



Nicklaus
Children's
Hospital

Breaking Boundaries

for PEDIATRIC
VIRTUAL CARE

Pediatric Telehealth Report

SEPTEMBER 2021





In 2020, Nicklaus Children's providers delivered over 32,000 virtual visits across 24 specialty programs, a 8,000% increase over the prior year.

Executive Summary

Prior to the pandemic, utilization of telehealth was relatively low amongst the pediatric population. Not surprisingly, the numbers tell a different story beginning in April 2020 after the onset of the pandemic, as use of virtual care soared across the United States as evidenced by some compelling numbers:

- ▶ By April 2020 telehealth usage among the pediatric population exploded from **1% of overall pediatric visits to more than 15%**¹
- ▶ **51%** of parents report using telehealth for a child's healthcare needs in 2020, compared to just 22.1% of adults using it for their own care⁴
- ▶ **76.3%** of parents report enthusiasm for telehealth services for their children, versus just **53.7% of adults**⁴

Nicklaus Children's – Ahead of the Virtual Care Curve

Nicklaus Children's has extensive experience in virtual care – designing, implementing, and evaluating telehealth programs long before the pandemic surfaced. The organization opened its state-of-the-art Telehealth Center and launched its Telehealth program in 2012 and has almost a decade of experience in global telehealth operations, with proven quality outcomes.

However, the onset of COVID-19 clearly provided the tipping point for the Health System's telehealth program.

Some other key highlights of the Nicklaus Children's Telehealth program are:

- ▶ The Pediatric Virtual Care program currently has **400+ providers from 30+ subspecialties** ready to deliver virtual care to vulnerable populations.
- ▶ Since the start of the pandemic, over 330 new providers have been trained to deliver telehealth services, including 164 subspecialists.
- ▶ **33% of total hospital visits** or 12,293 virtual health services delivered in 2020 have been specialty care related.
- ▶ Nicklaus Children's has a robust **telebehavioral health program** including psychotherapy, psychological, and psychoeducational evaluations. At the height of the pandemic, nearly 100% of mental health-related services were delivered via telehealth.

In addition, Nicklaus Children's offers telehealth for inpatient care, case management, post-discharge follow-up, and rehabilitation services, making it one of the most comprehensive programs of its kind in the nation.





The Telehealth Explosion Due to COVID-19

“

Data shows that telemedicine can improve access, lower cost of healthcare and overcome healthcare disparities in pediatric care. So, it is our duty to ensure that access to telemedicine is a right and not just a privilege for our children.”

Dr. Saima Aftab

VP of Organizational Initiatives

The contrast in utilization rates is especially stark:

51% of parents report using telehealth for a child's healthcare needs in 2020, compared to just 22.1% of adults using it for their own care.⁴

The adoption of telehealth prior to the COVID-19 pandemic was extremely limited in pediatric healthcare. [A survey conducted by the American Academy of Pediatrics](#) showed that only 15% of pediatricians used telehealth prior to the pandemic, with the main barriers to adoption being an inability to bill for services provided and insufficient payment. In terms of overall volume, telehealth utilization among the pediatric population accounted for less than 1% of overall volume.

However, as is often the case, “necessity is the mother of invention” — or more specifically with respect to telehealth, it is the “mother of adoption”. Not surprisingly, the numbers tell a different story beginning in April 2020 after the onset of the pandemic as use of telehealth soared across the United States. By April, **telehealth usage among the pediatric population exploded from 1% of overall pediatric visits to more than 15%** with urban outpacing rural utilization.¹

Here are some other interesting statistics related to telehealth usage during COVID-19:

- ▶ The user base for telemedicine is seen to have more than doubled during the lockdown from 21 percent to 44 percent of respondents.²
- ▶ Willingness to use telemedicine for pediatrics consultations has increased markedly.²
- ▶ 89 percent of those who have used telehealth (including phone and Internet) were satisfied or very satisfied with the experience.³
- ▶ When it comes to convenient treatment modalities, pediatric customers are wildly enthusiastic.
- ▶ Among pediatric telehealth visits, 51% were for routine visits, 32% for consulting about a specific ailment, and 31% for prescription refills and medication checkups.⁴
- ▶ 76.3% of parents report excitement about telehealth services for their children, versus just 53.7% of adults.⁴
- ▶ 48% of parents plan to use e-visits for their children in the future, compared to just 27% of adults in the general population.⁴

Nicklaus Children's and Telehealth — Ahead of the Curve

Nicklaus Children's has extensive experience in virtual care – designing, implementing, and evaluating telehealth programs long before the pandemic surfaced. The organization opened its state-of-the-art Telehealth Center and launched its Telehealth program in 2012 and has almost a decade of experience in global telehealth operations, with proven quality outcomes. Nicklaus Children's Telehealth leaders are regular speakers at national conferences and have been invited to present oral and poster presentations in over 24 local and national conferences in recent years, including the American Telemedicine Association, Healthcare Information and Management Systems Society, Inc., Children's Hospital Association, and many more.

Nicklaus Children's has 4,000+ employees, including nearly 800 attending physicians and more than 475 pediatric specialists. Nicklaus Children's and its extensive network of pediatricians, specialists and subspecialists spans the entire spectrum of pediatric care. In 2020, Nicklaus Children's providers delivered over 32,000 virtual visits in 24 specialty programs, a 8,000% increase over the prior year.

Over 70% of its patient population is enrolled in Medicaid/CHIP. Over 330 new providers from various disciplines were trained on the telehealth platform in 2020, for a total of 425 across the health system. Nicklaus Children's is strongly positioned to continue scaling its telehealth services, and has the talent and resources to expand their providers' reach and impact in rural and underserved communities through the expansion of its Pediatric Virtual Care programs.

425

TELEHEALTH PROVIDERS

32,000

VIRTUAL VISITS IN 2020

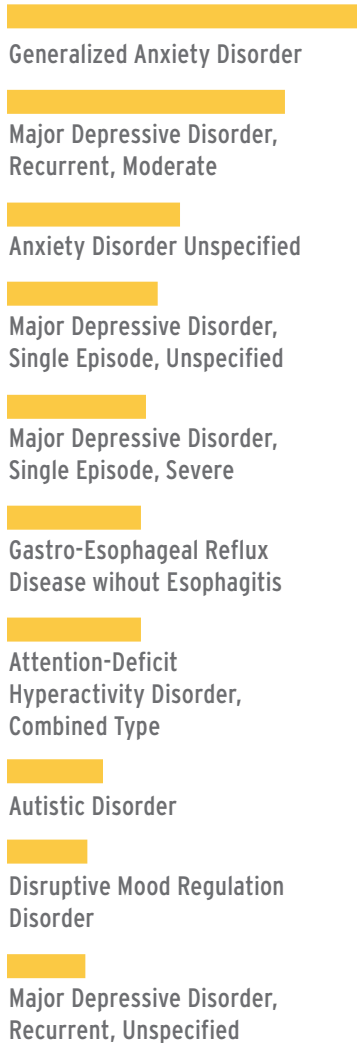


Telehealth @ Nicklaus Children's – Services Overview

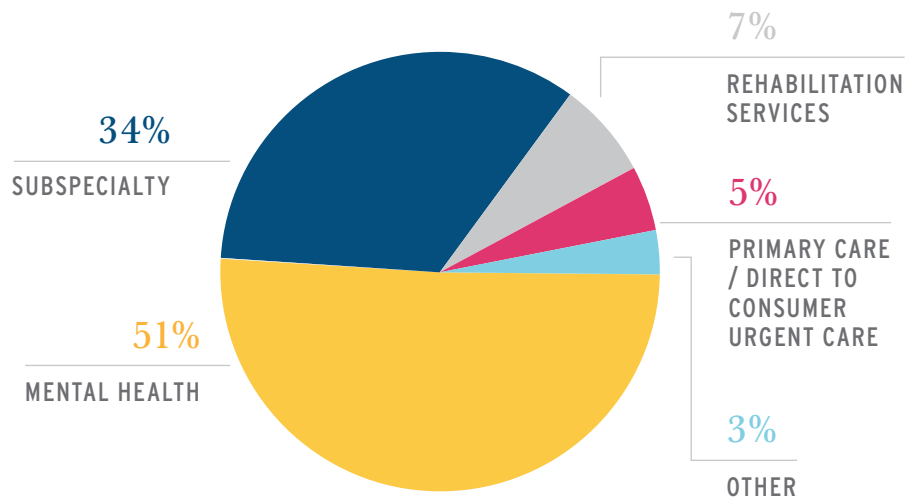
The Nicklaus Children's Telehealth program currently has 400+ providers from 30+ subspecialties ready to deliver virtual care to vulnerable populations. Providers include primary care physicians, subspecialists, Advanced Practice Providers (APPs), behavioral health professionals, nutritionists, and rehabilitation services professionals. Pediatric consultations are scheduled with individual subspecialists or a team of subspecialists at Nicklaus Children's for anything from a complex multi-specialty case to a simple second opinion. The Nicklaus Children's Telehealth program ensures the effective embedding of services into local care models by sharing protocols and promoting virtual inclusion in grand rounds and other educational opportunities to ensure best practices. 33% of total hospital visits or 12,293 virtual health services delivered in 2020 were specialty care related. Nicklaus Children's goal has been to optimize ambulatory access for continuity of care. The following specialty areas are currently operational with telehealth services:

- ▶ Adolescent Medicine
- ▶ Allergy and Immunology
- ▶ Cardiology
- ▶ Dental Services
- ▶ Endocrinology
- ▶ Gastroenterology
- ▶ Genetics
- ▶ General Pediatrics
- ▶ Infectious Disease
- ▶ Nephrology
- ▶ Neurosurgery
- ▶ Ophthalmology
- ▶ Orthopedics
- ▶ Otolaryngology/ENT
- ▶ Plastic Surgery
- ▶ Psychiatry + Psychology
- ▶ Rehabilitation Services
- ▶ Rheumatology

Top 10 Diagnoses



Telehealth Volume by Specialty





SPOTLIGHT Telebehavioral Health

Nicklaus Children's has been a leader in introducing a wide range of pediatric telebehavioral health services onto its platform, including psychotherapy, psychological and psychoeducational evaluations via telehealth. At the height of the pandemic, nearly 100% of mental health services were delivered via telehealth. Services include:

- ▶ Mental health screenings and assessments
- ▶ Consultations with pediatric psychiatrists
- ▶ Individual therapy by psychologists, neuropsychologists, and other mental health professionals
- ▶ Individual, family and group therapy and counseling
- ▶ Intensive Outpatient Therapy Program ("IOP")
- ▶ Parent/caregiver consultations and training
- ▶ Case management (a multidisciplinary team collaborates to refer patients for human/social services beyond the clinical setting)

In 2020, Nicklaus Children's mental health professionals provided 13,217 virtual visits to the community. Additionally, Outpatient Psychiatry served over 40 families that are part of the Intensive Outpatient Program (IOP), providing intensive treatment for adolescents and their families in virtual groups. Nicklaus Children's will continue to scale and expand its telebehavioral health services to address the cognitive, psychological, emotional, and mental health needs of patients in rural and underserved areas. One of the largest barriers to access quality care and optimize treatment of patients is access to early diagnosis, interventions, and compliance with clinical visits, reducing the efficacy of intensive therapies. Telehealth provides an opportunity to increase clinical contact, compact treatment and improve outcomes for patients and their families.

In 2020, Nicklaus Children's mental health professionals provided 13,217 virtual visits to the community.

“

Our patients and families report very high satisfaction with the virtual care experience and in some instances rate telehealth services higher on surveys, when compared to traditional in-person visits.”

Evelyn Terrell

Director of Telehealth



SPOTLIGHT

Inpatient Care, Case Management and Post-Discharge Follow-up

Nicklaus Children's Care Management team and care coordinators utilize telehealth services for discharge coordination, management, and monitoring for an integrated care approach when transitioning a patient from hospital to home, including post-surgical follow-ups and medication management. The Care Management team reinforces discharge instructions and teaching, supporting parents and families after discharge to home for continuity of care. Nicklaus Children's is currently providing telehealth post-discharge care services to NICU patients and families.

During the pandemic, Nicklaus Children's intensivists and hospitalists provided telehealth in-patient services to COVID-19 patients to limit the amount of healthcare providers entering the patient's room.

SPOTLIGHT



Rehabilitation Services

Nicklaus Children's has over 180 rehabilitation professionals including occupational therapists, physical therapists, speech-language pathologists, and audiologists. In 2019, the service line had over 4,300 virtual visits. During the pandemic, therapists were able to provide virtual therapy treatments and consultations for select patients and families. Early Steps is Florida's early intervention system that offers services to eligible infants and toddlers (birth to 36 months) with significant developmental delays or a condition likely to result in a developmental delay. Early intervention is provided to support families and caregivers in developing the competency and confidence to help their child learn and develop. In 2015, Nicklaus launched tele-intervention services for Early Steps patients, with a focus on rural and underserved communities. Tele-rehabilitation services provided Occupational Therapy, Speech Therapy and Physical Therapy, in collaboration with parents, caretakers, and providers, in the home or daycare setting.

4,300

VIRTUAL VISITS IN 2019



Patient Satisfaction Comparison

EASE OF SCHEDULING APPOINTMENTS



EASE OF CONTACTING US/ THE CLINIC



CP CONCERNS FOR QUESTIONS AND WORRIES



CP EXPLANATIONS FOR CHILD'S PROBLEMS OR CONDITION



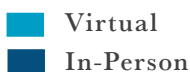
CP EFFORTS TO INCLUDE YOU IN DECISION MAKING



CP DISCUSSED PROPOSED TREATMENT



LIKELIHOOD TO RECOMMEND PRACTICE



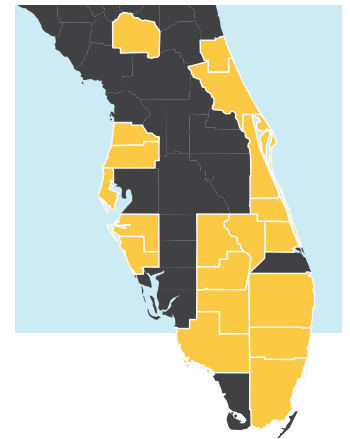
CP = Care Provider

Our Vision for the Expansion of Telehealth at Nicklaus Children's

Program Objectives

Our objectives for the telehealth program include:

- 1 Improve satisfaction and experience, considering patient preferences and individualized needs. As can be seen in the graph to the left, virtual visits outperform in-person visits in terms of customer satisfaction across a range of metrics.
- 2 Strengthen Nicklaus Children's value to the rural community by expanding pediatric services and outreach. The current list of Florida counties served YTD include: Miami-Dade, Broward, Palm Beach, Collier, Hendry, Glades, Okeechobee, Saint Lucie, Highlands, Sarasota, Indian River, Brevard, Volusia, Flagler, Alachua, Hernando, Pasco, Pinellas, and Manatee county.
- 3 Expand partnerships with rural healthcare providers and community organizations, providing support and educational services.
- 4 Identify best practices and processes in telebehavioral health program implementation and operations. Services will significantly impact the quality of life for children and families and ultimately influence the social determinants of health.



Providing Education Services

Nicklaus Children's will also provide educational services via telehealth. Educational sessions will be offered by Nicklaus Children's providers tailored to patients/families and the community served on a variety of "ask the expert" topics that may include:

- ▶ Chronic disease management — disease education monitoring
- ▶ Counseling
- ▶ Medication management

Additionally, educational sessions and a "Lectures and Lattes" series will be offered on topics such as behavioral health education that will include:

- ▶ Stress and anxiety management
- ▶ Coping skills
- ▶ Social support
- ▶ Parental programming
- ▶ Suicide prevention



Telehealth Growth 2019-2020

↑ **7,641%**
HOSPITAL-WIDE VIRTUAL VISITS

↑ **5,267%**
VIRTUAL URGENT CARE VISITS

↑ **5,500%**
IN-APP REGISTRATIONS

↑ **65,395%**
SUBSPECIALTY CARE VISITS

Access to Care

ACCESS TO CARE WITHIN 7 DAYS



PRACTICES OVER 50% WITHIN 7 DAYS



Office Visits
Telehealth

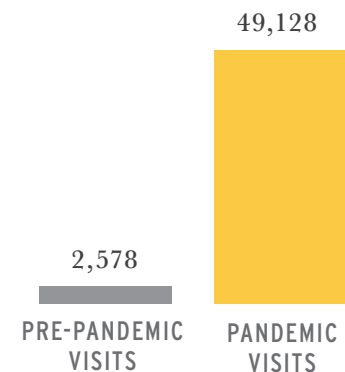
Key Measures to Evaluate Success

Operational service and quality metrics are being measured and tracked to evaluate the success of program goals and objectives and include but are not limited to: increased access to care and reduction in wait time to schedule appointments with mental health professionals; reduction in distance travelled, time-saved and associated cost savings; and overall patient satisfaction with services.





The following metrics and key performance indicators are currently being tracked and reported through various data collection systems to measure program impact:

- 1 **Number of unique children receiving behavioral health/virtual care.**
The Nicklaus Children's Telehealth program has experienced massive growth as evidenced by the numbers on the left comparing 2020 to 2019.
- 2 **Number of virtual education sessions delivered to underserved patients, families and/or providers**
- 3 **Access to care within 7 days for virtual services and 3rd next available**
- 4 **Patient/parent/guardian and/or distant site personnel satisfaction, depending on program scope**
- 5 **Distance traveled — cost savings (round-trip savings for patients and families)**
- 6 **Call Center metrics**

Telehealth Utilization



Get Connected Using Telehealth at Nicklaus Children's

-  24/7 Access to fully licensed and credentialed Board-Certified Pediatricians
-  Pediatric Centers of Excellence in Heart, Neurosciences and Cancer
-  On demand and scheduled consults. Simple online payment and reporting.
-  Electronic prescriptions sent to pharmacy.

Nicklaus Children's offers convenient access to non-emergency Pediatric care through our state-of-the-art Telehealth Center. You can now connect with Providers from the comfort of your own home via video conferencing from your computer, tablet, or mobile App.

Download the Nicklaus Children's Pediatric Virtual Care App on the [Apple Store](#) or [Google Play Store](#) and enter promo code KIDS19 for your free visit.

For a free telehealth consult to assess if your child may have COVID-19, enter code KIDS19 on our Nicklaus Children's Virtual Care app. Code is not applicable for virtual telehealth appointments for pediatric specialties.

For specialist appointments, please contact your provider's office, or call [1-800-811-9350](tel:1-800-811-9350).

For more information, visit: nicklauschildrensvirtualcare.org

Affiliations and Partnerships

Nicklaus Children's has a long history of building strategic partnerships in the community to provide integrated pediatric healthcare and health-related services.



Baptist Health South Florida ("BHSF")

Nicklaus Children's and BHSF are currently collaborating to improve healthcare through coordination and cooperation. In the wake of the pandemic, Nicklaus Children's and BHSF partnered to transfer all children requiring inpatient admission to Nicklaus Children's, as Baptist prepared for the predicted influx of COVID-19-associated adult hospitalizations. The organizations continue to explore ways to collaborate in enhancing virtual care services for our community.



Jupiter Medical Center ("JMC")

Nicklaus Children's and JMC are collaborating to provide pediatric specialized care and innovative treatments to children and families in North Palm Beach and Martin Counties. The affiliation expands telehealth services to connect the JMC healthcare team with Nicklaus Children's Subspecialists stationed at Nicklaus Children's Hospital to provide consultations to JMC patients admitted in the pediatric inpatient unit.

References

1. FAIR Health, July 2020. Data provided to Manatt for the purposes of the webinar.
2. https://www2.deloitte.com/content/dam/Deloitte/in/Documents/life-sciences-health-care/in-lshc-Deloitte_HealthcareConsumerSurvey-new-noexp.pdf
3. National survey released today by the Alliance of Community Health Plans (ACHP) and AMCP, conducted by Leede Research
4. <https://nrchealth.com/exgh1slz/>



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Hospital**

Connect with us

nicklauschildrens.org

nicklauschildrensvirtualcare.org

+1(800)432-6837 | 3100 S.W. 62nd Avenue, Miami, FL 33155