

Return on Health in action: Telehealth case studies

The Return on Health report (PDF) includes case studies that explore the value of virtual care (also referred to as telehealth) through the virtual care framework, developed by the American Medical Association, in collaboration with Manatt Health. These real-world examples were designed and developed in collaboration with organizations that are currently measuring the value of their virtual care programs. For a brief overview, see "How to measure the value of virtual health care" (Barron, Mishra, Lloyd & Augenstein; *Harvard Business Review*).

Virtual care (telehealth) case studies

- Virginia Commonwealth University Health–Telepsychiatry during COVID-19
- Ochsner Health–Hypertension digital medicine program
- Massachusetts General Hospital–Teleneurology and telestroke
- Cityblock Health–Complex care coordination

In addition, the AMA Telehealth Implementation Playbook proposes 12 distinct steps that practices can take to support efficient, successful implementation of telehealth programs. The framework proposed in this report can support those practices in completing four of those 12 steps:

- Defining success.
- Making the case.
- Evaluating success.
- Scaling.