URAC Accreditation Demonstrates Telehealth Quality Worldwide

Wednesday, May 24, 2023

In partnership with the International Society for Telehealth and eHealth (ISfTeH)

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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

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Today's Presenters

Neja Samar Brenčič, MPsych, MA

Founder & CEO

IZRIIS Institute and IZRIIS International
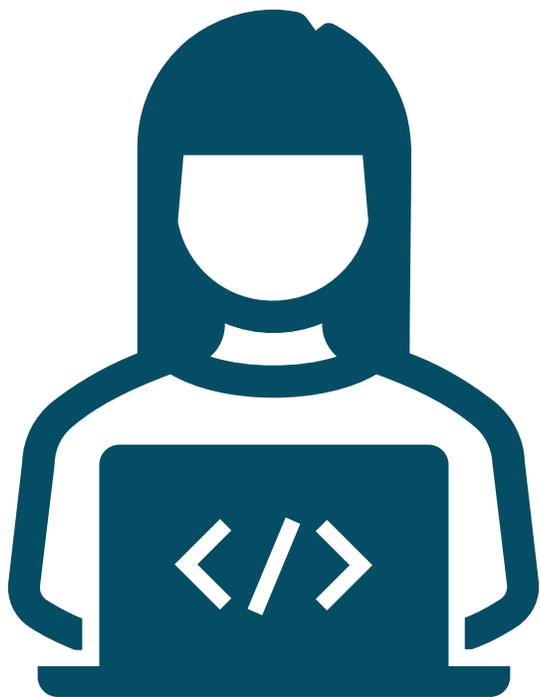
Shawn Griffin, MD

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?

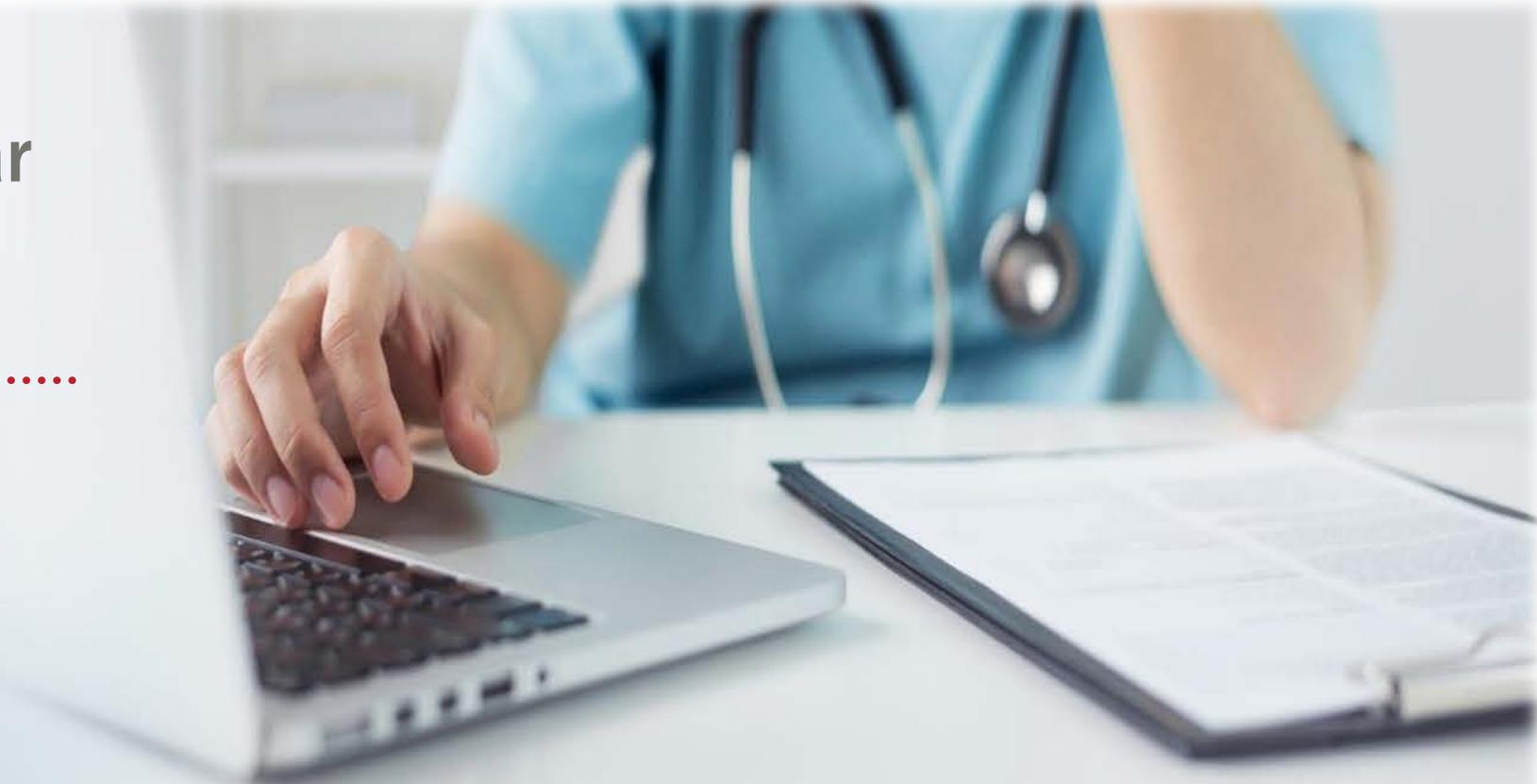# The ISfTeH-URAC Partnership

Neja Samar Brenčič

Founder & CEO

IZRIIS Institute and IZRIIS International

Regulation and Accreditation

Regulation sets the bar for **safety**

....

Accreditation sets the bar for **quality**

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URAC is the Premier Accreditor for Telehealth and RPM Programs

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

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New York Times on URAC Accreditation
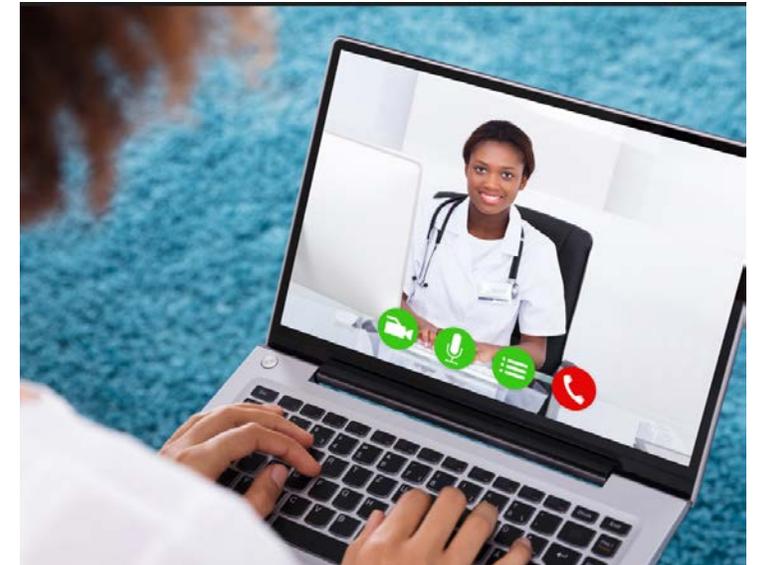
Amwell is accredited by URAC (formerly known as the <u>Utilization Review Accreditation Commission</u>). That recognition provides assurance that the company follows best practices for keeping your information safe and your sessions truly private (such as making video sessions accessible only to you 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.

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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.

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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

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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

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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

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Remote Patient Monitoring Accreditation Program Standards: What We Look At

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

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The URAC Client Perspective

Carolyn Palsky

GluCare

Dubai, UAE

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537 MILLION
adults worldwide currently live with diabetes. This number is projected to increase by 50% by 2045.
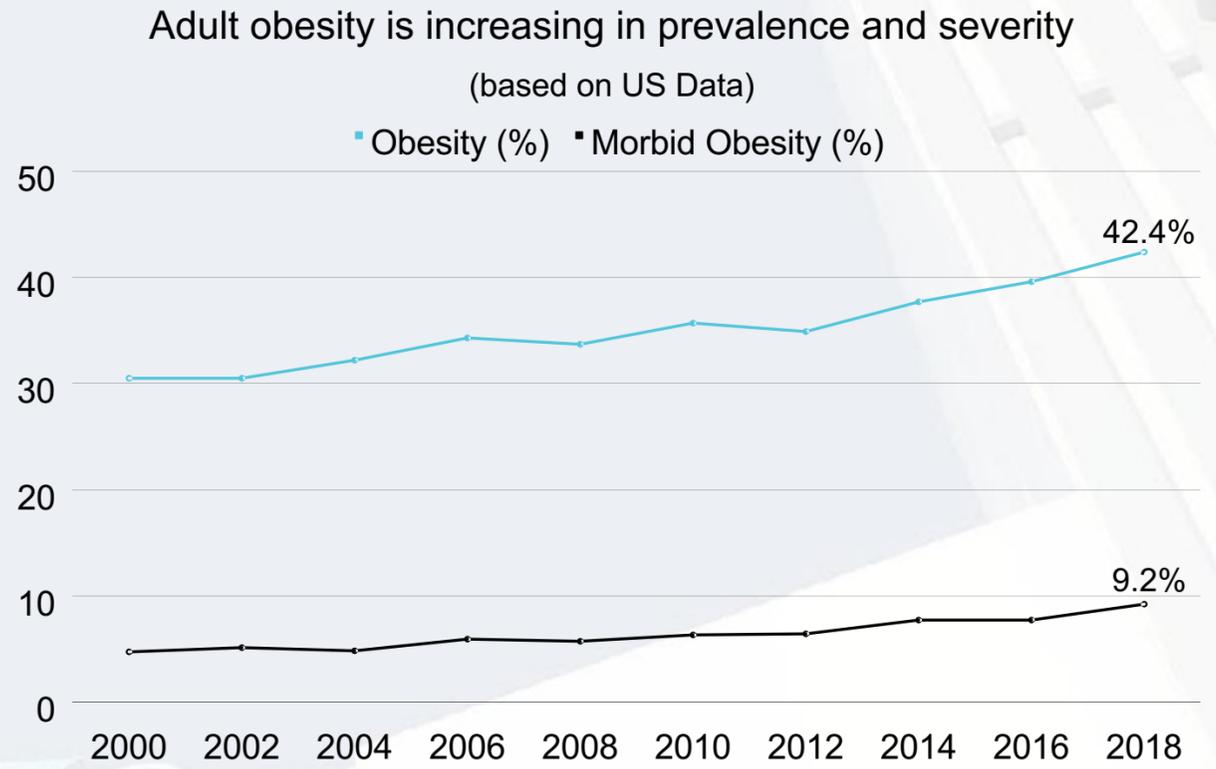
1 billion+ people affected globally

7.5 billion world population

6.7 million deaths globally every year

3 times increase in prevalence since 1975

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

- Obesity (%)   - Morbid Obesity (%)

42.4%

9.2%

2000 2002 2004 2006 2008 2010 2012 2014 2016 2018

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

Diabetes

Sleep apnea

Cancer

CVD

Depression

NAFLD

Leveraging **Data** to **Humanize** Diabetes Care.

Who We Are
GluCare is a world-first hybrid physical + virtual care model that leverages advanced DTx, and wearable tech to humanize healthcare.
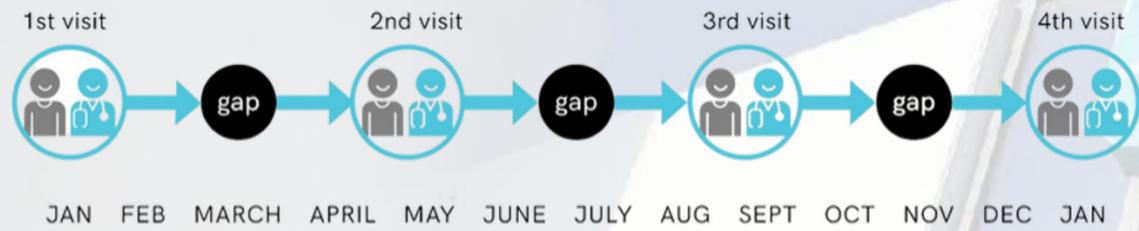
Our North Star
To drive superior outcomes in diabetes management at a lower unit cost by fundamentally shifting human behavior in an enduring way.

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

The Broken Model

The GluCare Methodology

1st visit   2nd visit   3rd visit   4th visit
gap   gap   gap

JAN FEB MARCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN

60   **525,600 MINUTES ONE YEAR**

minutes spent on health diagnosis per year

There are 3 problems with the current model

1 Continuity of Care

2 Patient Engagement

3 Data Based Action

1st visit   2nd visit   3rd visit   4th visit

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24/7 DPP MANAGEMENT VIA REMOTE DATA

EVERY minute spent on health diagnosis per year

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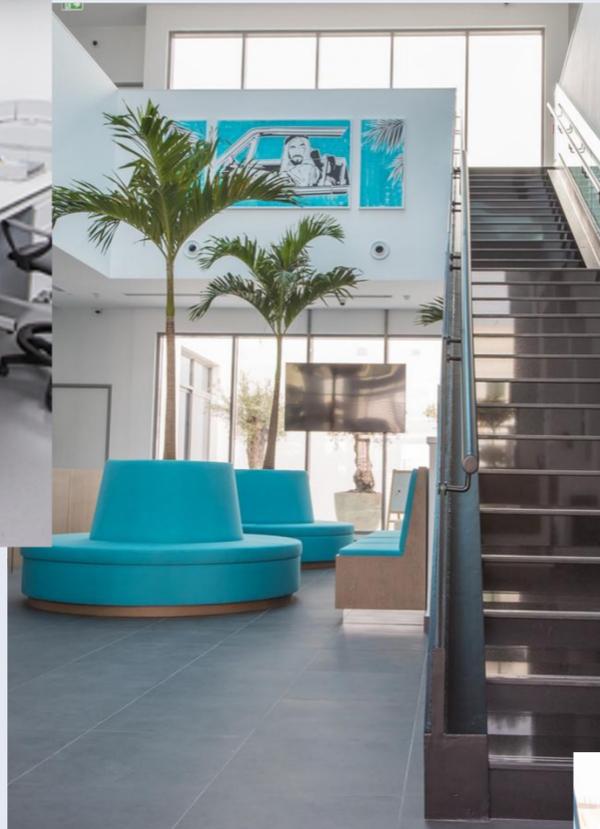
A **State-of-the Art**
Clinical Space

A Journey Like No Other
The GluCare.Health Patient Experience

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

10 min

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

30 min

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

10 min — 40 min

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

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

30 min — 30 min

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

7 Lifestyle Coach Consultation
Goal setting for behavioral change.

20 min

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

10 min

9 Continuous Metabolic Monitoring
The assigned clinical team monitors the patient's data remotely & provides real time feedback through integrated portal.

Continuous

Seamless . Engaging . Personalized
Continuous Remote Metabolic Monitoring

GluCare's innovative technology allows the clinical team to track patients' progress and provide support in real-time.

Proprietary App Features

Food Logging

Continuous Engagement with Clinical Team

Health Tracking

Metabolic Score

CGM & Device Integration

Personalized Educational Content
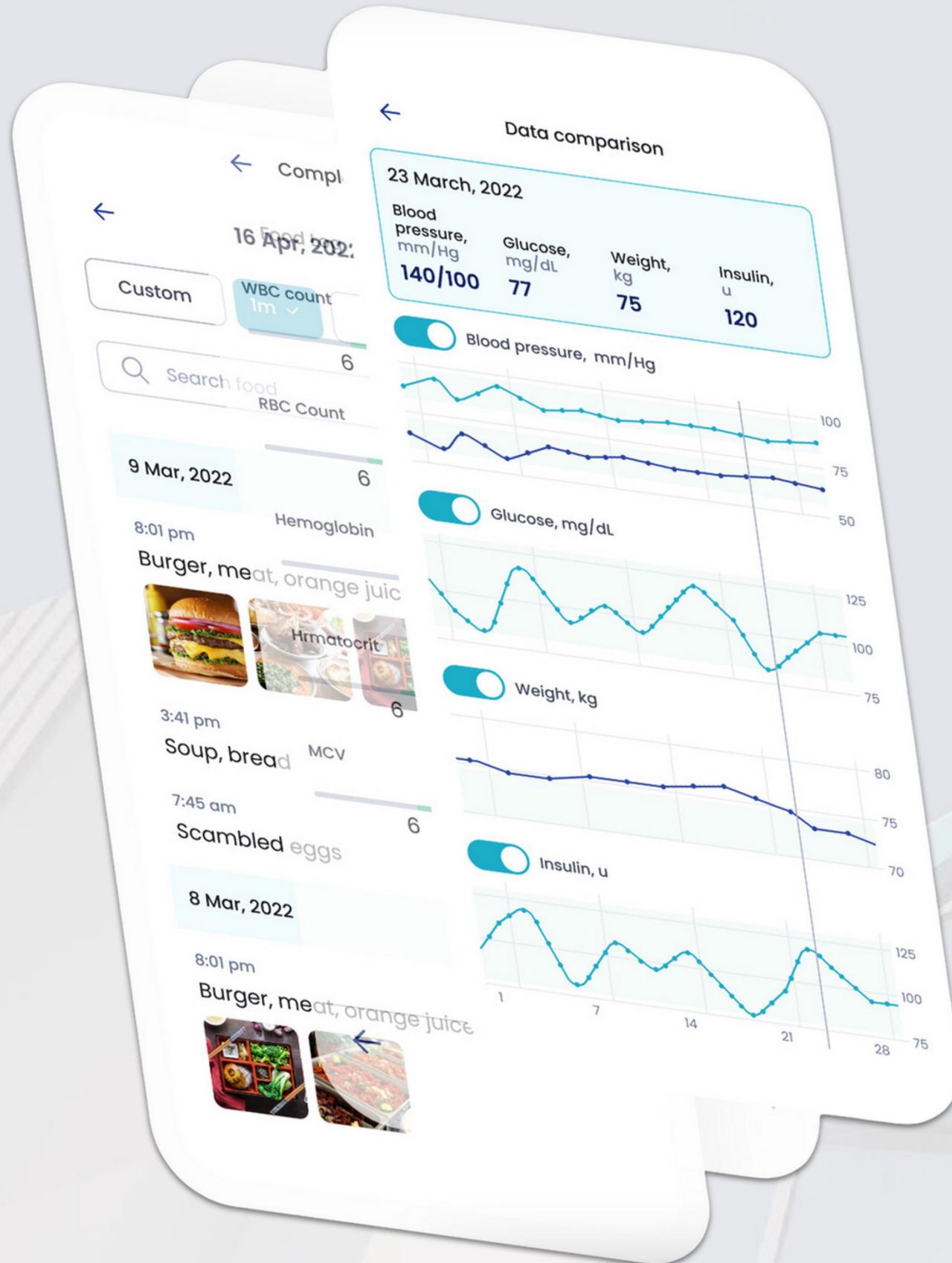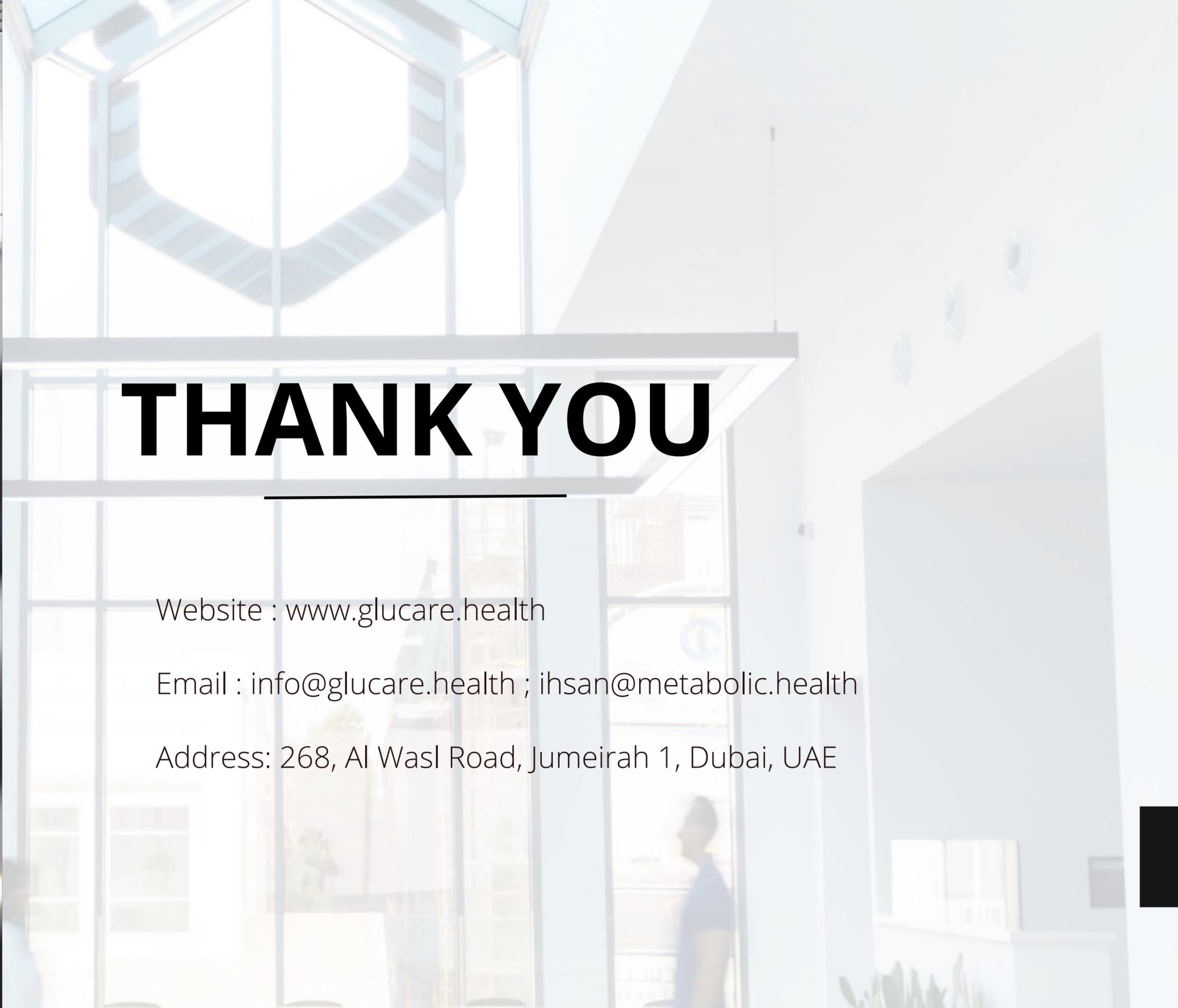
THANK YOU

Website : www.glucare.health

Email : info@glucare.health ; ihsan@metabolic.health

Address: 268, Al Wasl Road, Jumeirah 1, Dubai, UAE

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

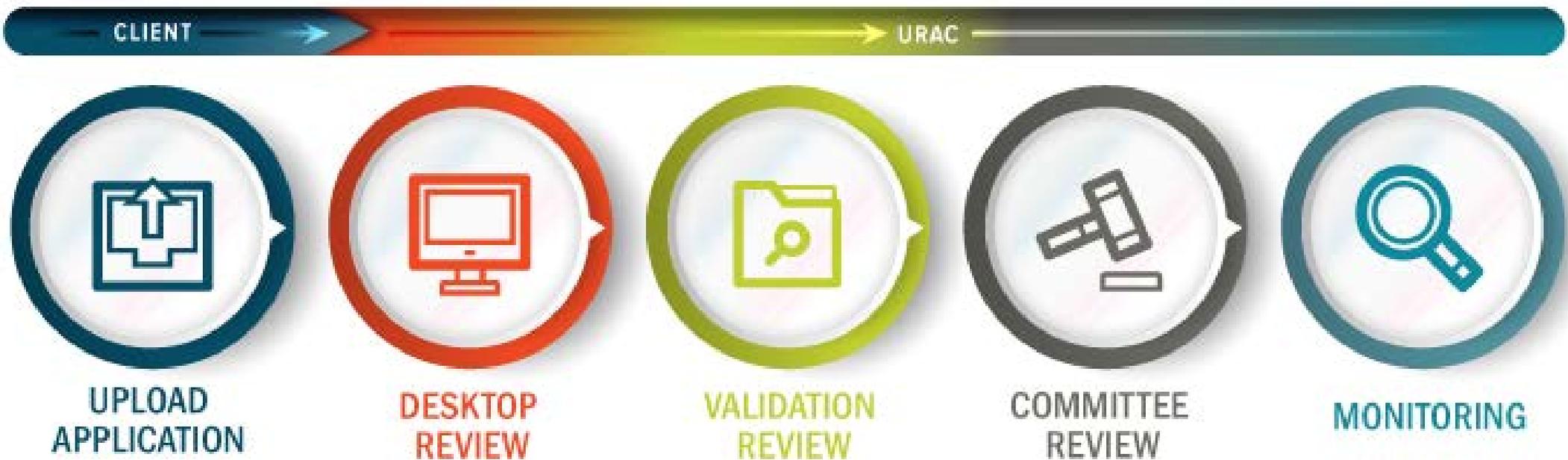Include digital health in **equity and access** initiatives in community

Implement standardized **curriculum for providers** and student training programs

Include digital health in **disaster planning scenarios**

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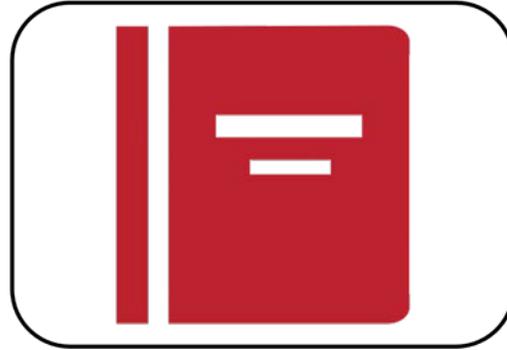# Accreditation Timeline

URAC's updated and streamlined standards allow organizations to earn accreditation in <u>as little as six months</u>

Application Resources

Client Relations Manager
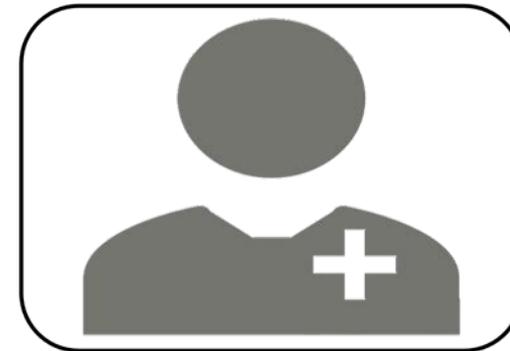

Accreditation Program Guide

Client Information Hub

Standards Inquiries/ Interpretation Portal

Webinars

AccreditNet 3.0

Reviewer

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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

Sales and New Accreditation Inquiries
202-216-9413
businessdevelopment@urac.org

Shawn Griffin, MD
sgriffin@urac.org
https://www.linkedin.com/in/shawn-griffin-md-83010a11/

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