Virtual Care Innovation Network

A community health collaboration founded by KAISER PERMANENTE

Evaluation Booster Webinar
March 25, 2021

Please use the chat box to ask questions.

This webinar is being recorded.
Zoom Housekeeping

Take a moment now to please

Rename yourself with your organization

1. Click the participants icon at the bottom of your ZOOM screen
2. On the right-hand side of ZOOM, hover over your name & click “Rename”
3. Add your full name & organization’s name
4. Click “Rename” to confirm
Zoom Housekeeping

Are you using the phone for your audio?
Please connect your Zoom video with your phone audio

1. Click on the upside down carrot (^) icon to the right of Mute/Unmute button
2. Choose the “Switch to Phone Audio” option
3. In the pop-up box, click the “Phone Call” tab
4. Follow instructions for dialing in
5. Enter your Meeting ID & Participant ID (DO NOT SKIP THIS STEP)
Welcome & Introductions

Evaluation Goals & Guiding Principles

Clinical Data Reporting

Your Feedback

Learning Hub Launch
Participate in today’s session using Menti:

- Go to menti.com in a browser window or on your smartphone
- Enter the code: 24 32 03 58
- Answer the icebreaker questions you see on the screen
- Keep the window open throughout today’s session – we’ll be using it periodically
Goals of the Evaluation

• Assess **changes in organizations’ capacity to serve target populations*** via telehealth, including
  • Telehealth utilization
  • Promising practices
  • Facilitators and barriers to telehealth
• Understand **changes in telehealth policy** and their influence on health center needs and practices
• Understand the **contribution of the learning collaborative** to organization’s progress
• Provide **real time information to CCI** about program progress and participant experience.
• Synthesize and **communicate** results and learnings from the program to key stakeholders

*Currently identified target populations: Patients experiencing homelessness, patients with limited English proficiency, patients with chronic conditions, seniors, rural populations
Guiding Principles for the Evaluation

- Minimize burden on organizations and other partners
- Build trust to increase the likelihood of candor
- Ensure sufficient reach & rigor for credible results
- Provide value to stakeholders
Measurement Strategy

Clinical Data Reporting
- June 2021
- Dec 2022
- May 2022

Team survey
- Approximate:
  - Sept 2021
  - May 2022

Team Interviews
- Timeline varies:
  - 1 interview for Clinic Connection track
  - 2 interviews for Applied Project Track

Document review of plans, case studies, stories of impact
- Ongoing:
  - Materials shared in your Sharepoint folder

Learning Collaborative Activities
- Ongoing:
  - Post-event surveys
  - Observation
Timeline for evaluation activities

- **Clinical data reporting**
- **Team survey**
- **Team interviews**
- **Ongoing evaluation activities**

**June 2021**
- 1 Timepoint (CC)
- 2 Timepoints (AP)
- Learning collaborative observation
- Document review

**Midpoint**

**Dec 2021**
- Post-event surveys

**June 2022**
- Endpoint

**Timeline**
- **June 2021**
- **Dec 2021**
- **June 2022**
Clinical data reporting

**Primary care & behavioral health visits**

- Total number of completed visits during the calendar month
- Total number of completed face-to-face visits, telephone visits, video visits
- Visit data segmented by payer type

**Primary care & behavioral health patients**

- Total number of unique patients who completed one or more primary care visits during the calendar month
- Total number of patients who completed one or more face-to-face visit, telephone visit, video visit
- Patient data segmented by English proficiency
- Under consideration: patient data segmented by race/ethnicity, age
Clinical data reporting definitions

**Primary Care:** visits delivered by primary care providers, including internal medicine physicians, family physicians, general practitioners, pediatricians, non-specialty PAs and NPs in outpatient settings

**Behavioral health:** visits delivered by specialty behavioral health providers who are credentialed by the clinic, including psychiatrists, social workers, substance abuse counselors, marriage and family therapists, psychologists, psychiatric/mental health NPs and PAs, and other licensed mental health providers

**Payer:** Use the HRSA UDS categories for payers, including:
1. None/uninsured (including those not billable to any insurance)
2. Medicaid or CHIP
3. Dual Eligible
4. Medicare
5. Other Public Insurance (e.g., VA)
6. Private/Commercial

**Telehealth visits:** interactive, synchronous visits that use audio (telephone) and/or video telecommunications technology/equipment

**Telephone:** audio-only visits, used as a replacement for care that would otherwise be billed as in in-person visit

**Video visits:** visits that use videoconferencing software/platform, where patient/provider can both see and hear each other; used as a replacement for care that would otherwise be billed as an in-person visit.
Clinical data reporting FAQ

What if a visit is flipped from phone to video, or video to phone?
Use the modality that was used at the end of the visit. A visit that began as a phone visit, which was then “flipped” to video, should be reported as a video visit.

What if a telehealth visit can’t be completed, and the patient comes into the clinic?
If an unresolved telehealth visit is followed by an in-person visit that occurs on the same day, we prefer you count this once as an in-person visit rather than count it twice as a video/telephone visit and an in-person visit. If an in-person visit is followed by a telehealth visit on the same day OR if the visits occur on different days, please count them as separate visits and indicate the modality used for each.

Should group visits be reported?
No, please do not report group visits.
Data collection tool preview
Virtual Care Innovation Network Club

Have you joined yet?

...Our VCIN Club is your virtual “home” for the program!

Once you’re in the Club, take a few moments to check the Discussion Forum and the Calendar!

1. Find the Virtual Care Innovation Network
2. Click Join Club
3. Bookmark the VCIN Club page!
Virtual Care Learning Hub

CCI is sharing the best of the best for achieving health equity through virtual care. We’ve synthesized 20+ years of experience to create this learning hub to find great ideas you can start testing right away.

FEATURED RESOURCE

In Our “New” Normal: Team-Building Activities for Authentic Connection

During the pandemic, health care organizations have been struggling to find ways to authentically connect...
The Learning Hub

The Learning Hub

- Virtual Care Innovation Network
- Tech Hubs Peer Learning Community
- Connected Care Accelerator
- Colorado Health Innovation Communities

CCI Tech & Innovation Program Portfolio
Your Next Webinar...

CLINIC CONNECTION TRACK

Virtual Convening #1
Tuesday, April 6th
12:00 – 1:30pm PDT

APPLIED PROJECT TRACK

Content Webinar #1: “Define Your Problem”
Tuesday, April 13th
12:00 – 1:30pm PDT
TELEHEALTH: PAST, PRESENT, & INTO THE FUTURE
How can communities create affordable & sustainable telehealth infrastructure that will remain long after the pandemic ends?

WEDNESDAY, MARCH 31
9:30 - 11:00 AM (EDT)

*FREE* REGISTRATION:
primarycarecoalition.org/virtual-telehealth

Thank you to our sponsors!

Kaiser Permanente of the Mid-Atlantic

Discussion Topics Include:
DIGITAL DIVIDE
PAYMENT PARITY

Hosted by:
Mary Rubino
Fmr. Deputy Editor for Health Affairs

Featuring opening remarks from:
Gabe Albornoz
Montgomery County Council Member and Health & Human Services Committee Chair
Thank you!

For questions, contact:

Bijal Shah  
(she/her/hers)  
Program Manager  
bijal@careinnovations.org

Weslei Gabrillo  
(he/him/his)  
Program Coordinator  
Applied Project Track  
weslei@careinnovations.org

Nhi Tran  
(she/her/hers, they/them/theirs)  
Program Coordinator  
Clinic Connection Track  
nhi@careinnovations.org