Kick Off Webinar:
Sustainable Models of Telehealth in the Safety Net Program

October 6, 2017 | 12:30pm – 1:30pm
What we’ll cover today

- Team Introductions
- Program Overview
- Funding Details
- Timeline and Calendar
- What's Coming Up & Next Steps
- Q&A
Meet Our Team
“Telehealth Trifecta”

Funder
• Chris Perrone, Director, Improving Access

Telehealth Experts
• Kathy Chorba, Executive Director
• Danylle Kurywchak, Program Coordinator

Program Office
• Veenu Aulakh, Executive Director
• Alexis Wielunski, Program Manager
Participating Health Plans

california health & wellness

Inland Empire Health Plan

Healthplan of California
Team Introductions

Team Name
What Excites You
What Worries You
Current Telehealth Specialties Offered
Telehealth Specialties to Be Offered
How long have you been doing telehealth at your clinic?
Since 2003, 14 years!

What Excites You:
Serving patients, saving lives, saving vision, and staying up with the future excites us!

What Worries You or Makes You Feel Uncertain:
Our biggest worry is to maintain services due to cost. However, we have cut cost by $10,000 and were able to see 100 more patients in August than in July! We were able to do this by being efficient and by building sustainability.
Ampla Health

Telehealth Specialties

- Psychiatry
- Endocrinology
- Dermatology
- Nephrology
- Diabetic Retinopathy
- Cardiology
- Gastroenterology
- Neurology
- Rheumatology
- Pain Management
- Addiction Therapy
- Pediatric Specialties
How long have you been doing telehealth at your clinic?
1 year

What Excites You:
Bringing specialty care to our patients and opportunities for our providers to learn from the specialists.

What Worries You or Makes You Feel Uncertain:
Not all of our managed care Medi-Cal plans are contracting with telehealth specialists.
Chapa-De Indian Health

Telehealth Specialties

- Telepsychiatry
- Endocrinology
- Dermatology
- Diabetic Retinopathy
- Cardiology
- Rheumatology
Clinicas de Salud del Pueblo
Calexico, El Centro, Brawley, Brawley Open Access, Mecca and Blythe
Team Numero Uno Telehealth

How long have you been doing telehealth at your clinic?
Clinicas has offered telehealth services, to varying degrees, for almost 10 years. We renewed our efforts mid-2015 and now have a strong telehealth program ready for growth.

What Excites You:
Being able to provide a fast and personal level of care to patients within our community in the comfort of their local clinic without the expense of having to travel a lengthy distance.

What Worries You or Makes You Feel Uncertain:
Not all patients being receptive or comfortable with receiving care though new technology/programs (such as telehealth).
Clinicas de Salud del Pueblo

Telehealth Specialties

- Telepsychiatry
- Endocrinology
- Dermatology
- Peds Telepsychiatry
- Diabetic Retinopathy

- Cardiology
- Neurology
- Pulmonology
- Rheumatology
- Pediatric Specialties
Community Health Systems, Inc.
Riverside, CA
Team Name: Team CHSI

How long have you been doing telehealth at your clinic?
0 # years

What Excites You:
Being able to provide a whole person care for our patients.

What Worries You or Makes You Feel Uncertain:
Walking into the uncharted territory of telehealth.
Community Health Systems, Inc.
Telehealth Specialties

Telepsychiatry
EDCHC has been providing Telehealth for over four years through direct contracting, grant supported programs, and a partnership pilot with California Health and Wellness.

**What Excites You:** Providing access to specialists which would otherwise be absent. The benefit to our patients and the opportunity to be seen in a timely manner. Crazy/unique lab orders and learning opportunities that result from them. Opportunity to participate in specialized care.

**What Worries You or Makes You Feel Uncertain:** internet disconnections, feedback/echo sounds, patient no-show rates. Specialists needing data we do not have.
Telehealth Specialties:

- Psychiatry
- Rheumatology
- Neurology
- Cardiology
- Endocrinology
- Infectious Disease
- Dermatology
- Nephrology
- Gastroenterology
- Pulmonology
- Retinopathy
How long have you been doing telehealth at your clinics?
In 1999 our Eureka Clinic started utilizing store and forward Telehealth technology for retinal exams. In December of 2005, our Telehealth and Visiting Specialists Center (TVSC) opened and in 2013, TVSC’s scope changed and our Telehealth program was co-located within 3 family practice locations.

What Excites You:
• Getting our patients connected to specialties they normally wouldn’t have access to, due to transportation, prohibitive costs and/or and insurance barriers.
• Innovating and contributing to expanding the health care delivery model.

What Worries You or Makes You Feel Uncertain:
Connectivity malfunctions, staffing, specialists availability, sustainability, operational complexity.
Open Door Community Health Centers

Telehealth Specialties

Available to Patients with PHC or Medicare Insurances
- Rheumatology
- Psychiatry
- Endocrinology
- Dermatology
- Neurology
- Infectious Disease
- Pulmonology
- ENT
- Nutrition

Behavioral Health Counseling for Spanish Speakers
- Diabetic Retinal Screening

Internal Telehealth
- Pediatric Behavioral Health
- Nephrology

Pediatric Specialties
- Dermatology
- Endocrinology
- Psychiatry
- Gastroenterology
- ENT
- Nutrition

TM2U/PHC
- Allergy/Asthma
- Gastroenterology
- Pain Management
- Ortho- Soft Tissue
Neighborhood Healthcare - Services offered in English/Spanish
Temecula, Menifee, & Hemet

We have been providing Telepsychiatry services for 5 years in Temecula and are now expanding services to Menifee and Hemet.

What excites you?
Telehealth offers a unique ability to provide high quality patient care to patients who reside in rural areas to reduce access to care barrier.

What Worries You or Makes You Feel Uncertain?
Having enough space to conduct services to meet the behavioral health needs of our communities.

Wendi Vierra, PhD
Director of Behavioral Health Operations
*Project Lead/Point of Contact

Gabriel Rodarte, MD
Clinical Team Lead
*Clinical Champion

Rakesh Patel, MD
CEO

Marina Lomeli
Director of IT

Maria Fons
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Neighborhood Healthcare

Telehealth Specialties

- Telepsychiatry
  - Adult, Child/Adol

- OB-Gynecology

- Gastro

- Retinal

- Dermatology

- Cardiology
SCHC has had Telemedicine since December of 1999.

We are excited about continuing to expand our program and offer more specialty services through Telemedicine than ever before.

We feel uncertain and worry about long-term funding, since grants are typically short-term funding sources.
Shasta Community Health Center

Telehealth Specialties

- Dermatology
- Adult Endocrinology
- DD Psychiatry
- Pediatric Psychiatry
- Adult Neurology
- Rheumatology
- Pediatric Endocrinology
- Pediatric Neurology
- Adult Psychiatry
West County Health Centers
Sonoma County (4 primary care sites)

The Innovators – Building a Rural FQHC Telehealth System That Works

How long have you been doing telehealth at your clinic?
In various forms, we have been doing telehealth for about 4 years.

What Excites You:
We are excited to learn what others are doing to make their telehealth programs more effective. We also want to know more about successful staffing models, financing, and new technologies. Engaging our patients and learning more about home monitoring systems.

What Worries You or Makes You Feel Uncertain:
• Time to get the systems development work done
• Sustainable funding
• Lack of broadband services in rural areas
West County Health Centers
Telehealth Specialties

Telepsychiatry
Dermatology
Rheumatology
Endocrinology

Diabetic Retinopathy
Pain Management
Home Monitoring
Sustainable Models of Telehealth in the Safety Net Program

Goals

• Expand access to and use of specialty telehealth services among low-income Californians.
• Develop sustainable telehealth programs in the safety net.
• Understand what it takes to expand and sustain telehealth programs
• Share these lessons with other safety net organizations
Program Expectations

- Increase telehealth volume by 1,000 to 2,000 visits/year
- Participate in regular check in calls
- Participate in peer-learning workgroups (webinars and in person meetings)
- Develop a long-term sustainability plan for telehealth
- Report volume and usage data monthly to CTRC
- Participate in external evaluation of project outcomes
Funding Details: $110,000

Submit Participant Form & Budget Summer-Fall 2017

Submit Mid-term Report and Review Program Financials After 1 year

Submit Final Report After 2 years

Receive $50,000

Receive $50,000

Receive $10,000

Demonstrate increased telehealth volume, participate in peer-learning, report data
Program Evaluation

• Purpose: assess the impact of this initiative and to identify lessons learned that would inform future efforts
  – Examine impact on utilization, timely access to care, quality, costs, and patient satisfaction.
  – Examine operational issues – e.g., staffing, workflow and user experience

• Evaluator to be selected through a competitive process this fall

• Participation in evaluation is required for project partners
Program Support

- Operational and Technical Needs and Readiness Assessments
- Telehealth Coordinator and Staff Training
- Ongoing Technical Assistance and Check In Calls
- Curriculum Development and Delivery
- Peer Learning Workgroups: Webinars & In Person Workshops
- Monthly Data Collection and Review
Telehealth Learning
Community Focus Areas

Billing
Contracting with Payers
Negotiating with Specialists
Work Flow
IT & Equipment Issues
Program Timeline

Initial Assessments and Grant Making: June to November 2017

In Person Workshops: Two per year, first on November 13, 2017
Webinars: Two per year, next in early 2018

Check in Calls with CTRC: Twice a month, starting in October 2017
Technical Assistance from CTRC: Available on demand throughout the program

Monthly Volume & Usage Reports: Due 2nd Friday of each month
Narrative & Financial Reports: At the end of Year 1 and Year 2
In Person Workshop
November 13th | 11am – 3pm
UC Davis Medical Center, Center for Health and Technology, Sacramento

AGENDA TOPICS
• Networking
• Patient presentation techniques for telehealth visits
• Supporting telehealth coordinators to be successful
• Payer panel on telehealth reimbursement
• Small group discussion with your Medi-Cal managed care health plan
Next steps

• Register and arrange travel for the **November 13th In Person Workshop** at UC Davis Medical Center

• Complete your **Participant Information Form**, if you haven’t already

• Start collecting data for your **monthly reports** once you receive your award letters
Questions?

Program Contacts

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