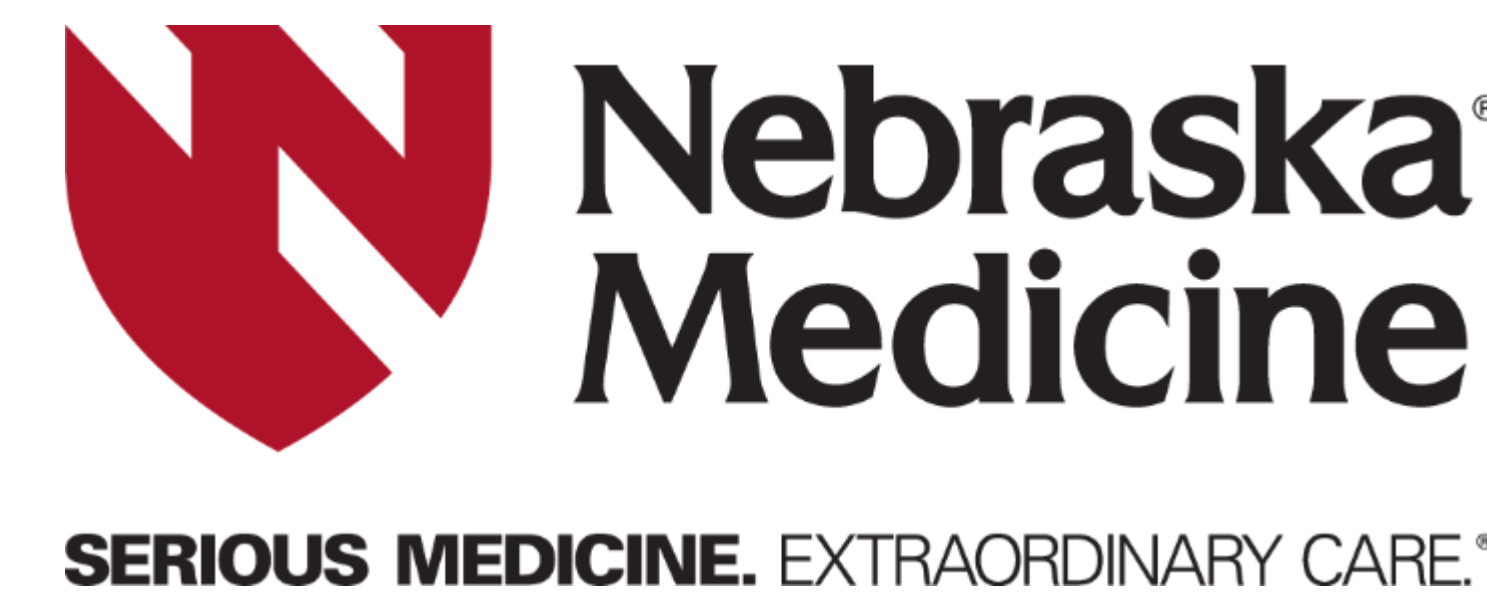


Making the Switch: Integrated Video Platforms

Nebraska Medicine, Omaha NE
Carlie Lesley, BSN, RN



Nebraska Medicine Overview

- **Nebraska Medicine** is an academic medical center based in Omaha, serving the region with 1,400+ doctors and nearly 70 care centers
- Our system includes **two hospitals with over 800 beds** and more than 10,000 employees, 1,200 affiliated physicians
- We offer a **robust telehealth and digital care program**, extending care beyond traditional settings
 - Over 90,00 telehealth visits in FY 2024
- **Telehealth leadership since the 1960s**, beginning in Psychiatry and continuing with cutting-edge innovation

Epic Video Client

In May 2024, Nebraska Medicine transitioned from Zoom to Epic Video Client for conducting home video visits.

Benefits:

Cost Savings

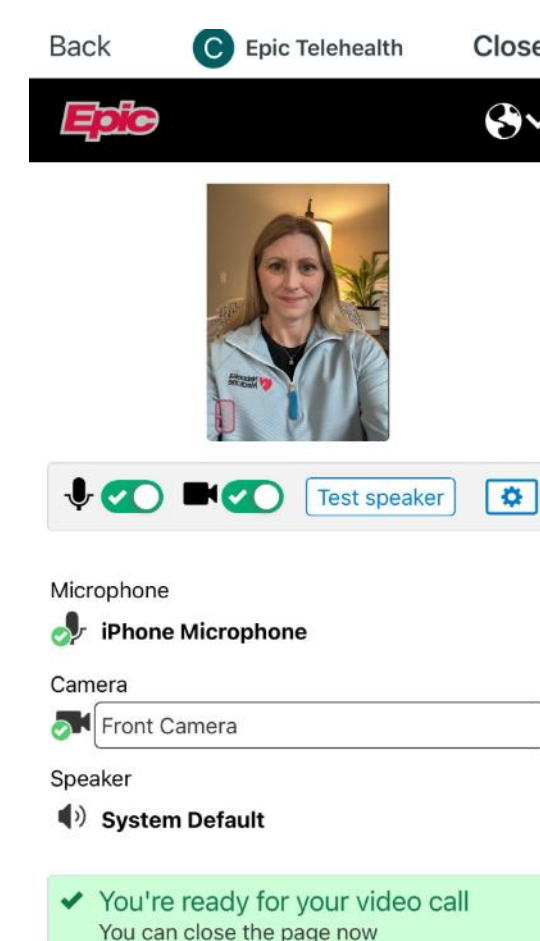
Reduced technical burden, eliminating the need for patients and providers to download extra applications

Challenges:

Multiple audio sources can present difficulties

Implementation Support:

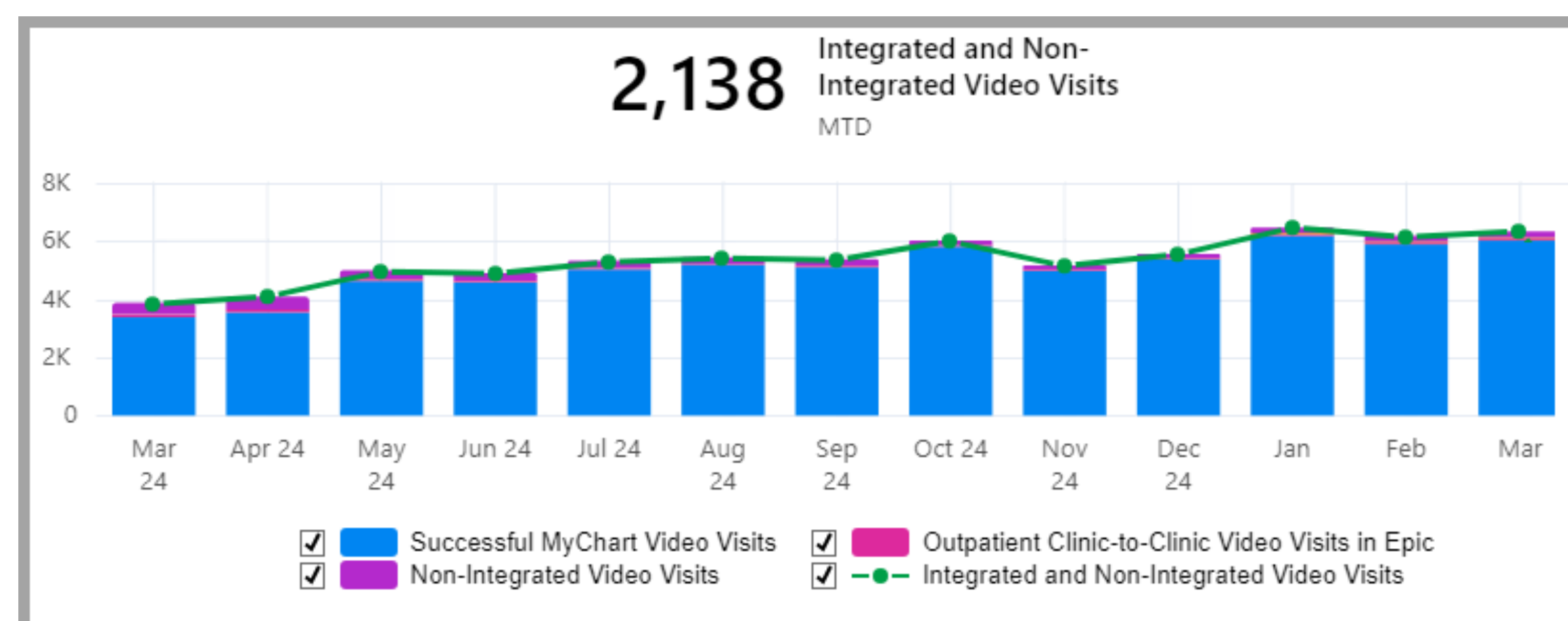
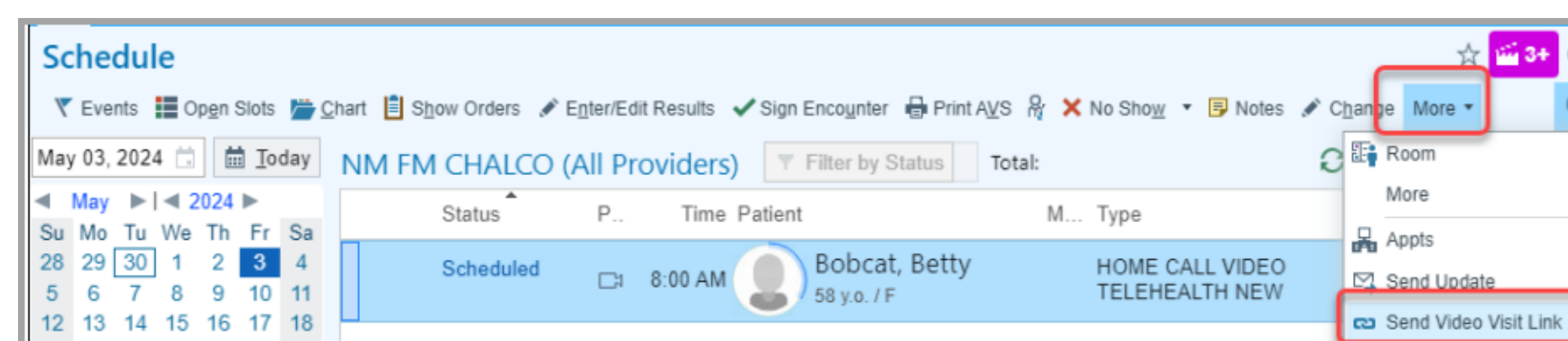
Internal awareness and staff education ahead of go-live, instructional tip sheets, virtual office hours for staff/providers



Outcome Highlights

Favorite features:

- Staff and providers can easily send direct join links to family members or other providers via SMS or email
- Similar functionality to Zoom, which helped facilitate a smooth transition
- Readily available data via Epic Dashboards



A Look at the Past Year	March 2024 (Zoom)	March 2025 (Epic Video Client)
Press Ganey Patient Experience Ease of logging into video visit	84 th percentile	99 th percentile
No Show Rate (Video Visits)	5.6%	5.2%
Cost Savings		63% reduction overall cost

"I think a big win is the immediate connection with my patient. EVC just opens a window and there they are!"
- Dr. Leslie Eiland

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Additional Telehealth Services Offered:

- Digital Interactive Care Plans
- E-Visits
- E-Consults
- Nebraska Biocontainment Unit
- Home Video Visits
- Immediate Care Video Visits
- Remote Patient Monitoring
- Tele-Sitting (Inpatient)
- Tele-SANE
- Tele-Stroke
- Virtual Nursing (Inpatient)

Planning for the Future

- Extend Epic Video Client to four Community Connect sites
- Expand Epic Video Client to include group telehealth
- 3rd party interpretive services integration with Epic Video Client

