

StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Specialized Telehealth: A Game Changer for the Disability Community

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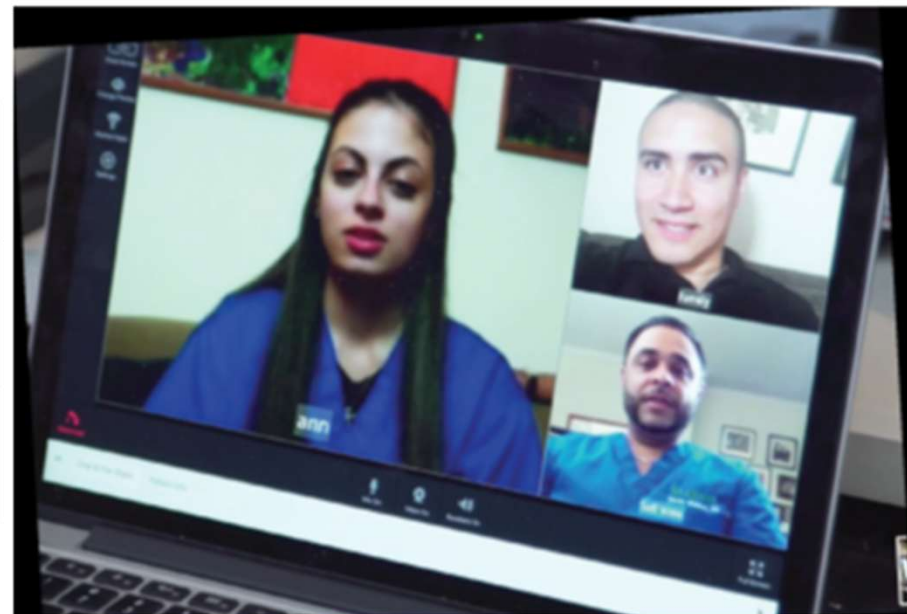


StationMD: A Healthcare Solution to Support People with I/DD

Founded by emergency room doctors

Specially focused/trained on individuals with I/DD

22 states, 43,000 lives covered...over 100,00 virtual encounters



Causes of Frequent ER/Urgent Care Use for People with I/DD

High risk/multiple comorbidities

Lack of access to medical care otherwise

Regulatory requirements

Primary doctor lacks immediate availability



How can individuals with I/DD access personalized care in a non-disruptive and stable environment?



The Challenges of Care in an Emergency Room...

- Frightening for individuals with I/DD
- Trauma of transport
- Exposure to infection—COVID 19
- Disruption of routine
- Missed medication

General disruption, weeks to stabilize and puts many at risk

By Tara Lagu, Carol Haywood, Kimberly Reimold, Christene DeJong, Robin Walker Sterling, and Lisa I. Iezzoni

'I Am Not The Doctor For You': Physicians' Attitudes About Caring For People With Disabilities

ABSTRACT People with disabilities face barriers when attempting to gain access to health care settings. Using qualitative analysis of three physician focus groups, we identified physical, communication, knowledge, structural, and attitudinal barriers to care for people with disabilities. Physicians reported feeling overwhelmed by the demands of practicing medicine in general and the requirements of the Americans with Disabilities Act of 1990 specifically; in particular, they felt that they were inadequately reimbursed for accommodations. Some physicians reported that because of these concerns, they attempted to discharge people with disabilities from their practices. Increasing health care access for people with disabilities will require increasing the accessibility of space and the availability of proper equipment, improving the education of clinicians about the care of people with disabilities, and removing structural barriers in the health care delivery system. Our findings also suggest that physicians' bias and general reluctance to care for people with disabilities play a role in perpetuating the health care disparities they experience.

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The Problem with the ER:

Expensive yet Suboptimal Care



Telemedicine is Here to Stay

Health

Telehealth has radically changed the way we go to the doctor—and we have the pandemic to thank for that



The pandemic ushered in a 'new era of medicine': These telehealth trends are likely here to stay

SLATE

Telehealth has been good in the pandemic. It could be great long term



Congress must ensure telehealth access after pandemic's over

We cannot lose sight of the importance of telehealth for more vulnerable populations, such as those with I/DD.

How Telemedicine Can Help

Problem

- Lack of Access
- Suboptimal care for special needs

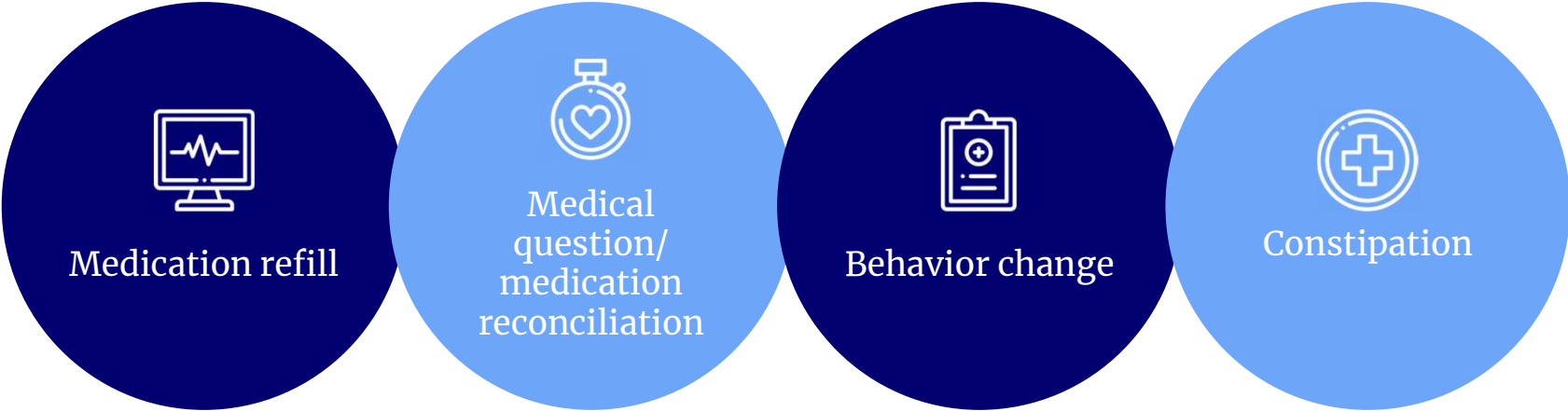
- Primary care unavailable in off-hours
- Regulatory pressures



Solution

- Telehealth removes geographic impediments
- Connect to doctors with specialized I/DD training
- Provide access to medical records/database
- Personalized care provided in safety of person's own environment
- Provide availability 24 hours
- Need doctor evaluation immediately
- Provide full documentation

Other Typical Cases (Not Always Emergent!)

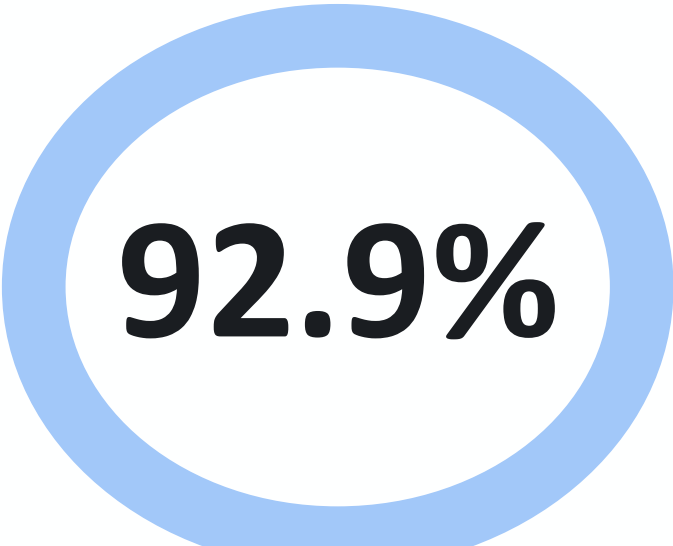




StationMD

Outcomes

Proven Outcomes



Data from all clients shows an average 92.9 treat in place rate reducing ER and Urgent Care transfers

January 2020 - March 2025	
StationMD Visits by Outcome	
Time Period	% Treated in Place
2020	89.0%
2021	93.3%
2022	93.0%
2023	93.1%
2024	92.9%
2025	94.3%

92.9% of StationMD Clients with IDD Are Treated in Place

StationMD Users Report Satisfaction



- 96% were happy with their StationMD visit
- 94% would recommend StationMD to a family or friend
- 84% prefer to use StationMD vs. venturing out to seek medical care

Pennsylvania Provider Agency Telemedicine Partnership with StationMD



May 2021, agency launched a telehealth pilot in 22 residences



55 telemedicine visits were logged in 7 months



87% of patients were treated in place avoiding unnecessary transfer to the ER



Avoided 32 unnecessary ER visits and 25 urgent care visits



Achieved a cost savings of **\$49,000 in 7 months** (an estimated **\$82,000 annually**)



Expanded service to all 40 residences following success of the pilot

New York Provider Agency Telemedicine Partnership with StationMD



November 2020, agency launched telehealth pilot in 28 of its 42 residences, prioritizing services for the most medically frail and chronically ill



Conducted 174 StationMD medical consultations in 6 months



157 (or ~90%) were treated without transfer to the ER

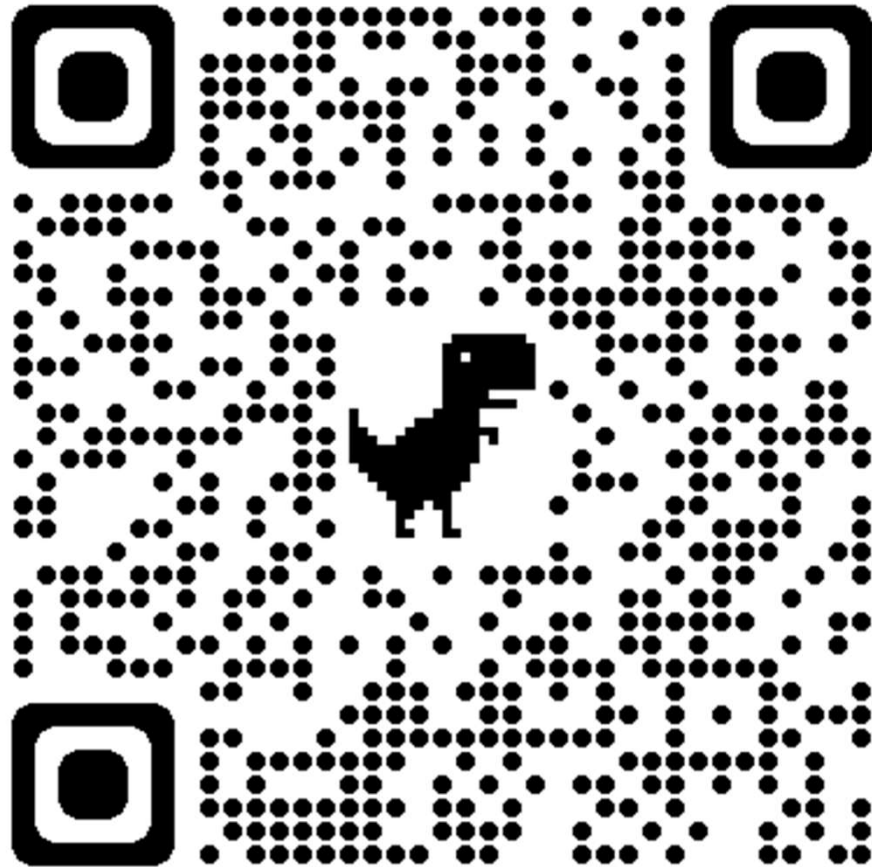


August 2020, agency expanded service to all 42 homes and 240 people based on pilot success



Achieved a **total cost savings of \$15,000 over 6 months and \$30,000 annually**

QR CODE for StationMD Video



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