



## Telehealth Resource Program™ – Product Description

The Telehealth Resource Program™ (TRP) is a proprietary and patented web-based big data software application that is not only a reporting system. The name TRP™ is derived as a tailored enterprise resource planning (ERP) approach for telehealth and digital health. TRP™ delivers vendor agnostic automated data tracking and benchmarking of telehealth and digital health initiatives used by hospitals, health systems, state networks, payers, and healthcare companies.

### TRP™ Delivers:

- ✓ **Automated and Organized Telehealth Data** – The TRP™ dashboard delivers key telehealth and digital health information and knowledge through artificial intelligence derived interactive data visualization (ROI, benchmarking, clinical best practices, quality compliance, regulatory requirements, tables, charts, maps, timelines, resource utilization, and more);
- ✓ **Compliance and Regulatory Peace of Mind** – Administrator and per-user licensing designed for today's dynamic and centrally managed telehealth and digital health operations. TRP allows key clinical and administrative leaders to have access to data and performance metrics on-demand to ensure providers are operating telehealth and digital health services within national, state, and private payer compliance. Meeting all required telehealth quality standards, compliance, and reimbursement regulations is a critical need for today's telehealth program as [CMS launches 2018 audits of hospitals and health systems who operate telehealth services](#);
- ✓ **Big Data Algorithms** – Data collecting algorithms focus on organizing and automating operational, financial, technical, and clinical data, regardless of vendor platform(s), for the many use cases and clinical services of telehealth and digital health initiatives within a hospital, health system, state network, payer or healthcare company;

TRP™ interfaces with the various IT systems of a hospital, health system, payer or healthcare company, including the Electronic Medical/Health Record and other key information systems (scheduling, financial, video-conferencing, remote patient monitoring) to structure and store critical data in a HIPAA compliant data warehouse. Customizable TRP™ modules and services can be added to address the specific data tractability and performance issues confronting an organization's telehealth and digital health operations. **Our client's measurable results include** but are not limited to:

- Reduced cost of care per patient within remote patient monitoring of at risk patient populations;
- Improved Involuntary Commitment to Voluntary Commitment patient %'s in the ER;
- Improved LOS (Length Of Stay) rates of behavioral health patients in the ER;
- Improved LWBS (Left Without Being Seen) rates of behavioral health patients in the ER;
- Improved tPA (Tissue Plasminogen Activator) rates and door to needle times in telestroke patients in the ER;
- Improved telehealth and digital health provider capacity and appropriately matched utilization;
- Improved reimbursement of telehealth and digital health services;
- Miles saved tracked and reported to leadership, economic commissions, and patient advocacy/community groups;
- Improved negotiations with payers to substantiate and articulate value of telehealth and digital health initiatives;
- Simplified required grant reporting for both federal and private grant organizations (USDA, HRSA, AHRQ, etc);
- Transparent and actively tracked ROI (return on investment) of telehealth and digital health initiatives;
- 1.5 to 3 times growth of annual capital and operating budgets dedicated to telehealth and digital health initiatives.

As the digitalization of healthcare continues to evolve, so does the amount of information and data generated. This is especially true of new and emerging technologies which often create new streams of valuable data. The tractability of

data is challenging for telehealth and digital health programs at a time when clinical effectiveness is critical to substantiate new innovations and move to a personalized future of medicine and patient care.

Telehealth Management is leading the evolution in data tractability across its dynamic clients who have invested in telehealth and digital health innovations and seek the measurement software necessary for year over year sustainability. The measurability of digital health innovations is critical for sustainability and for leadership confidence to continue investing in the capital and operating budgets associated with telehealth and digital health programs. [New telehealth and digital health industry research on Governance](#) identifies the following seven key needs for organizations to meet for a "measure of effectiveness"; **bolded text** represents the items directly impacted by TRP™ (Source: *Telehealth and Medicine Today Journal, Telehealth Governance, 2017*):

- 1. Meet Legal Requirements (licensing across state and international lines, credentialing at facilities and payers, coding, billing, reimbursement, hardware and software, security, CMS (Centers for Medicare & Medicaid Services), JCAHO (Joint Commission on Accreditation of Healthcare Organizations), and state/country specific departments of health and human services;**
- 2. Compliance, policies, and procedures that back-up and align with legal requirements;**
- 3. Continuing Education;**
- 4. Use of Dashboards and Automated Data Tracking;**
- 5. Culture;**
6. Conflicts of interest;
- 7. Telehealth ROI Performance (i.e., clinical, operational, financial, technical).**

## About Us

We are a collection of passionate telehealth advocates with deep US and International practical experience in the areas of programming, coding, strategy, telehealth and digital health program design, telehealth operations, telehealth implementation, and advanced data analysis.

## What Drives Us

We love to optimize and accelerate telehealth and digital health through data and analytics. As passionate advocates working for years in different successful telehealth and digital health programs, we found a common challenge of tracking and reporting telehealth data that affected us and many more new and mature telehealth programs. We also found a need for benchmarking against telehealth best practices in the industry. Telehealth and digital health data is unique and valuable metrics are spread across disparate systems; synthesizing the data accurately required inefficient and painful manual reporting.

## The Question that Started it All

What started as an original request from the CEO of a large and successful telehealth program at an Academic Medical Center; "What is our ROI for Telehealth and can we get these metrics and stats routinely automated in a real time manner each week/month?" That request and question sparked an intense three year development that resulted in the state of the art TRP software and a Telehealth and Digital Health Data focused company in Telehealth Management that aims to solve this industry challenge for our clients.

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