



## **Mountain States Health Alliance - Network Plan**

### **1. Goals and objectives of the proposed network**

Mountain States Health Alliance (MSHA) is based in Johnson City, Tennessee and operates 13 hospitals serving a 29-county, four-state region (Northeast Tennessee, Southwest Virginia, Southeastern Kentucky and Western North Carolina). It is a not-for-profit health care organization, created in 1998 and is the largest health care system in Northeast Tennessee and Southwest Virginia.

MSHA offers a large tertiary hospital with a level 1 trauma center, a dedicated children's hospital, several community hospitals, two critical access hospitals, a behavioral health hospital, two long-term care facilities, home care and hospice services, retail pharmacies, a comprehensive medical management corporation, and the region's only provider-owned health insurance company. The combined facilities include over 1600 licensed beds.

MSHA offers services in 90 locations through more than 250 providers with 23 specialties throughout the region. It has over 1000 doctors including primary care physicians, as well as many specialty and sub-specialty physicians with access to state-of-the-art facilities dedicated to specialized medical services. With over 8,000 team members, associated physicians and volunteers, MSHA is the largest employer in the region.

The Children's Hospital at Johnson City Medical Center has an affiliation with St. Jude Children's Research Hospital, one of only six affiliates in the nation. MSHA also has an affiliation with Vanderbilt University Medical Center for recruitment and specialty care requirements.

MSHA facilities have received numerous regional and national recognitions by Truven Health, Becker's Hospital Review, Healthgrades and US News. It has been recognized as one of the 50 best employers in the nation for workers over 50 by AARP. It is also listed among the nation's 100 Most Wired Hospitals by Hospitals and Health Networks.

The long range vision of Mountain States Health Alliance is to enable a set of standard telehealth connection services that will interconnect throughout the region and facilitate any healthcare location in the nearby state to share one or more telehealth services with any other healthcare location in the regional and ultimately to share on a national level.

### **2. Strategy for aggregating the specific needs of health care providers (HCPs), including providers that serve rural areas, within a state or region**

Most of the remote clinics are small, so providing a separate EMR application for each site would not be cost effective, and would make the sharing of this information with other health care providers difficult. By sharing the hospital's resources, each clinic and remote site will have access to a much broader array of information services.

### **3. Strategy for leveraging existing technology to adopt the most efficient and cost-effective means of connecting those providers**

The clinics already have network equipment to interconnect PCs and printers. By using high speed connections and standard network equipment, Mountain States Health Alliance will be able to connect the PCs and printers in the remote offices to the hospital's existing network. This will allow access to servers and applications in the hospital as well as cloud based applications available on the internet. The hospital already has an extensive network of leased facilities, which interconnect connects the Hospital and remote clinics.

### **4. Discussion of how the broadband services will be used to improve or provide health care delivery**

The Data Center is located in the Mountain States Health Alliance main hospital campus in Johnson City. The hospital and clinics have direct access to the internet for cloud based services and dedicated access for such services as radiology and patient records. Remote locations are connected using mostly a combination of ISDN PRIs and high speed Ethernet internet connections. This network will support applications such as:

- Interactive video conferencing and telemedicine.
- Streaming video for distance learning and continuing education.
- Enabling medical record queries from multiple sources.
- Transmission and receipt of imaging files.
- Web-based collaboration tools for meetings and peer-to-peer consultation and interaction and for hospital administration.
- Access to internet based resources for staff and patient education.

The hospitals and all clinics and locations will benefit from these high speed connections. Facilities will be upgraded and expanded, as needed for growth and new services beyond what's mentioned above.

### **5. Discussion of previous experience in developing and managing health IT (including telemedicine) programs**

Engie Trivett, Grant Manager and Consortium Leader will oversee this project Ms. Trovett has 10 years of experience working in health care.

### **6. A project management plan outlining the project's leadership and management structure (a work plan, schedule, and budget)**

- Engie Trivett, Grant Manager, will be the project Manager. Ms. Trivett has been with Mountain State Health Alliance for over 10 years and has been involved in grant funding management for all of that period.
- Schedule:
  - Bid process to last 28 days with a goal completion date of November 2016.
  - Implementation is expected to last 60 days.

-The approximate date for project completion will be January 2017.

- Budget:
  - Telecommunication Services - Annual Cost ~ \$700,000.00.
  - 65% of these costs will be covered under the Healthcare Connect Fund, while the remaining balance will be paid out of the hospital's income.

**7. Sites that are participating in this consortium are:**

<b>HCP NO.</b>	<b>HCP Name</b>	<b>HCP Address</b>
12631	MSHA-Dickenson Community Hospital	312 Hospital Drive Clintwood VA 24228
12801	MSHA-Norton Community Hospital	100 Fifteenth StreetNW Norton, VA 24273
12803	MSHA-Russell County Medical Center	58 Carroll Street Lebanon, VA 24266
12834	MSHA-Johnson County Community Hospital	1901 South Shady Street Mountain City, TN 37683
14950	Smyth County Community Hospital	245 Medical Park Drive Marion, VA 24354
27129	MSHA dba Unicoi County Memorial Hospital	100 Greenway Circle Erwin, TN 37650
32651	MSHA - Johnston Memorial Hospital	16000 Johnston Memorial Drive Abingdon, VA 24211
32652	MSMG- Glade Spring Family Medicine	636 South Monte Vista Drive Glade Spring, VA 24340
49607	MSHA - Government Liaison Office	32 6th Street Bristol, TN 37620
49608	MSHA - Human Resources - Corporate	3135 Peoples Street#303 Johnson City, TN 37604
49609	MSHA - Medical Call Center	1021 W. Oakland Avenue Johnson City, TN 37604
49489	MSHA-Franklin Woods Community Hosp.	300 Med Tech Parkway Johnson City, TN 37604
49491	MSHA-Indian Path Medical Center	2000 Brookside Drive Kingsport, TN 37660
49492	MSHA-Johnson City Medical Center	400 N State of Franklin Road Johnson City, TN 37604
49495	MSHA-Sycamore Shoals Hospital	1501 West Elk Avenue Elizabethton, TN 37643
49496	Johnson County Specialty Hospital	203 E. Watauga Avenue Johnson City, TN 37601
49793	MSHA - ITC Data Center	602 Med Tech Parkway Johnson City, TN 37604
49794	MSHA - Patient Resource	525 N State of Franklin Rd Ste 9 Johnson City, TN 37604
49795	MSHA - Reimbursement Department	311 Princeton Road Johnson City, TN 37601
49796	MSHA – Patient Resource	108 Woodlawn Drive Johnson City, TN 37601

