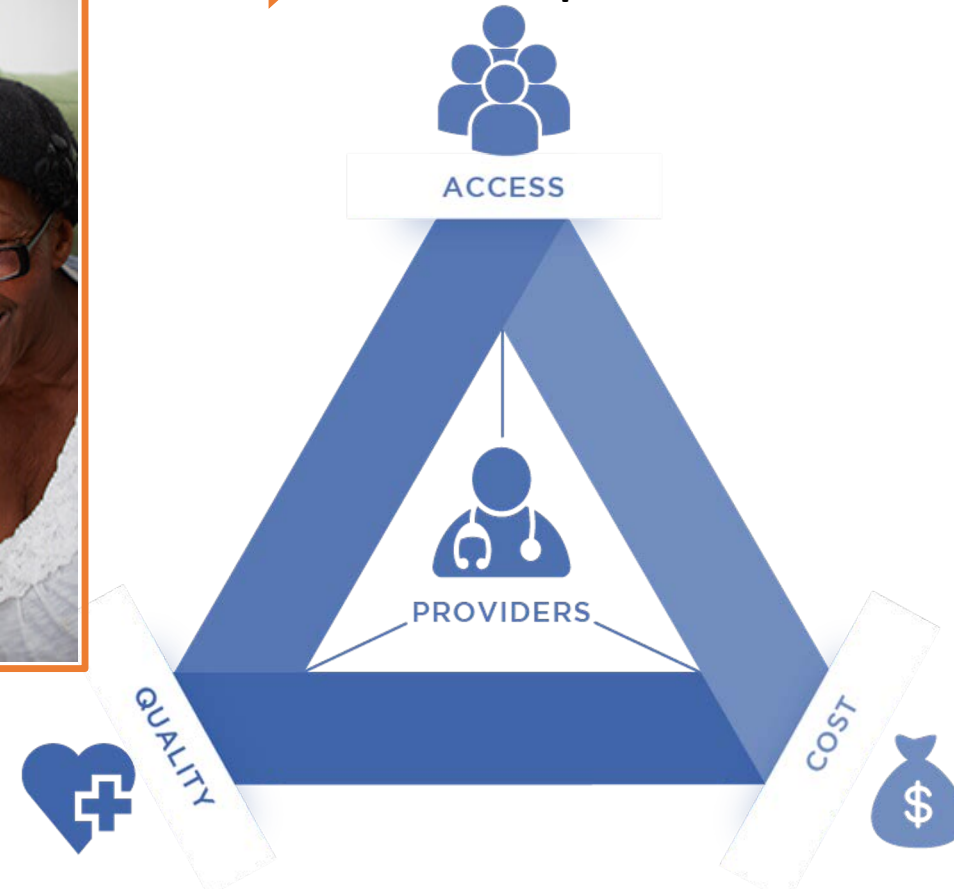
Medscape National Physician Burnout & Depression Report 2019  
Leslie Kane, MA | January 16, 2019

# Our Virtual Strategy

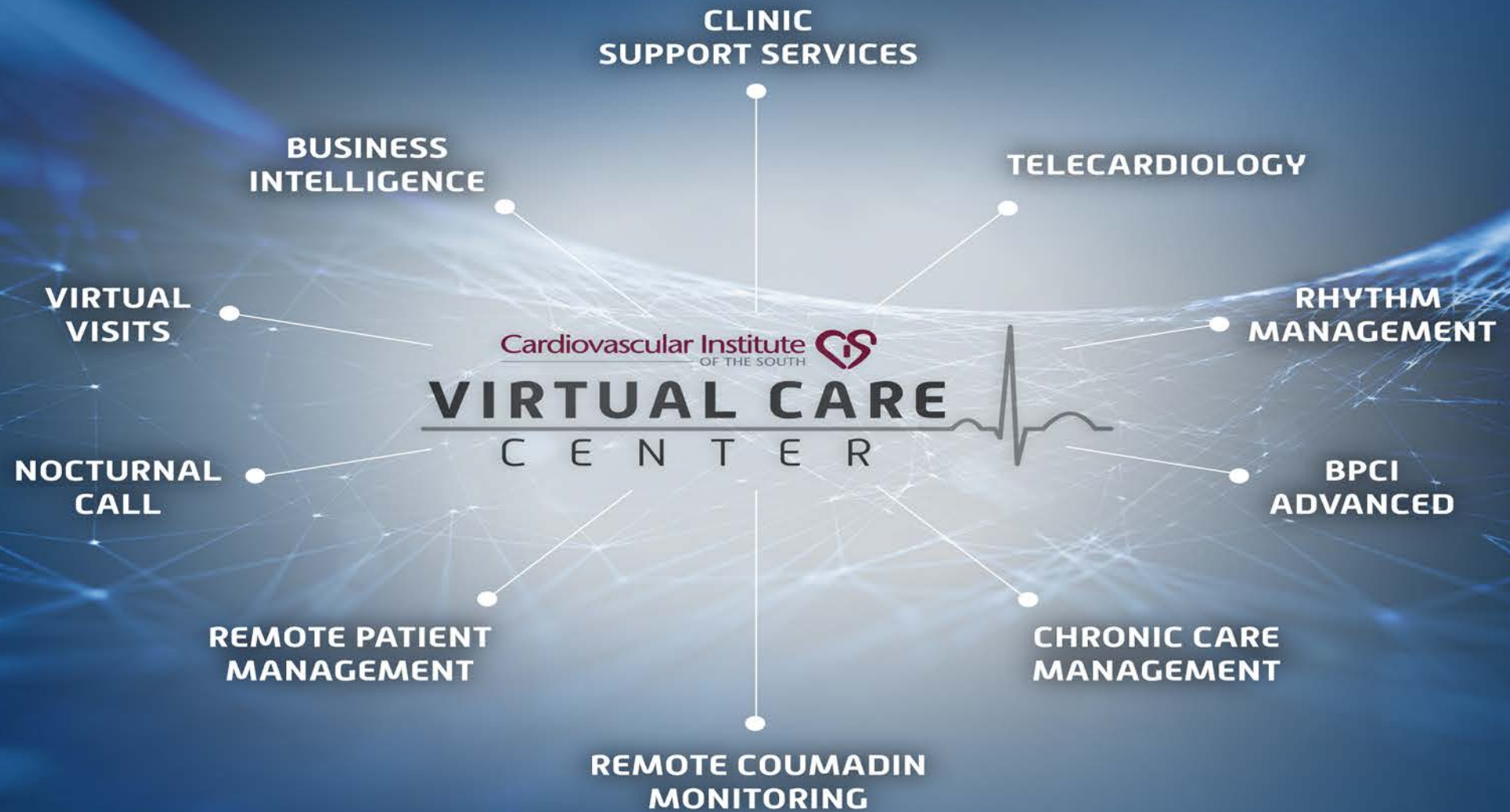
# What do Americans Want From Healthcare?



## ▶ The Quadruple Aim



**Virtual Care is part of the solution!**



# VCC Featured in Advisory Board

## CIS<sup>1</sup> Establishes Comprehensive CV Virtual Care Center



### Virtual Care Center Prompted by High Patient Demand

- 17-clinic high volume practice faced ever increasing demand on nursing services
- Effort to improve efficiency and increase patient access prompted virtual care approach
- \$1.7M Virtual Care Center built in in 2018 to support all virtual operations; \$7M total cost since 2015
- 30,000 patient contacts per month out of 300,000 total patient visits across system



### Care Center Design Transforming CV Care Delivery

- Virtual Care Center staffed by 5 NPs and 34 RNs, LPNs, telemetry techs providing 24/7 care to patients by supporting clinics
- NPs provide care remotely to nearly all patient requests in 17 clinics
- Prescription refills, surgical clearance, and patient problems are primary requests
- Patient problems addressed in <30 minutes

**90%** Reduction in time to respond to a patient problem

### *Paying for the Enterprise*



Individual clinics contribute to costs of centralized nursing support



Amount contributed to center depends on volume demand from each clinic

# Video/Audio Visits During COVID-19\*

Currently averaging 30 video visits per day



\*Since 3/24/20

# Clinic Support Services



- 24/7 Nursing & App access for patients
- Prescription refills
- Prior Authorizations
- Patient problems
- Pre-Surgical clearances
- Patient appointments
- Lipid clinics



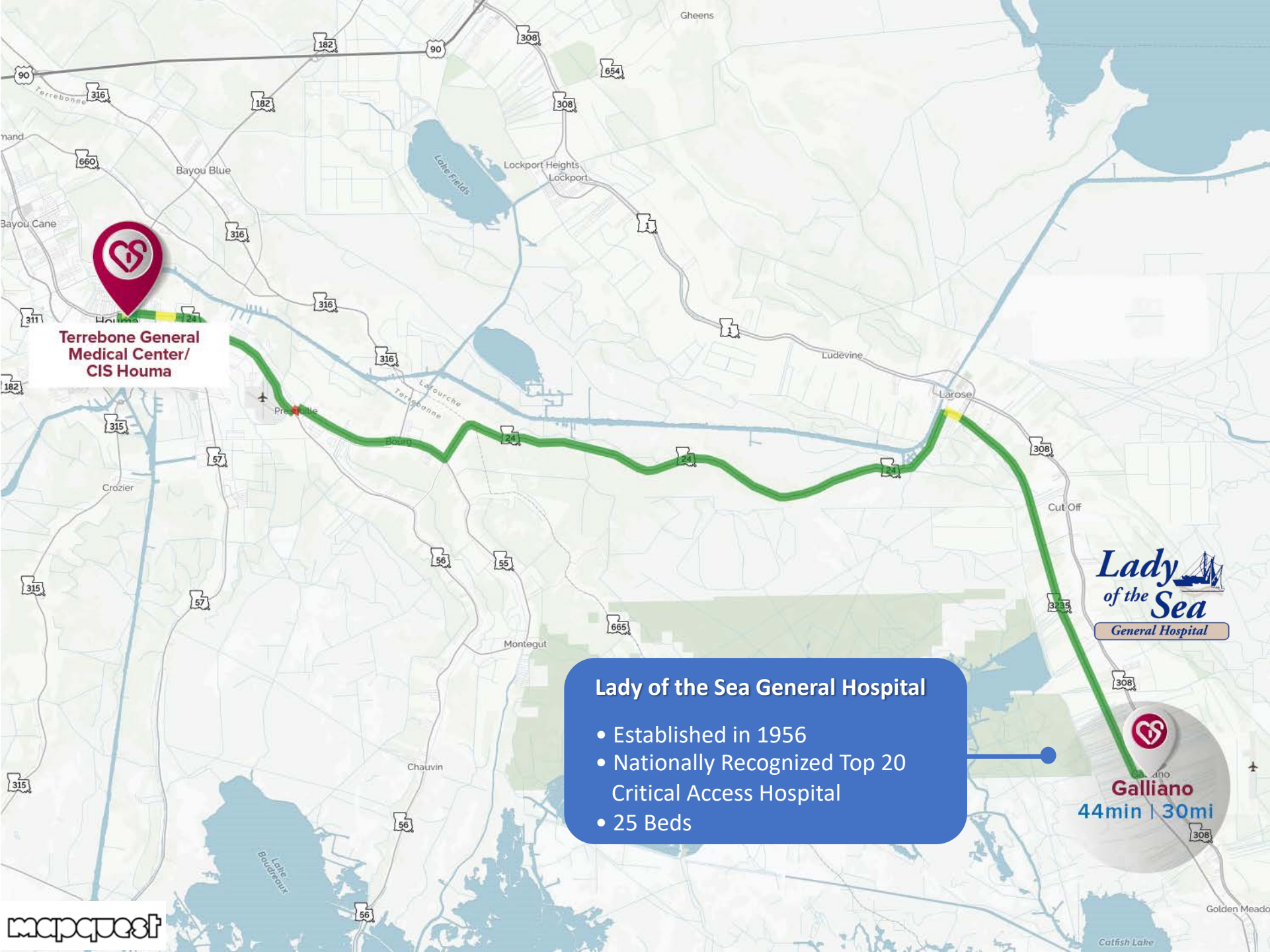
# Telecardiology



# 6 Telecardiology Use Cases

Use Case #1

# **Supporting Rural Hospitals That Have Limited Cardiology Coverage**



**Terrebonne General  
Medical Center/  
CIS Houma**

*Lady  
of the Sea*  
General Hospital



**Galliano**  
44min | 30mi

**Lady of the Sea General Hospital**

- Established in 1956
- Nationally Recognized Top 20 Critical Access Hospital
- 25 Beds

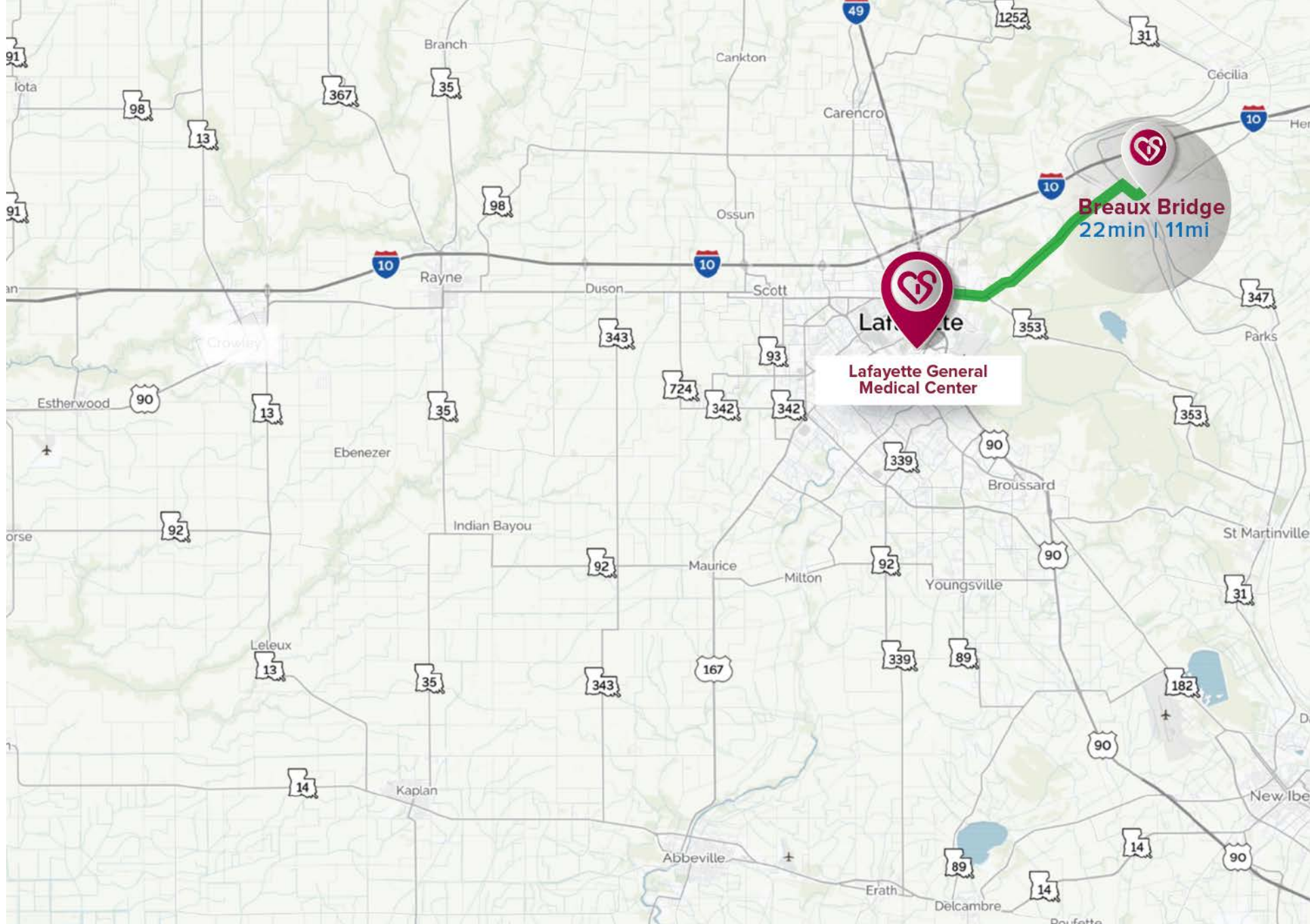
# How Has Telecardiology Helped Rural Hospitals?

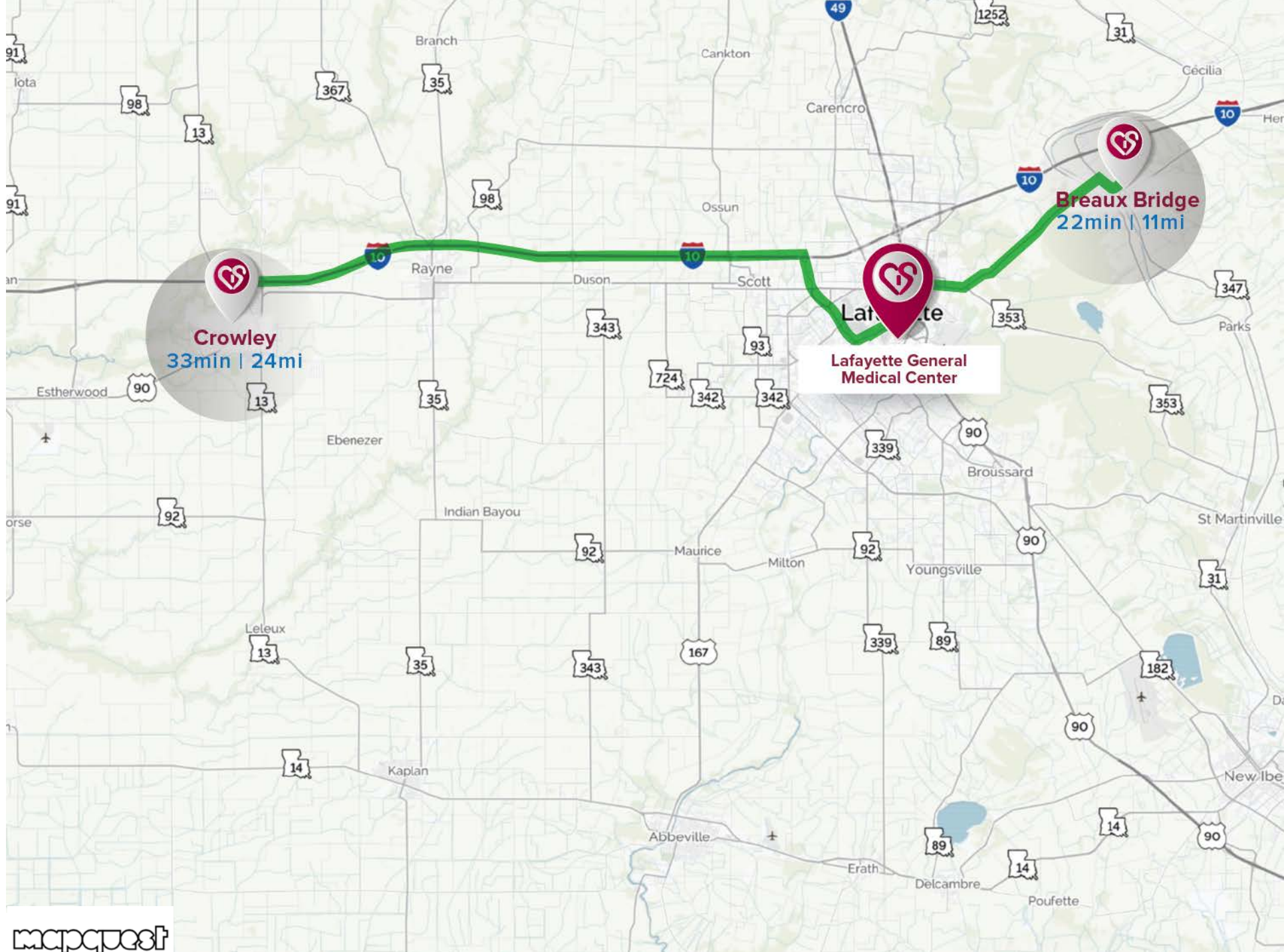
► **For Lady of the Sea it has:**



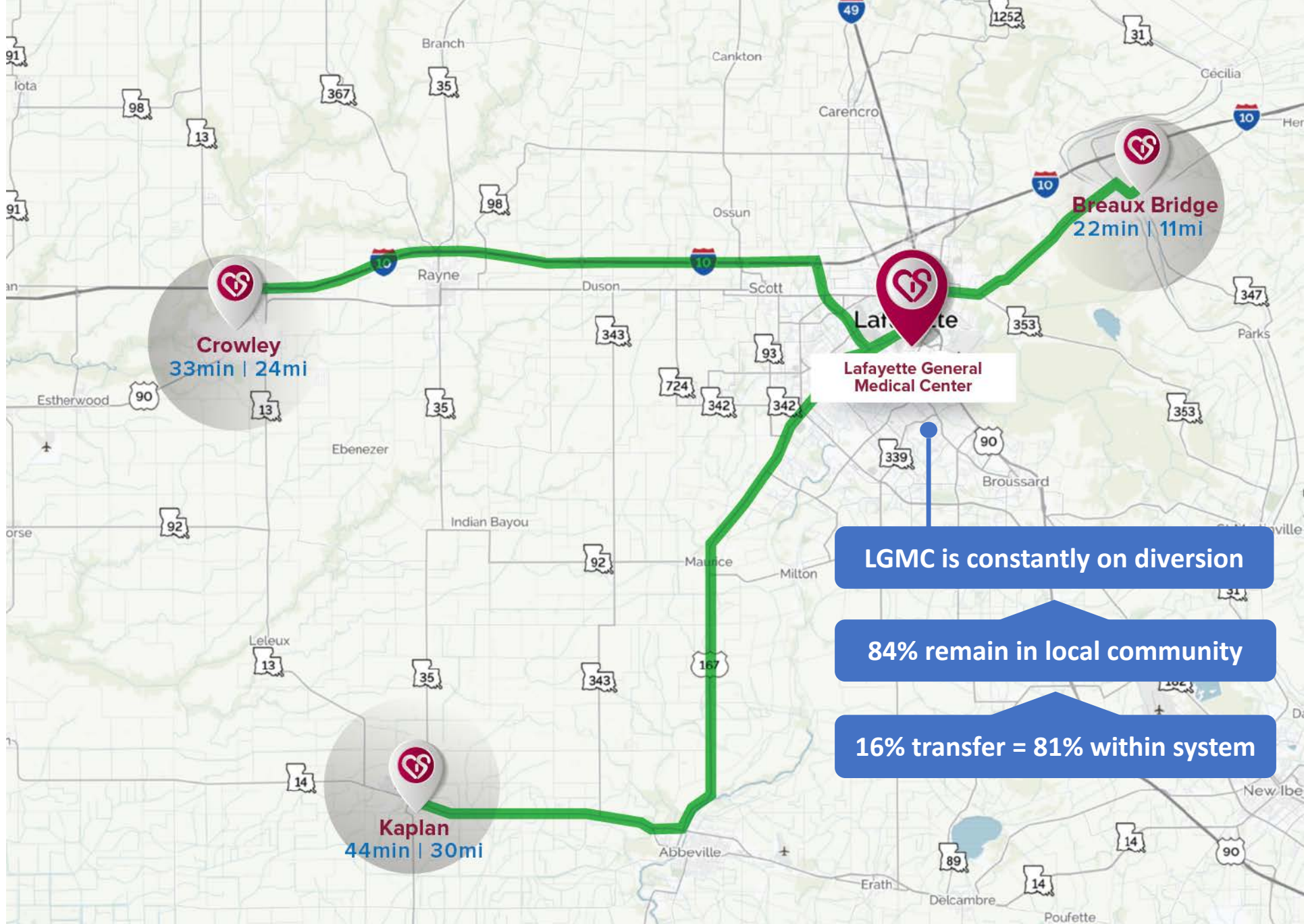
Use Case #2

# Helping Health Systems Better Utilize Bed Capacity









**LGMC is constantly on diversion**

**84% remain in local community**

**16% transfer = 81% within system**

## Use Case #'s 3-6

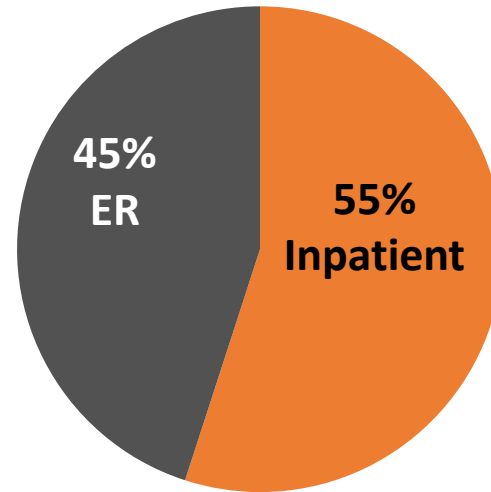
Provide **outpatient services** in underserved markets, such as **subspecialty care**

Provide **surgical clearances** for hospitals with limited cardiology coverage

**Leverage telemedicine equipment** to provide more specialties (Pulmonology, Nephrology)

**Improve physician quality of life** by reducing call burden & travel burden

# Telecardiology Outcomes



8 Hospitals = 830 Consults

**33 min**  
Response  
Time

**54%**  
ED Retention

**99%**  
Patient  
Satisfaction

**157%**  
Global ROI

# #1 Telecardiology Provider



# BPCI Advanced

## Leveraging the Virtual Care Center (2019)

- ▶ **Outpatient PCI**
- ▶ **Inpatient PCI**

*700+ patients – Saved nearly \$1.3 million for CMS*

# Houma OBL/ASC Right Side View 22,000 SF



# Gray Left Side (C)



# Houma Left Side (B)





# Discussion