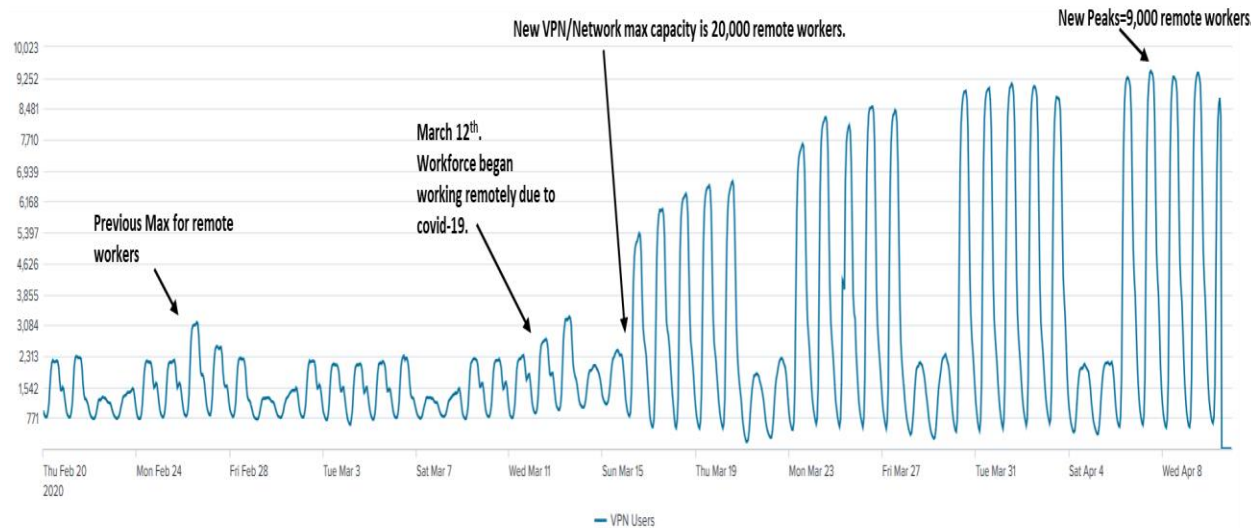# Health IT, COVID and Anticipated Long-Term Needs:

1. Remote Work
2. Telehealth
3. Communications

Andrew Rosenberg MD
Associate Professor
Anesthesiology & Internal Medicine

Chief Information Officer
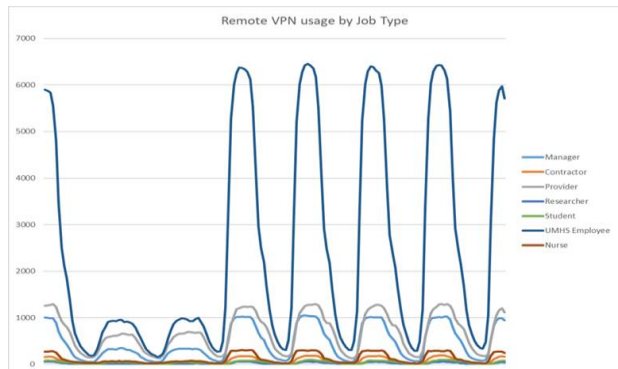Michigan Medicine
University of Michigan

I have no COI, nor relevant disclosures for any of the content in this presentation

1. Remote Work:4-fold acute increase. Some of this will be sustained after the crises.

New VPN/Network max capacity is 20,000 remote workers.

New Peaks=9,000 remote workers.

Previous Max for remote workers

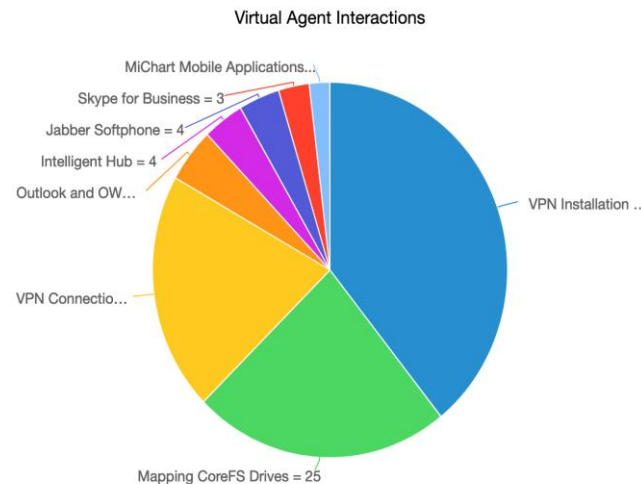**March 12th. Workforce began working remotely due to covid-19.**

— VPN Users

More work is now 'single-threaded' through networks and data centers

Infrastructure: On prem and 'as a service'

Remote work= remote support

Remote VPN usage by Job Type

Manager
Contractor
Provider
Researcher
Student
UMHS Employee
Nurse

Detailed breakdown of worker roles and VPN use
(Providers are in grey and as %, use weekend VPN more than others)

Virtual Agent Interactions

MiChart Mobile Applications...
Skype for Business = 3
Jabber Softphone = 4
Intelligent Hub = 4
Outlook and OW...
VPN Connectio...
VPN Installation ...
Mapping CoreFS Drives = 25

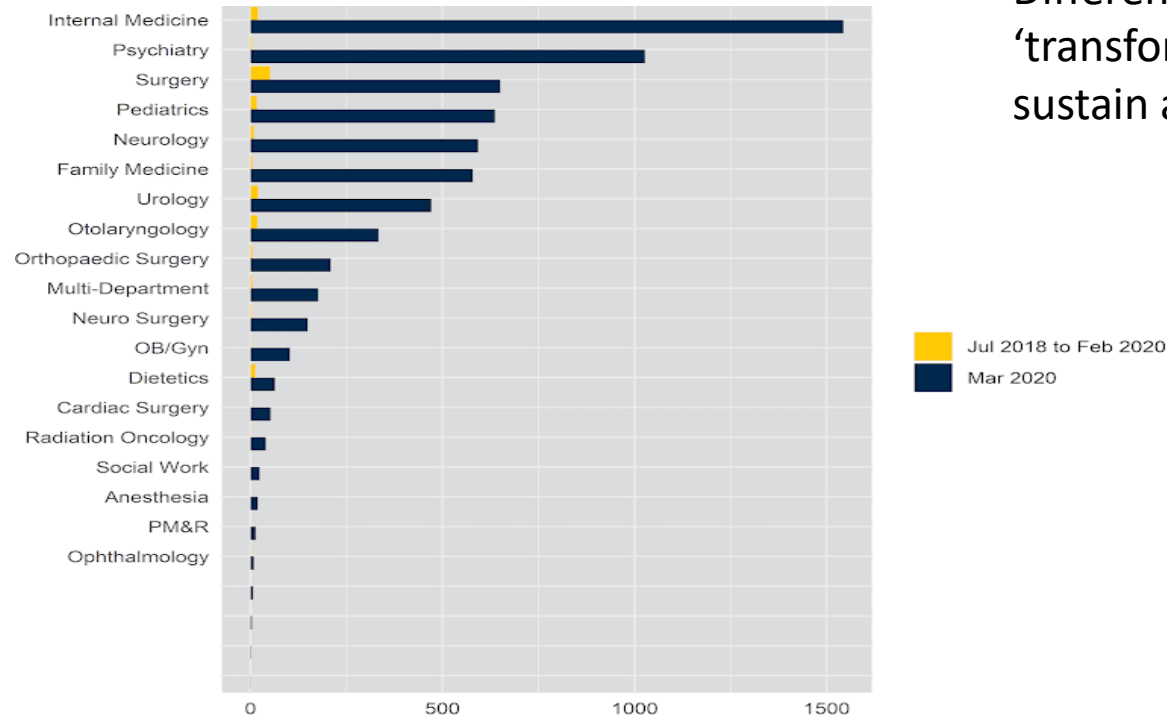Novel support: ex use of virtual agent for routine calls.

VPN installation= Blue

2. Telehealth; 15 to 20-fold growth far exceeding 2-year planned expansion. How to sustain?

2020	Video Visits*	V. V. Providers^
February	444	163
March	6,812	1,089
April 1-5 (Wed-Mon)	2,503	>700

Heterogeneous opportunities
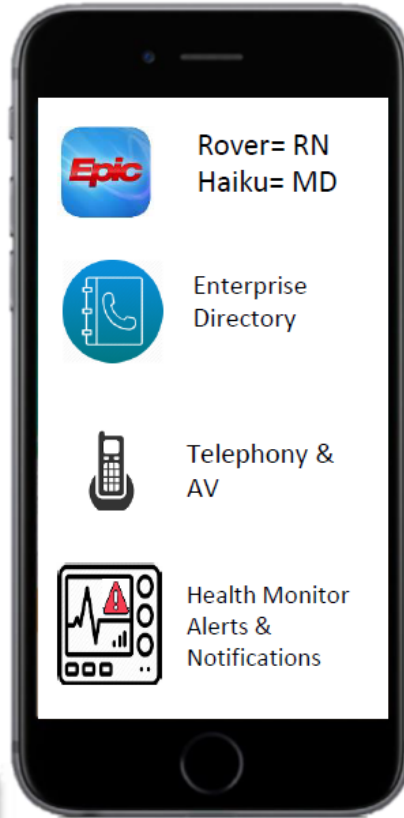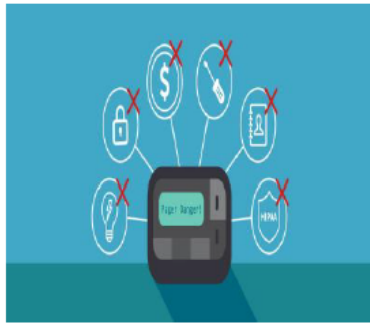
Variable tools, capabilities

Different work and care 'transformations' required to sustain and grow

Number of video visits in March 2020 compared with prior monthly averages

Video visit volumes only include those completed through Mich. Med Epic EHR, and not w/other platforms: Zoom, FaceTime, other. ^Providers who completed a video visit through Mich Med Epic EHR. For the week of 4/6-4/10 total volume : 8,226 scheduled video visits.

3. Unified Communications: Replacing old technologies as quickly as possible

Rover= RN
Haiku= MD

Enterprise Directory

Telephony & AV

Health Monitor Alerts & Notifications

Smart Device

Questions- Discussion