


# Telehealth Everywhere 2024 Conference Schedule

*(schedule as of April 16, 2024 -- subject to change)*

## May 21

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| 8:00 am | **Registration, Breakfast, and Exhibitor Hall – Open** | Foyer |
| 9:00 am | **Welcome & Announcements**<br>Jonathan Neufeld, PhD - Program Director, gpTRAC/Univ of Minnesota<br>Molly Brown, PhD - Program Director, Heartland Telehealth Resource Center | Main |
| 9:30 am | **Opening Keynote Session – SNF Healthcare Policy & The Impact of Telehealth**<br>**Clifton Porter II, SVP – American Health Care Association**<br>*This presentation will inform participants on the current happenings of Washington DC. Mr. Porter will give an update on the current state of the sector and provide an outlook and strategy for 2024. This will also serve as an update on the status of the healthcare industry as we move towards a post-COVID-19 environment.* | Ballroom |
| 10:30 am | **Telehealth Technology Experience Lab Opens** | Wakota |
| 10:30 am | **Exhibitors' Break** | Foyer |
| 11:00 am | **Splash Session – Regional Innovations in Telehealth**<br>*This fast-paced plenary session will give telehealth programs from around the region a chance to "make a splash" by providing brief, focused descriptions of their most innovative programs while attendees move from table to table, hearing and engaging with presenters.* | Ballroom |
| 12:30 pm | Lunch and Exhibitors | Ballroom |
| 1:30 pm | **Breakout Session 1** | |
| | **1 – Remote Patient Monitoring: Experiences from an FQHC**<br>**Amber Brady, RN, Coal Country Community Health Center**<br>*Learn about the challenges of access to healthcare in rural North Dakota and what Coal Country Community Health Center is doing to address the community needs. The presentation will discuss the process of starting a telehealth program, selecting a remote patient monitoring system, the challenges and successes of implementation, the current telehealth program, and planned expansion of remote patient monitoring and telehealth services in our community.* | Stone Arch |
| | **2 – Uniting Telehealth & Broadband to Improve Health Outcomes and Efficiencies**<br>**Rachel Karvia, Solarity**<br>*Learn how the Broadband Equity Access and Deployment (BEAD), Digital Equity (DEA), and other federal funding opportunities can work together to expand telehealth and improve health outcomes and efficiencies. An update of the current status of BEAD and DEA processes within each state's broadband offices will be presented. The discussion will include opportunities regarding state efforts to leverage federal broadband investments and Medicaid programs to make the most of telehealth services.* | Ballroom 4 |
| | **3 – Telebehavioral Health Services Delivered Across the Organization**<br>**Rachel Fletcher, Iowa Specialty Hospital**<br>*Gain an understanding of how this Iowa-based health system has been able to bridge the gap for mental health services in rural Iowa, including the use of telehealth services. The discussion will include the different areas the program covers and how they have been able to build/grow their program.* | Ballroom 5 |
| 2:30 pm | *Transition to next session* | |
| 2:45 pm | **Breakout Session 2** | |
| | **1 – The Importance of Patient Engagement: Panel Discussion**<br>**Jessica Easterday, Gundersen Health & Lindsey McCarthy, Southern Plains Community Mental Health Center \| Moderator: Jonathan Neufeld, PhD**<br>*A successful telehealth program must consider things from their patients' perspectives. Supporting providers and patients helps to ensure patients are comfortable using technology in the course of their care. This panel will discuss and share their experiences and their recommendations for improving patient engagement and therefore telehealth utilization.* | Stone Arch |
| | **2 – Delivery of Telehealth-Focused CBT for Pediatrics**<br>**Medical University of South Carolina, Dakota Children's Advocacy Center, Sanford Health**<br>*Telehealth offers an innovative strategy to provide access to behavioral health services. A panel of experts will highlight innovations in tele-behavioral health programs for child traumatic stress. Topics include program development, implementation, outcomes, and lessons learned.* | Ballroom 4 |
| | **3 – Telebehavioral Integrated Care: Best Practices, Successes, and Lessons Learned**<br>**Gaurav Kulkarni, MD, FAPA - Compass Health**<br>*This session will include experiences with telepharmacy/substance use and processes across 50 counties in managing telebehavioral health services. Successes, barriers, and platforms used will be discussed.* | Ballroom 5 |
| 3:45 pm | *Exhibitors' Break* | Foyer |

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| 4:15 pm | **Plenary Session – Hospital @ Home**<br>Kathi Cox, COO Ambulatory & Virtual Channel – Texas Health<br>*The Hospital at Home concept has been around for almost 20 years and the innovative model had a rebirth as part of the healthcare industry's answer to overcrowded hospitals during the pandemic. This session will explore this rebirth as well as how it has been operationalized at one health system in north Texas – the model's benefits and challenges as well as the future of Hospital at Home and how it can be expanded to be an accepted and even a preferred model of care for patients in the future.* | Ballroom |
| 5:15 pm | **Exhibitors' Social** | Foyer |
| 6:00 pm | *Dinner – On Your Own* | |

**May 22**

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| 7:30 am | Breakfast | Foyer |
| 8:30 am | **Plenary Session - Telehealth Policy Update**<br>Rachel Stauffer, VP, McDermott Will & Emery<br>*Many of the regulatory and policy extensions remaining from the pandemic will end in December of 2024. What do you need to be doing in the upcoming months to prepare for these pending revisions and potential reversals…and what is popping up on the horizon?* | Ballroom |
| 9:30 am | *Transition Break* | |
| 9:40 am | **Breakout Session 3**<br>**1 – Virtually Supporting Services at the Bedside**<br>***Kathi Cox, Texas Health***<br>*Texas Health has been learning about the importance and the value of virtually supporting their nursing staff and their patients at the bedside. An investment in more virtual tools will better prepare hospitals and health systems to address some of the anticipated workforce challenges as well as improving the overall care of patients with chronic diseases and other needs. This discussion highlights Texas Health's various experiences, lessons learned so far, and opportunities they are identifying as they move forward.* | Stone Arch |
| | **2 – Telehealth Crystal Ball: Technology for the Next 5 Years –**<br>**Jordan Berg, TTAC**<br>*Healthcare is in a period of profound change. These changes are driven by technology, staff shortages, the need for outcome and cost improvement, and, to an increasing extent, by consumer demand. This session will provide an overview of six key technologies that will have a significant impact on healthcare delivery over the next 3 to 5 years as identified by our Crystal Ball panel.* | Ballroom 4 |
| | **3 – Health Care by Video or Phone: Does it Meet the Needs of Medicaid Patients**<br>**Melissa Serafin and Bunchung Ly, Wilder Health**<br>*This session will present findings from a 2021-2023 statewide, mixed-methods study examining telehealth experiences and perceptions among Minnesotans with Medical Assistance (MA) coverage and MA health providers. The study focused on understanding how telehealth impacts care quality and access to care, and how experiences and perceptions differ by population. Also, this study assessed experience and perception differences between telehealth delivery format (phone/video) and type of care.* | Ballroom 5 |
| 10:40 am | *Transition Break* | |
| 10:50 am | **Breakout Session 4**<br>**1 – Importance of Digital Equity in Healthcare**<br>*It is one thing to have access to adequate broadband and connectivity, but it may be another issue understanding how to use it for the purposes of healthcare. Learn about the relationship between digital access and healthcare access, challenges patients may experience in understanding and utilizing virtual care options and how to better support patients in their care.* | Stone Arch |
| | **2 – Creating Health Opportunity Amid Oklahoma's Digital Divide**<br>**Samuel Karns, Oklahoma Library System**<br>*Telehealth Access Points have become an innovative approach to reducing barriers to healthcare. Organizations partnered to address issues exacerbated by the pandemic, including transportation, connectivity, and tribal outreach. Learn how the partnership with libraries and other community resources led to creating telehealth access points and is improving the delivering care in underserved areas.* | Ballroom 4 |
| | **3 – Ready! Set! Telehealth! Assessing Clinical Services – Molly Brown, HTRC**<br>*Explore recommended priority areas and metrics for evaluating telehealth services to drive adoption and growth. Gain strategies to understand ideal service models for clinical needs, technology requirements, regulatory considerations, and patient experience trends.* | Ballroom 5 |
| 11:50 am | **Closing Plenary Session – Virtual First and Virtual Mostly: The Future of Care Delivery**<br>**Christian Milaster, CEO – Ingenium Digital Health**<br>*Over the last 15+ years, external changes created unprecedented circumstances for virtual care and the Covid-19 health crisis in 2020 forced virtually(!) everyone to start using telehealth. Now we are facing another (r)evolution brought on by AI. The road to "Virtual Mostly" fueled by "Virtual First", however, is not going to be a smooth one. Amidst this exciting potential and a challenging reality, this session will take you on a hope-inspiring journey toward the future of care delivery, providing insights into the required mindset shift and a set of practical tactics to instigate, contribute to, and lead the necessary change in your clinic, hospital, or system.* | Ballroom |
| 12:50 pm | **Closing Announcements – Take or Stay Box Lunch** | Ballroom |