



Session Title: Improving Patient Experience via Virtual TeleDermatology Care at Sutter Health
Presenters: William Bratz, Mary Schramke

Ellie Hubbard : Hello from Northern California #Sutterproud!

Libby Hoy : Please note, we are recording this session

Robert Small : Should it take months to get a in person dermatology visit? No Incident where dermatologist found a melanoma on my wife's chest that she was not aware of. Would not have happened without an in person visit

Robert Small : Doesn't work for patient who is prone to many skin cancers and requires a full body screening every 6-12 months

Libby Hoy : So true, Robert! Individualized care is needed, which is why is great to have this option for people who are medically appropriate, but who may struggle to get to an in person visit because they can't leave work or other personal priorities.

KATHY STUMBAUGH : I feel this is a very well constructed program and works for the vast majority of patients. There will always be "outliers" for any project or malady but in these Covid times its more important than ever!

Robert Small : I understand the real benefits provided by Telederm, in most cases, to patients who live in remote areas and/or don't have readily available access to medical care (transportation issues; disabilities etc.)

Robert Small : I guess I'm spoiled living 5 minutes from my PCP/clinics.

Libby Hoy : Standardize individualized care = goal of person centered care

Robert Small : Teladerm may be acceptable if patient is willing to forgo an in person visit-mutual agreement between patient and dermatologist.

KATHY STUMBAUGH : Great job Mary and William. Thank you for making a difference for all of us!

Morgan Horwood : We level set expectations at the beginning or projects - topics, time commitments, in person vs virtual, etc

Robert Small : I am familiar with the Kaiser Permanente equivalent of TelaDerm. Thanks for sharing your program developments

Joe Connell : Connecting communities: In CA, special health care districts seem a viable resource for community partnerships.

Robert Small : Very important measuring stick-get feedback from patients who have used the service.

Robert Small : Great points Harvey!

Laurie Hensley-Wojcieszyn to Libby Hoy(Privately) : Great session. I love hearing how everyone is rolling out advisor involvement!

Ellie Hubbard : Great presentation and work!

Libby Hoy : What idea or insight will you take from this session back to your health system?

Robert Small : To my Patient Advisory Council Colleagues: be ready to accept technology and change in the future.

Laurie Hensley-Wojcieszyn : Harnessing other virtual structure to improve outreach and outcomes (such as education)

Mary Schramke : We need to leverage improvement in technology access developed for educating kids to help health care too

Tramaine Smith : Importance of using PCDA to determine root cause of gaps in quality care and customer service.

KATHY STUMBAUGH : My insight is that it takes a village to make changes and it can be done.

Harvey Hellerstein to Libby Hoy(Privately) : Sutter Health has done a wonderful job of openness to a diverse group with ALL PFAs!! Thank you!!

Joe Connell : Help spread telehealth resources @ Sutter to the more elderly patient population.

Acacia Moises : I will let my company management know about it