



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

**LOCATION:**  
*Hollywood, FL, US*

**ORGANIZATION:**  
Wound Technology Network, Inc.

**YEAR:**  
*2011*

**ORGANIZATION URL:**  
<http://www.woundtech.net>

**STATUS:**  
*Laureate*

**PROJECT NAME:**  
Telehealth Video Conferencing on 3GSmartphones

**CATEGORY:**  
*Health*

### PROJECT OVERVIEW

Wound Technology Network's wound treatment system ensures that two wound specialists (one on location, another through voice- and video-over IP) are simultaneously assessing and treating each wound patient at every visit. Through its centralized specialist call center and care management software, WTN makes available to its patients level of wound care expertise, standardized protocols, and cross-situs consistency in quality of care that is unmatched, even by the best specialty wound care clinics. Through its network of contracted wound care providers, WTN expands the point of service by bringing advanced wound healing services to the physician office/clinic, to the skilled nursing or assisted living facility, and even directly to the patient's home or bedside and manages treatment life cycle across settings. The challenge and problem to solve was to move from laptop based mobile device to a smartphone. The opportunity was to find innovative software that would provide the standard of a laptop application on a smartphone. WTN collaborated with Ivisit video conferencing software designed for smartphones and PCs. We worked with the Ivisit development to modify the existing platform and provide secure, encrypted telehealth video conferencing over a wireless 3G network. Utilizing the HTC the Fuze smartphone with a QUALCOMM chip and applying the SDK for use with the Ivisit software over the ATT network was another challenge that we overcame. The software design permits the immediate transfer of wound pictures from the smartphone to the video conferencing PC utilizing the camera auto-focus and flash. This drives clinical collaboration between the specialist in the telehealth center and the physician or nurse practitioner or physician assistant in patient's homes, office clinics, skilled nursing facilities and hospitals.

### SOCIETAL BENEFITS

WTN wound treatment system was developed to ensure that WTN clinical staff adheres to evidence based medicine. The benefit is providing access to care to the frail and elderly population that would not have access to care and

would have to be transported by ambulance to a hospital based outpatient wound care center.

### **PREVIOUS PROJECT UPDATED/EXPANDED?**

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### **PROJECT IMPLEMENTATION COMPLETE?**

Yes

### **PROJECT BENEFIT EXAMPLE**

WTN has provided greater than 30,000 wound acre treatments utilizing telehealth video conferencing on smartphones. The project has benefited more than 3,000 patient over the past two years. We have reduced cost of care for 18 health plans and 65 medical groups in Florida and California. "My former position was Vice President and Chief medical officer for a major Medicare health plan in South Florida, and I am happy to be speaking on behalf of the Wound Technology Network. During the last 2 years we ran a trial of 2 wound care companies' side by side. Wound Technology Network had a significant volume of our patients along with another wound care company. We had the ability to take a look at the outcomes data, utilization data and cost data and found that Wound Technology Network did a significantly better job, in fact the data showed a 50% improvement in both cost and actual time to heal the wounds. So we were very, very happy with Wound Technology Network and that actually led us to contract with them as our sole provider for wound care going forward...It was an excellent experience". John McGoohan, D.O. Senior Vice President Medical Affairs Vista Health Plans of Florida. "...Improving the quality of care while cutting costs at the same time is the holy grail of healthcare. WTN has been able to achieve that..." Dr. Warren Joseph, Editor, Podiatry Management Magazine "...When I first came to you I was in severe pain with little hope in healing my ankle. You healed my ankle and restored my faith in doctors. Your techniques were less painful and healed my leg quicker than surgery." Betty L. "...I was told by four other professional teams that my toe or foot would have to be amputated. I was told that the chances of ever healing my wound were very, very slim. It was as a last resort that I came to see you. After my first visit, I experienced the quality of wound care, and I started hoping. Each Visit to you heightened my hope. When the wound started healing and decreasing in size, I became very excited. I could not believe my eyes! After weeks of thorough care, the wound was completely healed. Thanks to you, I have a sound foot, and am now wearing regular shoes again..." Lennox P.

### **IS THIS PROJECT AN INNOVATION, BEST PRACTICE?** Yes



## **ADDITIONAL PROJECT INFORMATION**

Reduced Healthcare Costs WTN is using its mobile wound management solution to help reduce the number of expensive hospital stays. "We are able to decrease hospitalizations by 90 percent," says Galitz. Other benefits for payers include:

- Hospitalization readmissions reduced by up to 90 percent.
- Extensive data and report generation.
- Risk reduction compared with hospital treatment.
- Continuity of care and complete case management.

Use of the new solution can significantly reduce operating costs for clinical care providers who can work with handheld mobile devices instead of expensive laptops and webcams. This reduces costs per new clinical employee by approximately \$1,200 and \$1,000 annually per clinical staff member.