

WEBVTT

1 "Lisa Not" (1966829056)

00:00:00.000 --> 00:00:04.439

Everybody Thank you all for joining the webinar today.

2 "Lisa Not" (1966829056)

00:00:04.439 --> 00:00:17.489

Just a quick reminder these webinars are targeted to providing relevant information on topics of interest to individuals and families. However, anyone who is interested is always welcome to participate and listen in.

3 "Lisa Not" (1966829056)

00:00:17.489 --> 00:00:27.570

The ultimate goal is to get the information into the hands of the people who need it and will benefit from it. So if you're a person with a developmental disability or a family member welcome.

4 "Lisa Not" (1966829056)

00:00:27.570 --> 00:00:33.780

If you are someone who supports individuals and families, please be sure to share this information with them. So that.

5 "Lisa Not" (1966829056)

00:00:33.780 --> 00:00:38.550

They will know about the information and resources that are available to them and it's captured.

6 "Lisa Not" (1966829056)

00:00:38.550 --> 00:00:44.670

Uh, this webinar will be recorded and materials will be available on the divisions. Webinar page later.

7 "Lisa Not" (1966829056)

00:00:44.670 --> 00:00:56.970

Or a quick introduction I am Lisa, not house, and I work for the division of dB as the supporting family's lead and I am also a parent of a young adult who has developmental disabilities.

8 "Lisa Not" (1966829056)

00:00:56.970 --> 00:01:07.680

Uh, arrive rather provider relations specialist with a division of DD and Carol price Guthrie and Wendy Patterson, both from station.

9 "Lisa Not" (1966829056)

00:01:07.680 --> 00:01:13.680

Are going to be joining this webinar today to share a lot of valuable information that will benefit many people.

10 "Lisa Not" (1966829056)

00:01:13.680 --> 00:01:18.300

As Kat shared the topic for this webinar is station MD.

11 "Lisa Not" (1966829056)

00:01:18.300 --> 00:01:29.100

Which is a specialized telehealth service that's available to and for individuals with developmental disabilities who are receiving a waiver service through the division here in Missouri.

12 "Lisa Not" (1966829056)

00:01:29.100 --> 00:01:35.130

During this webinar, we will talk about station M. D, talk about who they serve.

13 "Lisa Not" (1966829056)

00:01:35.130 --> 00:01:44.760

How people can access their services, provide some examples. And if time allows as Kat said, we will answer some questions. If not, we will gather those up from the chat.

14 "Lisa Not" (1966829056)

00:01:44.760 --> 00:01:49.020

And put them into a Q and a document to post along with the recording.

15 "Lisa Not" (1966829056)

00:01:49.020 --> 00:01:57.900

We have a lot of information to share today, so I'm just going to go ahead and hand it over to Carol and let them get started with talking about station. Md.

16 "Carol Price-Guthrie" (425760256)

00:01:59.845 --> 00:02:10.705

Thank you Lisa I appreciate that. And we are so excited to be here to talk with you today about station MD. I'm going to tell you just a little bit about myself.

17 "Carol Price-Guthrie" (425760256)

00:02:10.705 --> 00:02:17.905

1st, and then Wendy Patterson will tell you about herself and then we'll go into station MD. We are.

18 "Carol Price-Guthrie" (425760256)

00:02:18.210 --> 00:02:31.110

Open to discussion and and answering your questions and, um, or just excited to be here. So, thank you. Um, again, my name is Carol price and I've been with station MD just about.

19 "Carol Price-Guthrie" (425760256)

00:02:31.110 --> 00:02:41.190

Maybe 6 months, um, I am a doctor, I'm a PhD, which is a little different than what you would expect with.

20 "Carol Price-Guthrie" (425760256)

00:02:41.190 --> 00:02:52.405

However, my background is human and social services, and I've worked with, um, individuals people with for about 30 years prior to coming to station. M. D.

21 "Carol Price-Guthrie" (425760256)

00:02:52.465 --> 00:03:00.925

I was at United healthcare, and I managed programs there that were specific to to people with. And prior to that.

22 "Carol Price-Guthrie" (425760256)

00:03:01.345 --> 00:03:07.435

I owned and managed my own case management company out of Tennessee in Kentucky.

23 "Carol Price-Guthrie" (425760256)

00:03:07.435 --> 00:03:19.465

So I've been at this a very, very long time, and hope that, um, I can shed some insight on the value out of station MD and the services we support.

24 "Carol Price-Guthrie" (425760256)

00:03:19.465 --> 00:03:24.655

So, I'm going to ask Wendy to introduce herself just a little bit and we'll go forward with the slides.

25 "Wendi Patterson" (1867253504)

00:03:27.055 --> 00:03:30.775

Good afternoon everyone, um, my name's Wendy Patterson.

26 "Wendi Patterson" (1867253504)

00:03:30.805 --> 00:03:41.755

I also am a PhD in organizational behavior management much like, Carol, I came from United healthcare for about 5 years and prior to that,

27 "Wendi Patterson" (1867253504)

00:03:41.785 --> 00:03:55.885

I was a executive director for an provider in the state of Tennessee for almost 24 years, providing total care for people with intellectual and developmental disabilities, so that's my background and. and

28 "Wendi Patterson" (1867253504)

00:03:56.190 --> 00:04:04.980

Carol stated very excited to be here to tell you all how great station MV is for the person and providers and families.

29 "Carol Price-Guthrie" (425760256)

00:04:06.835 --> 00:04:12.685

Thanks Wendy next slide. Please. So, our mission at station M. D.

30 "Carol Price-Guthrie" (425760256)

00:04:12.685 --> 00:04:27.445

always is to provide the highest quality of medical care for the people we support and those are people with and in that we hope to foster independence and also to improve their quality of lives for the people that we provide supporting care

31 "Carol Price-Guthrie" (425760256)

00:04:27.445 --> 00:04:27.865

2.

32 "Carol Price-Guthrie" (425760256)

00:04:28.769 --> 00:04:33.959

What we're really excited about is our doctors are experts in the care for people with.

33 "Carol Price-Guthrie" (425760256)

00:04:33.959 --> 00:04:38.159

They've all been trained and we'll talk about that um, a little bit further.

34 "Carol Price-Guthrie" (425760256)

00:04:38.159 --> 00:04:43.949

Um, but it's an easy to use telehealth solution for medical services.

35 "Carol Price-Guthrie" (425760256)

00:04:43.949 --> 00:04:48.119

Station has performed thousands of consultations virtually.

36 "Carol Price-Guthrie" (425760256)

00:04:48.119 --> 00:04:52.409

And are very dedicated to serving people with.

37 "Carol Price-Guthrie" (425760256)

00:04:52.409 --> 00:04:57.359

And how we work when there's a medical question or concern.

38 "Carol Price-Guthrie" (425760256)

00:04:57.359 --> 00:05:07.649

What happens is the person, or the person who supports are people with simply initiates a visit with station MD. They'll be connected to a doctor.

39 "Carol Price-Guthrie" (425760256)

00:05:08.214 --> 00:05:22.524

Just in a few minutes, and then a secure video conferencing will occur, uh, a value and evaluation will occur an assessment if you will. And after the, the evaluation, then the doctors will implement a treatment plan.

40 "Carol Price-Guthrie" (425760256)

00:05:22.914 --> 00:05:23.274

Right.

41 "Carol Price-Guthrie" (425760256)

00:05:23.274 --> 00:05:38.184

Any necessary prescriptions, and they will also coordinate care with your primary care doctor or any other specialist as requested by the person 1 thing that we've really, really, really like to stress is that we do not supplant.

42 "Carol Price-Guthrie" (425760256)

00:05:39.083 --> 00:05:49.614

We like people to keep their if they have them. Um, so we're a wrap around service a value, add service and we're not here to take the place of pcps.

43 "Carol Price-Guthrie" (425760256)  
00:05:49.889 --> 00:05:56.189  
Next slide please. So we feel like that.

44 "Carol Price-Guthrie" (425760256)  
00:05:56.189 --> 00:06:08.964  
Individuals with deserve a specialized telemedicine and we don't believe that I'll tell medicine is created equal. We've all had experiences where we've called in to telehealth till the doctors.

45 "Carol Price-Guthrie" (425760256)  
00:06:09.204 --> 00:06:11.424  
Um, either we've been on long hold.

46 "Carol Price-Guthrie" (425760256)  
00:06:11.669 --> 00:06:19.229  
Or we've had to experience, um, extensive time waits for callbacks and that is not what station MD does.

47 "Carol Price-Guthrie" (425760256)  
00:06:19.434 --> 00:06:26.034  
We have a team of navigators who navigate, um, people when they call in through the process.

48 "Carol Price-Guthrie" (425760256)  
00:06:26.184 --> 00:06:38.814  
And so we work very hard and very diligently to make sure that any of our interfacing with people with as seamless. Um, and it's not abrasive to the person or their support system.

49 "Carol Price-Guthrie" (425760256)  
00:06:39.119 --> 00:06:46.769  
Um, like I said earlier, our doctors are especially trained, they're, um, training through intelligibility.

50 "Carol Price-Guthrie" (425760256)  
00:06:47.484 --> 00:06:55.104  
And they also go through, um, an extensive, ongoing training internally. All of our doctors are board certified.

51 "Carol Price-Guthrie" (425760256)  
00:06:55.224 --> 00:07:06.894  
Um, they are, er, doctors, and they've been certified in emergency medicine, and they treat from babies to older adults. And so we feel like our doctors are.

52 "Carol Price-Guthrie" (425760256)  
00:07:07.169 --> 00:07:10.529  
Very trained very skilled in what they're doing.

53 "Carol Price-Guthrie" (425760256)

00:07:10.529 --> 00:07:23.369

And I'm going to move through these slides a little quicker, because I know we only have 30 minutes and I want to give you an opportunity for questions. So, if I'm going too fast, just tell me to slow down, but I'm trying to create an opportunity for questions.

54 "Carol Price-Guthrie" (425760256)

00:07:23.369 --> 00:07:29.489

So all of our services, we're really excited about this. There are 24 7.

55 "Carol Price-Guthrie" (425760256)

00:07:29.784 --> 00:07:42.144

They are urgent care um, and we do have people who have station MD for primary care but if it's it's only if they request that service, and we also have individuals who received behavioral health.

56 "Carol Price-Guthrie" (425760256)

00:07:42.144 --> 00:07:45.444

And in Missouri, we're working on the behavioral health component.

57 "Carol Price-Guthrie" (425760256)

00:07:45.719 --> 00:07:59.969

So, like I said, before, it's more than our, your average telemedicine, we really, really, really try to fill in the gaps to meet the needs of the people. We have the privilege to support. We work very hard at that.

58 "Carol Price-Guthrie" (425760256)

00:08:00.864 --> 00:08:07.584

Next slide please right now we're in 16 states, including Missouri,

59 "Carol Price-Guthrie" (425760256)

00:08:07.854 --> 00:08:15.894

and we continue to work hard in those states to make sure that we're meeting the needs of individuals and we're expanding as we speak.

60 "Carol Price-Guthrie" (425760256)

00:08:16.199 --> 00:08:20.279

So, we just put this little map in here so you could see where we are right now.

61 "Carol Price-Guthrie" (425760256)

00:08:20.874 --> 00:08:33.384

Next slide. Please. So, I'm going to let Wendy talk just a little bit about our 24, 7, urgent care services. We're not going to dwell on it a long, long time, because you'll see it again in the slides.

62 "Carol Price-Guthrie" (425760256)

00:08:33.384 --> 00:08:37.704

But what we do want to make sure that you understand is that we are available. available

63 "Carol Price-Guthrie" (425760256)

00:08:37.949 --> 00:08:44.699

Um, and the percentage of diversions that we have from ers and and, um.

64 "Carol Price-Guthrie" (425760256)

00:08:44.699 --> 00:08:50.789

The way that we provide services via telehealth so I'm going to turn it over to Wendy.

65 "Wendi Patterson" (1867253504)

00:08:51.564 --> 00:09:05.874

Thank you 1 of the things. This is, um, we created this a few months ago. We're currently diverting 93.6% of all calls, um, from the ER, so we're being able to treat 93% of the calls.

66 "Wendi Patterson" (1867253504)

00:09:05.904 --> 00:09:20.484

That we get in place. So that's fantastic. For the fact that if someone is in actually in residential services, that helps the person not have to get dressed if they don't feel. get dressed if they don't feel

67 "Wendi Patterson" (1867253504)

00:09:20.789 --> 00:09:26.339

Or it's not an antecedent to behavior. It also helps with the, um.

68 "Wendi Patterson" (1867253504)

00:09:26.339 --> 00:09:29.879

Reassignment of staff in your nursing staff.

69 "Wendi Patterson" (1867253504)

00:09:29.879 --> 00:09:37.109

And anywhere that the person has Internet and a smart device, you can actually access.

70 "Wendi Patterson" (1867253504)

00:09:37.109 --> 00:09:51.384

Station indeed, and it's just like being in the brick and mortar building, the great thing about station MBE as well. Is that if your family member or your nurse or whoever that person wants to be part of this assessment can be part of this assessment.

71 "Wendi Patterson" (1867253504)

00:09:51.594 --> 00:10:00.474

So it would be, you would join it just like, you, you joined a zoom meeting or this meeting where you can see each other and you interact. Just like you're sitting in a brick and mortar building.

72 "Wendi Patterson" (1867253504)

00:10:00.624 --> 00:10:07.104

So, if a parent is at work, or a family member is taking care of other family members, and they.

73 "Wendi Patterson" (1867253504)

00:10:07.109 --> 00:10:17.189

Can't drive across town, or they're in another state, or across the country, then they can also be part of this medical assessment just getting on just like you and I are now.

74 "Wendi Patterson" (1867253504)

00:10:17.189 --> 00:10:30.539

Um, and as far as the other great thing is we've done a great job, letting people know that we're diverting the, er, visit and the urgent care, and that you can do this from the privacy of your home.

75 "Wendi Patterson" (1867253504)

00:10:30.539 --> 00:10:45.534

The other great thing about it is is if you are at, um, their, your job, if the individual's at their job, and they need an assessment that probably doesn't need urgent care or the, er, they can get to a private space and they can go ahead.

76 "Wendi Patterson" (1867253504)

00:10:45.534 --> 00:11:00.534

And take this assessment, if the person is at Walmart, and they trip and fall in the parking lot, and they have their smart device with them, either their phone or their tablet, then they can actually, you know, if it's an abrasion on their knee, then the caregiver.

77 "Wendi Patterson" (1867253504)

00:11:00.924 --> 00:11:15.594

Can actually have that consult from the privacy of their car, or a private space there in the parking lot so it is great for you don't have to leave your home but it's fantastic for the fact that you can actually have this direct connect.

78 "Wendi Patterson" (1867253504)

00:11:15.899 --> 00:11:20.904

To a specialized medical professional at your fingertips at any given time.

79 "Wendi Patterson" (1867253504)

00:11:20.904 --> 00:11:34.614

As long as you have your smart device or Internet there is an opportunity that if you don't have Internet, then we can use just the telephone for those brief occasions when you don't have Internet access.

80 "Wendi Patterson" (1867253504)

00:11:34.854 --> 00:11:40.104

So, as long as you have that connection, you can be connected to a specialized position.

81 "Carol Price-Guthrie" (425760256)

00:11:42.929 --> 00:11:49.079

Thank you Wendy and like Wendy said station MD was designed as an urgent care.

82 "Carol Price-Guthrie" (425760256)

00:11:49.079 --> 00:12:01.949

Um, as an, er, diversion, but it has become so much more than that. And so some of the examples, um, that Wendy said, um, were like, um, issues where you would typically.

83 "Carol Price-Guthrie" (425760256)

00:12:01.949 --> 00:12:06.179

Especially in a residential settings, if there's an incident where.

84 "Carol Price-Guthrie" (425760256)

00:12:06.179 --> 00:12:15.029

Nurses would typically send a person out with station M. D. you can make that call to the doctor and receive that same assessment outside of urgent care or.

85 "Carol Price-Guthrie" (425760256)

00:12:15.029 --> 00:12:19.529

An. E. R. so who we serve next slide please.

86 "Carol Price-Guthrie" (425760256)

00:12:22.469 --> 00:12:34.464

So, this, this talks a little bit and I'm trying to move a little quickly. I'm trying to watch the time but this talks again about our specialized doctors and the needs and we know that we focus on individuals with.

87 "Carol Price-Guthrie" (425760256)

00:12:35.994 --> 00:12:47.904

And we believe, and our data, um, supports the fact that, um, there are less, er, and urgent care visits, which is a reduction in trauma anxiety. Any of us know that.

88 "Carol Price-Guthrie" (425760256)

00:12:48.504 --> 00:13:03.174

Um, for any of the individuals we support, anytime they have to go to an, er, there's a lot of trauma and there's a lot of anxiety. They're also exposed to whatever illness is in the, er, we also know there's a cost.

89 "Carol Price-Guthrie" (425760256)

00:13:03.449 --> 00:13:13.019

Affiliated with go into the, er, and so what station MD does it supports that cost reduction so it takes away the trauma. It takes away the exposure.

90 "Carol Price-Guthrie" (425760256)

00:13:13.019 --> 00:13:22.379

It takes away the cost and so we all know that those are wrap around services that are very beneficial to the people we support.

91 "Carol Price-Guthrie" (425760256)

00:13:22.644 --> 00:13:36.024

Next slide please, this is a video, um, example, and I don't know cat if you can get it to play or not, but it just gives an example of how station MD is used.

92 "Carol Price-Guthrie" (425760256)

00:13:36.384 --> 00:13:44.754

Um, and the person's, um, opinion of station MD. And if we can't get it to work, we'll go to the next slide and continue our conversation.

93 "Kat Craig" (999578880)

00:13:47.969 --> 00:13:51.719

No, I'm not going to be able to that's not the way this slide was set up.

94 "Carol Price-Guthrie" (425760256)

00:13:51.719 --> 00:14:01.379

Okay, all right next slide. Please. So when he's going to talk a little bit about the benefit to provider agencies, um.

95 "Wendi Patterson" (1867253504)

00:14:01.379 --> 00:14:12.869

Families and the people we support so, um, 1 of the things that we have organically sort of morphed into, as Carol said.

96 "Wendi Patterson" (1867253504)

00:14:12.869 --> 00:14:22.379

As far as the, you know, the PR, the version what we've organically discovered is that from provider perspective.

97 "Wendi Patterson" (1867253504)

00:14:23.184 --> 00:14:32.454

Station and D adds value and aiding the provider, and being able to do less reassignment of staff.

98 "Wendi Patterson" (1867253504)

00:14:32.544 --> 00:14:46.944

Like, if someone has to go to the, er, then typically, there's a process, the home staff have to call their supervisor supervisor calls the staffing coordinator and then the staffing coordinator starts calling all the people on their list that to see if they can come in.

99 "Wendi Patterson" (1867253504)

00:14:47.334 --> 00:14:51.984

And so that accrues overtime for the provider that also.

100 "Wendi Patterson" (1867253504)

00:14:52.379 --> 00:15:03.539

You know, it starts anxiety for the person, because they're not already feeling well, and it may take, you know, a couple of hours before you can get someone to come in just so that person can actually be transported.

101 "Wendi Patterson" (1867253504)

00:15:03.539 --> 00:15:14.604

To the, er, so it helps with that labor strain currently that we have going on with your direct support staff and your nursing staff, and it also helps with caregiver burnout.

102 "Wendi Patterson" (1867253504)

00:15:14.844 --> 00:15:28.614

So, if someone's living at home, and just getting a day service, what station can do is be that extra tool that the, the caregiver, the non paid caregiver has where you can just you have a doctor at your fingertips.

103 "Wendi Patterson" (1867253504)

00:15:28.854 --> 00:15:31.914

And if you have that, then you don't feel so siloed.

104 "Wendi Patterson" (1867253504)

00:15:32.189 --> 00:15:38.699

Right and in all the tools that you have to make sure that your loved 1 Canadian place.

105 "Wendi Patterson" (1867253504)

00:15:39.084 --> 00:15:53.544

And as far as anyone that's in a companion model living, it also helps with that situation where that companion model doesn't feel like they're so siloed. And they have that instant connection to medical professional.

106 "Wendi Patterson" (1867253504)

00:15:54.234 --> 00:16:00.594

Your self directed waivers it's fantastic for those folks where they can age in place longer at home.

107 "Wendi Patterson" (1867253504)

00:16:00.594 --> 00:16:12.774

Because sometimes if someone gets really sick and needs a lot of extra medical care, and then it puts a lot of strain on the family and that person that caregiver may end up having to miss a lot of work.

108 "Wendi Patterson" (1867253504)

00:16:12.804 --> 00:16:23.754

Or it takes away from the other people in the household that they have to care for. So, if they have another tool where they can assist the person that they care for, in love with.

109 "Wendi Patterson" (1867253504)

00:16:23.849 --> 00:16:35.964

The diagnosis, then that just helps that person stay at home longer where they wouldn't have to go, you know what I'm gonna have to find Carol, some residential services.

110 "Wendi Patterson" (1867253504)

00:16:35.964 --> 00:16:47.964

So, hopefully this can eliminate some of that as well. And plus it just gives families piece of mind that their loved 1 has that extra connection to a medical professional for just those what? Ifs right?

111 "Wendi Patterson" (1867253504)

00:16:47.964 --> 00:16:53.214

Because maybe the person, you can't really put your finger on it, but, you know that wendy's not acting right today.

112 "Wendi Patterson" (1867253504)

00:16:53.489 --> 00:17:01.409

Or when he's not been eating the way that she typically eat, there's just something off. There's nothing that is too small to call for.

113 "Wendi Patterson" (1867253504)

00:17:01.409 --> 00:17:11.279

So, we would encourage that if a person went to the doctor today and saw their PCP, and they got a new man, but that new mad 1st dose until at bedtime.

114 "Wendi Patterson" (1867253504)

00:17:11.279 --> 00:17:20.724

Well, maybe you forgot to ask a question to your physician, the prescriber at that time and then you think about it it not well, that would be an opportunity to reach out to station and D, and go.

115 "Wendi Patterson" (1867253504)

00:17:21.024 --> 00:17:30.954

Hey, I didn't think about this question when I was in the office, but now I do so there's a lot of different things that you can use station for other than just that your diversion.

116 "Carol Price-Guthrie" (425760256)

00:17:31.289 --> 00:17:36.899

Next slide please, Wendy.

117 "Wendi Patterson" (1867253504)

00:17:38.339 --> 00:17:52.224

Um, with this particular slide, we're not going to spend a lot of time on it. There is, of course, of cost effectiveness of station. Md. It's, we're just being good stewards of taxpayer dollars with the waiver programs.

118 "Wendi Patterson" (1867253504)

00:17:52.584 --> 00:17:55.854

Um, if we can keep folks from going to the is going to.

119 "Wendi Patterson" (1867253504)

00:17:56.399 --> 00:18:09.564

Keep the overall cost down and it just encourages and fosters independents. So it shouldn't the person having to spend 4 to 6 hours at. They can choose to spend that time.

120 "Wendi Patterson" (1867253504)

00:18:09.924 --> 00:18:12.204

Truly be an integrated in their community.

121 "Wendi Patterson" (1867253504)

00:18:12.509 --> 00:18:16.289

Next slide please.

122 "Wendi Patterson" (1867253504)

00:18:16.289 --> 00:18:23.339

And as far as the, the same thing, it's a cost benefit to the, and your other, um.

123 "Wendi Patterson" (1867253504)

00:18:23.339 --> 00:18:36.354

Insurance practitioners, if you don't have to go to the, then it saves money. And of course, the money that saved then can be re, funneled into different programs. Hopefully like more enabling tech options and stuff like that.

124 "Wendi Patterson" (1867253504)

00:18:36.354 --> 00:18:38.994

If we can lower those actual medical costs.

125 "Wendi Patterson" (1867253504)

00:18:40.284 --> 00:18:51.564

Next slide please, this is just a visual to show that, you know, the model that we had is was for the person, right?

126 "Wendi Patterson" (1867253504)

00:18:51.594 --> 00:19:01.824

It was to offer quality care for a person that has an ID diagnosis and for the 1st, time in at least my almost 30 year history,

127 "Wendi Patterson" (1867253504)

00:19:02.124 --> 00:19:09.294

I was so excited to find out about station MD because this population is actually driving the bus instead of getting a.

128 "Wendi Patterson" (1867253504)

00:19:10.314 --> 00:19:22.584

Well, now, how do we manage this population typically with medical stuff? We, we discover something as a culture that well, this is good for everybody. Okay. But now, how do we manage this particular population?

129 "Wendi Patterson" (1867253504)

00:19:22.884 --> 00:19:32.604

This is the 1st time that this carve out has been for just people with intellectual disability. So, the main focus, of course, is the person, but we discovered there's a ripple effect.

130 "Wendi Patterson" (1867253504)

00:19:32.934 --> 00:19:33.234

Right.

131 "Wendi Patterson" (1867253504)

00:19:33.504 --> 00:19:48.354

So it assists the person and by assisting the person is the caregivers and the support staff and providers it, it gives value to and support coordinators because if the person's healthier than they have less,

132 "Wendi Patterson" (1867253504)

00:19:48.384 --> 00:19:50.634

um, follow up to do from the.

133 "Wendi Patterson" (1867253504)

00:19:52.164 --> 00:20:03.384

And then, of course, our state partners, and then the communities at large, because a lot of times hospitals, and ers typically don't have specialized training for this population.

134 "Wendi Patterson" (1867253504)

00:20:03.654 --> 00:20:14.394

So, it helps them also, but not leaving someone in the lobby, because they're just trying to figure out how to actually provide medical care for this person.

135 "Wendi Patterson" (1867253504)

00:20:14.574 --> 00:20:21.684

So, this is just a brief little overview of the trickle effect of how station and D touches so many.

136 "Wendi Patterson" (1867253504)

00:20:21.779 --> 00:20:22.319

People.

137 "Wendi Patterson" (1867253504)

00:20:23.339 --> 00:20:34.529

Next slide please, um, we're not gonna go through all of these. This is just how it impacts the person and Carol went over that with 1 of the other slides. If you want to go on to the next slide.

138 "Wendi Patterson" (1867253504)

00:20:34.529 --> 00:20:42.299

This how this just goes through to show you how it impacts the caregiver non, paid and paid support.

139 "Wendi Patterson" (1867253504)

00:20:42.594 --> 00:20:57.594

Next slide, um, this shows you as far as the provider 1 of the things that we didn't cover, um, from the provider side, is that, as Carol said, it reduces the exposure to the care person that goes with the person to the, er,

140 "Wendi Patterson" (1867253504)

00:20:57.864 --> 00:21:11.874

but it also helps with cost production, because you have transportation calls, you have overtime costs, and you have burn out for just direct support staff because as you all know the, um, the folks who are working.

141 "Wendi Patterson" (1867253504)

00:21:12.149 --> 00:21:17.459

They are typically working overtime at this point, just to compensate for that current labor strain.

142 "Wendi Patterson" (1867253504)

00:21:17.459 --> 00:21:24.089

Next slide please, this again is held, um, the are impacted.

143 "Wendi Patterson" (1867253504)

00:21:24.089 --> 00:21:29.849

Next 1, the state partners and how they're impacted.

144 "Wendi Patterson" (1867253504)

00:21:29.849 --> 00:21:33.449

And we're just going to go through these pretty quick for Tom.

145 "Wendi Patterson" (1867253504)

00:21:33.449 --> 00:21:38.249

And the community for the cost savings and the hospitalization.

146 "Wendi Patterson" (1867253504)

00:21:38.454 --> 00:21:46.494

Next slide please and the benefits to using station MD. So, for session MD, we're not on call. We're on shift.

147 "Wendi Patterson" (1867253504)

00:21:46.524 --> 00:21:55.404

We have over 70 doctors that are on shift and so just like a brick and mortar building you're going to connect to station. Indeed.

148 "Wendi Patterson" (1867253504)

00:21:55.434 --> 00:22:08.154

You're going to get a live Navigator who's going to triage you just like you would if you went a brick and mortar building only better, because this person is specialized in this particular population and the end.

149 "Wendi Patterson" (1867253504)

00:22:08.724 --> 00:22:12.774

It decreases the needs to be transferred to the, er, or urgent care.

150 "Wendi Patterson" (1867253504)

00:22:13.524 --> 00:22:23.904

1 of the things that we haven't discussed is what, if you do need to go to the urgent care or the, er, then what we will do is our doctors will pave away and so they'll call ahead to your choice.

151 "Wendi Patterson" (1867253504)

00:22:24.204 --> 00:22:38.154

And let that, er, doctor on, on shift their, er, know that, hey, wendy's on her way, here's the assessment that we've completed. And that hopefully what that does is you'll have less wait time because now they'll know why you're coming.

152 "Wendi Patterson" (1867253504)

00:22:38.274 --> 00:22:49.104

Chief complaint, and they'll know better how to manage and it also eliminate some Labs and some testing that you may they may have done because they didn't know any better at the time.

153 "Wendi Patterson" (1867253504)

00:22:49.104 --> 00:22:59.874

So, hopefully, if you do, have to go to the, er, that buyer doctors reaching out to the, or you're going to have a much smoother, more pleasant transition into that experience.

154 "Carol Price-Guthrie" (425760256)

00:23:00.149 --> 00:23:13.889

Thank you, we're going to skip some, um, some slides, but we're gonna go through this 1 really quickly. Some examples of when to call station MD and we talked about this this just a 2nd ago very briefly, but.

155 "Carol Price-Guthrie" (425760256)

00:23:13.889 --> 00:23:25.139

Just some examples, rash, pink eye falls, vomiting medication, related refills just behavioral changes like windy stated. If a person doesn't seem to fill well.

156 "Carol Price-Guthrie" (425760256)

00:23:25.139 --> 00:23:32.639

Even for people who work a return to, um, their day program, or their work notes, or just general questions.

157 "Carol Price-Guthrie" (425760256)

00:23:32.639 --> 00:23:38.039

Next slide please next slide please.

158 "Carol Price-Guthrie" (425760256)

00:23:40.104 --> 00:23:55.044

When not to call station and D, this is very important if there is an emergency, a life threatening situation, if EMS staff are already there, or to notify the station MD that a patient has been transported to the E.

159 "Carol Price-Guthrie" (425760256)

00:23:55.044 --> 00:23:55.884

R urgent care.

160 "Carol Price-Guthrie" (425760256)

00:23:56.129 --> 00:24:03.359

You shouldn't call station MD if a person has a life threatening issue please call 901.

161 "Carol Price-Guthrie" (425760256)

00:24:03.359 --> 00:24:08.609

Next slide please, um, we're going to go ahead and and.

162 "Carol Price-Guthrie" (425760256)

00:24:08.609 --> 00:24:13.349

Go pass this slide please and decide next slide.

163 "Carol Price-Guthrie" (425760256)

00:24:14.274 --> 00:24:28.314

Next slide, I'm trying to leave some time station. Md is an app that's downloaded to a phone or a tablet or computer and like Wendy stated before. They're navigators who walk you through the process we'll train you.

164 "Carol Price-Guthrie" (425760256)

00:24:28.344 --> 00:24:35.604

We, we try to give everybody as much assistance as they need to get through the process easily.

165 "Carol Price-Guthrie" (425760256)

00:24:35.879 --> 00:24:39.569

Next slide please next slide.

166 "Carol Price-Guthrie" (425760256)

00:24:40.949 --> 00:24:45.329

Next slide and these are all slides that, um.

167 "Carol Price-Guthrie" (425760256)

00:24:45.329 --> 00:24:51.389

Tell you how to get in touch with station and D, how to log in to the system next slide please.

168 "Carol Price-Guthrie" (425760256)

00:24:52.769 --> 00:24:57.299

1 of the good things about the station M. D. is that when you do.

169 "Carol Price-Guthrie" (425760256)

00:24:57.299 --> 00:25:07.559

Have a consultation with station and be the person that's identified by the person, or guardian is, um, notified via email of the consult.

170 "Carol Price-Guthrie" (425760256)

00:25:07.559 --> 00:25:13.409

You can log in to our electronic health record and pull down the console and review it.

171 "Carol Price-Guthrie" (425760256)

00:25:13.409 --> 00:25:25.169

Next slide please, uh, we also have an amazing follow up team who will follow up as the doctor's bill as necessary.

172 "Carol Price-Guthrie" (425760256)

00:25:25.404 --> 00:25:34.554

So, if a person has high blood pressure or high sugar level, the doctors will make an assessment and they'll call back to see what happened with the person.

173 "Carol Price-Guthrie" (425760256)

00:25:34.554 --> 00:25:40.464

Or if the person is, okay, if the person was sent to the emergency department, we will do a follow up as well.

174 "Carol Price-Guthrie" (425760256)

00:25:40.889 --> 00:25:44.999

Next slide next slide.

175 "Carol Price-Guthrie" (425760256)

00:25:46.679 --> 00:25:50.759  
Next slide next slide please.

176 "Carol Price-Guthrie" (425760256)  
00:25:52.199 --> 00:25:55.889  
Is station in the HIPPA compliant? Yes.

177 "Carol Price-Guthrie" (425760256)  
00:25:55.889 --> 00:26:03.269  
Who pays for station? M. D, uh, in Missouri it's a Medicaid wave refunded benefit and, um.

178 "Carol Price-Guthrie" (425760256)  
00:26:03.269 --> 00:26:12.359  
Holly, can if she wants to talk about that a little more she can, but, um, it can and okay I see that. At least to put a link in there that gives that information.

179 "Carol Price-Guthrie" (425760256)  
00:26:12.359 --> 00:26:25.979  
Um, is station MD the same as going to a primary care physician? No, it is not. And we talked about that a little bit early that it is more of a wrap around service. Um, and we are not intended to replace your PCP.

180 "Carol Price-Guthrie" (425760256)  
00:26:25.979 --> 00:26:40.859  
Next slide please. Is it urgent care? No, it's not. Um, we're trying to avoid urgent care and that's what station MD is in place to do to wrap around and provide those services where a person does not.

181 "Carol Price-Guthrie" (425760256)  
00:26:40.859 --> 00:26:44.069  
Have to receive services or urgent care.

182 "Carol Price-Guthrie" (425760256)  
00:26:44.304 --> 00:26:50.994  
Next slide station M. D. is headquartered in Missouri and MA.

183 "Carol Price-Guthrie" (425760256)  
00:26:51.024 --> 00:26:59.604  
I'm sorry in April with New Jersey but Wendy, and I are in Tennessee so we have people all over the country who provide the station MD service.

184 "Carol Price-Guthrie" (425760256)  
00:26:59.849 --> 00:27:03.299  
And we talked a little bit about when it should be used.

185 "Carol Price-Guthrie" (425760256)  
00:27:03.299 --> 00:27:08.159  
And, um, like I said, not to call in an emergency situation.

186 "Carol Price-Guthrie" (425760256)  
00:27:08.159 --> 00:27:20.909

Next slide please and Wendy talked about this, that people with are on the cutting edge of tech 1st of the tech 1st culture and that's very exciting. Next slide. Please.

187 "Carol Price-Guthrie" (425760256)

00:27:20.909 --> 00:27:26.939

That's a video next slide please. And these, these are some of our associations.

188 "Carol Price-Guthrie" (425760256)

00:27:26.939 --> 00:27:35.129

Next slide please and here where is where I was trying to get to questions so we have a couple minutes for questions.

189 "Carol Price-Guthrie" (425760256)

00:27:42.269 --> 00:27:46.799

So, I'll turn it back over to Lisa, so we can position ourselves for questions.

190 "Lisa Not" (1966829056)

00:27:48.329 --> 00:27:52.349

And I'm looking in the chat, I'm not seeing any questions right now.

191 "Lisa Not" (1966829056)

00:27:52.349 --> 00:27:58.649

I don't know did anybody did you receive any on your end?

192 "Kat Craig" (999578880)

00:27:58.649 --> 00:28:02.249

No, I haven't seen any questions yet. Okay.

193 "Lisa Not" (1966829056)

00:28:02.249 --> 00:28:07.019

And so I did go ahead and put the link into the chat box.

194 "Lisa Not" (1966829056)

00:28:07.019 --> 00:28:11.699

Where people can access patient and D on the division of DD webpage.

195 "Lisa Not" (1966829056)

00:28:11.699 --> 00:28:19.349

That is there and Holly, I don't know if you if you have anything that you want to add real quickly while we have a couple of minutes left.

196 "Holly Reiff" (1237788672)

00:28:19.349 --> 00:28:22.649

I don't, I think, um.

197 "Holly Reiff" (1237788672)

00:28:22.649 --> 00:28:28.619

Carol, and when they did a great job of covering everything and, um.

198 "Holly Reiff" (1237788672)

00:28:28.619 --> 00:28:40.709

All the other information that's available on our damage DD website. We do have a station MD link right on our homepage. So that's also another great resource that I can.

199 "Holly Reiff" (1237788672)

00:28:40.709 --> 00:28:45.389

That you've already dropped in the, the chat box for everyone so.

200 "Carol Price-Guthrie" (425760256)

00:28:45.389 --> 00:28:55.079

I don't have anything for the day. Thank you. I would like to say 1 more thing. I know that we went through this quickly. I would like to offer, um.

201 "Carol Price-Guthrie" (425760256)

00:28:55.079 --> 00:29:04.769

Our contacts so that you can contact Wendy or me if you have questions that you don't want to ask here or if we went so quickly that you, um, miss something or or.

202 "Carol Price-Guthrie" (425760256)

00:29:04.769 --> 00:29:11.759

Wanted to hear a little more in detail about something we said. So please feel free to reach out to us. We are available to, you.

203 "Carol Price-Guthrie" (425760256)

00:29:11.759 --> 00:29:15.839

And want to provide any information you need.

204 "Carol Price-Guthrie" (425760256)

00:29:15.839 --> 00:29:23.729

Thank you all for having us today. Thank you. Carol Thank you. Randy. You didn't have 1 question come up.

205 "Kat Craig" (999578880)

00:29:23.729 --> 00:29:32.219

Okay, are we gain access to the equipment that can be used with station?

206 "Kat Craig" (999578880)

00:29:32.219 --> 00:29:35.849

And I'm assuming they mean the title.

207 "Kat Craig" (999578880)

00:29:35.849 --> 00:29:39.389

Sign equipment and stethoscope. Mm. Hmm.

208 "Carol Price-Guthrie" (425760256)

00:29:40.709 --> 00:29:53.789

So, our equipment, um, you could have your own if, if you have a phone or a tablet if you have it, what you download for station MD is an app if you don't um, Holly, is that something that you all cover?

209 "Holly Reiff" (1237788672)

00:29:53.789 --> 00:30:07.379

In Missouri, it it might be covered under assistive technology. The best thing to do would be to work with your support coordinator, um, to see if that would fall under that service definition.

210 "Wendi Patterson" (1867253504)

00:30:15.119 --> 00:30:25.884

And since since we had just been, I'll, I'll add this, um, 1 of the other things, too, is this is a really great opportunity for anybody that's missed a dose of medication.

211 "Wendi Patterson" (1867253504)

00:30:26.304 --> 00:30:38.034

Um, you know, either on the provider side, it's a mid variance or even on the side. If you're living with a family member, if you miss that dose, then you really don't know.

212 "Wendi Patterson" (1867253504)

00:30:38.034 --> 00:30:44.814

Should I take this those now, even though it's late, or should I wait until the next dose? That's another great resource that.

213 "Wendi Patterson" (1867253504)

00:30:45.119 --> 00:30:56.394

And then the offers that you can call, and you can let them know what happened, and they talk about the medication and then they'll let, you know, if yes. Go ahead and take that dose or no. Go ahead and wait to take that next.

214 "Wendi Patterson" (1867253504)

00:30:56.544 --> 00:31:02.154

So, there's really nothing too smaller or too large of a question to.

215 "Wendi Patterson" (1867253504)

00:31:02.489 --> 00:31:13.649

To present to the doctors there that our own shift. Okay and I'm also see 1 more. I know a couple minutes over. But, um.

216 "Lisa Not" (1966829056)

00:31:13.649 --> 00:31:23.969

If you guys want to hang around and and get this question answered, what are the steps we're enrolling? She said, I see on the page that all waiver. Consumers are preregistered.

217 "Lisa Not" (1966829056)

00:31:23.969 --> 00:31:26.999

And eligible to begin using the services.

218 "Lisa Not" (1966829056)

00:31:29.429 --> 00:31:31.734

I don't know if that's something you can answer there.

219 "Carol Price-Guthrie" (425760256)

00:31:35.604 --> 00:31:44.454

I don't know if Holly left or not, but what I can say is you need to work through your support coordinator, um, who will add station MD to your plan.

220 "Carol Price-Guthrie" (425760256)  
00:31:44.759 --> 00:31:48.749  
Um, your ISP and that will get you, um.

221 "Carol Price-Guthrie" (425760256)  
00:31:48.749 --> 00:31:54.149  
Involved with station MD, it just needs to be added to your plan by your support coordinator.

222 "Wendi Patterson" (1867253504)  
00:31:55.554 --> 00:32:06.054  
And along with that, like, Carol said, we're available to do training, we can do individualized training, however, in depth that needs to be or we can do larger group training.

223 "Wendi Patterson" (1867253504)  
00:32:06.264 --> 00:32:16.734  
But once you get the equipment, and then let us know that you've got the equipment, somebody can can literally walk you step by step on how to utilize it.

224 "Carol Price-Guthrie" (425760256)  
00:32:17.039 --> 00:32:22.139  
Absolutely, and if you need station and D now, and it's going to be.

225 "Carol Price-Guthrie" (425760256)  
00:32:22.139 --> 00:32:35.909  
Um, some time before you can get with your, um, support coordinator, go ahead and call into station MD, and we can work along with you and your support coordinator and getting that on your plan. We don't want that to be a barrier or a delay.

226 "Carol Price-Guthrie" (425760256)  
00:32:35.909 --> 00:32:43.019  
To any service, so thank you all for your questions. These are great questions.

227 "Lisa Not" (1966829056)  
00:32:43.019 --> 00:32:56.069  
Absolutely. All right well, thank you ladies and appreciate the information, and we'll keep trying to get this information into the hands of the folks who need it. Um.

228 "Lisa Not" (1966829056)  
00:32:56.069 --> 00:33:07.049  
And also, before we close out, just mark your calendar, we'll do the next Mo DVD and new webinar on October 25th. Same time 1230 to 1.

229 "Lisa Not" (1966829056)  
00:33:07.049 --> 00:33:10.439

Thanks ladies appreciate your time.

230 "Wendi Patterson" (1867253504)  
00:33:10.439 --> 00:33:13.769  
Thank you all Thank you all so much.

231 "Lisa Not" (1966829056)  
00:33:13.769 --> 00:33:21.359  
By now we'll see that. Carol you put your email address did great. Thank  
you. Please feel free to reach out anytime? Yeah.

232 "Wendi Patterson" (1867253504)  
00:33:21.359 --> 00:33:25.992  
And I'll add mine now as well. Okay.