

# Connected Healthy Children— Packard Children’s Hospital

Phase one of Cisco’s Connected Healthy Children program improves access to pediatric specialists through collaborative technologies



## The issue

Complex children’s healthcare typically requires collaboration among multiple specialist physicians for optimal outcomes. But the limited number of practicing specialists are typically based in cities, making access difficult for rural patients.



Virtual technologies help families reduce the cost and stress of seeking specialized pediatric care while providing a collaborative platform for specialists

William Kennedy, M.D., a pediatric urologist at Lucile Packard Children’s Hospital in Palo Alto, California, wanted a better way to serve his patients in Monterey County, where he routinely drove two hours each way for consultations. In 2012, the renowned children’s hospital began using Cisco HealthPresence® telehealth technology to create a collaborative environment for optimized care, and to enable true-to-life clinical interactions between Dr. Kennedy and his Monterey patients. This initiative is one example of Cisco’s approach to collaborative children’s healthcare—enabling providers to share information and review cases across geographic boundaries, resulting in improved access to specialized care for remote and underserved patients.



## Networks

### Human Networks:

Lucile Packard Children’s Hospital and Physicians’ Alliance, Pediatric Group of Monterey, Sutter Health, children, families, Cisco® employees

### Technology Networks:

Cisco HealthPresence, cloud computing, networked applications, Cisco WebEx® and Cisco Jabber® collaboration technologies



1st

facility to dedicate use of Cisco HealthPresence for pediatric care, Packard Children’s is a model for other telehealth programs



315

remote consultations between Dr. Kennedy and patients in Monterey County and San Francisco



60%

decrease in wait times to see Dr. Kennedy since adoption of Cisco HealthPresence technology



54%

of patients/families willing to try new video technology so they can see the doctor sooner

\*Stats as of March 10, 2013

you + networks = impact<sup>x</sup>



## The Issue

In the United States, 16 states have less than one pediatric subspecialist under age 65 per 100,000 residents, according to the National Association of Children's Hospitals and Related Institutions. Pediatric subspecialists in orthopedics, oncology, cardiology, psychiatry, and other fields are also scarce. In Northern California, families sometimes wait as long as nine months to see a pediatric specialist. Children and families who live in communities without specialists must travel long distances, often at great expense, to receive care. Missed days at school and work compound emotional and financial stress for families and sick children.

## Human Networks

Cisco Engineers and HealthPresence experts worked with Packard Children's to design the perfect telehealth solution for virtual pediatric consultations and follow-up visits. This patient-to-physician collaboration improves access to care for patients and families. Packard nurse practitioners on site at Pediatric Group of Monterey interact with patients and facilitate remote HealthPresence sessions with physicians and specialists at Packard's main campus. Expanded virtual care services for other sub-specialties at CPMC/Sutter Health in San Francisco increases the care network and enables physician-to-physician collaboration, professional development, and case review.

"Telehealth is the perfect solution to distant pediatric care. Children have grown up using iPods, iPhones, so the fear of interacting with someone over a video is not there... I would see at some point in the future that we would easily be partnering with hospitals in other parts of the world to deliver care that we alone can do here at Packard Children's Hospital."

- William Kennedy, M.D., Packard Children's

## Technology Networks

Cisco HealthPresence provides "care-at-a-distance," allowing patients to interact with doctors, who can be hundreds of miles away, in a clinical setting. Through communication, collaboration, and video technologies, HealthPresence enables a dynamic environment and delivers a high-quality, face-to-face experience between patients and healthcare providers. Cisco HealthPresence uses the network as the platform and intelligent routing to provide real-time information exchange by connecting medical devices such as stethoscopes and handheld cameras. Cisco WebEx and Jabber technologies enable physicians to collaborate to speed referrals, share medical knowledge, and discuss care strategies for patients.

## Impact<sup>x</sup>

Packard Children's is the first facility to use Cisco HealthPresence in a dedicated way for pediatric care and will be a healthcare model for other programs. Insurance carriers will reimburse for post-operative care delivered via the Packard telehealth system, which is expected to increase patient follow-up, reduce complications, and improve access to care. Thanks to Cisco technology, Dr. Kennedy spends less time on the road and more time with his patients, who can now access specialized care in their own communities. With the expansion of the telehealth initiative to Sutter Health, additional pediatric specialists will now be able to provide virtual care for children throughout Northern California.

## More Information

To contact Cisco about the Connected Healthy Children—Packard Children's Hospital, please visit: [csr.cisco.com](http://csr.cisco.com)

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## Cisco Corporate Social Responsibility

We believe that businesses have a responsibility to operate in ways that respect and ultimately benefit people, communities, and the planet we live on; we call this Corporate Social Responsibility (CSR). Our core CSR philosophy is that impact multiplies whenever human and technology networks combine to solve a problem.

This is why we approach CSR the same way we approach business—by applying our technology, employee expertise, and partnerships. We are focused on four primary goals: improving the well-being of people and communities around the world, reducing our environmental impact and helping our customers do the same, conducting our business ethically, and creating a workplace where our employees thrive.