Inpatient Teledermatology Consult Svc:
The University of Pittsburgh Dept. of Dermatology Experience

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Disclaimer

• No conflict of interest.
• No financial associations.
• No honorarium
Objectives:

• Observe the UPMC Inpatient Teledermatology workflow.
• Comprehend the UPMC Inpatient Teledermatology business model.
• Understand “Why do we do what we do” or review of the stakeholders.
UPMC Teledermatology
-powered by UPITT Dept of Dermatology

Start: 2008

2013

P2P – Outpatient consult svc.

P2P – Inpatient Consult Svc

C2P - eDermatology
UPMC Teledermatology Inpatient Consult Svc: Workflow

Avoid $$ and delayed treatment
Transfer to UPMC Presby-SDY

UPMC Sister Hospital

Order Consult

Unit Admin.

On-site Hospital Tele Derm Team
IM resident
CRNP
PA
Wound Care nurse

Transfer to UPMC Presby-SDY
Hx & Digital Image Acquisition

Upload

Route

UPMC TeleDermatology
UPMC Teledermatology Team
3 Dermatologists
1 Telederm Nurse
1 Dermatology Resident
1 Director of Operations

Coverage 8-4:30 M-F
Weekends/Holidays STAT only

E&M:
Impression
Comments
Recommendations
Onsite Hospital Telederm Team

E&M recommendations

Diagnostic tests & Treatment plans at the bedside

Labs, Path & Radiology

Outpatient F/U

Discharge

Gen Path

UPMC Dermpath
UPMC Teledermatology Inpatient Consult Svc: Business Model

- Physician to physician teledermatology consults within the inpatient setting are billed internally via global service agreements.
- The global service agreements are created by our central finance team and legal counsel. Approval must be granted by each hospital president before proceeding with the consult service.
- The **contracted amount** is based on how many beds are within the hospital.
  - 1)$1,250 per month up to 5 inpatient consults, >5 visits = $150/consult or
  - 2)$2,500 per month up to 10 inpatient consults, >10 visits = $150/consult.
• Finance posts a monthly journal entry to charge the expense to the hospital

• On a semi-annual basis the consult volume is reconciled by dermatology administration to determine if an additional fee is required of the hospital that was over and above the monthly allotted volume cap.

• Once the new volume is determined, finance posts another journal entry to true-up the service expense.
UPMC Teledermatology Inpatient Consult Svc: Stakeholders

Stakeholders

UPMC’s expanding network of hospitals

Allegheny County
- 11 hospitals
Outside Allegheny County
- UPMC Altoona, Blair County
- UPMC Bedford, Bedford County
- UPMC Hamot, Erie County
- UPMC Horizon, Mercer County

F - UPMC Jameson, Lawrence County
G - UPMC Northwest, Venango County
Outside U.S.
- ISMETT, Palermo, Sicily
Pending
- UPMC Chautauqua at WCA, Chautauqua County, NY
- Susquehanna Health, Lycoming County

Proposed UPMC acquisitions
Since January, UPMC has reached deals to affiliate with a dozen Central Pennsylvania hospitals, including eight operated by Harrisburg-based PinnacleHealth System. Reaction to UPMC’s expansion ranges from concerned to cautiously optimistic.

A - PinnacleHealth West Shore Hospital, Mechanicsburg
B - PinnacleHealth, Harrisburg
C - PinnacleHealth Community General Osteopathic Hospital, Harrisburg
D - Carlisle Regional Medical Center, Carlisle
E - Memorial Hospital, York
F - Lancaster Regional Medical Center, Lancaster
G - Heart of Lancaster Regional Medical, Lititz
H - Hanover Hospital, Hanover
I - Lock Haven Hospital, Lock Haven
J - Sunbury Community Hospital, Sunbury
K - J.C. Blair Memorial Hospital, Huntingdon
L - Cole Memorial Hospital, Coudersport
UPMC Teledermatology Inpatient Consult Svc: Stakeholders

- Current:
  - UPMC East - Monroeville, PA
  - UPMC Hamot – Erie, PA
  - UPMC Horizon
    - Shenango Valley – Farrell, PA
    - Greenville – Greenville, PA
  - UPMC McKeesport – McKeesport, PA
  - UPMC Mercy – Pittsburgh, PA
  - UPMC Northwest – Seneca, PA
  - UPMC Passavant – Pittsburgh, PA
  - UPMC St. Margaret – Pittsburgh, PA
  - Park Nicollet-Methodist – St. Louis Park, MN
  - Regions Hospital - St. Paul, MN

Number of consults:
- 2014-15: 223
- 2015-16: 293
- 2016-17: 383
- 2017- :300
UPMC Teledermatology Inpatient Consult Svc: Stakeholders

Practice Gap

Lack of access:
- Workforce shortage
- Practices not at hospital
- Low reimbursement
- Inefficiencies
- EMR differences

Urgent need:
- Acute, severe, life threatening skin conditions
- Inpatient team only 24% accurate
- Dermatology consult lead to change in 77% E&M
  
  (Dermatol Online J 2010;16:12)

(JAMA Dermatol 2014:150:424)
Inpatient Teledermatologist:
- Appropriate & reliable triage (JAMA Dermatology 2014;150:419.)
- Increase access to specialist providing dermatologic care (Semin Cutan Med Surg 2017;36:12.)
- Reduces time compared to in-person consults (J Telemed Telecare 2016;22:304.)
UPMC Teledermatology Inpatient Consult Svc: Stakeholders

**Stakeholders**
- ALL Patients
- UPMC Physicians
- UPMC Hospitals

**Practice Gap**
Access to Complicated Inpatient and Emergency Dept Medical Dermatology Care

**Value Proposition**
University of Pittsburgh Department of Dermatology Teledermatologists

**Conclusion**
Our Mission:
Leverage breakthroughs in technology & develop new models of care delivery to facilitate patient access to UPMC’s world-class clinical services
Reduce unnecessary transportation & clinical costs
Keep patients in their communities
Enhance care coordination