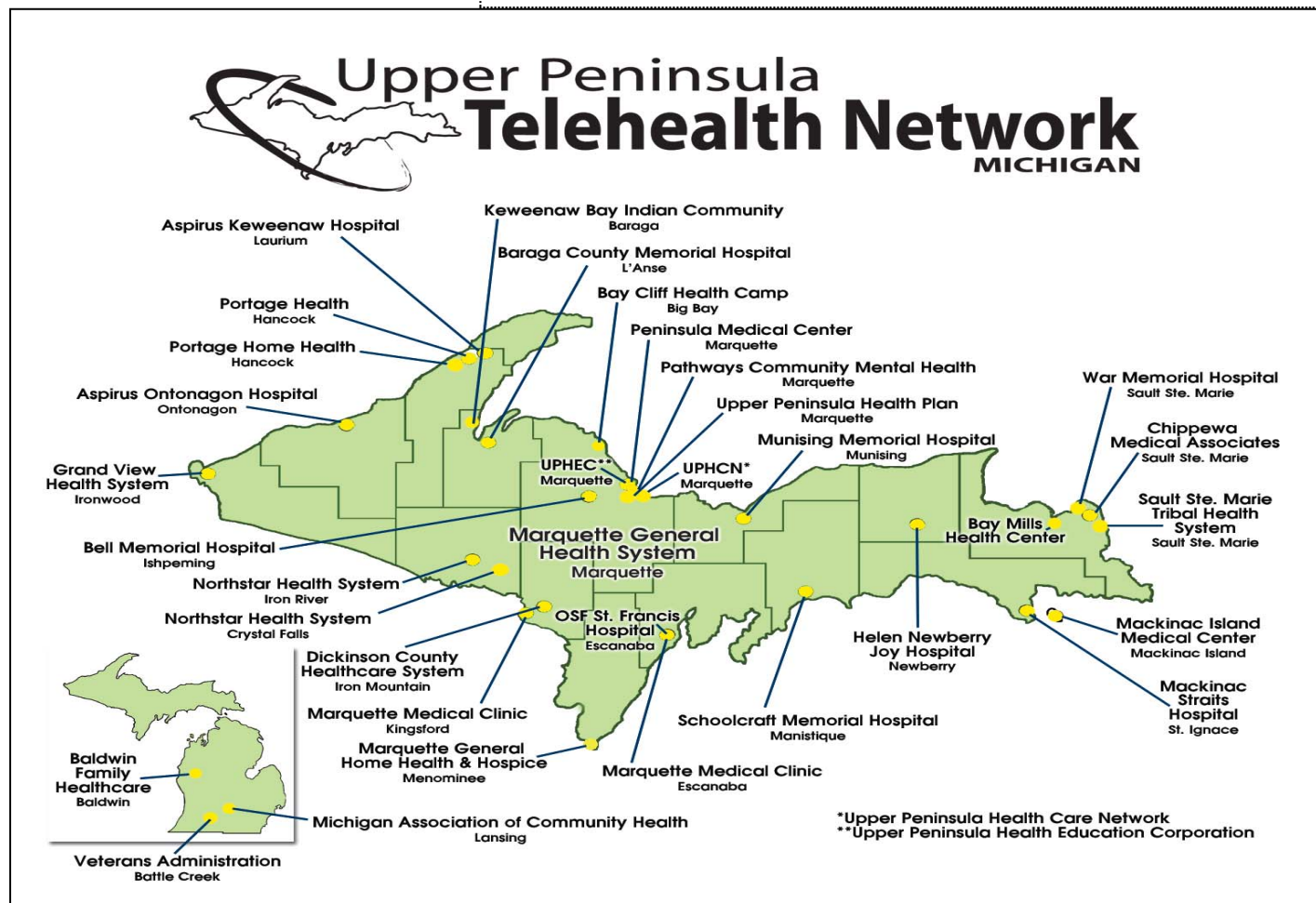


Annual UPTN site visits occur to assure that customer needs are being met, ideas for future growth are discussed, and opportunities on collaborative projects are transparent. Relationships over the years are more than membership-based, they are friendship-based.

2011 Action Plan

- ❖ Education needs for region, continuing education credits through MGHSONdemand, Physician Clinic Conference, UP Education Consortium
- ❖ Clinical specialty needs
- ❖ Credentialing providers for telemedicine visits
- ❖ Training for new telemedicine site coordinators
- ❖ Telepharmacy
- ❖ Telemedicine equipment replacements/upgrades

Need telehealth site information? Go to: www.mgh.org/telehealth, click on the name of any site on the map for local information.



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 Phone: 906-225-4766, Fax: 906-2257696, web address: www.mgh.org/telehealth

For local site use.

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Changing Seasons

Here we go again! We had a great summer, warm weather, camping, enjoying our natural surroundings, and swimming in Lake Superior without hypothermia. The seasons have moved from fall to winter. As we share this newsletter, leaves have turned their magnificent oranges, reds, and yellows and fallen. We have snowflakes in the air with the snow staying and piling up to our usual records of 200 and 300 inches. All that snow creates slippery roads and hazardous conditions as we "Yoopers" know. The road conditions could result in

the inability to see your healthcare provider. So why drive? Utilize the Upper Peninsula Telehealth Network (UPTN) which is available in most communities (see map on back page) to provide telemedicine services (see article below). Ask your health care provider if tele-

medicine is right for you. Your telemedicine appointment can take place at a hospital or clinic near you. If you have not used telemedicine services, check it out and give it a try! Could save you some white knuckle driving!



Skype or UPTN?

What is the difference between Skype and the UPTN services? **Skype** is a software application that allows users to videoconference, make voice calls, do instant messaging and file transfers over the public internet. Calls to other users within the Skype service are free, while calls to both traditional landline telephones and mobile phones can be made

for a fee using a debit-based user account system. The Skype website states calls between Skype users are secure, meaning no one can listen in. The Center for Telehealth and ehealth law are not convinced of the security of Skype and are not recommending its use. Doctors in the UPTN only use confidential secure lines with telemedicine

services. That means: No one will be listening into your conversation between you and your health care provider during your telemedicine visits. Telemedicine visits provide the same security and privacy as seeing your health care provider in person in their office. Telemedicine is a billable service, not a free public network connection. To make sure, check with **your** legal counsel.

Legislators Pivotal in Obtaining Grants for Telehealth Upgrades



The UPTN has been very fortunate to have the continuous support of Representative Bart Stupak, Senator Debbie Stabenow, and Governor Jennifer Granholm for telehealth in our region. All have supported recent grant applications that funded:

- ✚ Mobile high resolution telemedicine equipment for Baraga County Memorial Hospital, Portage Hospital, Helen Newberry Joy Hospital, Northstar Health System and Grand View Hospital allowing practitioners optimal resolution to see their patients remotely
- ✚ Wall mounted, flat screen, high resolution videoconference systems at MGH allowing quality broadcasting for educational programs across the network, included are central controller, ceiling mounted microphones and LCD projectors which are customer-friendly equipment
- ✚ New upgraded LifePak 20 training defibrillators
- ✚ Training manikins- pediatric and adult
- ✚ Distance education videos shared with UPMAC, a regional education consortium
- ✚ Support of MGHSONdemand infrastructure
- ✚ Upgrades to bridge software which makes possible connections for multi-point calls
- ✚ High definition practitioner desktop systems

UPMAC

UPMAC, the Upper Peninsula of MI Audio-Visual Consortium is a group of educators from health care organizations around the Upper Peninsula. They meet quarterly to discuss common issues, concerns, and share resources.

UPMAC history and video holdings can be found on the UPTN website at <http://www.mgh.org/telehealth/index.html>. The video library and use of MGHSONdemand with continuing education programs are available for use by members.

If interested in becoming a member of the consortium or finding out the cost of membership, contact JoAnn Manty at 906-225-4766 or email at joann.manty@mghs.org

UPMAC history and video holdings list available at <http://www.mgh.org/telehealth/index.html>

EDUCATION UPDATE –

Changes in Telehealth system creates need for increased awareness

Upgrades to the videoconferencing system at MGH have made many improvements to the quality of the broadcasts for distance education and meetings. Be aware that the new ceiling mounting microphones are in place so presenters no longer need to repeat questions for the outlying

sites. The trade off to this technology is the ceiling microphones pick up more audio conversations than in the past. Side conversations, shuffling of paper, and coughing are transmitted and can be distracting to outlying participants. Be aware of this and avoid any potential unintentional side conversations in the conference center when videoconferencing is occurring. With the cold season soon approaching, be aware that a chronic cough will be very distracting to content being presented. If this is unavoidable, try not to locate yourself directly under a ceiling microphone.

Side conversations in the conference center are easily transmitted to outlying sites due to upgrades in videoconferencing

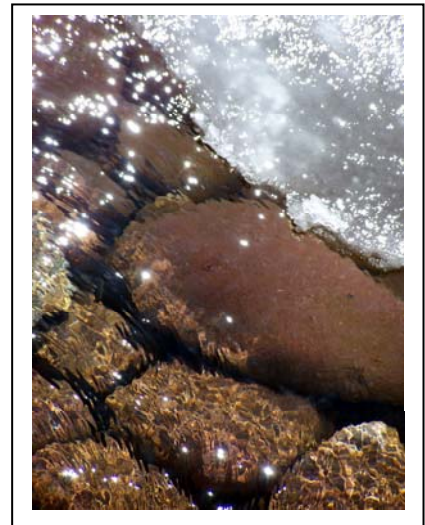
Side conversations in the conference center are easily transmitted to outlying sites due to upgrades in videoconferencing

TELEHEALTH OFFICE EFFICIENCIES STUDY – TOES - Update

The Telehealth Office Efficiencies Study or TOES started data collection May 1. It seeks to document efficiencies created by the use of telemedicine technologies. August was the second month for data collection. To date, there are 53 enrollees in the study. Several telehealth sites and specialists offices have

participated in data collection. They are Baraga County Memorial Hospital, Chippewa Medical Associates, Helen Newberry Joy Hospital, Marquette Medical Clinic-Escanaba, Kingsford Clinic, Portage Health System, Surgical Weight Loss Center, Endocrinology,

Behavioral Health Services, and Brain and Spine Center. Using preliminary data, Laurie Buis, PhD, Wayne State University; and Susan Makela, Director of UPTN have submitted an abstract for presentation at the 2011 American Telehealth Association Conference.



SIMULATION CENTER - Partnerships

Marquette General Hospital, Northern Michigan University School of Nursing and Upper Peninsula Health Education Corporation (UPHEC) have partnered on a recent Network Planning grant. The goal of this grant is to develop a business plan for a regional simul-

ation “Smart Hospital” that will provide multi-disciplinary, quality, scenario-based health-care education in a safe environment . The partners are currently surveying universities, colleges, and healthcare organizations including critical access hospitals, tribal health clinics, and

long term care facilities to discuss the concept and value of a regional “Smart Hospital”. Distance learning, telehealth technologies, and mobile components are being incorporated into this project.

Partners discussing concept and value of a regional “Smart Hospital” simulation center