

RECIPIENT NAME: Central Iowa Hospital Corporation

AWARD NUMBER: 19-43-B10575

DATE: 08/29/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 19-43-B10575	3. DUNS Number 075844548
4. Recipient Organization Central Iowa Hospital Corporation 1200 Pleasant St, Des Moines, IA 503091406		
5. Current Reporting Period End Date (MM/DD/YYYY) 06-30-2011	6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> No	
7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.		
7a. Typed or Printed Name and Title of Certifying Official Tracy D Warner Director, Rural Health Resourc	7c. Telephone (area code, number and extension) (515) 263-2487	
	7d. Email Address WarnerTD@ihs.org	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 08-29-2011	

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Project accomplishments this quarter included various outreach activities, equipment ordering and installation, extensive equipment testing, and educational use through the telemedicine equipment. In May, a group of twelve people representing the prime awardee and the four subrecipients attended the American Telemedicine Association (ATA) conference in Tampa, FL. These individuals obtained a wealth of information regarding telehealth programming and implementation, as well as, evaluating some of the technology that will be implemented during this project. Clarke County Hospital (CCH) conducted demonstrations and needs assessment with staff/physicians at several specialty clinics to provide a framework for future implementation plans for telemedicine services. The plan for the use of telehealth equipment for educational services at the local community college (SWCC) has been established. Telemedicine equipment has been installed at various sites. A cardiac rhythm video course was offered to another BTOP subrecipient site via video-conferencing, and the course was digitally recorded using newly-installed digital video recording functionality. This recorded course offering will allow repeated use of the course in the future, as well as access to the course by participants that were unable to attend the live session. Several existing CCH nursing staff have been oriented to the use of telemedicine equipment and workflow, to assist with the telemedicine specialty clinics. CCH continues to work with various equipment vendors to test new telemedicine technology and equipment and various telemedicine outreach activities in the community. Greene County Medical Center (GCMC) was very heavily involved in the ordering, installation, testing of equipment, and the development of telehealth protocols to deliver services and outreach efforts to inform the public of the new services available to them. Grundy Center Memorial Hospital (GCMH) conducted extensive testing following the infrastructure implementation (which occurred late-March) to become familiar with the system and use of the equipment. GCMH outfitted the facility with eleven equipment endpoints and thoroughly tested the equipment functionality in preparation for deployment of the telehealth program to partners. GCMH IT staff have dedicated hours of time to researching newer versions of video-conferencing technology as well as some of the accompanying diagnostic tools. As a result of this work, GCMH was able to identify and purchase updated equipment and began testing the added features and functionality. Documentation and instruction manuals were also developed in the quarter to assist end-users in using the equipment. Furthermore, outreach activities began during this quarter and were completed with participants including school administrators, physicians, clinic staff, and healthcare professionals from the GCMH affiliate hospital, Allen Memorial. GCMH added one new Community Anchor Institution in this quarter. Guthrie County Hospital (GCH) installed and began utilizing the Nurse Call System successfully. GCH received the base infrastructure for the telemedicine equipment, along with the room systems. The educational session facilitated by CCH was provided to a GCH staff nurse on cardiac monitoring education through video-conferencing. The project successfully held another distance learning training session via video-conferencing by broadcasting Trauma Talks from Iowa Health-Des Moines to the subrecipient sites. Work on four contract templates was completed by Iowa Health legal counsel which will allow the subrecipients to enter into legal agreements with community anchor institutions to provide for the provision of telemedicine equipment and services. Iowa Health finalized its IT project management resources and put an IT project manager in place who has been busy assisting the project with aligning system resources for equipment acquisition, installation, user training and support. The base infrastructure order was placed by IH-DM.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	29	Due to the timeline between purchase orders and equipment deliveries and installation. In addition, the development of contractual agreements and the discussions with community anchor institutions has taken longer than originally expected.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Awareness Campaigns	-	Progress reported in Question 4 below
2.d.	Outreach Activities	-	Progress reported in Question 4 below
2.e.	Training Programs	-	Progress reported in Question 4 below
2.f.	Other (please specify):	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

A basic challenge for all the subrecipients was the learning curve related to available telemedicine technology, as well as, the dynamic nature of a constantly evolving project plan and timeline. Another new challenge encountered this quarter was the changing

technology, specifically the bluetooth stethoscope, which has necessitated the migration to other audio/video equipment, necessitating rework of existing processes/procedures, and the accompanying documentation. Testing the technology and the process surrounding decisions to incorporate the technology have caused delays in the timeline. At least one of the subrecipients waiting for several peripheral devices to enable the offering of more complete presentations to affiliated community sites and physicians. Additionally, the sole source vendor (SKC) has elusive on equipment issues and there have been challenges with ensuring the users are trained on how to properly utilize the equipment.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Training-Distance Learning	Iowa Health-Des Moines and subrecipient locations	Lecture on Hispanic culture, and how it pertains to patient care situations, and how their culture affects patient care.	100	8	0	0
Training-Distance Learning	Clarke County Hospital and Guthrie County Hospital	Four consecutive week course on cardiac rhythms, offered at Clarke County via videoconferencing equipment. The class was digitally recorded, and was attended by five nurses at Clarke County and 1 nurse from Guthrie Center Hospital.	6	6	0	0
Training-Telehealth	Iowa Health Psychiatry Services	Demonstration/discussion of telemental health to a group of four psychiatrists and two nurses. Discussion included how mental health services could be delivered to consumers of mental health care, thereby increasing access to care. Demonstration of video conferencing equipment that would be used in a mental health appointment.	6	6	0	0
Training-Telehealth	Iowa Health-Des Moines	Demonstration/discussion of use of videoconferencing capabilities to a group of four employee assistance counselors, one Psychologist, one receptionist. Discussion included how employee assistance services could be delivered to employees, thereby increasing access to these services. Demonstration of video conferencing equipment that would be used in an employee assistance session.	7	7	0	0
n/a	n/a	n/a	0	0	0	0
Community Awareness	Greene County Medical Center and Community Sites	Community Awareness programming reached 161 people this quarter. 1) Presentation on BTOP to the Jefferson Kiwanis (35 people); 2) Took part in the "Lunch n' Learn" hosted by SKC and Cisco to review equipment usage and innovations (15 people); 3) IT Director and Grant Administrator attended the 2 day FLEX Conference to gain additional insight into delivering services at a Critical Access Hospital (55 people); 4) Grant Administrator attended the American Telemedicine Association National Convention in Tampa, Florida; 5) Presentation to the City of Jefferson administrators about equipment configuration, deployment and researching the systems that would best serve their needs and the needs of the community (4 people); 6) Presentation to the Law Enforcement Center and walk through to assess equipment placement and discussed the possible applications for their facility (5 people); 7) Hosted "Trauma Talks" via video conference for nursing staff leaders in our Training Room (4 people); 8) Attended BTOP Budget Meeting and work session which included discussion on usage agreements equipment options (16 people); 9) Video conference with the other subrecipients regarding the video bridge (8 people); 10) Participated in the Iowa Rural Health Association Webinar with the Great Plains Telehealth Resource Assistance Center (2 people); 11) Demonstration with a multi-disciplinary team meeting which included hospital directors and community leaders (16 people); 12) Phone Conference with Zoi Hills from the Great Plains Telehealth Resource Assistance Center regarding their assessment process and their continuing education offering for RN's on telehealth patient presentation (1 person).	281	161	0	0

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Training-Technology	Greene County Medical Center	Greene County Medical Center (GCMC) IT staff provided training to GCMC employees on McKesson Pharmacy System, Radiology/Lab Interfaces and Paragon Records System. The integration of these clinical management systems continue to be essential to the delivery of secure telehealth services in rural Iowa. The training programs provided, insures that staff will be able to skillfully work across various provider lines with patient scheduling, delivery of care, billing and patient records. With interactive telehealth services at GCMC sites, our administrative component is now capable of delivering a high quality consultation between remote physicians and local patients. Our IT staff received training on BTOP Grant reporting and telehealth equipment and delivery/presentation methods.	124	124	0	0
n/a	n/a	n/a	0	0	0	0
Community Awareness	Toledo, IA	Meeting with MTHC Director of Administrative Services regarding telehealth partnership with GCMH.	1	1	0	0
Outreach to End Points	Grundy Center Memorial Hospital	Telephone conversation with Iowa Health System Information Technology regarding plan for telehealth implementation as it relates to Allen Memorial Hospital.	1	1	0	0
Outreach to End Points	Eldora, IA	Discussion of telehealth opportunity & uses with Dr. Teresa Brown, D.O.	2	2	0	0
Outreach to End Points	Reinbeck, IA	Discussion of Telehealth opportunity/uses with Superintendent & High School principal	2	2	0	0
Outreach to End Points	Waterloo, IA	Presentation to Occupational Health	4	4	0	0
Community Awareness	Reinbeck, IA	Discussion with Superintendent & Information Technology Coordinator regarding equipment & implementation	2	2	0	0
Community Awareness	Grundy Center, IA	Discussion of Telehealth opportunity/uses with Superintendent, High School Principal, and Information Technology Coordinator	3	3	0	0
Outreach to End Points	Grundy Center Memorial Hospital	Introduction to GCMH Telehealth program and discussion of use in the Emergency Room with Dr. Kerr	1	1	0	0
Community Awareness	Grundy Center, IA	Introduction to BTOP grant, discussion of Public Health potential use	2	2	0	0
Community Awareness	Toledo, IA	Discussion of diabetic education and other potential applications for Tribal Health Clinic	8	8	0	0
Training-Telehealth	Guthrie County Hospital	Training on video conferencing equipment and the telemedicine peripherals.	35	18	0	0
n/a	n/a	n/a	0	0	0	0
Media Coverage	Clarke County Hospital	On 1-6-11, local television station KCCI filed a spot on CCH telemedicine activities which was broadcast on the evening news.	100,000	100,000	0	0
Training-Distance Learning	Clarke County Hospital	On 3-29-11, Dr.Belz, a Des Moines-based nephrologist, presented education on chronic renal failure, via telehealth, to a group of local community participants.	11	11	0	0
outreach to end points	Clarke County Hospital	CCH hosted a discussion and demonstration of telehealth technology with 11 different end points including pharmacy, a community college, pulmonology, wound care medical services, emergency departments, a physicians clinic group, nephrology, and behavioral health.	107	107	0	0
Training-technology	Guthrie County Hospital	GCH trained its internal users on the newly installed nurse call system.	15	10	0	0
outreach to end points	Grundy County Memorial Hospital	Discussion with Director of Occupational Health at Allen Hospital regarding partnership opportunities with telehealth; telehealth introduction to GCMH medical staff at February meeting	14	10	0	0
Community Awareness	Grundy County Memorial Hospital	BTOP grant review, compliance and reporting overview for GCMH Board of Commissioners conducted 02/23/2011; presentation of BTOP telehealth project to GCMH leadership group, including demonstration, conducted on 01/12/2011; Presentation of BTOP telehealth project to GCMH associates at several meeting sessions from 01/20/2011-01/28/2011	247	144	0	0

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
installation of equipment	Grundy County Memorial Hospital	installed video communication infrastructure and installed several pieces of video conferencing equipment in the facility	0	0	0	1
Community Awareness	Greene County Medical Center	Presentations were made to Rotary, Community Health Planning Group, Hospital Strategic Planning Committee, hospital board, county board of health, county board of supervisors, multidisciplinary group including area agency on aging, law enforcement and emergency management.	598	598	0	0
Outreach to end points	Greene County Medical Center	GCMC participated in demonstrations with McFarland clinic staff, physician and regional manager, law enforcement staff, ambulance and emergency manager, the Iowa Department of Public Health, and Region 12 Council of Governments Regional Planner.	37	37	0	0
n/a	n/a	n/a	0	0	0	0
Installation of Equipment	Waterloo, IA	Implementation of Allen Pharmacy equipment	0	0	0	1
Installation of Equipment	Guthrie County Hospital	Installed community infrastructure equipment and video conferencing equipment in the facility	0	0	0	1
Total:			101,614	101,273	0	3

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

The number of CAIs subscribing to broadband is determined by the number of points of presence where video-conferencing technology has been implemented as a result of SBA activities.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

Grundy Center Memorial Hospital (GCMH) Community Outreach Coordinator was on medical leave for 2 months and did not conduct the amount of outreach activity originally anticipated in the timeframe. This was a direct result in fewer subscribers than were originally planned for this quarter. The timeline between purchase orders and equipment deliveries typically is 8 weeks, which in return, has caused a delay in the ability to gain the targeted number of new subscribers this quarter for this project.

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 0

Businesses and CAIs : 0

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Clarke County Hospital (CCH) will continue to conduct planning activities related to the implementation of a several new specialty clinics, including a general surgery specialty clinic, to begin July 2011, as well as the Wound Center in September/October, 2011. Other clinics will be planned for Occupational Medicine, Pulmonology, Emergency Medicine, Psychiatric Services, Orthopedics, Pediatrics, Gynecology, as well as agencies in the Osceola/Clarke County community - Osceola Senior Services, Clarke Emergency Disaster, Iowa Alliance Ambulance. Implementation of telemedicine equipment at the Osceola campus of Southwest Community College (SWCC) should be finalized, as well as implementation of Telepharmacy at Clarke County. CCH will continue to serve as advisors/leaders in BTOP grant implementation activities with other BTOP grant participants. CCH will continue to refine a dynamic, tentative timeline for implementation of various medical specialty clinics, as well as device placement at Central Iowa Health System and Clarke County schools. This involves budgeting and ordering of telemedicine equipment and devices, and education of these entities on the use of the equipment. There are ongoing activities surrounding marketing and education of telemedicine to staff at CCH. Clinicians at CCH will continue to practice and refine skills surrounding use of available telemedicine assessment tools. Ongoing activities related to Project Management, including needs assessment, risk analysis, communication planning, development of task lists and timelines, etc. are ongoing. Greene County Medical Center (GCMC) will continue with the installation plan at GCMC by targeting an additional 16 room/cart systems. GCMC will continue to procure contractual agreements with target Hubs and End Users so equipment can be deployed at those sites. An extensive training for all staff and providers will be ongoing throughout the quarter. Guthrie County Hospital (GCH) plans to have a neurology clinic which will be done using the telemedicine equipment. GCH plans to have used the equipment to provide coverage to GCH clinics when providers are not available. Grundy Center Memorial

Hospital (GCMH) is presently spending a significant amount of time conducting outreach with GCMH local school systems, and working to plan the implementation of equipment in approximately 12 communities in the area. GCMH expect the number of broadband adopters within the project scope to markedly increase in the next quarter. With this expectation, GCMH plans to acquire more video conferencing equipment to deploy to approximately 22 endpoints. This includes the community schools, medical providers, and some more in-house equipment for the facility. As GCMH expands deployment of the technology to providers, GCMH recognizes the importance of developing expertise in using the equipment to thwart some of the barriers to adoption GCMH expects to encounter. Therefore, this quarter GCMH will dedicate a great deal of time to testing and planning for implementation of the diagnostic tools that will accompany the video-conferencing equipment. With the equipment that is being implemented at the schools, GCMH plans to enhance the experience of the students by offering health education programs. In addition to simply implementing equipment at the schools, GCMH will also begin working on curriculum and/or programming that will be offered to the school districts. Finally, in the next quarter GCMH will begin outreach with local EMS crews, which are slated for implementation in the 4th quarter of 2011. Iowa Health-Des Moines anticipates arrival and installation of its base infrastructure and will continue to identify the necessary cart configuration for the emergency departments with plans to order equipment during this quarter. A subrecipient checklist, developed in the prior quarter, will be utilized on site visits to each of the four subrecipient locations. An budget modification request will be submitted to reflect the changes in available technology since the original grant was developed, which will allow for a more user friendly configuration as well as expand the number of end points connected to the project.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	46	Due to the timeline between purchase orders and equipment deliveries and installation.
2.b.	Equipment Purchases	-	Milestone Data Not Required
2.c.	Awareness Campaigns	-	Milestone Data Not Required
2.d.	Outreach Activities	-	Milestone Data Not Required
2.e.	Training Programs	-	Milestone Data Not Required
2.f.	Other (please specify):	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

The coordination of multiple, sometimes conflicting schedules and priorities among various entities of the project teams continues to be a challenge. Other basic challenges are the learning curve related to available telemedicine technology, as well as the dynamic nature of a constantly evolving project plan and timeline. Another continuing challenge is the migration of technology, and the learning curve associated with the replacement of existing equipment, and the incorporation of the new technology, including documentation and education on process changes. The acceptance of contractual agreements, which are required prior to deploying equipment, will be an ongoing challenge. Receipt of the necessary equipment that has been ordered will be an issue to monitor.

