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Situation Analysis

While Intermountain Healthcare has operationalized telehealth since 2015, the health system faced unexpected challenges after telehealth usage surged during the COVID-19 pandemic. There was an initial spike in telehealth visits at the start of the pandemic, followed by a rapid 70% decline. Patient surveys revealed the need for improvement in the virtual care experience.

Project Goals



Find new ways to embed digital care into daily care models and sustain telehealth usage by making it a more accessible and consistent and higher value experience for patients.

Actions Taken

- Worked with stakeholders to form an improvement team supported by leaders from the health system's telehealth, information technology, clinical care, patient experience, communications and other groups.
- Used patient and staff surveys and physician interviews to benchmark the current state and identify areas of improvement.
- Assessed key barriers of trust, functionality and unintentional complexity of digital care delivery.
- Implemented interventions to improve stability of the technology platform, such as increased network bandwidth, and better prepare for virtual patient visits by incorporating a white-glove onboarding process that includes communication, education materials and pre-visit dedicated technical outreach.

Positive Outcomes

- Improved patient experience "likelihood to recommend" percentile ranks across virtual services.
- Scheduled telehealth increased by six points with more than 80% of patients requesting more digital engagement as they learn about the options.
- Behavioral health achieved a top box score of 85%.
- Connect Care, Intermountain's online clinic, has become the health system's largest urgent care service site while maintaining high patient satisfaction scores.

For detailed information, visit:

www.aha.org/center/next-generation-leaders-fellowship