Strategies for successful implementation of mobile integrated health and virtual care locally and abroad

Rohit Mukherjee BA[1], Mohamed Elrais MBS[1], Christina McGinnis MBS[1], Meghan Reading Turchioe PhD MPH RN[2], Leah Shafran Topaz MSc BPT[3], Ruth Masterson Creber PhD MSc RN[2], Brock Daniels MD MPH[3]

1.Rutgers Robert Wood Johnson Medical School, Piscataway, NJ 2.Columbia University School of Nursing, New York, NY 3.Weil Cornell Medicine, New York Presbyterian Hospital, New York, NY

Introduction

- In developed countries, Mobile Integrated Health (MIH) addresses acute and chronic illnesses the outside hospital using community paramedics
- Telehealth integration can expand the reach of MIH and facilitate remote expert consultation
- MIH may be a cost-effective means for providing care in resource limited settings, but little research exists describing what factors support successful MIH implementation in such settings

Objective

- Identify common factors enabling the adoption, effectiveness and sustainability of MIH in both developed and resource limited settings, particularly with respect to increasing accessibility to virtual care

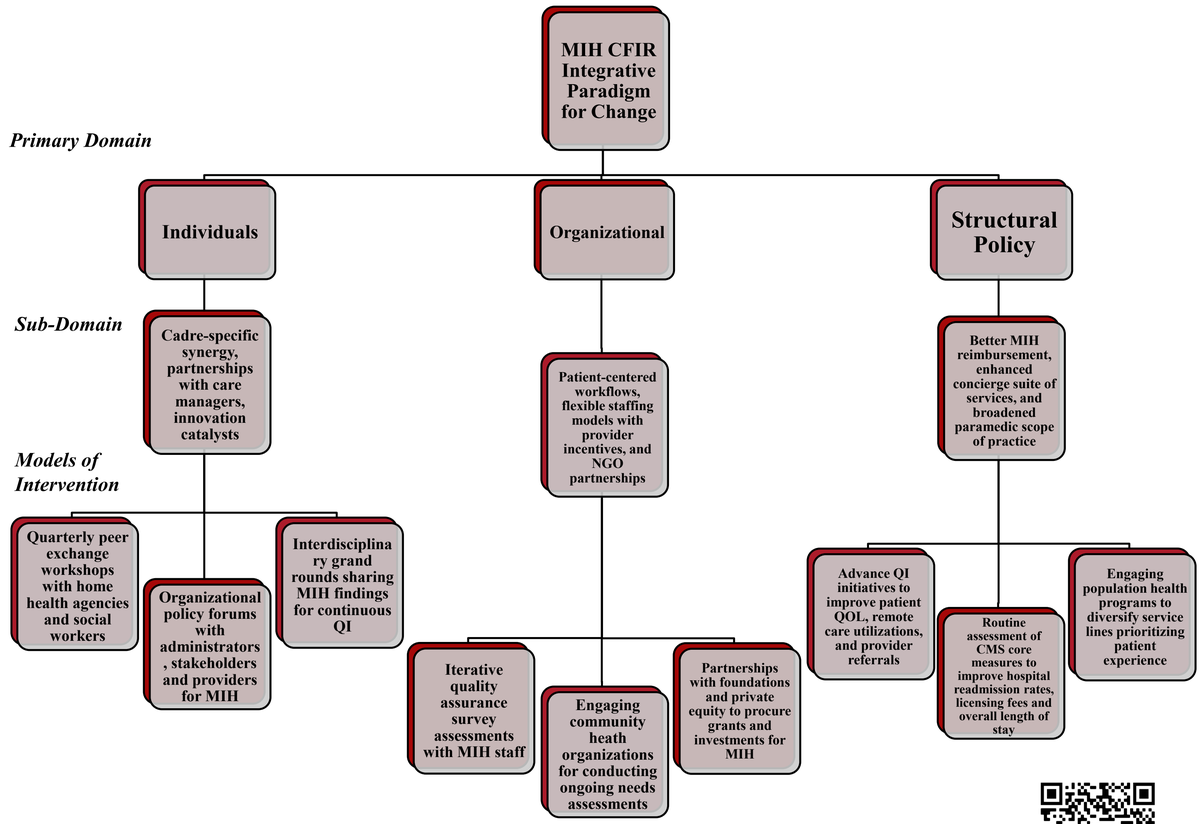
Methods

- Post-hoc analysis of qualitative data derived from semi-structured interviews with US patients and stakeholders experienced with MIH
- Themes identified using the Consolidated Framework for Implementation Research (CFIR) were mapped to a novel paradigm describing strategies for identifying and addressing barriers to successful MIH implementation
- Consensus themes were identified that could facilitate the development of MIH programs independent of local resources.

Results

45 interviews were completed including 20 patients and 25 stakeholders (six clinicians, eight MIH staff members, two caregivers, and nine MIH leaders) across four states

918 excerpts were coded into 44 sub-domain CFIR themes, which were used to develop a **Paradigm for Change** specific to MIH shown below:



See our MIH Program in action

Conclusions

- MIH can increase access to virtual care for vulnerable populations that do not routinely use digital health
- Using CFIR, we identified strategies from patients and stakeholders that can drive MIH implementation both locally and internationally

Implications / Next Steps

- Although this research was conducted in the United States, several themes were identified that could be applied in resource-limited settings
- Establishing collaborations between health systems, community-based and governmental is essential for creating sustainable and effective MIH programs. Implementing MIH in resource limited settings necessitates multilateral participation, identification of shared goals, and creating partnerships to guide allocation of limited resources.
- While virtual care holds great promise to provide more cost-effective care, MIH programs seeking to facilitate virtual care must consider population-specific barriers related to health literacy, cultural competency, access to care and competing demands.
- Further qualitative research is needed to better understand how to adapt strategies to facilitate successful implementation of MIH in such settings.