



## *New York City's Correctional Health Services improves patient experiences with telehealth solution*

### *NYC Health + Hospitals:*

Size: More than 42,000 employees

Industry: Healthcare

Location: New York City

USA

### *Solutions*

- All-in-one collaboration helps to enable remote care, reducing the need for inmates to travel to hospitals for consultation and treatment
- A comprehensive network foundation and clear HD video help to ensure a high-quality experience for doctors and patients

### *For More Information*

For more information, visit: <http://www.cisco.com/go/collaboration>

NYC Health + Hospitals is the largest municipal health care system in the United States, operating a network of 11 public hospitals, trauma centers, neighborhood health centers, nursing homes, and post-acute care centers in New York City. It's division of Correctional Health Services manages the delivery of health care for the city's 12 jails, making it accountable for providing quality care to the approximately 55,000 people moving through the city's correctional system each year.

### **Challenge: providing higher quality healthcare to New York City jails**

Correctional Health Services has a legal and ethical responsibility to provide quality health care to incarcerated individuals. To meet this need, it maintains a clinic presence at each of the City's 12 jails, including Rikers Island, where nine of the jails are located. When specialist care is required, it partners with Bellevue and Elmhurst Hospitals, which are part of NYC Health + Hospitals.

Getting patients from their housing area to care sites, however, was time consuming and disruptive particularly for patients who need to visit a specialist at Bellevue. Correctional Health Services needed a solution that would do two things: help

improve access to care and reduce reliance on transportation.

### **Adding collaboration to a comprehensive healthcare network**

Becoming part of NYC Health + Hospitals allowed Correctional Health Services to adopt new technological solutions that would achieve these dual goals. They decided to introduce telehealth, and specialist care was the first logical step.

"Many specialist care interactions do not require a live visit with the patient," explains Dr. Erick Eiting, Correctional Health Services Director of Specialty and Emergency Services. "In those situations, telehealth is an ideal solution."

NYC Health + Hospitals began by deploying Cisco® video conferencing systems at six jails, at its specialty clinic, and at Bellevue Hospital.

"Cisco's DX80 was the ideal desktop hardware solution for lifelike video collaboration," says Stazesky. "We already had a robust Cisco network and Cisco Jabber licenses, so all the right pieces were in place."

Doctors at Bellevue began using voice-and-video collaboration to consult and

*With Cisco Collaboration, NYC Health + Hospitals:*



Improves the quality and experience of healthcare for patients in city jails



Reduces stress for inmates and care providers



Conserves transportation and security resources

treat patients whenever a live visit or surgery was not required.

“Cisco collaboration is very easy to use,” says Physician Assistant Scott Singer, Bellevue Hospital Genitourinary Specialist. “I use a Bluetooth headset and a moveable camera, and after just a couple sessions, I was very comfortable providing care this way.”

**Transforming specialty care interactions**

The ability to see more patients and spend more time with them is allowing Dr. Vinh Pham, an Infectious Disease Specialist at Bellevue, to better treat Hepatitis C, a viral infection for which incarcerated populations are at high risk.

“Studies have validated the use of telehealth to treat Hepatitis C,” he says. “It’s a relatively new approach, but with Cisco collaboration, it feels very natural. Patients are also in a better frame of mind to interact with us because they haven’t just been through a grueling transportation experience. Every telehealth session has ended on a positive note, with no security incidents.”

**A better patient experience**

By easing the burden of transportation for healthcare interactions, Correctional Health Services believes patients and staff can get more out of each health encounter.

“The patients really enjoy the Cisco telehealth solution,” says Dr. Eiting. “We’re improving the experience and quality of care while operating at a much more local level, with fewer steps and less disruption. Telehealth is also more flexible—we can jump from facility to facility and schedule back-to-back sessions without moving anyone. We’re getting a lot more done in a lot less time.”

**Connecting jails with more care providers**

Correctional Health Services has expanded its use of telehealth to additional specializations, including urology, rheumatology, pulmonary, and gastroenterology. It is developing connections to all 12 jails in New York City, other NYC Health + Hospital facilities, and New York State forensic hospitals.

*Products and Services*

**Collaboration**

- Cisco Enterprise Agreement for Collaboration
- Cisco Unified Communications Manager
- Cisco DX and MX Series Endpoints
- Cisco WebEx®
- Cisco Prime® Collaboration
- Cisco IP Phones 8865
- Cisco Jabber®

**Network**

- Cisco Catalyst® 4500 Series Switches
- Cisco Aironet™ 3800 Series Access Points
- Cisco Identity Services Engine

**Data Center**

- Cisco UCS® B-Series Blade Servers
- Cisco UCS C-Series Rack Servers
- Cisco Nexus® 7000 and 9000 Series Switches

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*“By enabling an innovative telehealth program, Cisco collaboration is helping NYC Health + Hospitals improve access to care for the patients in our City’s jails.”*

**NYC Health + Hospitals**

“Cisco collaboration has proven its value in specialist care and opened the door to many more creative possibilities,” says Stazesky. “It’s an easy way to connect people face-to-face, and we’re taking advantage of that as quickly as we can.”

**Improving population health**

Since adopting Cisco collaboration for telehealth, Correctional Health Services has avoided dozens of trips to Bellevue, cutting down on the resources needed to facilitate specialty visits and improving

healthcare access for a significant and at-risk segment of the city’s population.

“While people are incarcerated, NYC Health + Hospitals wants to make sure they have as much access as possible to high quality care. This means finding ways to lower barriers so people get the treatment they need. By enabling an innovative telehealth program, Cisco collaboration is helping NYC Health + Hospitals improve access to care for the patients in our City’s jails.”



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