No Disclosures
Online and Convenience
Common Factors for Broad Scale Programs

• Executive Support
  – This is how we do business
  – Provide FTE and resources

• Clinically Driven

• Strategic Alignment with System Priorities

• Employ Physicians, Own Hospitals | Clinics

• Health Insurance Plan, At Risk Populations
What Do Consumers Want? Who Do You Want to Be?

Consumer-Oriented Service Delivery Sites Filling the Gap

Low Acuity  High Acuity

Traditional Access Points  Primary Care Office  Emergency Department

Consumer-Oriented Access Points  Virtual Visit  Retail Clinic  Urgent Care Center

Centura Health
PRIORITIZATION CRITERIA

**BENEFITS**
- Clinical
- Growth
- Engagement
- Workforce
- Cost reduction

**FEASIBILITY/EASE OF IMPLEMENTATION**
- Financial
- Technological
- Staffing
- Operational
- Scaling

**COST**
See table on pages 10–11.

**ROI**
- May or may not be a necessity
- May be achieved through cost reduction/avoidance
- Grants may cover some costs.

Oliver Health System's Virtual Health Assessment

**PROGRAM REQUIREMENTS**

**PROGRAM MATCH**

Oliver Health System's completed assessment indicates the system's current resources are a better match for virtual specialty care than for virtual urgent care.

Advisory Board
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