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

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Click the participants icon at the bottom of your ZOOM screen

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Click on the upside down carrot (^) icon to the right of *Mute/Unmute* button	Choose the "Switch to Phone Audio" option	In the pop-up box, click the "Phone Call" tab	Follow instructions for dialing in	Enter your Meeting ID & Participant ID (DO NOT SKIP THIS STEP)

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Agenda

- Welcome & Introductions

- Evaluation Goals & Guiding Principles

- Clinical Data Reporting

- Your Feedback

- Learning Hub Launch

Evaluation Team

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Evaluation Co-Lead

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Evaluation Associate

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

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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

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Measurement Strategy

Clinical Data Reporting	Team survey	Team Interviews	Document review of plans, case studies, stories of impact	Learning Collaborative Activities

- **June 2021**
- **Dec 2022**
- **May 2022**

Approximate:
- **Sept 2021**
- **May 2022**

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

Ongoing:
- **Materials shared in your Sharepoint folder**

Ongoing:
- **Post-event surveys**
- **Observation**

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Timeline for evaluation activities

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

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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 <u>video</u> 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.

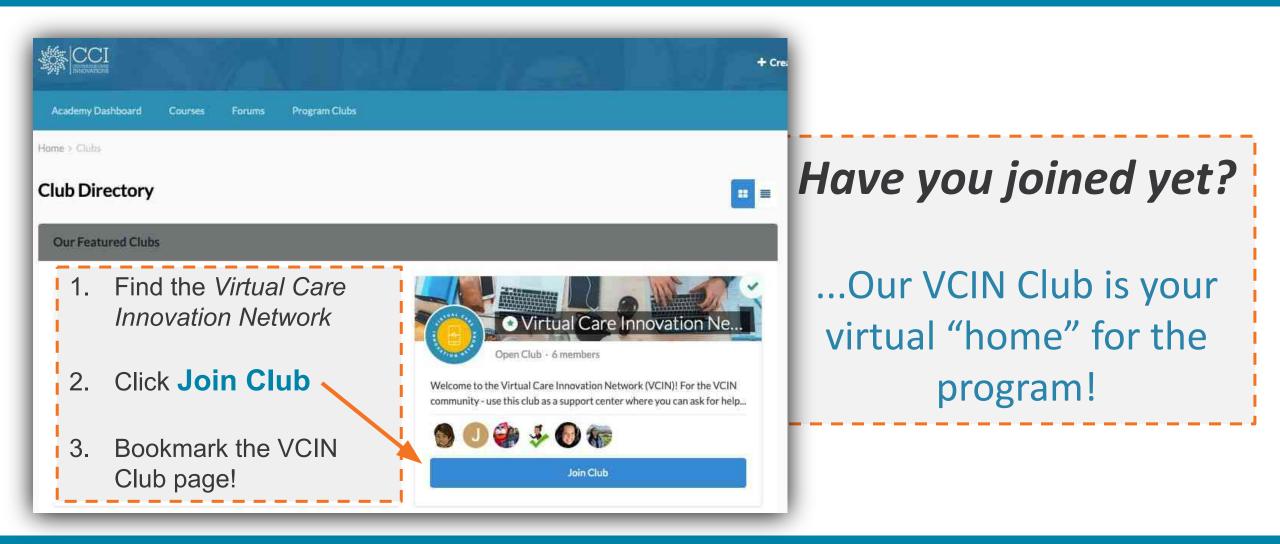**Should group visits be reported?**

No, please do not report group visits.

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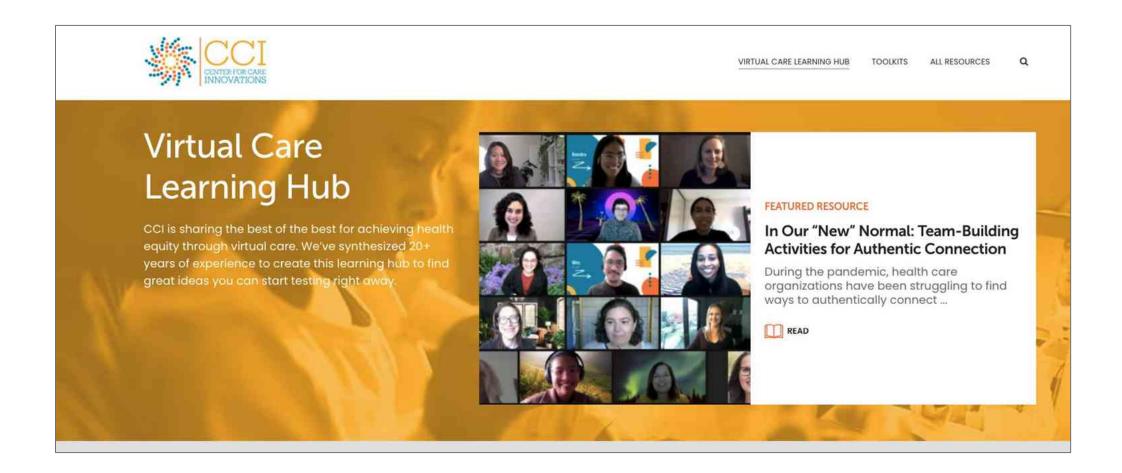# Data collection tool preview

Virtual Care Innovation Network Club

1. Find the *Virtual Care Innovation Network*

2. Click **Join Club**

3. Bookmark the VCIN Club page!

Have you joined yet?
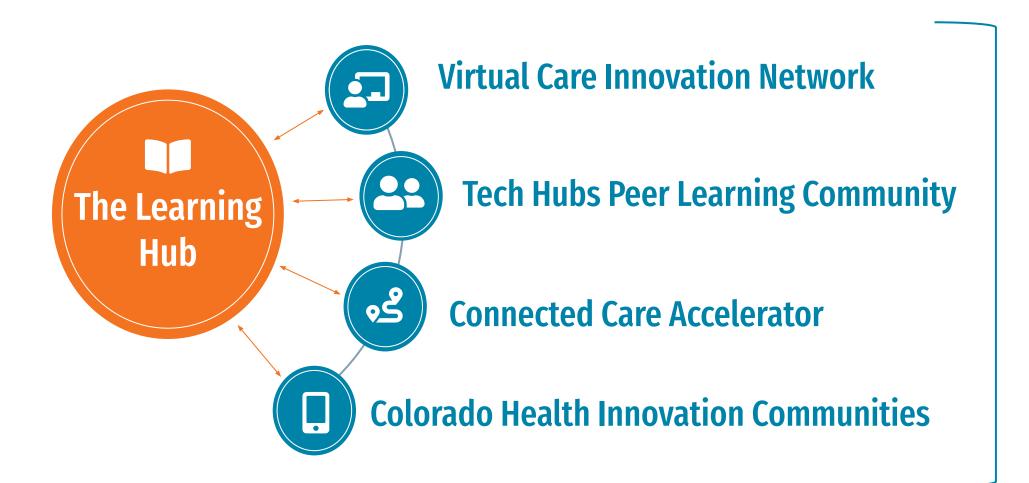
...Our VCIN Club is your virtual "home" for the program!

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

The Learning Hub

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

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Thank you!

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