

RECIPIENT NAME: Central Iowa Hospital Corporation

AWARD NUMBER: 19-43-B10575

DATE: 02/10/2012

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) 12-31-2011	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 Stephanie Young	7c. Telephone (area code, number and extension) X	
	7d. Email Address YoungSJ@ihs.org	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-10-2012	

Project Indicators (This Quarter)

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

Greene County Medical Center (GCMC) executed two contracts this quarter with CAI targets and has equipment being demonstrated in one other CAI target. GCMC had two End Point installs and training with staff, as well as additional staff training that is being planned with each of these CAIs. GCMC met with an administrator from the Richmond Center and Community Family Resources to discuss implementing telepsych programming. GCMC also provided a booth and telehealth demonstration at the Greene County Health Fair, installed equipment in the Emergency Trauma and Exam rooms and Public Health Rooms at GCMC. There was also a presentation to the mayor, the fire chief and EMS Director of Grand Junction to review equipment needs and options. A telehealth presentation was presented to the Greene County Medical Center Auxiliary and demonstration was provided to one of the ER physicians. An introduction of "Family Touch" which allows residents and patients affiliated with the facility to link to family members via in-house audio/video conferencing systems. Grundy County Memorial Hospital (GCMH) provided outreach, planning, equipment testing/training, and installation to four anchor institutions. The Telehealth Nurse position was instituted at GCM, and numerous hours were devoted to orienting this employee to the project. Equipment was implemented at two more school facilities, and the Telehealth Nurse worked diligently with the schools to plan and develop educational programs to be delivered via video conference, the first of which will be held in January, 2012. Outreach activities were conducted with five of the six EMS crews in the plan and equipment implementation was completed for one EMS facility and four more are slated for Q1 2012. GCMH's first Healthcare provider was installed. Clarke County Hospital (CCH) added 4 new telemedicine specialty clinic physicians to the already-established telemedicine specialty clinic base for a total of 9 physicians in 6 specialty clinics. Equipment was set up and training provided to allow for the Employee Assistance Program to be delivered via telemedicine from CCH to the Des Moines area Employee Assistance Program office. Family has had access to inpatients through utilization of the telehealth equipment and equipment audits have been developed from the equipment inventory to ensure accurate tracking and monitoring. Clinicians will be responsible for the audit once per month and clinicians are documenting continuing education and knowledge of the telehealth equipment. 30 hours have been logged in the staff training log along with a description of the type of training they participated in. CCH continues to provide inpatient consultations with specialty physicians and community demonstrations have been developed and deployed to educate the community and increase awareness of telemedicine. A finalization meeting took place this past quarter with the South Western Community College (SWCC) Vice President of Instruction. Iowa Health Des Moines (IH-DM) activities this quarter included the installation of the video conferencing bridge/infrastructure. In addition, three conference room systems were installed at IH-DM to allow for educational interaction with the rural hospital subrecipients, as well as between the three IH-DM hospital campuses. IH-DM continued to work with the rural hospital subrecipients on grant administration issues and site visits were conducted with each facility to review the current budget, the need for budget modifications, and the list of community anchor institutions. Dialogue continued with various representatives within the IH-DM organization where video conferencing equipment will be placed, including each of the three adult emergency departments, women's services, occupational medicine, and psychiatry. Guthrie County Hospital began offering a neurology telemedicine clinic and continues to provide outreach and education on telehealth equipment.

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	46	The variance from the baseline report is due to the length of time to generate interest and implement technology at the projected community anchor institutions.
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 continuing challenge occurs when implementation is needed once the community anchor institutions/end points have been educated regarding the project. Although the benefits of telemedicine are quickly realized, there are numerous steps associated with the implementation that have taken more time than originally anticipated. For example, Iowa Health-Des Moines has had frequent interactions with staff in the adult emergency departments at its three facilities with the intent of connecting the rural facilities to these

urban locations. However, due to the pending implementation of a new electronic health record at Iowa Health, the opportunity for telemedicine in the emergency departments is being delayed. Further, the pediatric emergency department providers have raised a number of questions regarding processes associated with telemedicine so the timeframe for connection to Blank Children's Hospital has been delayed as well. Greene County Medical Center (GCMC) continues to be challenged by inadequate internet speeds in several of the CAI target areas that negatively impact the video transmission, however, are working towards correcting this issue for successful transmission. Coordination of scheduling between entities continues to be a challenge in regard to the timeline. Availability of multiple schedules is often limited, pushing back anticipated milestone dates. The project schedule is ever evolving with changes in availability of schedules, and return time of documents, with points of presence being brought on board. Furthermore, challenges continue to be present with the project's technology partner, SKC. Working through issues with installations, invoicing, the support model, equipment functionality and reliability have all created the need for additional oversight and discussions. Equipment installation and connections set up to work properly are ongoing issues that take additional time for discussion and strategy sessions.

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
N/A	N/A	See attachment	11,736	11,552	0	17
Total:			11,736	11,552	0	17

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).

The total number of new subscribers differentiates from the targets provided in the baseline plan due to encountering a longer implementation period than what was originally anticipated for many of the subscribers. We have a six- to eight-week lead time to acquire equipment for subscribers which, coupled with a lengthy process for creating and finalizing contractual agreements, significantly slows down the adoption process. Planning has been completed during this quarter to mitigate the longer lead times to acquire equipment for subscribers and will be back on track during the next reporting period.

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
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Project Indicators (Next Quarter)

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

Iowa Health-Des Moines (IH-DM) plans to install movi desktop connections for each of the three IH-DM emergency department managers and the chief nursing officer. The telemedicine connection between IH-DM occupational medicine, Clarke County Hospital and Osceola Foods is expected to be complete. Discussions with IH-DM case management will continue, for the purposes of using video conferencing capabilities with rural hospitals to aid in the discharging planning process. Grundy County Memorial Hospital (GCMH) will begin conducting health education programming with schools beginning in January, 2012. GCMH will evaluate and refine programs as they are executed and develop new programming as feedback is received from the schools. GCMH will also be researching and developing educational offerings for EMS. To date GCMH have had limited capabilities to provide CEH credit opportunities, so the Telehealth Nurse will be dedicating time this quarter to preparing/planning for additional CEH offerings for the EMS crews we have collaborated with. Extensive outreach and planning work will be required to execute the five healthcare providers GCMH has planned for this quarter. GCMH will test the peripheral diagnostic accessories with the providers and work with them to develop policies and procedures for providing telemedicine services at GCMH. Equipment implementations are also slated for five EMS facilities and three schools, for a total of 13 anchor institutions projected for the subsequent quarter. Clarke County Hospital (CCH) will complete the implementation of 3 new specialty clinics, to include plastics, weight loss center, and endocrinology. Discussion will begin with podiatry, pain center, wound center, orthopedics, internal medicine, and Occupational medicine. The time line will continue to be assessed weekly in order to closely monitor progression, and evaluate opportunities to move dates up. A training activity will take place among other BTOP grant participants in January 2012. CCH will provide one of the learning sessions with a demonstration of the Bluetooth stethoscope. CCH will present to all city councils in their area, including Osceola, Murray,

Woodburn, and Weldon city councils. The purpose of these demonstrations will be to educate, and then collaborate on the placement of equipment in each of the locations. Project management, including project plans, needs assessment; communication planning, equipment audits, and skills audits are ongoing. Guthrie County Hospital (GCH) will continue to connect to additional specialty clinics to better serve their county.

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	54	This variance from the baseline plan is due to the time frame 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 implementation of a new electronic medical record at Iowa Health-Des Moines in March 2012 will limit the availability of staff for telemedicine discussions and training. Working toward resolution of vendor issues will continue to be a challenge for Iowa Health-Des Moines and the subrecipients. Technology support for video conference equipment remains an outstanding question as Iowa Health looks to identify what resources will be necessary to undertake this function, either internally or outsourced.

