Mayo Clinic Experience Providing Specialist Consultation via Electronic Communications

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Background

Mayo Clinic is the largest integrated, not-for-profit medical group practice in the world. Doctors from every medical specialty work together in teams for patients, guided by common systems and a philosophy that the needs of the patient come first. More than 3,600 physicians and scientists and 50,000 allied health staff work at Mayo, which has campuses in Rochester, MN; Jacksonville, FL; and Scottsdale/Phoenix, AZ. Mayo Clinic also serves communities in the upper Midwest through the Mayo Clinic Health System. Collectively, these locations and affiliated practices are referred to as the "Mayo Clinic." Doctors from every medical specialty work together in teams for patients, guided by common systems and a philosophy that the needs of the patient come first.

Objectives

• To design and implement an alternative model to deliver specialty care to Mayo Clinic patients remotely
• Reduce the cost to provide an episode of care
• Decrease the length of time the patient needed to convert to an episode of care
• Provide a centralized access to patients with complex medical conditions seeking care from their specialists
• Establish Mayo Clinic as a unique source of knowledge and expertise in electronic care delivery
• Rates to improve patient and referring provider satisfaction

Method

• Internal eConsults were developed at Mayo Clinic's Center for Innovation
• Innovation was advanced to Mayo Clinic's eHealth Operations team for implementation
• Project charter was drafted to define strategic alignment, business needs, key stakeholders, and timelines
• Project was approved for funding by the Mayo Clinic Practice Committee for planning and disbursement
• Policies outlining definitions and expectations for state medical licensure, EMR documentation, service standards, etc. were developed
• Internal work flows for radiology and pathology over-reads are needed as the breadth and depth of the external eConsult model develops

Results

• Volumes have doubled annually since 2009
• 8,000 completed to date
• 166 conditions and 40 specialties
• 95% quality metrics
• 175 performed to date
• 18% required on-site follow-up care
• 166 conditions and 40 specialties
• 80% quality metrics
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• 95% quality metrics
• 175 performed to date
• 18% required on-site follow-up care
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Discussion

• Patient and referring provider satisfaction
• Share Mayo Clinic's unique expertise and knowledge with external, affiliated practices
• Internal work flows for radiology and pathology over-reads are needed as the breadth and depth of the external eConsult model develops
• Additional knowledge services are offered to affiliated providers to enhance their electronic care delivery

Conclusions

• Internal electronic consultation is thriving and continues to grow
• Adoption of model allowing high-volume practices and subspecialty care in remote locations
• Significant financial savings
• Smooth adoption of technology
• Internal work flows for radiology and pathology over-reads are needed as the breadth and depth of the external eConsult model develops
• Additional knowledge services are offered to affiliated providers to enhance their electronic care delivery

Definitions

eConsult is the use of imaging and communications technologies, including the Internet and video, to improve or enable health and healthcare. The eConsult refers to the use of electronic communications technology, including the Internet and video, to improve or enable health and healthcare. The Mayo Clinic is the largest integrated, not-for-profit medical group practice in the world. Doctors from every medical specialty work together in teams for patients, guided by common systems and a philosophy that the needs of the patient come first.

Internal eConsults

- 4,700 performed to date
- 81% requested on-site follow-up care
- 166 conditions and 40 specialties
- 80% quality metrics
- Volumes have doubled annually since 2009

Conclusions

- Internal electronic consultation is thriving and continues to grow
- Adoption of model allowing high-volume practices and subspecialty care in remote locations
- Significant financial savings
- Smooth adoption of technology
- Internal work flows for radiology and pathology over-reads are needed as the breadth and depth of the external eConsult model develops
- Additional knowledge services are offered to affiliated providers to enhance their electronic care delivery