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INNOVATIONS



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Health Care  
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# Kick Off Webinar:

## *Sustainable Models of Telehealth in the Safety Net Program*

October 6, 2017 | 12:30pm – 1:30pm

# What we'll cover today



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- **Team Introductions**
- **Program Overview**
- **Funding Details**
- **Timeline and Calendar**
- **What's Coming Up & Next Steps**
- **Q&A**



# Meet Our Team

## “Telehealth Trifecta”



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### **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



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california  
health & wellness™



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Inland Empire Health Plan

PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA

# Team Introductions

Team Name

What Excites You

What Worries You

Current Telehealth Specialties Offered

Telehealth Specialties to Be Offered

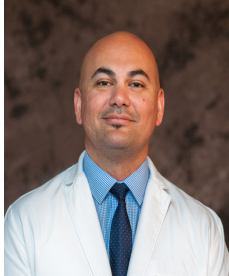
# Ampla Health

Chico, Yuba City, Lindhurst, Oroville, Gridley, Hamilton City, Magalia, Orland, Los Molinos

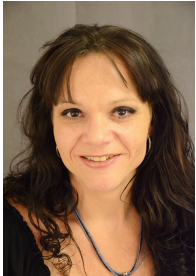
## The Telemedicine Dream Team



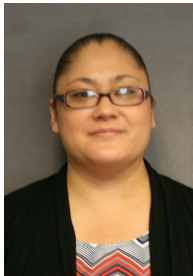
Cindy Snelgrove  
Director of Clinical Services  
\*Point of Contact



Dr. Alamshahi  
MD  
\*Clinical Champion



Jeanne Russell  
Telemedicine Advisor



Rhonda Weaver  
Telemedicine Coordinator  
Assistant



Shrina Virdee  
Telemedicine Coordinator  
Assistant



Jennifer Siordia  
Telemedicine Coordinator  
Assistant

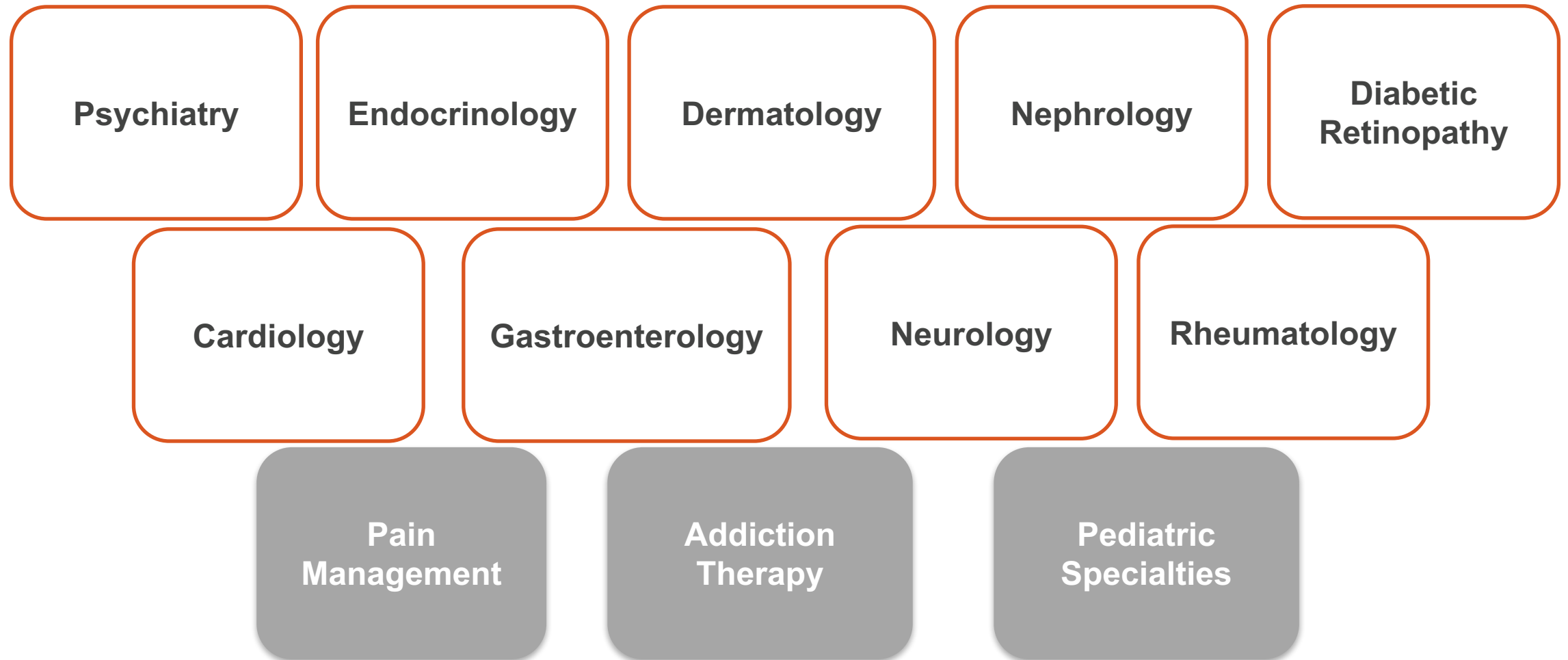
🎯 How long have you been doing telehealth at your clinic?  
Since 2003, 14 years!

😊 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*



# Chapa-De Indian Health

Auburn & Grass Valley

## Team T2R (Telehealth To the Rescue!!)



Michael Mulligan, MD  
Strategic Project Director  
\*Project Lead/Point of Contact &  
Clinical Champion



Lisa Davies, MPH  
CEO



Wendy Barnhart  
Telehealth Coordinator



Joel McDonald  
IT Operations Manager



Trish Strom  
BILLING SUPERVISOR



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



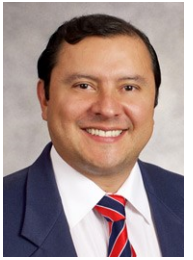
Albert Quihuis  
Telehealth Manager  
\*Project Lead/Point of Contact



Yvonne Bell, MBA  
CEO



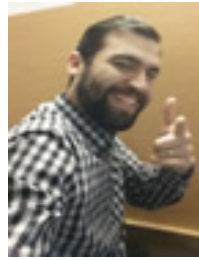
Afshan Baig, MD  
Chief Medical Director  
\*Clinical Champion



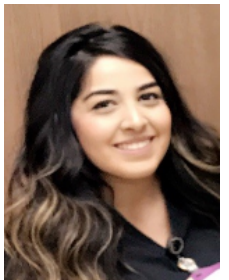
Alvaro Camacho, MD  
Director of Behavioral Health



Speranza Avram, MPA  
Telehealth Coach



Felix Leon  
IT Infrastructure Manager



Fernanda Canchola  
Telehealth Technician



Francisco Javier Hernandez  
Telehealth Technician



Crystal Abiña  
Telehealth Technician



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**

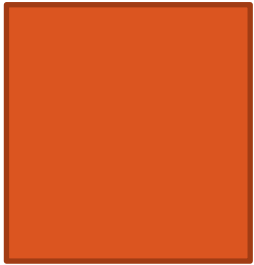
**Rheumatology**

**Pediatric  
Specialties**

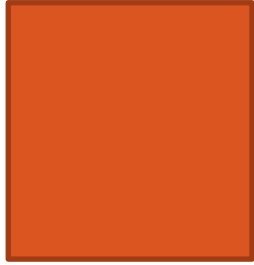
# Community Health Systems, Inc.

## Riverside, CA

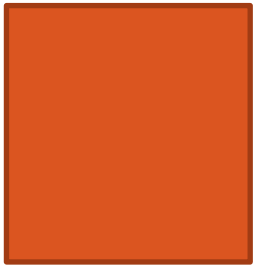
Team Name: Team CHSI



Dr. Ashrafian  
CMO



Richard Rowe  
BH Director



Ms. Holeman  
CEO



Anthony Deboer  
CTO/IT Specialist

 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

## Tele-Well Care Team



Terri Stratton, MPH  
Executive Director



Dr. Michael Ngo, MD  
Clinical Champion



Dr. Velasquez-Morfin, MD  
Medical Director



Diane Bass, MSN FNP  
Clinical Director



Patrick Klein  
Development Director



Samantha Dees, MA

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

Dermatology

Cardiology

Endocrinology

Infectious Disease

Retinopathy

Nephrology

Gastroenterology

Pulmonology

# Open Door Community Health Centers

5 Telehealth locations serving 14 Clinics (Del Norte and Humboldt County)

## Northcoast TelePros



Sherrie Lynch, MA  
Telehealth Coordinator



Darlene Coop, MA  
Telehealth Coordinator



Michelle Cook  
Referral Coordinator/  
Telehealth Scheduler



Carma Scott  
Billing Manager



Herrmann Spetzler  
CEO



Beau Hopkins  
IT Specialist



Bill Hunter  
Clinical Champion  
Medical Director/Eureka Clinic



Mia Houlberg  
\*Project Lead/Point of Contact



### 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 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



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  
Telehealth Referrals Lead



Dr. Carlos Ayon Martinez  
Provider

🎯 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.



# Neighborhood Healthcare

## *Telehealth Specialties*

**Telepsychiatry  
Adult, Child/Adol**

**OB-Gynecology**

**Gastro**

**Retinal**

**Dermatology**

**Cardiology**

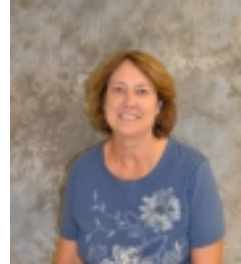
# Shasta Community Health Center

Redding, CA

## *“Telemedicine Trailblazers”*



Leslie Warner  
Telemedicine Manager  
\*Project Lead/Point of Contact



Dr. Patricia Sand  
Medical Director of Telemedicine  
\*Clinical Champion



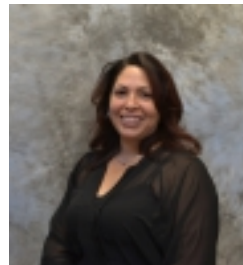
Dean Germano  
CEO



Marie Lopez  
Support Specialist



Delia Ruiz Escobedo  
Medical Assistant



Wenona Garcia  
Revenue Cycle Manager



- 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)



West County  
Health Centers

*Caring for our Communities*

a california *health*.center

## The Innovators – Building a Rural FQHC Telehealth System That Works



Marlo Carreno  
Associate Director of Operations  
\*Project Lead/Point of Contact



Jason Cunningham, DO  
Chief Medical Officer  
\*Clinical Champion



Mary Szecey  
Chief Executive Officer



Summer Penn  
IT Project Manager



Maria Esparza, CMA  
TELEHEALTH COORDINATOR



Gary Collins  
Chief Financial Officer

🎯 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



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## 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



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- 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



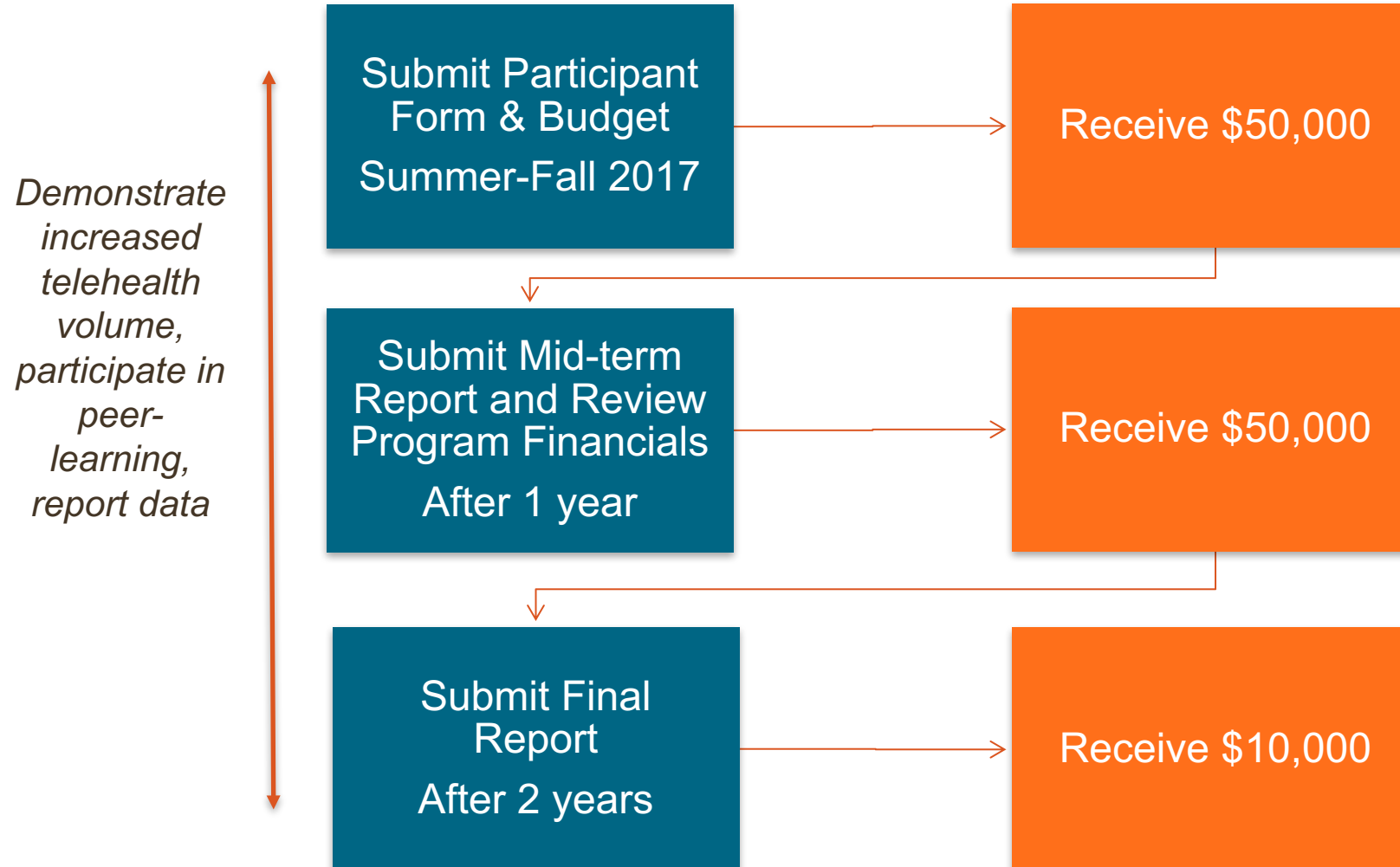
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# Program Evaluation



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- 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



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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



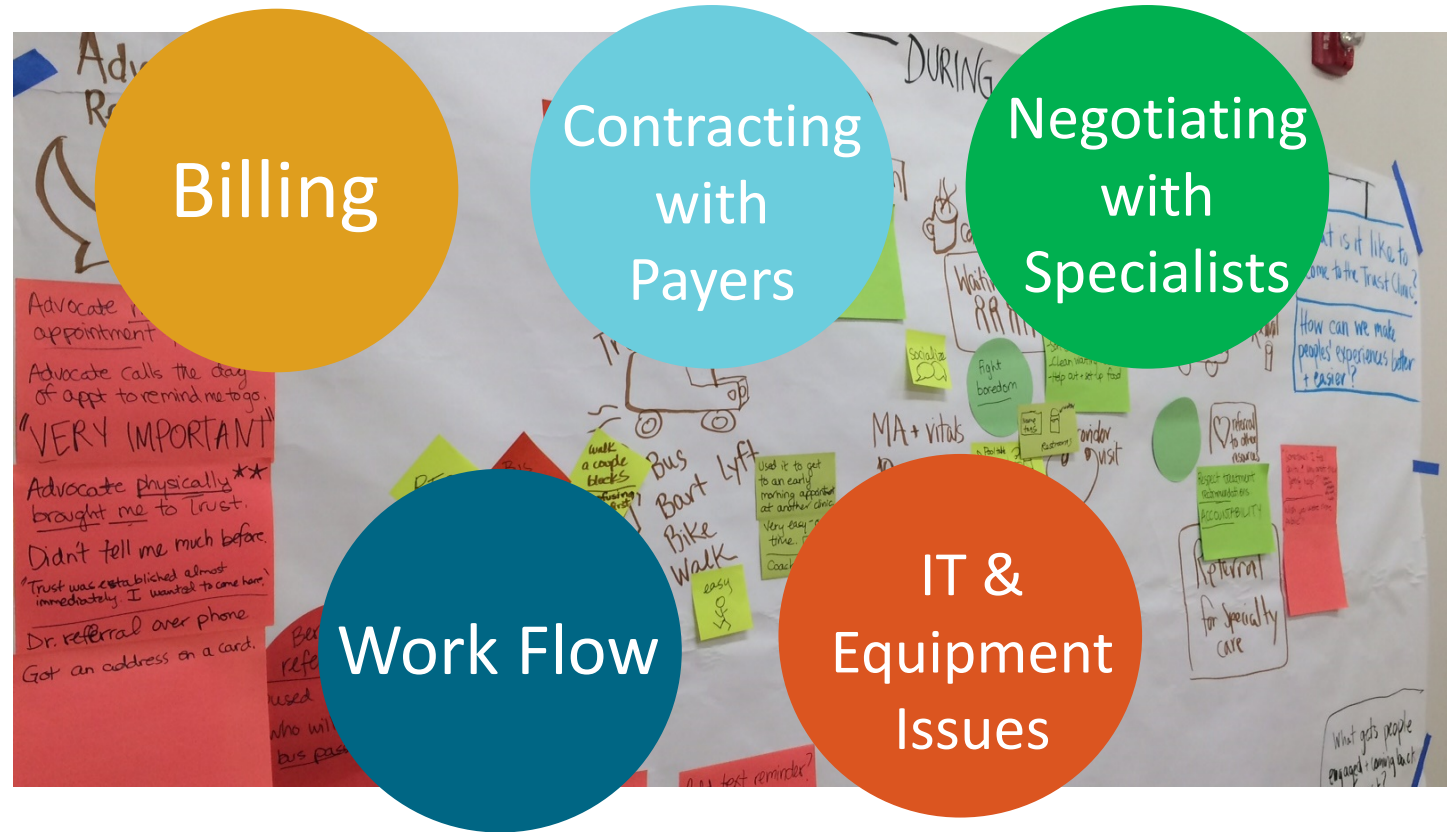
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# Program Timeline



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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 2<sup>nd</sup> Friday of each month

Narrative & Financial Reports: At the end of Year 1 and Year 2

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# In Person Workshop

November 13<sup>th</sup> | 11am – 3pm

UC Davis Medical Center, Center for Health and Technology, Sacramento



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**Register  
Now!**

## AGENDA TOPICS

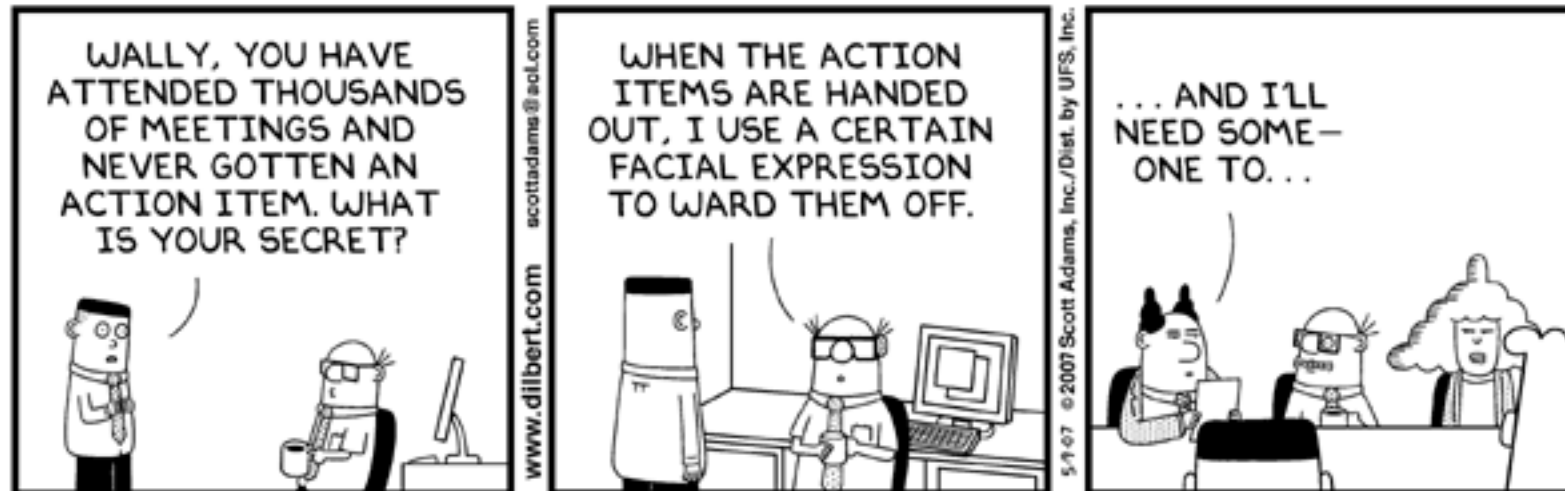
- Networking
- Patient presentation techniques for telehealth visits
- Supporting telehealth coordinators to be successful
- Payer panel on telehealth reimbursement
- Small group discussion with your Medi-Cal managed care health plan





## Next steps

- Register and arrange travel for the **November 13<sup>th</sup> 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



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# Questions?



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## Program Contacts



**Danylle Kurywchak**

[danylle@caltelehealth.org](mailto:danylle@caltelehealth.org)



**Alexis Wielunski**

[alexis@careinnovations.org](mailto:alexis@careinnovations.org)