

IMPROVING ACCESS TO EYES OF A VANDERBILT DERMATOLOGIST

JOHN ZIC, SHARON ALBERS, DREW FLOWERS, SHARI BARKIN, BENNIE UTLEY, NISHQ MODY,
AMBER HUMPHREY, MARY MARGARET CHREN

PROJECT 1: VANDERBILT DERMATOLOGY IMAGING CLINIC

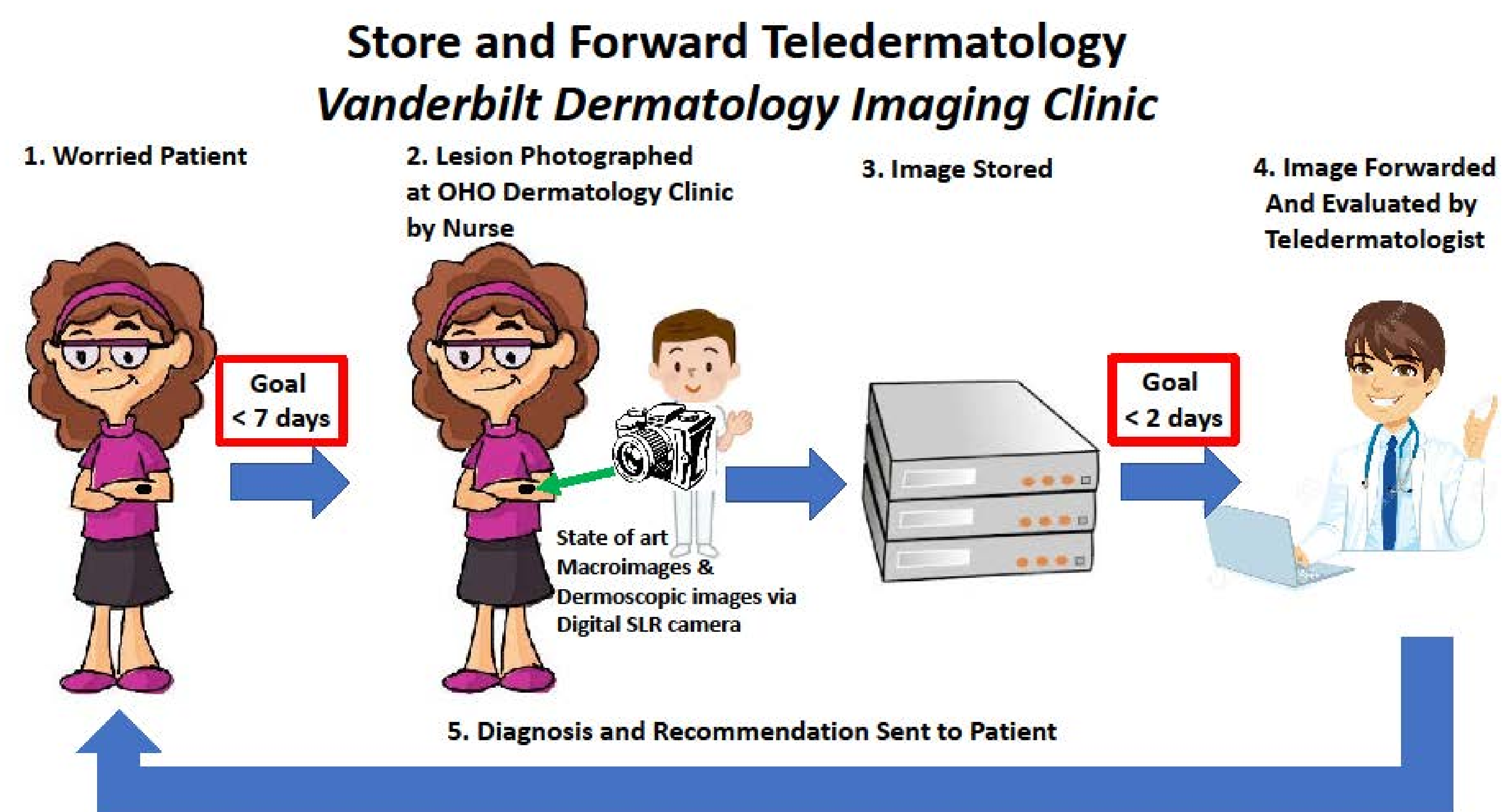
What problem are we trying to solve?

1. Prevent delays to schedule a Vanderbilt Adult Dermatology appointment for patients with worrisome skin lesions

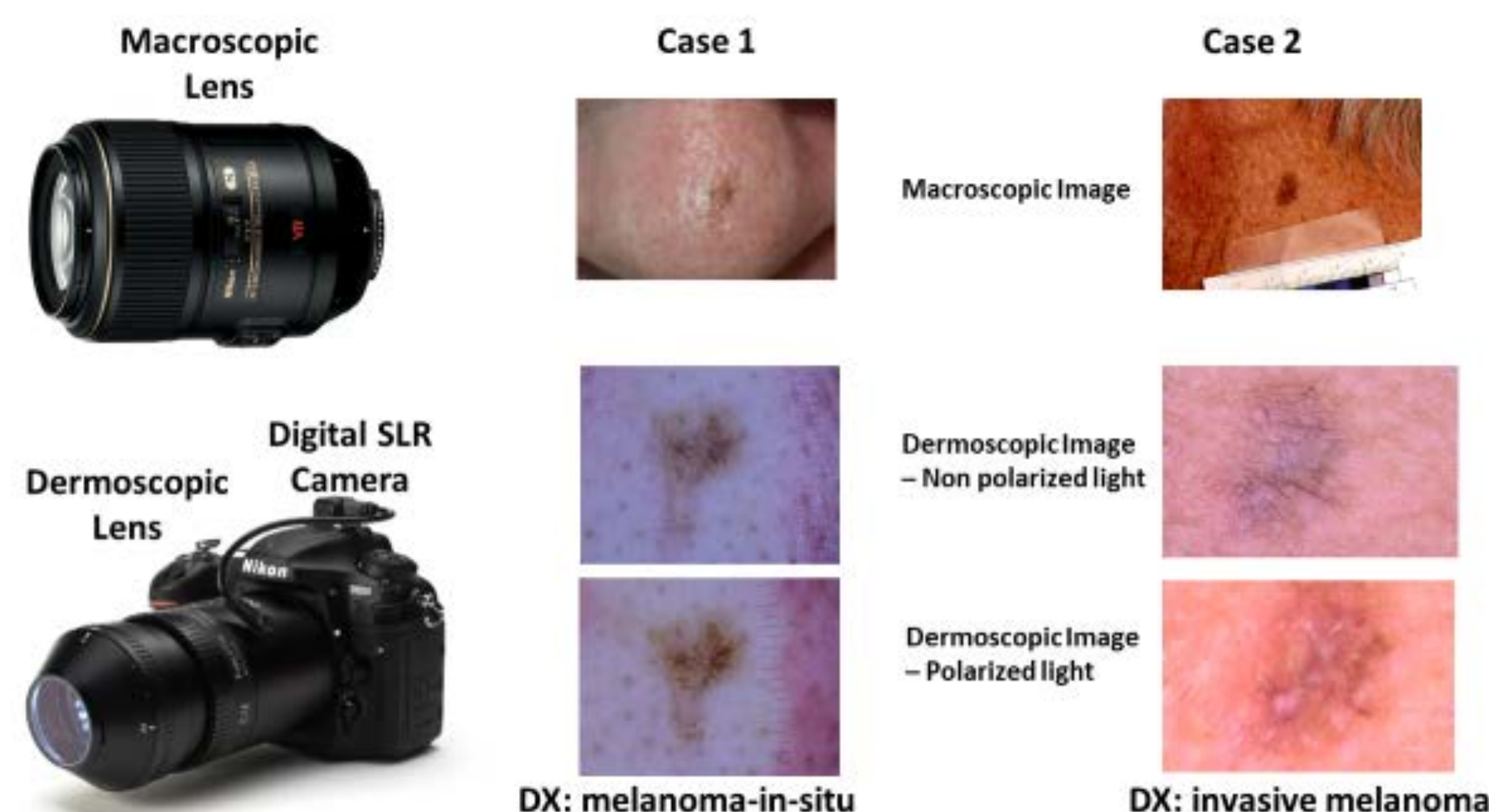
Proposed solution

1. Create a new clinic where patients can be seen in less than 7 days
2. Obtain high quality photographic images of worrisome skin lesions using state of the art equipment by a trained dermatology nurse
3. Review the store and forward images by a Vanderbilt dermatologist in 2 days and communicate results to patients

PROJECT 1 WORKFLOW



PROJECT 1 EQUIPMENT AND SAMPLE PHOTOGRAPHS



Notes:

1. Author affiliations: Zic & Albers – VUMC Dermatologists, Flowers – Senior Project Manager VUMC Telehealth, Barkin-VUMC Pediatrician, Utley – Director VUMC Dermatology Clinic, Mody – Chief Business Officer VUMC Dermatology, Humphrey – Director VUMC Telehealth, Chren – Chair VUMC Dermatology
2. The business model for the Vanderbilt Dermatology Imaging Clinic was part of an Owen School of Management MMHC Capstone Project: Kyle Johnson, Diane McCamy, Brandon Newman, John Zic
3. The Vanderbilt Dermatology Imaging Clinic launched on Wednesday June 5, 2019. Call 615-322-6485 for an appointment
4. Acknowledgements: Paula Moynihan – VUMC Finance, Shelly Loggins – VUMC Strategic Marketing, Christi Wesson – VUMC Coding, Robert Mangeot – VUMC Compliance, Reed Omary – VUMC Radiology, Adam Hall – VUMC IT, Patricia Jackson – VUMC Call Center, Jeff Beyers – VUMC Dermatology, Jordan Markwell – VUMC IT, Merrill Stoppelbein – VUMC Instructor, NP

PROJECT 2: PEDIATRIC TELEDERMATOLOGY FOR DOT 8 CLINIC

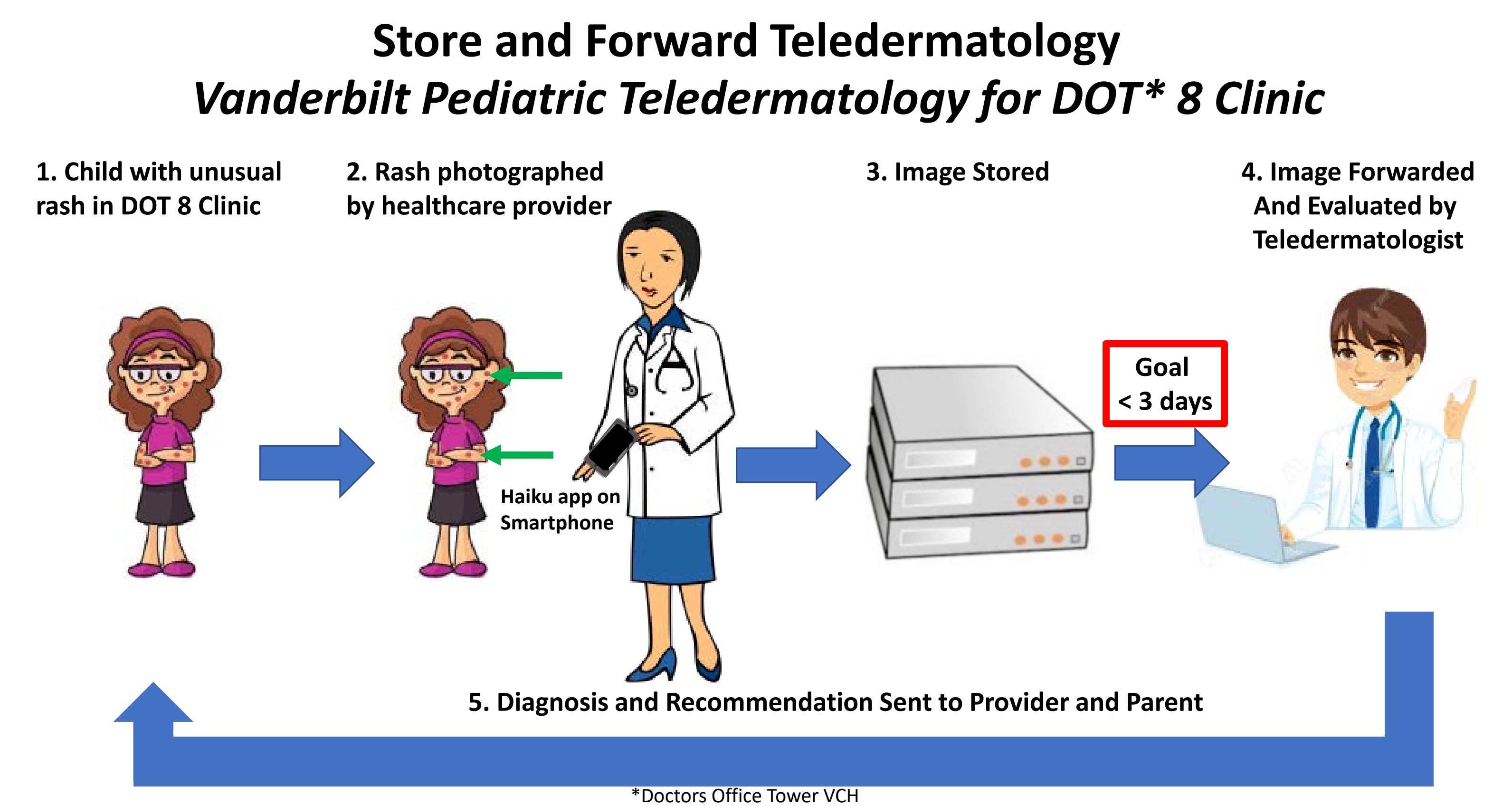
What problems are we trying to solve?

1. Prevent delays to schedule a Vanderbilt Pediatric Dermatology appointment for children with difficult to manage skin diseases
2. Avoid inconvenience and lost wages for parents who need to book a face-to-face visit to see a pediatric dermatology specialist
3. Reduce higher than average no show rate for children on TennCare due to socioeconomic factors

Proposed solution

1. Create a teledermatology platform using existing modules in the EPIC EMR
2. Train pediatric healthcare providers to use the Haiku App to obtain high quality clinical photographs of children in the DOT 8 clinic
3. Review the store and forward images by a Vanderbilt pediatric dermatologist in <3 days and communicate results

PROJECT 2 WORKFLOW



VUMC TELEDERMATOLOGY CHALLENGES AND OUTCOME MEASURES

1. Maintain high quality images to render the most accurate diagnosis

Outcome measure: Grade quality of images and give feedback to imager. Target: 80% high quality

2. Payment for teledermatology store and forward services

Note: Only TennCare and Vanderbilt Aetna health plans will pay for these services. Imaging Clinic will charge \$75 per visit for those with no coverage.

Outcome measure: Monitor revenue from TennCare and Vanderbilt Aetna health plans. Target: 80% collections

3. Access for patients requiring skin biopsy based on teledermatology findings

Outcome measure: Monitor length of time from result communication to skin biopsy visit. Target: 2 weeks