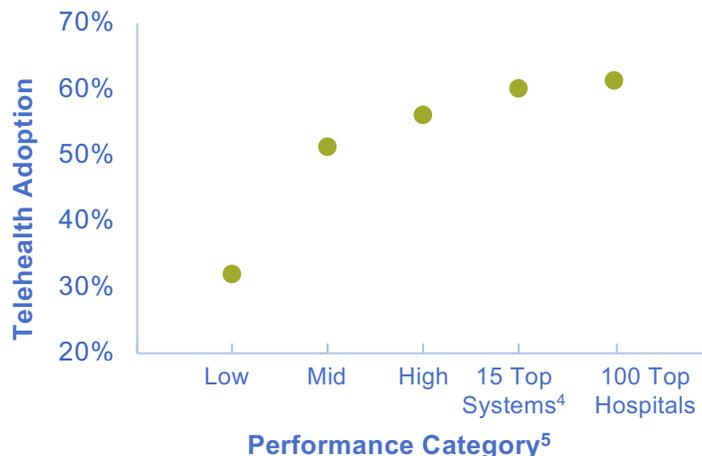


Telehealth Adoption and Hospital Performance

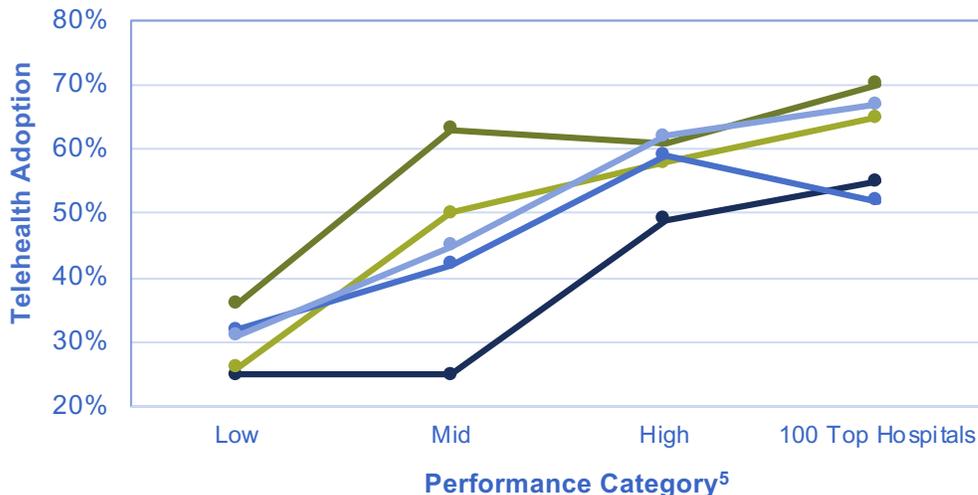
Telehealth Adoption is Higher at Better-Performing Hospitals

It is clear that adoption of telehealth continues to grow. According to the American Hospital Association, the number of hospitals fully or partially implementing computerized telehealth systems increased from 35% in 2010 to 76% in 2017.*¹

To understand whether **telehealth is associated with hospital performance**, the American Telemedicine Association (ATA) and IBM Watson Health analyzed 2,785 US hospitals in the 100 Top Hospitals program.^{2,3}



The Adoption-Performance Relationship Varies by Hospital Class



...but, higher performing hospitals are still more likely to use telehealth.

- Small Community
- Med Community
- Large Community
- Minor Teaching
- Major Teaching

Impact Where it Counts: Telehealth Is Associated With Better Clinical Outcomes

Increase in Performance Percentile for Hospitals with Telehealth



The data show **statistically significant** correlations between risk-adjusted mortality and complication rates and hospital adoption of telehealth, controlling for hospital class.⁶

So What's Next?

Our next phase of work will involve **further quantitative and qualitative research** to determine how telehealth services are deployed in successful organizations in order to accelerate the adoption and engagement of telehealth by hospitals, clinicians and consumers.



To learn more about this study or our plans for further study, please contact Donna Daniel, PhD at donna.daniel@ibm.com or Ann Mond Johnson at ann@americantelemed.org.

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Notes

¹ American Hospital Association, Fact Sheet: Telehealth, February 2019 (<https://www.aha.org/system/files/2019-02/fact-sheet-telehealth-2-4-19.pdf>)

² Watson Health 100 Top Hospitals 2019 Study Overview (<https://www.ibm.com/downloads/cas/REAWOAO>)

³ Telehealth adoption is defined as those US hospitals indicating they have telehealth technology in the Definitive Healthcare database

⁴ Watson Health 15 Top Health Systems 2019 Study Overview (<https://www.ibm.com/downloads/cas/GDBBYRWE>)

⁵ Performance Category as defined for the current year (2019) – Low is 5th quintile, Mid is 3rd quintile, and High is 1st quintile

⁶ Percentile performance is calculated as the hospital rank in performance in the clinical outcome divided by number of hospitals multiplied by 100. In this formulation, higher rank would indicate better performance and a higher percentile of performance.

About the American Telemedicine Association

As the only organization completely focused on advancing telehealth, the ATA is working to change the way the world thinks about healthcare. We are committed to ensuring that everyone has access to safe, affordable, and effective care when and where they need it, and that providers can do more good for more people. We represent a broad and inclusive member network of technology solution providers, healthcare delivery systems, and payers, as well as partner organizations and alliances. Together, we are working to advance industry adoption of telehealth, promote responsible policy, advocate for government and market normalization, and provide education and resources to help integrate virtual care into emerging value-based delivery models.

About IBM Watson Health

Each day, professionals throughout the health ecosystem make powerful progress toward a healthier future. At IBM Watson Health, we help them remove obstacles, optimize efforts and reveal new insights to support the people they serve. Working across the landscape, from payers and providers to governments and life sciences, we bring together deep health expertise; proven innovation; and the power of artificial intelligence to enable our customers to uncover, connect and act — as they work to solve health challenges for people everywhere.

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