

Telemedicine @Rehoboth McKinley Christian Health Care Services (RMCHCS)

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RMCHCS: Who We Are

Rehoboth McKinley Christian Health Care Services is a non-profit health system serving northwest New Mexico and the Four Corners. RMCHCS includes a 60-bed hospital, three clinics, and a 69-bed inpatient substance abuse treatment center. RMCHCS's Family Medicine Residency Program was recently accredited and is currently recruiting its first intern class.

MAIN HOSPITAL

- Med/Surg
- ICU
- ED
- Women's Health Unit
- Cardiology/Sleep/Neurology Clinics
- Respiratory Therapy
- Cardiac Rehab
- Lab, Radiology, etc.

More Than a Hospital

College Clinic

- Internal Medicine
- Family Medicine
- Pediatrics
- Behavioral Health
- Infectious Disease

Red Rock Clinic

- General Surgery
- OB/GYN
- Podiatry
- Orthopedics
- Urology, ENT, Hand Surgery

Wellspring Recovery Center

- 69-bed Inpatient Substance Abuse Treatment Center
- Up to 90-day Program
- GED-Prep
- Occupational Prep

Wellness Center

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Urgent Care Clinic

- Urgent Care
- Occupational Health

...and the **Mobile Clinic**



Telemedicine Growing pains

Is revenue increasing or decreasing?



We don't know yet, but let's look at outpatient volume:

March – October 2019: 31,641 visits

March – October 2020: 24,093 visits

↓ For a loss of about **24%** (7,548 visits)

Telemedicine outpatient volume

March – October 2019: 247

March – October 2020: 7,034

↑ For an increase of **2800%** (6,787)

↓ But Inpatient decimated!

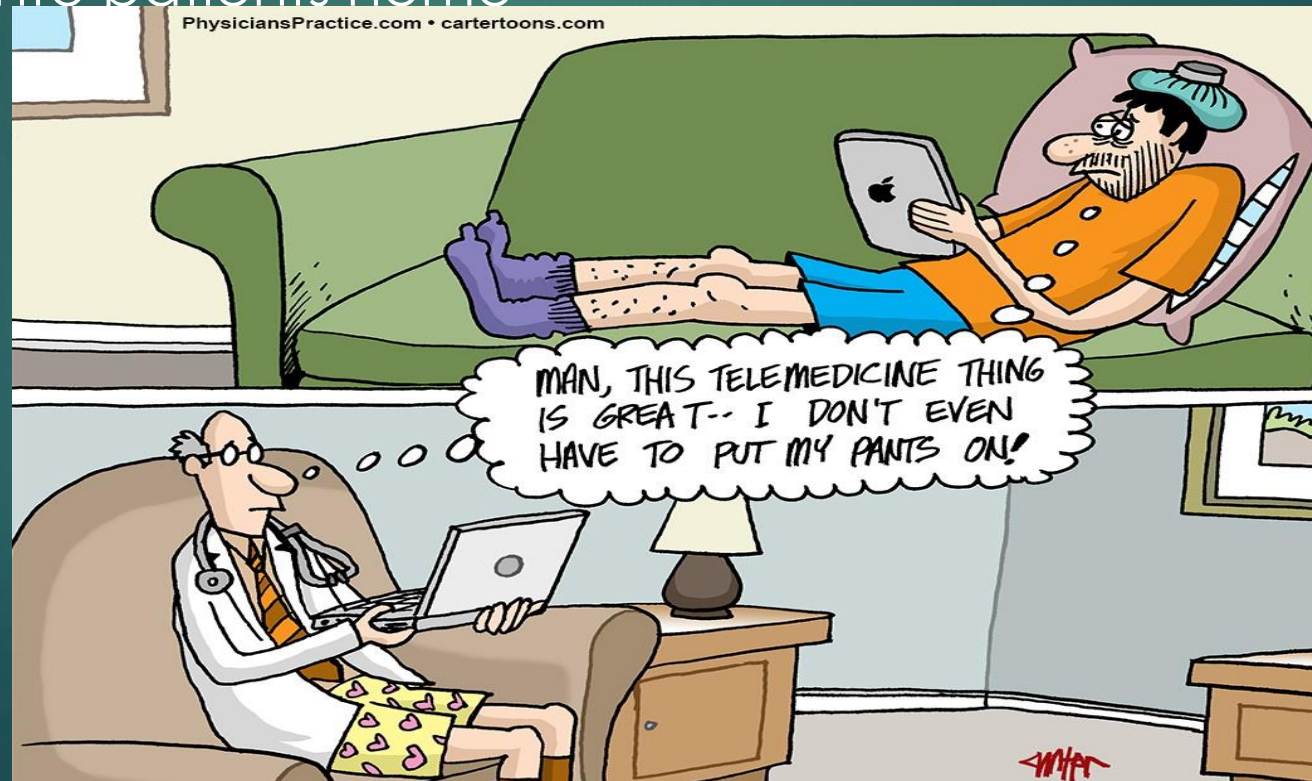
Telemedicine Growing pains

How do you support patients with technology?



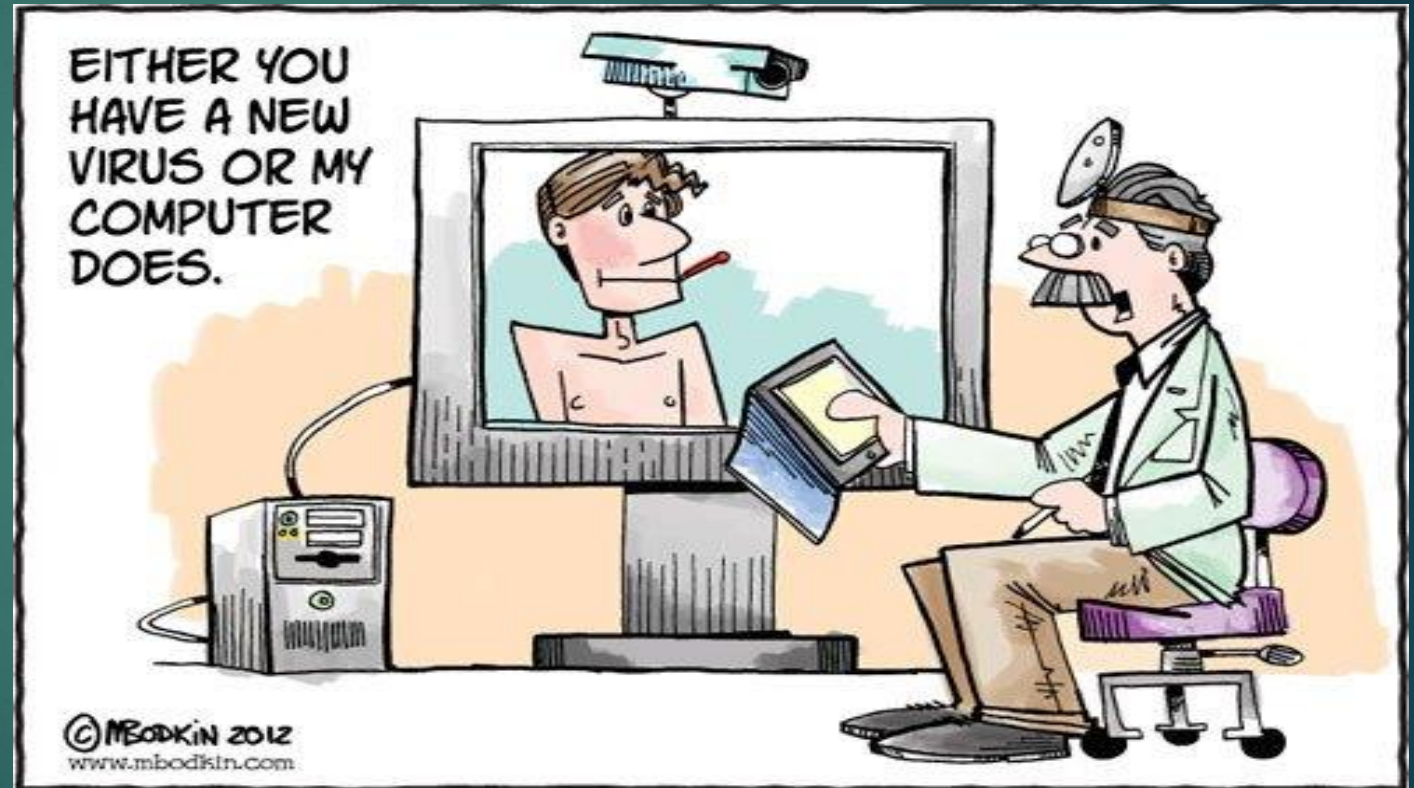
Telemedicine Upsides

- ▶ Reduced COVID 19 exposure for patients and clinicians
- ▶ Reduced PPE use
- ▶ Decreased no show/cancel rates
- ▶ Increased patient satisfaction
- ▶ First hand view into patients home



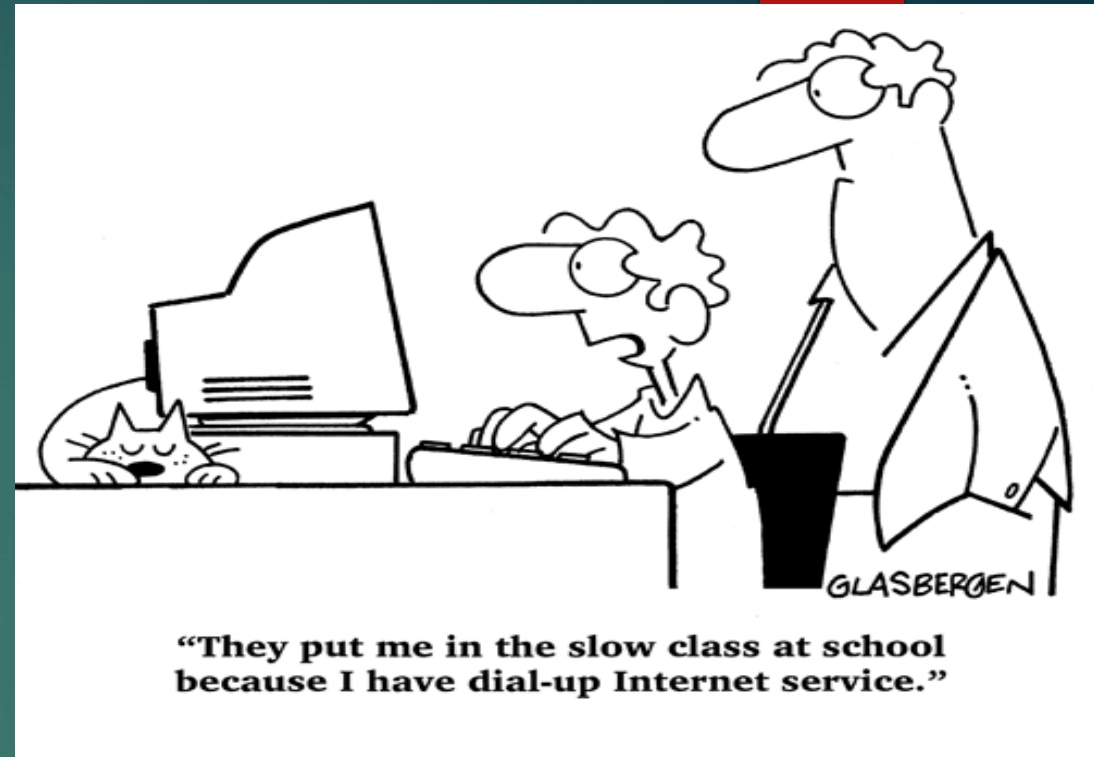
What's Next to Improve Telemedicine Efficacy?

- ▶ EHR integration
- ▶ HIE integration
- ▶ State Licensure Compact



What's Next to Improve Telemedicine Efficacy?

- ▶ Provider Education
- ▶ Broadband in rural/frontier
- ▶ Technology barriers (age, money, distance)



Questions?

Thank you for inviting our presentation

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