URAC Accreditation Demonstrates Telehealth Quality Worldwide

Wednesday, May 24, 2023

In partnership with the International Society for Telehealth and eHealth (ISfTeH)
Before We Get Started

- Message Nick Davis for any tech issues
- Use the chat box for questions and to introduce yourself
- Explore the resources we’ll share in the chat box
Today’s Presenters

Neja Samar Brenčič, MPsych, MA
Founder & CEO
IZRIIS Institute and IZRIIS International

Shawn Griffin, MD
President & CEO
URAC

Carolyn Palsky, MSNED
Head of Operations
GluCare

Lisa Silverman, MA
Client Education Specialist
URAC
Who’s Here Today

What type of organization do you represent?

Where are you located?
The ISfTeH-URAC Partnership

Neja Samar Brenčič
Founder & CEO
IZRIIS Institute and IZRIIS International
Regulation sets the bar for safety

Accreditation sets the bar for quality
URAC’s accreditation programs allow your organization to:

• Demonstrate excellence in a rapidly growing area of health care
• Explore best practices in providing safe, secure and high-quality digital patient care
• Receive an independent, third-party verification of a quality program
Amwell is accredited by URAC (formerly known as the Utilization Review Accreditation Commission). That recognition provides assurance that the company follows best practices for keeping your information safe and your sessions truly private (such as making video sessions accessible only to you and your therapist, and not recording them). The platform offers a
Trends in Virtual Health: Success in niche use-cases
Some of URAC’s Digital Health Clients
URAC’s Global Reach

URAC’s accreditation enables organizations to work with partners around the world.
Benefits of Accreditation

*Highlights a commitment* to the highest level of quality in digital health

*Provides validation* of privacy, security and safety technology requirements

*Demonstrates enhanced credibility* and contracting power

*Gives risk management* peace-of-mind

*Creates a roadmap* for ongoing improvement

Our collaborative approach to accreditation improves outcomes, controls costs, enhances stakeholder satisfaction and readies organizations to take advantage of opportunities on the horizon.
URAC’s Digital Health Programs

Which program is right for you?

**Telehealth Accreditation***
For organizations that provide care directly to patients or organizations digitally connect providers with other providers.

**Telehealth Support Services Certification**
For organizations that support those supplying direct patient care through technology, clinical support, or training.

**Remote Patient Monitoring Accreditation***
For programs focused on ongoing digital patient care, through remote monitoring of patients’ health information.
URAC’s Foundational Focus Areas: What We Look At

Operations and Infrastructure
- **How you do business:** Employment screening, code of ethical conduct, clinical oversight of services provided

Consumer Protection and Empowerment
- **How you protect your patients:** Data protection, consumer complaints, communication safeguards

Performance Monitoring and Improvement
- **How you show constant improvement:** Data collection, program metrics, evaluation

Risk Management
- **How you prepare for if things go wrong:** Information systems management, risk assessment, business continuity planning
Telehealth Accreditation: Three Modules

- Consumer to Provider
- Provider to Consumer
- Provider to Provider
Telehealth Accreditation Program Standards: What We Look At

**Telehealth Operations**
- How you operate your business: Delegated entities, ongoing training, working with vendors

**Patient Encounters**
- How you work with patients: Consent for treatment, disclosures, billing, patient/provider identification

**Clinical Care**
- How you provide care: Patient safety protocols, escalation, infection prevention

**Module Specific Standards**
- Consumer-to-Provider
- Provider-to-Consumer
- Provider-to-Provider
Telehealth Support Services Certification Program Standards: What We Look At

**Telehealth Practice Education**

**How you train providers:** Curriculum and using current research to teach best practices in digital health care

**Clinical Support**

**How you work with providers:** Hiring, clinical triage, documentation

**Technical Support**

**How you provide tech support:** Digital platform, equipment safety and maintenance
Remote Patient Monitoring Accreditation Program Standards: What We Look At

<table>
<thead>
<tr>
<th>Program Operations</th>
<th>How you run your program: Regulatory compliance, clinical service line and disease scope, patient consent, equipment maintenance/safety</th>
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</thead>
<tbody>
<tr>
<td>Business Requirements</td>
<td>How you stick to your mission: Program goals, written business agreements, management of delegated functions</td>
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<tr>
<td>Professional Oversight</td>
<td>How you stay in charge: Credentialing of providers, technical oversight, clinical oversight</td>
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<tr>
<td>Quality and Patient Safety</td>
<td>How you are at your best: Quality management program, personnel and patient education, process for complaints</td>
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<tr>
<td>Clinical Workflows</td>
<td>How things work every day: Patient monitoring, documentation, infection prevention, continuity of care</td>
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<tr>
<td>Technology</td>
<td>How technology supports care: Data and software requirements, end user technology proficiency, alert functions for patients when something goes wrong</td>
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The URAC Client Perspective

Carolyn Palsky
GluCare
Dubai, UAE
Diabetes is a growing epidemic threatening people & healthcare system around the world

537 MILLION adults worldwide currently live with diabetes. This number is projected to increase by 50% by 2045.

1 billion+ people affected globally

6.7 million deaths globally every year

3 times increase in prevalence since 1975

7.5 billion world population

The annual cost of diabetes is rising exponentially due to its association with over 200 health conditions namely:

THE GLOBAL COST

$966 trillion in 2021

%2.8 of global GDP

THE GLOBAL COST

Obesity (%)

Morbid Obesity (%)

0 10 20 30 40 50


Adult obesity is increasing in prevalence and severity (based on US Data)

Obesity (%) Morbid Obesity (%)

42.4% 9.2%
GluCare is a world-first hybrid physical + virtual care model that leverages advanced DTx, and wearable tech to humanize healthcare.

Our North Star
To drive superior outcomes in diabetes management at a lower unit cost by fundamentally shifting human behavior in an enduring way.

Who We Are
GluCare is a world-first hybrid physical + virtual care model that leverages advanced DTx, and wearable tech to humanize healthcare.

Leveraging Data to Humanize Diabetes Care.
Diabetes is a **24/7 condition**, yet the healthcare system treats it as if it was **episodic**.

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**The Broken Model**

- Continuity of Care
- Patient Engagement
- Data Based Action

**The GluCare Methodology**

GluCare is shifting the diabetes model of care from being episodic, & therapeutic to being **continuous, behavioral based, & data driven**.
A State-of-the Art Clinical Space
The GluCare.Health Patient Experience

A Journey Like No Other

1. Clinic Visit & Registration
   Our facility is designed in a non-clinical look and feel.

2. On-Site Testing & Scanning
   Using on-site laboratory & AI-powered equipment allowing for quick release of results.

3. Coffee Break
   An in-clinic café for patients to rest while they wait for their results.

4. Physician Consultation
   An in-depth & patient-centered discussion of results & treatment plan.

5. Dietitian Consultation
   Personalized diet plan & education on food logging.

6. CGM Application with Educator
   General education on diabetes & the basics of CGM use.

7. Lifestyle Coach Consultation
   Goal setting for behavioral change.

8. Device & App Connectivity
   Provision of wearables & smart devices - all integrated with GluCare patient app.

9. Continuous Metabolic Monitoring
   The assigned clinical team monitors the patient's data remotely & provides real time feedback through integrated portal.
GluCare's innovative technology allows the clinical team to track patients' progress and provide support in real-time.

**Proprietary App Features**
- Food Logging
- Health Tracking
- CGM & Device Integration
- Continuous Engagement with Clinical Team
- Metabolic Score
- Personalized Educational Content
THANK YOU

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Planning for the Future

- Be prepared for continued digital health growth and more competition
- Review all security issues on platforms and EHR
- Focus on integrating digital health and deciding when and where it is appropriate
- Build reliability of program to complement, not compete with, in-person care
- Promote your programs to local employers and legislative contacts
- Include digital health in equity and access initiatives in community
- Implement standardized curriculum for providers and student training programs
- Include digital health in disaster planning scenarios
Accreditation Timeline

URAC’s updated and streamlined standards allow organizations to earn accreditation in as little as six months.
Application Resources

Client Relations Manager
Accreditation Program Guide
Client Information Hub
Standards Inquiries/Interpretation Portal

Webinars
AccreditNet 3.0
Reviewer
What Our Client Say About Us

URAC's program caused me to be more patient-centric than I had been in my education program.

Carolyn Palsky
GluCare Integrated Diabetes Center

There was a benefit to us as well as our patients in knowing that a third party had reviewed the services we were offering and identified it as meeting the best practices of any organization.

Shawn Britton
NYUHS

We use our URAC accreditation program as our beacon to focus our decision-making on all fronts.

Clint Shackleford
ARcare

When we told potential funders that we were accredited by URAC, our funding changes increased from what they had been when we weren’t accredited.

Hoda Wahba
Ain Shams University Hospital
Connect with URAC

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