

CMSA-SCC

Innovation in Managed Care – Options for the Future

Panel Discussion February 15, 2018

Panel Contributors:

- Moderator - Ms. Linda Lane - President, Harbor Health Systems
- Panelists:
 - Hamid Mir, MD – Spine Specialist, Medical Director of Surgery, DISC Sports & Spine Center
 - Teresa Bartlett, MD– Medical Director, Sedgwick
 - Lisa Figueroa, MD, FACEP – Vice President, Medical Operations, National Medical Director, Health information Technology, Medical Director Telehealth Services, Concentra
 - Kevin Glennon, RN, BSN, CDMS, CWCP, QRP - Vice President, Clinical Programs, One Call

Innovation in Managed Care - Options for the Future

Every managed care professional must continually address the challenge of accessing top quality care for the patients we serve. As our healthcare system goes through revolutionary changes to improve care and lower costs, how do we evaluate advances in technology? Is there value in some of the tools that are taking hold in other areas of healthcare and do they have application in the world of workers' comp managed care. A seismic shift is underway that holds the potential for real change. This session will introduce innovations and tele-solutions and open a discussion around pioneering and implementation happening today and into the future.

Learning Objectives

- Learn what technological changes in the nation's healthcare system can be applied to improve care and access in workers' compensation
- Identify how technology and clinical excellence are combining to create a streamlined, best practice driven medical management system in workers' compensation.
- Evaluate real world examples of how this approach is improving care and lowering overall costs
- Openly discuss perceived roadblocks and slowdowns to the adoption of these solutions

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Panel Discussion Talking Points:

Innovation can be defined in various ways
Telemedicine
Wearable Technology
Future technology for medical care
Significant opportunities for innovation
Medical practice capital requirements
Monetary constraints
Wearable technology
Coordination of patient usage
Telemedicine:
How it works:
Telephone
Facetime/Skype
The ideal patient best suited for a telemedicine visit

Medical Specialties best suited for telemedicine visits
Telemedicine usage:
Primary service
Adjunct service
Ways to insure high quality patient care for the telemedicine visit
Interpreters role in the telemedicine visit
Interpreter location:
Medical office
Patient location
Frequency of telemedicine visits
Frequency of actual doctor to patient physical contact
Doctor visits vs. Physician Assistant visits
Current adoption rate of Case Managers usage

Top 5 Challenges Case Managers encounter

Value of telehealth and virtual care:
Reduction in unit cost
Elimination of mileage
Accessibility
Legal concerns and/or limitations:
Regulatory Issues
Private pay insurance
Work Comp Insurance
Applicant Attorney
Oversight Risks