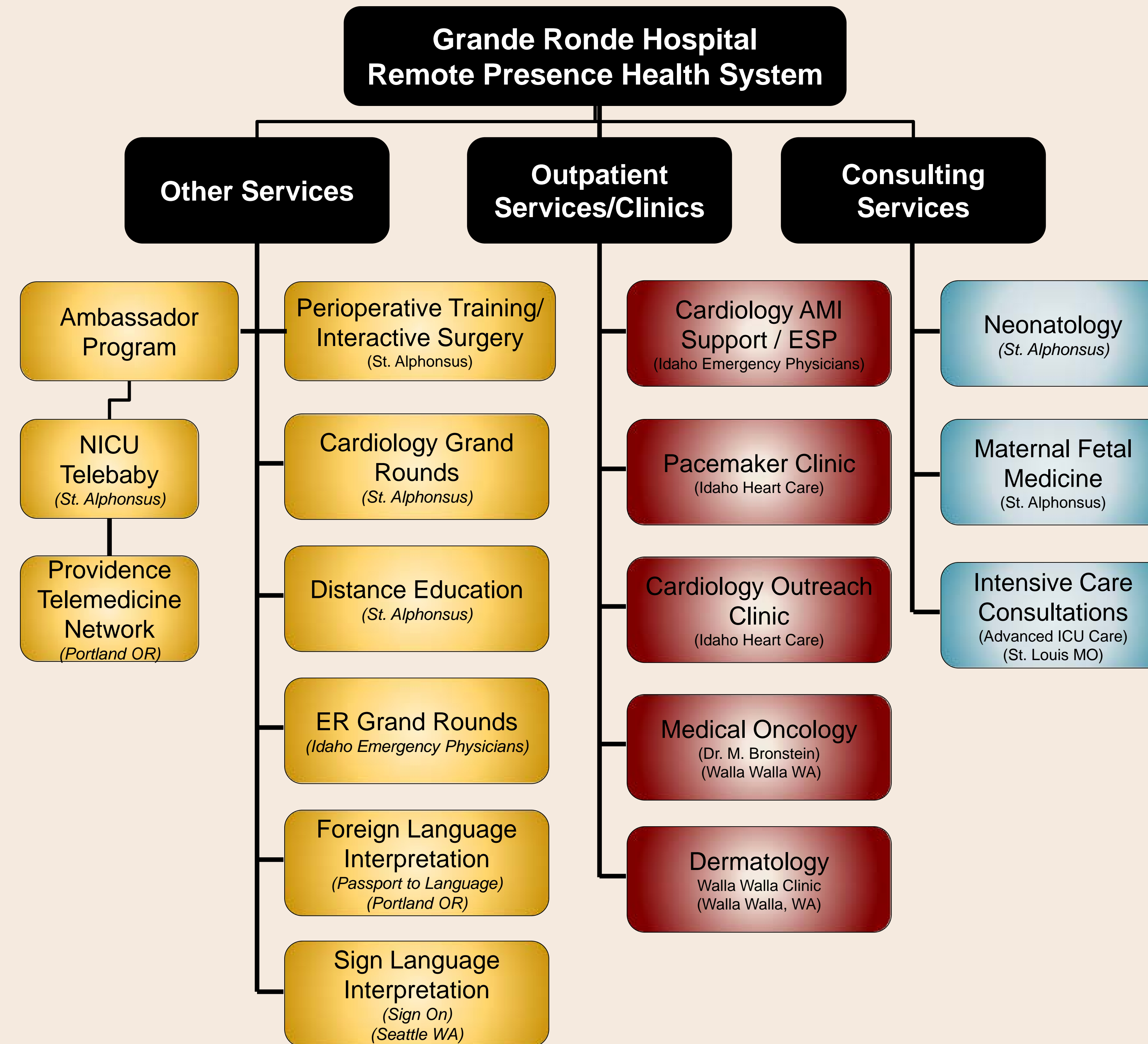


Doug Romer, RN
Executive Director Patient Care Services

IDA/ORE NETWORK

The IDA-ORE network, developed by Saint Alphonus Regional Medical Center and nine partnering hospitals in Idaho and Oregon has facilitated the extension of services to rural areas through the use of telemedicine. The Network has evolved from a hub-and-spoke model to a health system model, with member hospitals developing services with multiple partners throughout the United States. Grande Ronde Hospital has been a leader in developing services, with a commitment to expanding local opportunities for rural health care with telemedicine through medical consults, specialty care, education, and more. In addition to partnering with Saint Alphonus and other IDA-ORE Network hospitals, Grande Ronde works with specialists from coast to coast to provide consultative services in the local community. This ensures that patients receive high-quality, specialty care in their local community without the time and expense of travel. This presentation highlights the services Grande Ronde Hospital has developed to serve the La Grande community.

GRANDE RONDE HOSPITAL REMOTE PRESENCE SERVICES



RECENT UTILIZATION

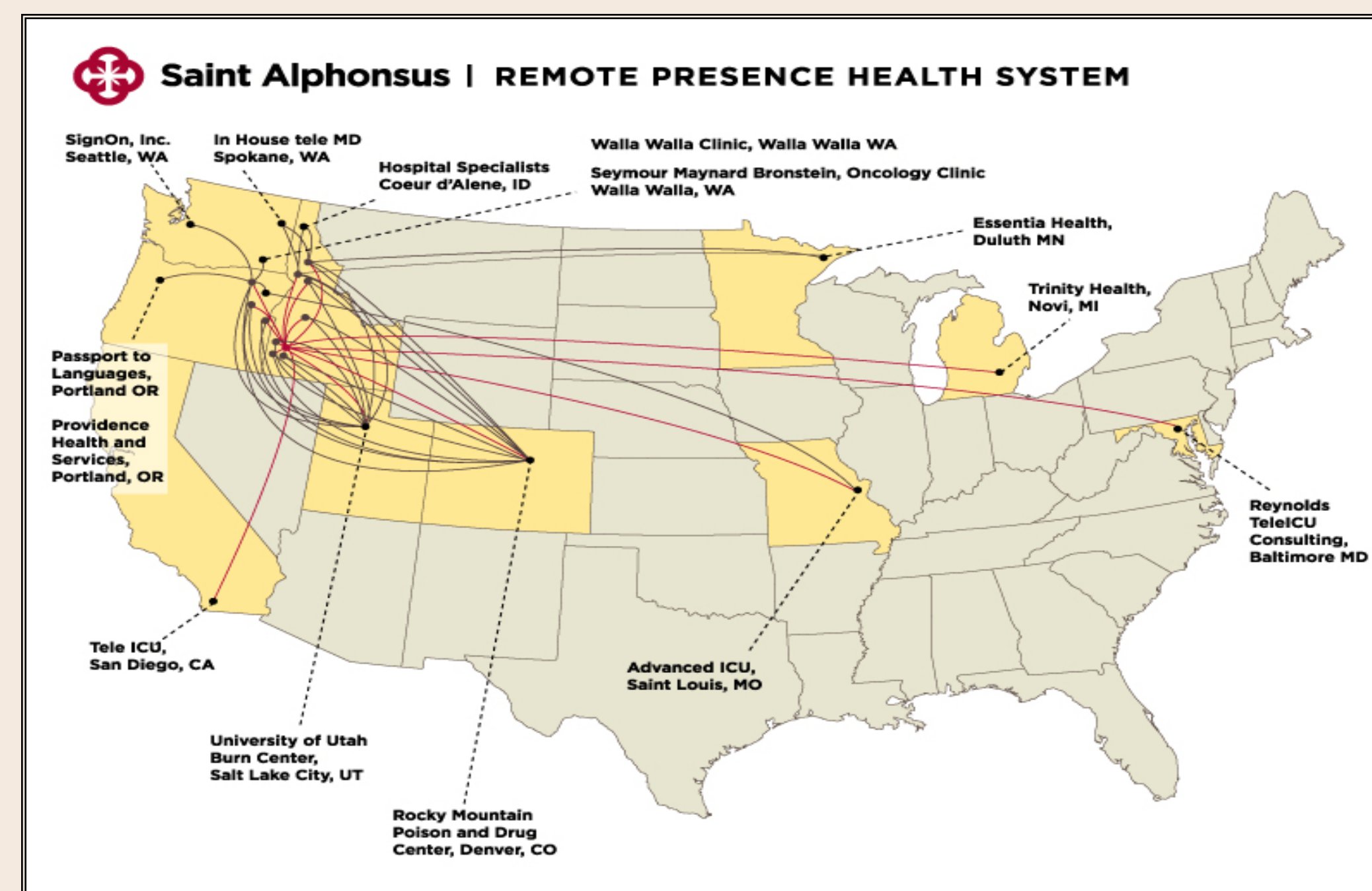
July 1, 2009 – June 30, 2010
128 Patient Care Encounters
18 Outreach Education Experiences
10 Ambassador Visits (156)

Impact

Money Saved for the insurers, patients and families
Providing the Right Care at the Right Time in the Right Place
Recruitment and Retention benefit for the primary care providers



SAINT ALPHONSUS REMOTE PRESENCE HEALTH SYSTEM



GRANDE RONDE REMOTE PRESENCE HEALTH SYSTEM PARTNERS

Advanced ICU CARE Advanced ICU Care Saint Louis, Missouri	Idaho Emergency Physicians Boise, Idaho	SignOn, Inc. Seattle, Washington	PASSPORT TO LANGUAGES Passport to Languages Portland, Oregon	IDAHO HEART CARE Saint Alphonus Boise, Idaho
Saint Alphonus CENTER FOR ADVANCED HEALING Saint Alphonus Regional Medical Center Boise, Idaho	walla walla clinic Walla Walla Clinic Walla Walla, Washington	Seymour Maynard Bronstein, p.s. Oncology - Dr. Bronstein Walla Walla, Washington	PROVIDENCE Health & Services Portland, OR	

FACILITATING LANGUAGE ACCESS



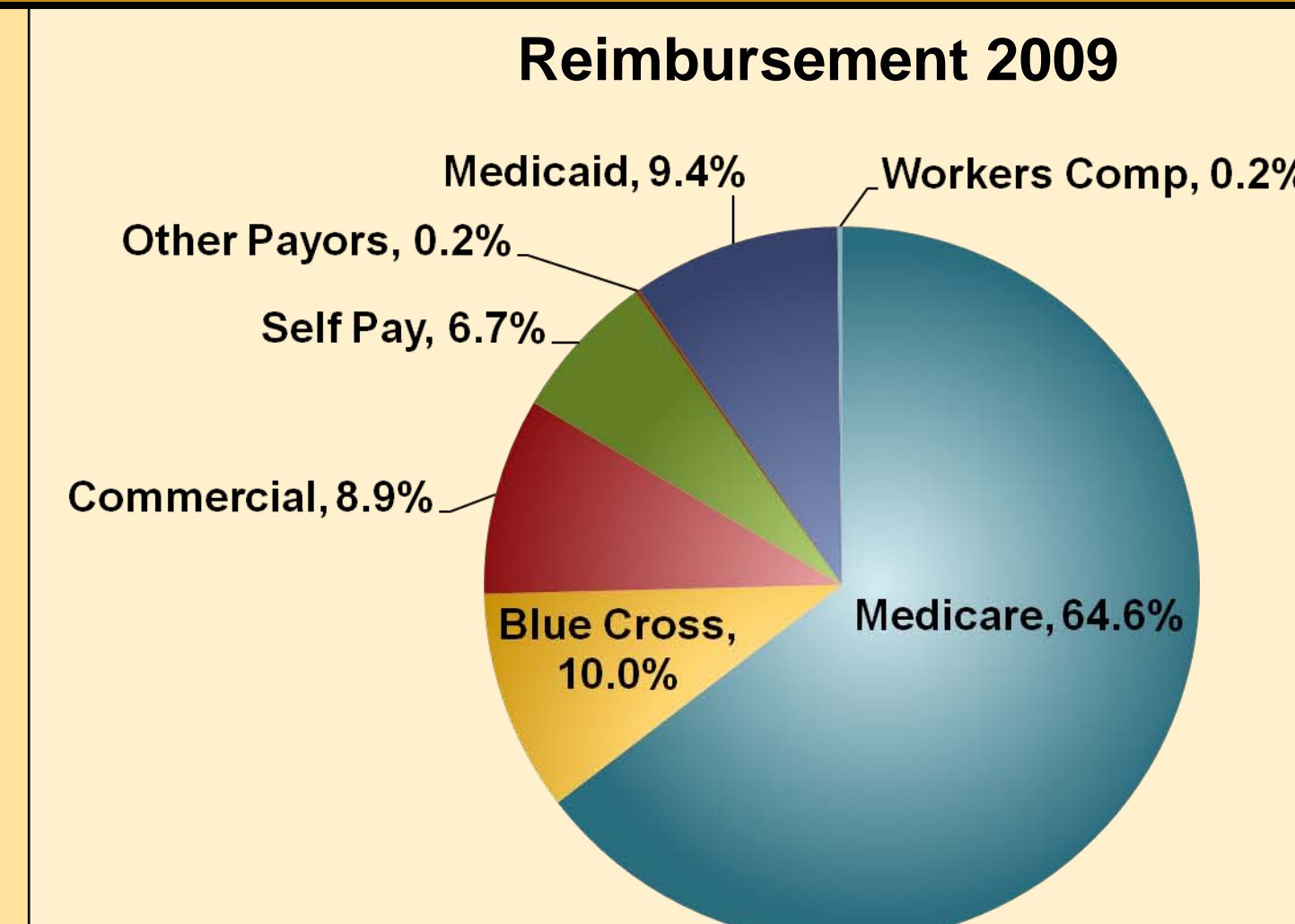
GRANDE RONDE HOSPITAL Language Access Program

Effective communication is a critical aspect of safe, quality patient care. In the United States, there are 28 million people with hearing loss, 47 million people who speak a language other than English, and JCAHO and CMS initiative. The language access program at Grande Ronde Hospital ensures that communication is met for all patients through means of sign language and foreign language interpretation.

TELEMEDICINE IN THE ICU

Remote ICU Data 2009

- 24 patients
- 109 remote presence consultations
- Average length of consult= 12 minutes
- 6 patients transferred as the care progressed
- 21 patients clearly would have been transferred without AICU coverage



Remote ICU Benefit Summary

- Establishes ICU patient safety initiative
 - *Improved quality and clinical performance through subspecialty support in collaboration with the attending staff on site
 - *Assures best practices
- Improves professional and personal lives of the local practicing physicians and nurses
 - *Recruitment and retention
 - *Positive financial impact for hospital
- Positive impact for patients and families
- Savings to the "system"

Healthcare Reform: Remote Presence Health System Style

ICU	<ul style="list-style-type: none"> ➢ Calendar Year 2009 ➢ 18 patient transfers avoided: <ul style="list-style-type: none"> • \$24,666.00 per transfer • \$444,000 savings to the system ➢ Average Length of Stay 7.8 days ➢ Additional GRH ICU and Med Surg days = 140 • Average per day = \$2,408.00 (cost report) • Healthcare dollars staying in the local community = \$337,120
Oncology	<ul style="list-style-type: none"> ➢ Implemented March, 2010 ➢ 48 visits ➢ Each visit saved three and one half hours of travel time and \$83.00 in travel expenses ➢ Saved a total of \$3,984 in travel expenses ➢ Saved 168 hours of patient travel (in good weather) ➢ Saved 17.5 hours of physician travel ➢ Treatments were performed close to the patients' support systems
Teledermatology 12 Month Forecast	<ul style="list-style-type: none"> ➢ Go live August 15, 2010 ➢ 720 visits based on 45 blocks ➢ Each visit will save three and one half hours of travel time and \$83 in travel expenses ➢ Projected savings in travel expense= \$59,760 ➢ Will save 2520 hours of travel (in good weather) ➢ Clinic space revenue \$18,000

DOING THE RIGHT THING

We are not doing risky new procedures via remote presence but rather a continued expansion of services that have shown to benefit patients, benefit the community and provide a standard of care consistent with other on-site care services. *We will ensure access to high-quality, cost-effective health services in a safe and customer-friendly environment for all those in need of our services.*

ACKNOWLEDGEMENTS

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