

## Issue Contents

- [Duke Health Creates Simulation Tool that Predicts E-Consult Impact on Wait Times](#)
  - [Médecins Sans Frontières Brings E-Consult to Global Frontlines](#)
  - [Using Consensus Methods to Identify Features of High-Quality Specialist E-Consults](#)
  - [Cost Savings Research on E-Consult Generates Press Interest](#)
- 

### **Efficiency**

## **Duke Health Creates Simulation Tool that Predicts E-Consult Impact on Wait Times**

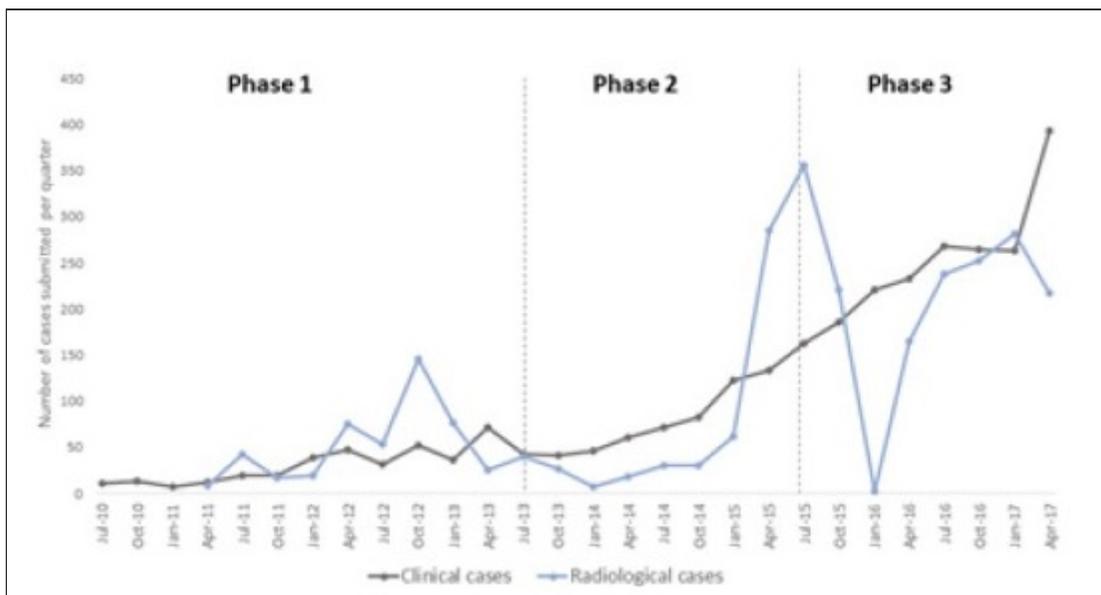
The theme of the 2018 Winter Simulation Conference, which took place in Gothenburg, Sweden in December, was "Simulation for a Noble Cause!" [Researchers at Duke Health submitted and then presented their](#) "noble cause" in the form of a simulation tool using data from e-consult use at Duke Health's Rheumatology clinics. Based on the hypothesis that e-consult decreased lead times and makes specialty clinics more efficient and effective, researchers created a simulation to estimate how e-consults will impact lead time, queue length, and specialists' workload. The tool is adaptable and includes visualizations that any specialty clinic can use to "estimate the impact e-consults have on delivering quality care to referred patients," write the authors.

---

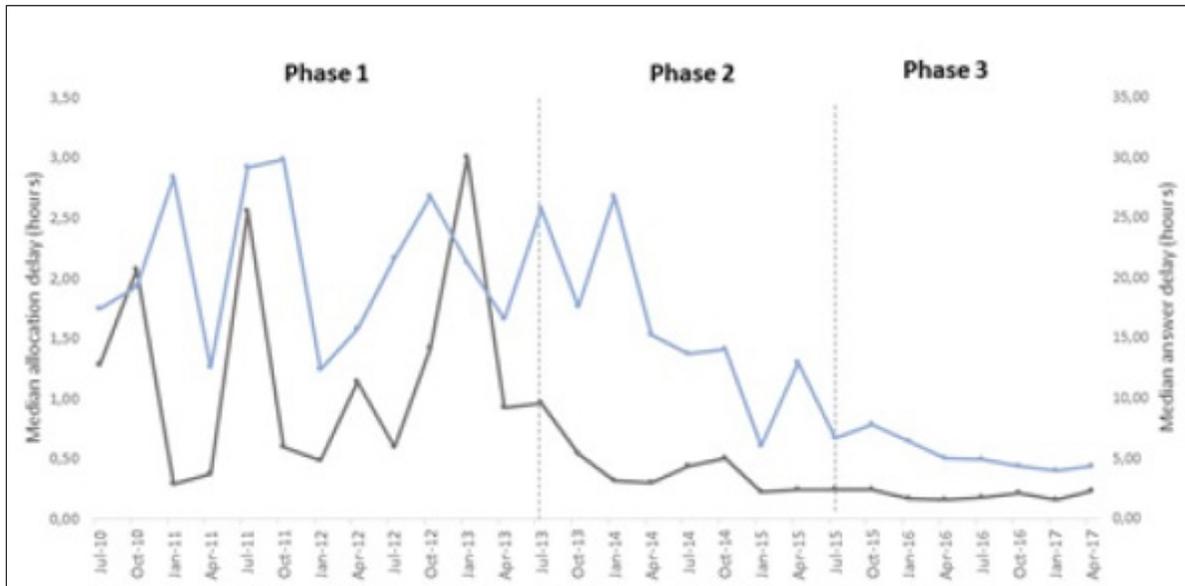
### **Access**

## Médecins Sans Frontières Brings E-Consult to Global Frontlines

In 2010 ,Médecins Sans Frontières began using e-consult to provide field medical staff with access to specialist advice. A [study of MSF's e-consult](#) use over seven years demonstrates that "offering direct specialist expertise in low-resource settings improved the management of patients and provided additional educational value to the field physicians." MSF's specialist network comprises doctors that are part of the organization (75%) as well as volunteers located in Europe and America. Use of e-consults in MSF's low-resource and humanitarian aid settings rose significantly among the organization's 271 operational sites.



As the number of e-consults rose, response times decreased indicating an overall quality and performance increase.




---

## Quality

### **Using Consensus Methods to Identify Features of High-Quality Specialist E-Consults**

While communication quality among providers impacts patient safety, specialists "rarely receive feedback" for written communications, according to a recent [study](#). To evaluate what features PCPs want from specialist e-consults, researchers had PCPs and specialists collaborate to define a list. Eight PCPs and three specialists, including a dermatologist, hematologist, and pediatric orthopedist, initially created a list of 49 items that was then refined to 14 items. The results revealed that "highly-ranked items encompassed specific, up-to-date, patient-individualized, and practical advice that the PCP could implement."

---

## Cost Effectiveness

### **Cost Savings Research on E-Consult Generates Press Interest**

First published in December 2018, recent research on cost savings achieved by Connecticut Community Health Center Inc's use of e-consult has generated positive press in both a local publication and a national medical news source. This press included the following articles:

"[How these 4 specialties used telemedicine to save nearly \\$600,000](#)" This American

Medical Association news brief focuses on e-consult's financial benefits and AMA's advocacy for provider reimbursement for e-consults.

["Health center for the poor begets a telemedicine pioneer"](#) The Connecticut Post reports on how CHC has spun off a nonprofit technology with the goal of "radically" changing patient access to specialists. The reporter highlights e-consult's cost savings and quality, noting CHC, Inc.'s uniqueness as a safety net health center pioneer in high-tech business.

These articles emphasize two unique elements of e-consult capturing the attention of the industry at large. First, e-consult is proven to save money and, secondly, it is a unique high quality telehealth tool created to meet safety net needs.

The E-Consult Toolkit and monthly E-Consult News are authored and maintained by [BluePath Health](#).

Access the [BluePath Health Blog](#).

Funding and Support is provided by the  
Blue Shield of California Foundation.

To submit questions, content or share news updates [contact us](#).

[Opt out](#) of future issues of E-Consult News.

---

---

This email was sent to <<Email Address>>

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

BluePath Health · 929 Sir Francis Drake Blvd · Suite 101C · Kentfield, CA 94904 · USA

