



**VERALON**<sup>®</sup>

TRANSFORMATIVE HEALTHCARE CONSULTING

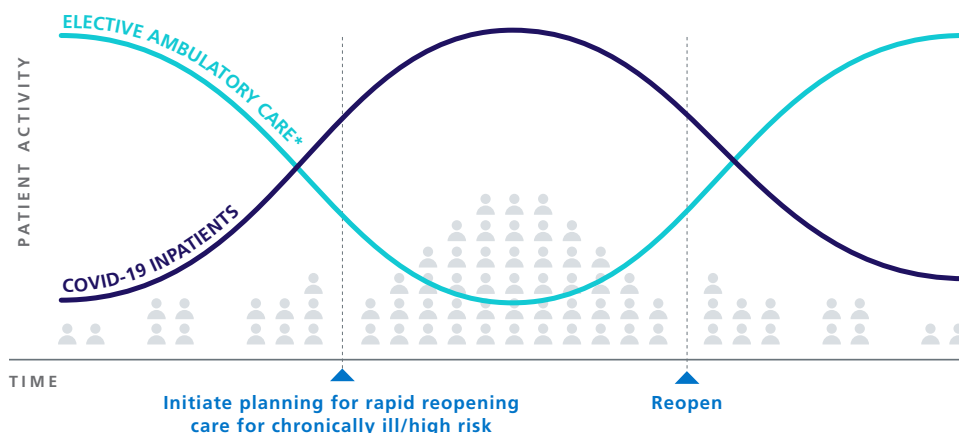
## Are Your Service Lines Ready to Re-Engage Patients?

Whether your organization is currently overwhelmed by COVID-19, has yet to feel its strongest blow, or is starting to surface from the first wave, you will reach a point at which your service lines will need to start addressing the deferred healthcare needs of the chronically ill, and high risk patients—while mitigation continues.

Hospitals and ambulatory services need to develop action plans and operational changes now, so they can be ready to serve patients whose care has been deferred as soon as circumstances allow. Plans will need to assume the probability of successive waves of the virus (hopefully of lesser magnitude), and determine how best to protect non-COVID-19 patients, clinicians, and staff

**Veralon can assist you to rapidly create such plans and clinical care changes, by:**

- Developing a prioritized action plan for rapid restart of service delivery
- Expanding the use of telehealth among high priority specialties and ambulatory care centers
- Modifying patient scheduling and related operational procedures to quickly restart services to chronically ill and high-risk patients



\* Physician office, ambulatory care centers, ASCs, etc.

Individuals with chronic illness and those at high risk urgently in need of care (cancer, COPD, CHF, diabetes, etc.)

### WHY VERALON?

Veralon has more than 25 years of experience with hospital-physician relationships and offers:

- **Experienced in ambulatory care planning and service development** including market assessment, project feasibility, facility planning, and physician partnership development. Our team members have held senior level operation roles at reputable health systems.
- **Deep knowledge of hospital-physician relationships.** Our senior team brings expertise from over 25 years each working with all forms of arrangements between physicians and hospitals or health systems. Some have national reputations in this field.
- **Expert in financial analysis and modeling,** including service-specific utilization estimates and resource needs (staffing, equipment, facility requirements) that drive financial estimates.

## **Veralon offers 3 services to prepare your service lines to re-engage patients, working with your team intensively, at this time.**

### **Developing a Prioritized Action Plan**

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Veralon will provide the following support to each service line selected by the executive team

- Lead exploratory discussion with administrative and medical directors to identify potential actions that may include:
  - Develop protocols to identify patients by severity
  - Organize a team to re-arrange and prepare ambulatory spaces for safe re-entry
  - Identify needs for re-training for safe testing and care delivery
- Prioritize options, using objective criteria
- Provide template for an implementation plan and a set of “best practices” for achieving rapid progress, barrier resolution, and accountability.
- Review and refine implementation plan

### **Expanding Use of Telehealth**

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For each specialty and/or ambulatory center selected by management, Veralon will:

- Establish a pathway to expand telehealth use
- Work with selected hospital/system representatives to design process steps for extending existing telehealth resources to new users
- Determine whether there are resources available for acquisitions
- Facilitate sharing “lessons learned” with new provider users and identify implications by site
- Work with practice/site leaders to identify and enact operational changes and project financial impact

### **Modifying Patient Scheduling for Quick Restart**

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This service can apply to a specialty medical group or service line in whole or in part.

- Identify high priority patients
- Restructure scheduling process to serve patients with time-sensitive needs while enforcing social distancing
- Revise schedule models to minimize patient waiting times and potential exposures
  - Determine new time spent per patient
  - Work with EMR specialists to implement in the scheduling module
  - Train group/service line clinical and administrative leaders in use of the model
- Establish guidelines for outreach to schedule targeted patients
- Assist the leaders in identifying the operational and financial impact of the restructured approach