



# *SWOT Analysis*

## **Critical Access Hospital on the Hi-Line and Telehealth**

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## Strengths

- Practical
- Innovative
- *Patient Focused*

## Weaknesses

- Duplication
- Access
- Grants

## Opportunities

- Expand use
  - Patients
  - Specialties
- Collaboration

## Threats

- Regulations
- Reimbursement
- Provider participation

## MMC Updates

- Processes
  - Staff - Training
  - Equipment
  - Service lines
  - Credentialing
- Reimbursement

## Staff - Training

- Telehealth was part of facility wide competency day
  - Incorporated into orientation
- Several departments are involved and aware

## Equipment

- Partner with sites to minimize the duplication of equipment
- Continue to have a need for multiple devices

## Service Lines

- Expand Use
  - Patients
  - Care Providers
- Our staff
- Health Fair - Upcoming

## Credentialing

- Worked with Medical Staff Coordinator and Legal
- Identified the needed workflow per regulations in addition to our By-Laws
- Worked with outside facilities
- Standard process now that also includes quality portion and re-credentialing

## Reimbursement

- Increased issues with private insurance companies
- Sustainability long term for program
- Grants
- Discussions across the state and nation
  - Montana Telehealth Summit
    - DPHHS
    - ASTHO
    - HRSA
  - Montana Telehealth Association

## Funding

- **USDA Distance Learning Telemedicine Grant**
  - 2014 with Kalispell Regional Medical Center
  - 2016 with Kalispell Regional Medical Center
- **Foundation for Rural Services**
- **Grant with Benefis: Cancer Screening and Services**

## Marias Medical Center



- Continue to be dedicated to this important method of delivery of healthcare