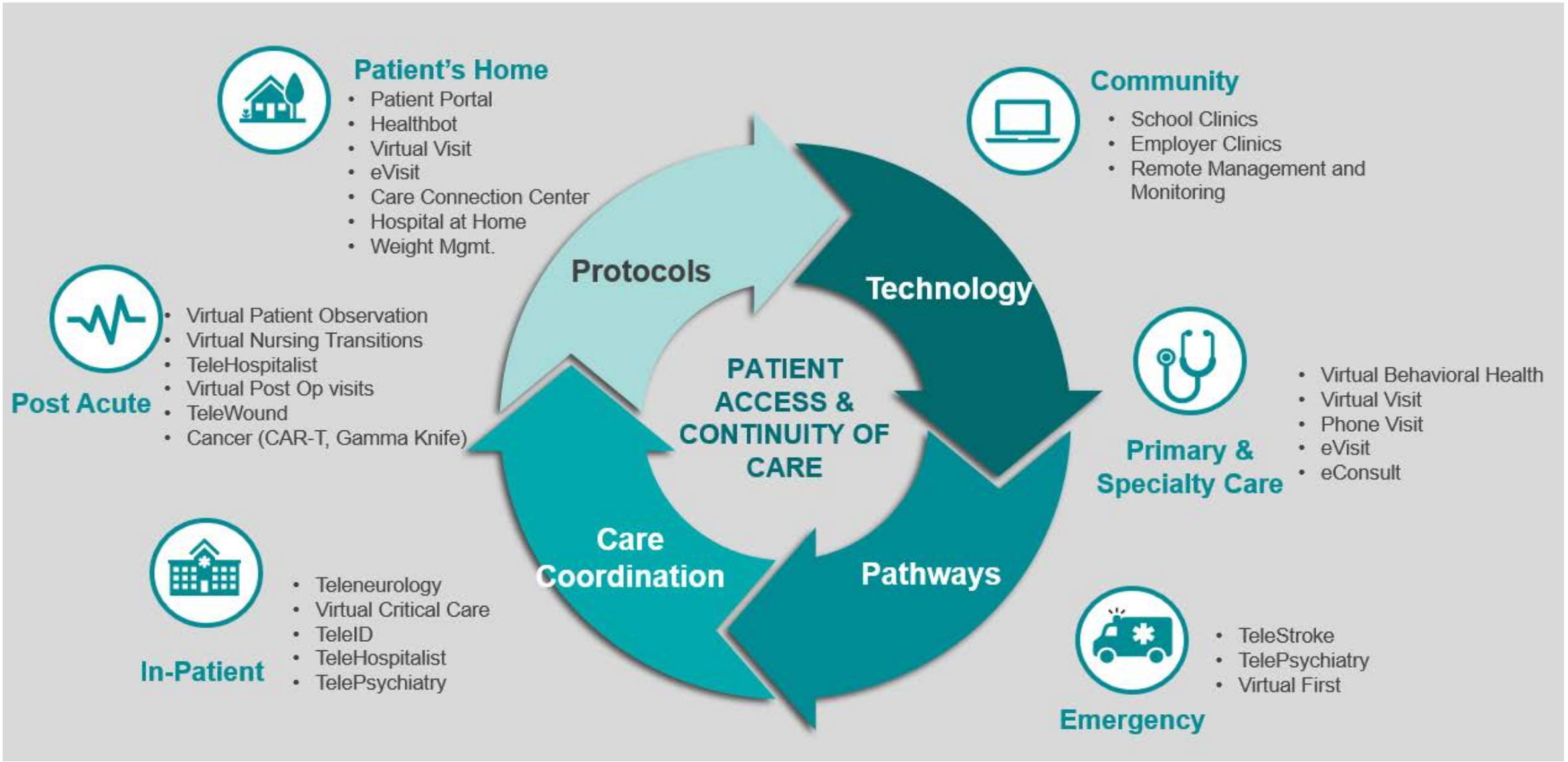
Atrium Health

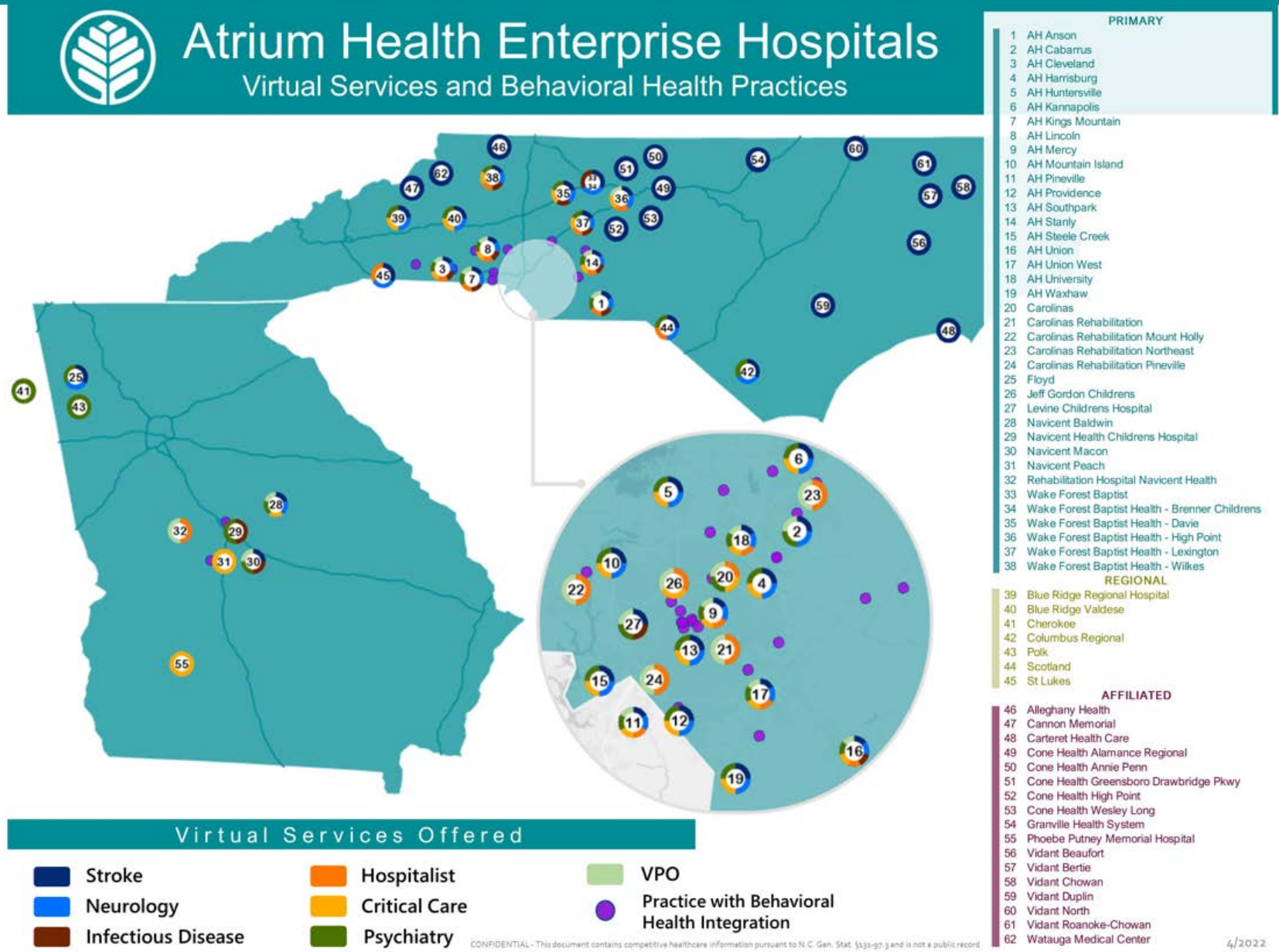
Atrium Health Virtual Health

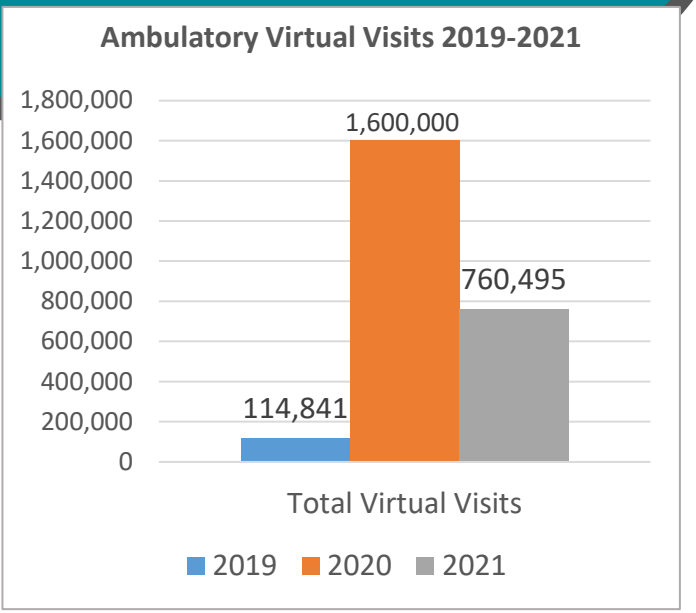
Telling Our Story

Patient-Centered Virtual Care Continuum



Our Virtual Reach: Size & Scale





Serving Communities with healthcare disparities and lack of access to care.

Rural impact:

- 212,000 ambulatory virtual visits (35% of 2021 total virtual volume) was in Rural Counties (CMS defined).
- Over 50% of virtual behavioral health clinics are in Rural Communities.

Community Clinics: No show rates declined from 20% to 8% with introduction of virtual health (patients in underserved communities, medically complex)

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Program Spotlight

Hospital at Home

- >4,400 Total Patients (since Jan 2021)
- >18,000 Brick & Mortar Bed Days Saved
- Target Census: 32
- Peak census: 130 (Jan 2021)

- Quality Measures *(Readmissions, Mortality, LOS, etc.)* same or better than Brick & Mortar
- Patient Experience scores higher than Brick & Mortar

School Based Virtual Care

- Total Virtual Visits: 5,198 (3,175 unique patients treated)
- 56 Schools Served

- Patients treated have 34% fewer avoidable ED visits.
- 34% of students/43% of staff can return to class and continue their school/workday.
- In 2021, expanded to include school based mental health teletherapy.

Virtual Behavioral Health Integration (vBHI)

- 50% of vBHI clinics operate in rural communities.
- > 22K unique pt in 2019, >120K encounters

- Depression: 55% of patients had 50% reduction in PHQ-9 score
- Anxiety: 62.7% of patients had 50% reduction in GAD-7 score.