# The Webinar Will Begin Shortly. . .

General Housekeeping:

This webinar is being hosted as a VidyoConnect meeting, our very own general collaboration platform

Your audio has been muted and your camera defaulted to off

Please don't share your whiteboard; this may interrupt the speakers

Please post your questions in the chat window – but note that all participants will be able to see them

To disable the chime when a new participant joins, click on "Device Settings" and untick the "Enable Notification sounds" box

Vidyo®

An Enghouse Company

# Medical University of South Carolina:
# Hospital of the Future

Vidyo®
An Enghouse Company

# Agenda: The Rise of Telehealth for Hospital Workers

- Intro to the Vidyo Product

- Vidyo Connectivity Challenges with Telehealth

- The Impact of COVID-19 on Healthcare

- Innovative Solutions Using Telehealth

- Telehealth Outcomes & Next Steps

# Today's Presenters

**Clay Malloy**

Healthcare Sales Director
at Vidyo

**Michael Haschker**

Manager, Telehealth
Technologies at Medical
University of South Carolina

VidyoHealth™

# Introducing VidyoHealth™

# Vidyo in Healthcare

**Partnering** with healthcare technology leaders & innovators

**NEC**

**hp**

**IDSolutions**

**IRON BOW** HEALTHCARE SOLUTIONS

**LG**

**tytocare**

**ViTelNet** SCALABLE CONNECTED CARE

*Integrating* with EHR solutions

**TOUCHCAST**

**NUANCE**

**IGNIS HEALTH**

**Epic**

**SBR HEALTH**

**getwell:)network**

*Delivering* Telehealth Technology

**Cerner**

**m.Care**

**Language Services** associates

**Allscripts**

**level** therapy

**iTether**

# #1 in Video-Enabled Healthcare

VidyoHealth™

# VidyoConnect

**VidyoConnect** is an enterprise meeting solution for team collaboration that speeds global alignment across your organization, allowing for better-informed decisions, faster responses and deeper trust.

Unlike other technologies, **VidyoConnect** provides the most stunning quality imaginable in multiparty meetings, unmatched reliability over mobile, and no-hassle workflows for guests.

# Support for all common devices

## Consistent APIs for faster time-to-market
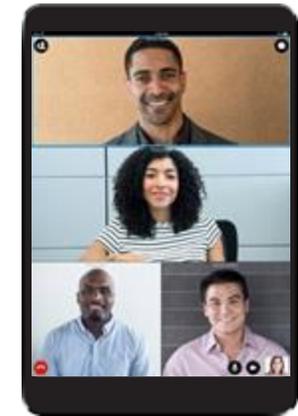
# MUSC At A Glance

- Extensive healthcare network including 8 hospitals, 1600 beds, 100 outreach sites, 6 colleges and 275 telehealth locations

- Providing education, research and patient care

- #1 hospital in the state for 5 consecutive years

- Federally recognized as one of two National Telehealth Centres of Excellence by the HRSA

- Headquarters for the South Carolina Telehealth Alliance

- Annual Budget: $3B

- Employees: 17,000+

- A Vidyo customer for the past 6 years

# Vidyo Provides Improved Telehealth Opportunities

After the initial launch of MUSC's telehealth program to support the mostly rural state of South Carolina, problems from initial video conferencing provider included:



Failed connections in low bandwidth situations



Slow deployment of secure and effective solutions



Lack of ability to transform outpatient visits into telehealth visits

VidyoHealth™

# Vidyo Provides Improved Telehealth Opportunities

MUSC used Vidyo to seek better results, like:

- Offering stable connections in low-bandwidth situations that are found in many rural regions

- MUSC was able to transition from a single hospital into a health care system

- Requiring minimal in-house IT assistance

- Integrating with healthcare software including EPIC, myChart and GetWell

- Saving $1 million in non-emergency department (ED) interventions during single county pilot program that implemented Vidyo solutions into its ambulances

- Vast other uses including stroke care, OBGYN visits, drug and addiction counselling, etc...

# COVID-19 Exposes Need to Expand Telehealth

The pandemic created an immediate need to transition most of MUSC's in-person services to telehealth meetings:

- **1400%** increase in virtual patient visits between the months of March to May

- Doctors had to continue interacting with their patients from afar

- Patients needed an option for safe virtual visits from their loved ones

# Patient Interaction During COVID-19

Vidyo's remote deployment of virtual solutions to support MUSC was able to:

Transition most **inpatient and outpatient visits** into telehealth appointments in a four-week window

Allow for **low-bandwidth capability** so doctors stayed connected to rural patients with poor connectivity

Enable **safe and secure video conferencing** solutions that promoted human interactions when visitors were not allowed

VidyoHealth™

# The Results of Using the Vidyo Solution

By using Vidyo's solutions during the pandemic, MUSC was able to:

Connect doctors and patients 30 miles apart through the deployment of over 200 iPads in less than 4 weeks

Reduce the cost of Personal Protective Equipment (PPE) that had inflated 700% during the outbreak through limiting in-person interactions

Increase patient satisfaction by offering socially distant doctor-patient visits
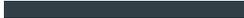
Number of trips into COVID+ patient rooms greatly decreased helping to protect healthcare workers

VidyoHealth™

# Looking into the Future of Virtual Care

MUSC is ready to continue expanding their use of telehealth with Vidyo through:

Focusing on state-of-the-art children's hospital with Vidyo connections in every room

Expanding Emergency Medical Services (EMS) integration to other counties across South Carolina

getwell:)network™

Continuing to leverage Vidyo's integration with GetWell networks to:

- Promote integrated clinical expertise
- Personalize patients' journeys
- Improve outcomes
- Boost staff efficiency

VidyoHealth™

# Shawn Jenkins Children's Hospital

- State of the art hospital with Vidyo, Epic, and GetWellNetwork systems installed in every room

- Integrated technology allows physicians to review charts, connect with patients, and conduct rounds virtually

- Children can invite family and friends to a live video visit in their room

- Expanded wireless capability ensures that families remain connected to outside sources of health information, as well as doctors and nurses on their children's caregiver team

# Conclusion

In record time, MUSC was able to:

- Securely and effectively deploy high-quality video solutions to low bandwidth areas in South Carolina

- Remotely connect Vidyo with third-party solutions to promote an integrated healthcare system

- Connect doctors with patients, as well as patients with family members and loved ones

- Reduce PPE costs — along with staff and patient's exposure — during the coronavirus outbreak

- Save $1 million in ambulance efficiency, non-ED interventions and hospital supervision stays

VidyoHealth™

Any Questions?