Supporting the Patient's Virtual Care Journey

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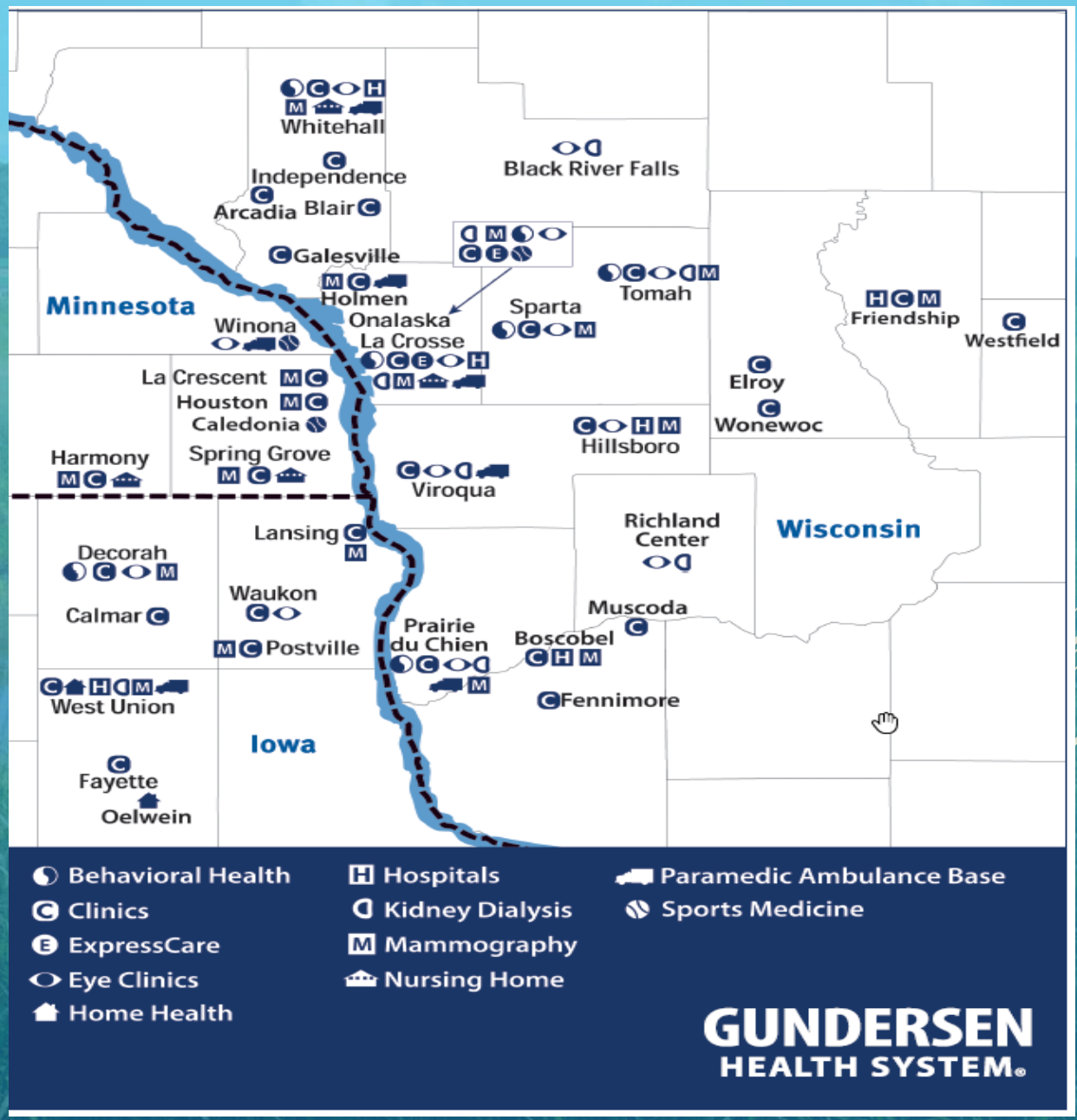
Gundersen Fast Facts:

Gundersen Medical Center-La Crosse
325 beds

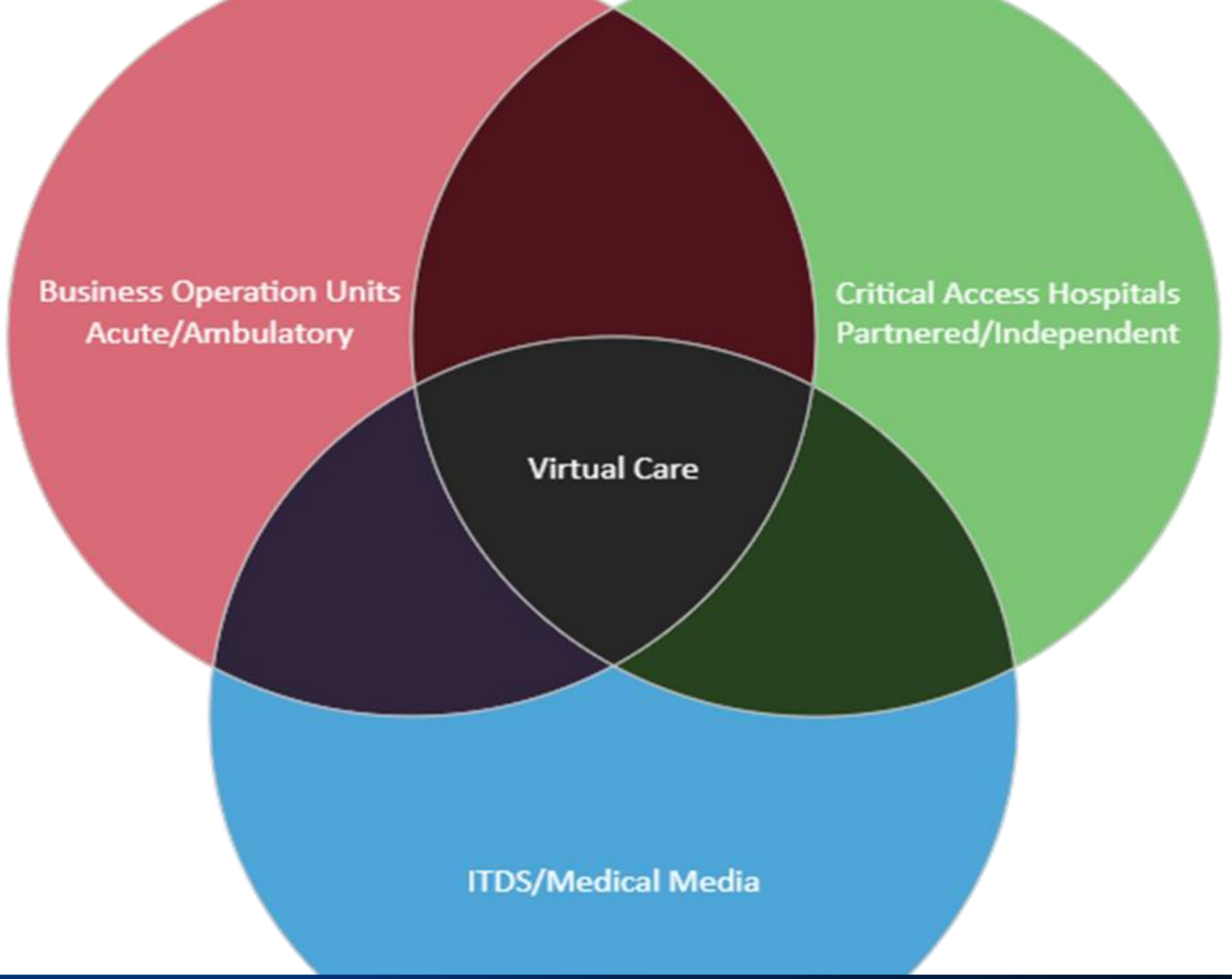
6 Critical Access Hospital

5 Nursing Homes/LTC

33 Medical Clinics



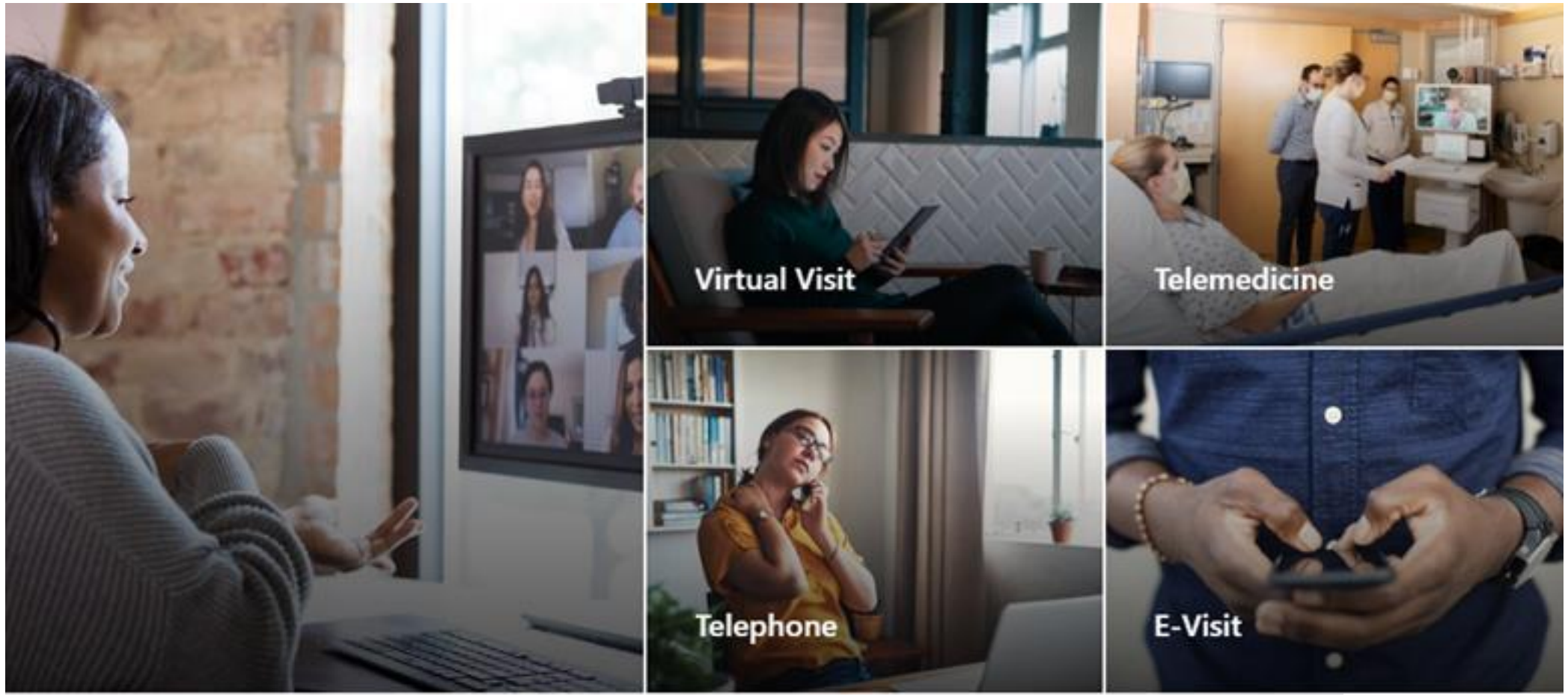
DRIFTLESS REGION



Shared Accountability

Virtual Care Department
Supports the utilization of Virtual Care applications utilization by Operational Units
Growth and Development of new programs to meet Service Line and System goals

Virtual Care Platforms



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How we got started

Covid Response

- ✓ Staff that had access to Epic
- ✓ Familiarity with Scheduling and Departmental workflows
- ✓ Strong Customer Service Skills
- ✓ Desire

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Virtual Care Support Structure

Level 1 Support

Virtual Care Customer Support Team

- Troubleshooting
- MyChart Admin Access
- Device Training
- Communication with clinical teams
- Reporting

Level 2 Support

Virtual Care Specialists

- Communication with Vendor
- Workflow development
- Clinical Staff Training
- Quality Improvement
- Growth

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Support begins at Scheduling

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Setting up for Success

- ✓ Does the patient have an appropriate device?
- ✓ Does the patient have access to internet?
- ✓ Does the patient have MyChart portal access?
- ✓ Offer Virtual Care Customer Support referral

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Primary goal

Our Purpose: *The purpose of the Virtual Care Customer Support Team is to provide training and technical support for patients and staff. Our goal is first call resolution to reduce the caller's stress and maximize virtual care success.*

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How we do what we do

MOP- Method of Procedure

Resource Development (Device Research/Education)

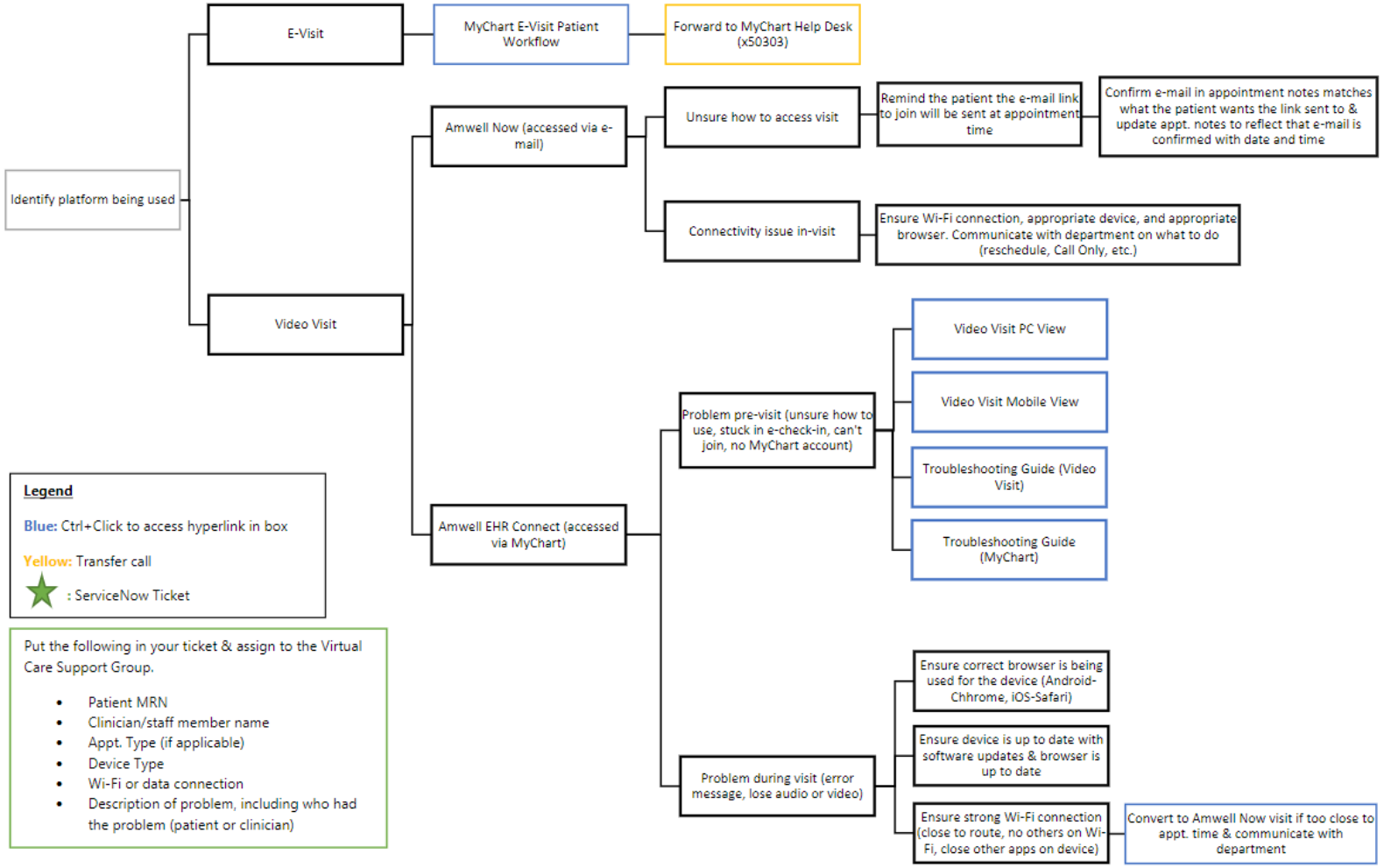
Consistent Documentation

Process/Call Reviews

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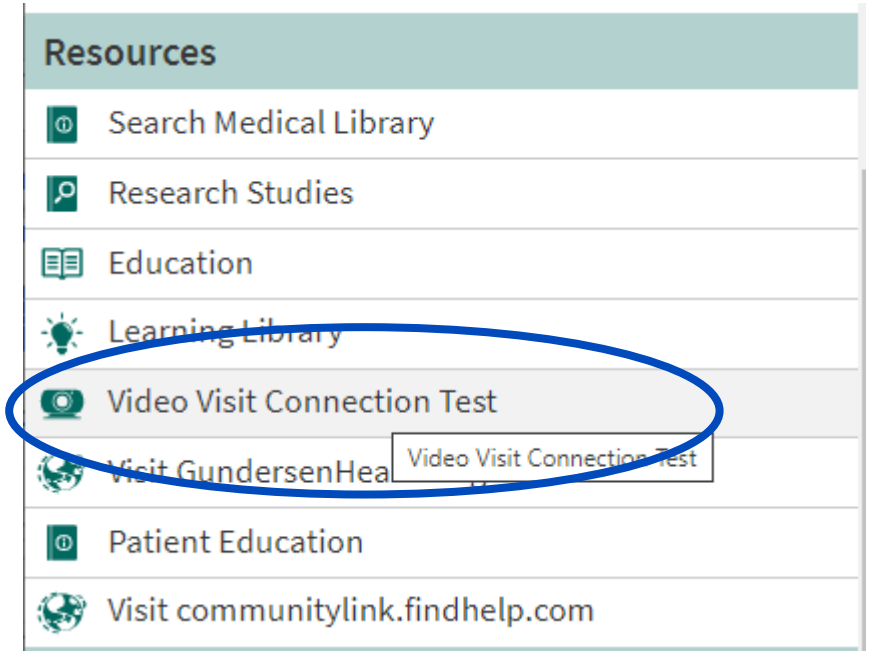
Virtual Care Department Method of Procedure: Incoming Call to VCCST - ***Patient***

04/06/2022



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Patient Self-Service resources



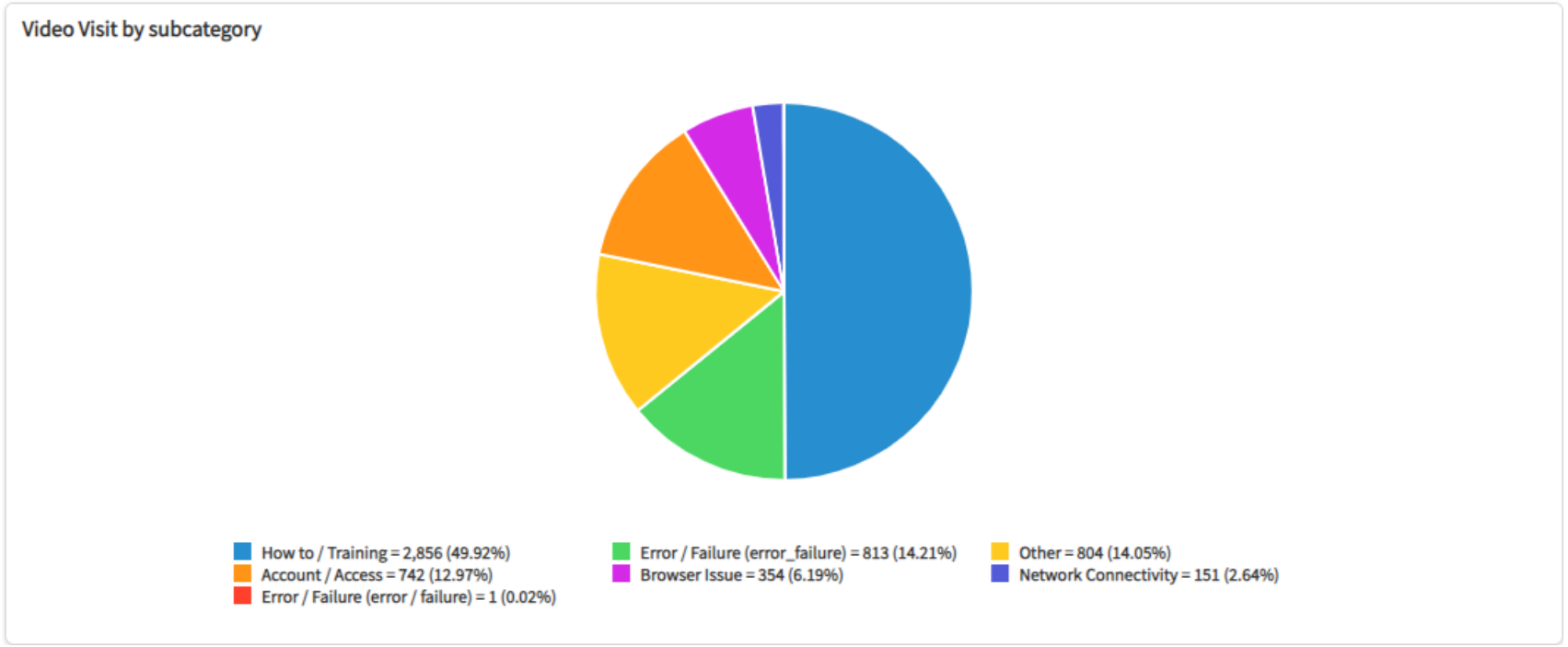




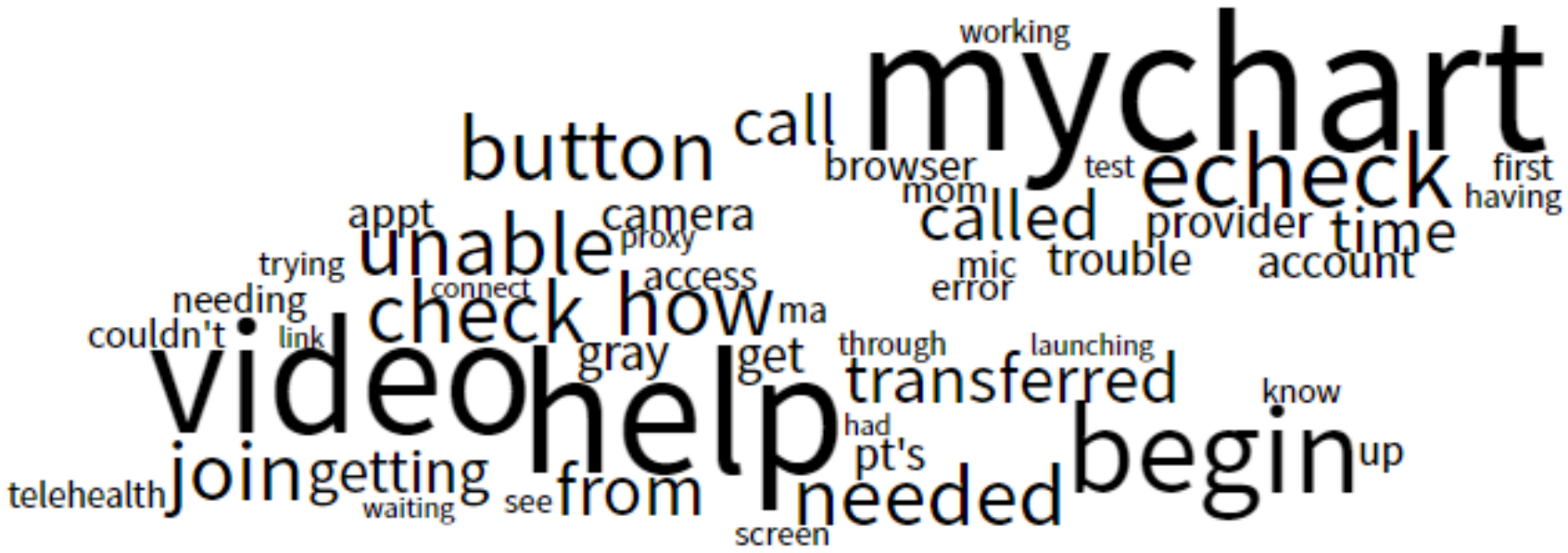
https://www.youtube.com/watch?v=h0xhNW6u3L8

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Service Reporting



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Pros and Cons

Pros

Few staff are required

Fast service

Staff have become skilled in troubleshooting

Cons

Reliant on patient or staff to initiate contact

“Last Minute” anxiety/stress

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Thank you

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