We will “See” You Now, but can Telehealth Support Aging in Place?

Presenter: Karen Abrashkin, MD, Medical Director Northwell Health House Calls Program and Northwell Health Clinical Call Center

Purpose:
Videoconferencing permeates many aspects of our daily lives, and its potential for convenience, cost savings, and ability to increase connectedness seem like a natural fit when it comes to aging in place. But can you really use videoconferencing and telehealth with homebound older adults? Our experience in implementing a direct to consumer videoconferencing platform in our House Calls program as well as adding videoconferencing to urgent care in the home through our 24/7 paramedic program may provide some answers. Come learn about the national landscape for home-based telehealth, local initiatives, and why “seeing” patients through technology can be more complex than what initially meets the eye.

Objectives:
1. Understand the landscape for telehealth in home based medical care in the US
2. Describe several use cases for telehealth in a home based medical care program
3. Formulate ideas for telehealth integration in your program

Bio:
Dr. Abrashkin is the Medical Director for the Northwell Health House Calls program as well as for Northwell’s Clinical Call Center.

Northwell’s House Calls program provides both longitudinal primary care and urgent care in the home. The program serves nearly 2000 homebound individuals annually and has excelled in Medicare’s Independence at Home demonstration project, becoming a national leader in home-based primary care. Dr. Abrashkin has also published and presented nationally on the outcomes of Northwell’s Community Paramedicine program, an innovative model for providing emergent care in the home.

The Clinical Call Center provides around-the-clock telephonic nursing services utilizing a unique protocol-driven triage system. Integrated with Northwell’s Center for Emergency Medical Services, the Call Center achieved accreditation through the International Academies of Emergency Dispatch in 2017, making it the second to achieve this milestone worldwide.

Prior to joining Northwell Health, Dr. Abrashkin worked as a hospitalist at the Mount Sinai Medical Center.

Dr. Abrashkin received her medical degree from the Pennsylvania State University College of Medicine and completed internal medicine residency at the Mount Sinai Medical Center. She received a BS (biochemistry) and BM (violin performance) from the University of Michigan, Ann Arbor.