CASE STUDY
HENRY FORD HEALTH SYSTEM

Overview

- ADE DLC wanted to supplement traditional classrooms with virtual teaching

- System needed to meet specific district requirements

- Implementation and training needed to take place during summer break

- Teachers now use video modules to enhance their students' learning

- Continuous education and training is available for faculty

Henry Ford Health System is one of the nation's leading healthcare providers serving diverse community needs. Continually striving to provide superior value and care for patients, Henry Ford Health System persistently is on the cutting edge of innovative patient care delivery.

One such initiative was the deployment of Epic's telehealth and virtual care workflows integrated with Vidyo's real-time video communication platform. As Vidyo's premier Telehealth Epic deployment partner, IDS has implemented Vidyo Telehealth ecosystems in over 60 large healthcare clients across the country.

This innovative project, overseen by Irfan Kasumovic, Senior Project Manager and Courtney Stevens, Program Director, was a leap forward in telehealth programs designed to serve more patients faster and with radical convenience. After completing a proof of concept, Henry Ford Health System brought in IDS as a Vidyo-certified partner to help establish a formal program enabling physicians to deliver patient care remotely using their current electronic medical records system.

Ease of use was a key factor in the success of this program. "Physicians are already using Epic. Now with a few clicks, they can see and interact with their patients with no disruption or major change to their current workflow," explained Kasumovic. "The process is not different – and that's the idea. That is what makes this service so appealing to patients and providers. Providers have complicated toolsets already out there, so we don't want to add new layers to that. Integrating into their current workflow makes sense."

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>
> *IRFAN KASUMOVIC*
> *SENIOR PROJECT MANAGER*

Action

Starting with primary care, dermatology, and cardiac rehabilitation visits for the initial roll-out, the new program enabled physicians and patients to access information, schedule appointments, update records and conduct remote video consultations all within one simple interface.

Using remote visits with patients will also greatly reduce unnecessary travel between long distant clinic sites, allowing care providers to spend more time on quality patient care and not traveling. "Mobility is the key," explained Kasumovic, "Being able to deliver and receive care from anywhere is significant."

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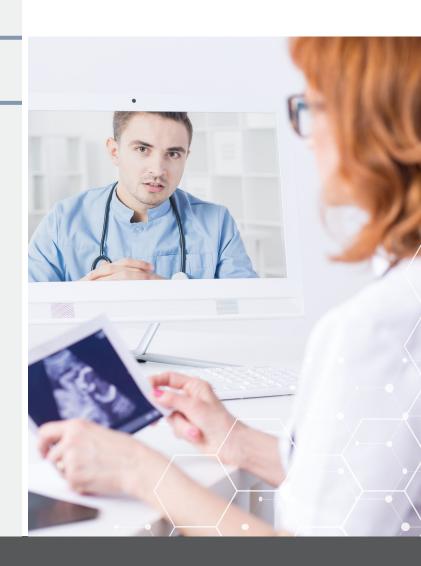>
> *IRFAN KASUMOVIC*
> *SENIOR PROJECT MANAGER*

Results

In effect, the biggest clinical benefit for this implementation was the increase in healthcare access and services to rural communities that may not have had access to adequate care in the past. Since patients will now have the option of connecting to their care provider with their PC, smartphone, or tablet using Epic MyChart, clinical care can now be provided to anyone with Internet access.

Kasumovic highlights his experience with the IDS Teleheath team as a trusted partnership with open communication. "We have a great working relationship. IDS passed all our risk and security assessments. Having a responsive partner is critical," he explained.

After these initial use cases, Henry Ford Health System plans to implement more clinical specialties.

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