Welcome!

We’ll get started promptly at 12:02PM

Content Virtual Event #3 | January 21, 2020
Housekeeping Reminders

Audio
Link your audio to video if you called in via phone

Chat Box
Please chat in your questions

Name
Add your organization to your name

Tech Issue
Private chat Jaclyn Lau for assistance
Agenda

Guest Speaker
Chris Perrone, CHCF

Video Visit Promising Practices

Break

Sip & Share Overview

Homework & Next Steps
Enounters over time, segmented by modality

- Health centers rapidly transitioned from in-person visits to virtual care, consisting mostly of phone visits.
- During Mar-Aug 2020, 94% of telehealth visits were phone visits and 6% were video visits.
  - Video visits increased slightly over this time period, to 8% of primary care visits and 14% of behavioral health visits.
- Overall visit numbers, did not decrease much and returned to baseline within a few months.
Guest Speaker
Chris Perrone, CHCF
The Future of Medical Reimbursement for Virtual Care: What Can We Expect?

Chris Perrone
Director, Improving Access

Connected Care Accelerator
Content Webinar #3
January 21, 2020
Overview

• Telehealth Flexibilities During the Pandemic
• What We Know / Are Hearing
• Medi-Cal’s Options
• Other States
• Key Dates
• Predicting the Future
Telehealth Flexibilities During Pandemic

- Granted flexibility on telehealth technology and privacy rules, including by expanding the types of permissible telehealth platforms
- Relaxed requirements regarding consent for telehealth services and inadvertent disclosures of protected information during telehealth
- Required health plans to reimburse for telehealth services (both video and audio-only) as if they were provided in person
- Permitted billing for telehealth with patients located in their homes and outside of designated rural areas
- Allowed for practice of remote care through telehealth across state lines
- Permitted controlled substances to be dispensed based on telehealth encounters
- Enhanced flexibility for Narcotic Treatment Programs (NTPs) with respect to telehealth assessments and counseling, take-home dosing, and hand-delivery of medications
Permanent Telehealth Flexibilities

“The Budget includes $94.8 million to maintain and expand telehealth flexibilities authorized during COVID-19 for Medi-Cal providers, and to add remote patient monitoring as a new benefit, effective July 1, 2021.”

“This effort will expand access to preventative services and improve health outcomes, thereby increasing health equity.”
“While equal payment for telehealth visits during COVID has been critical for sustaining our health care system... the truth is that the inputs for telehealth are not the same as for an in person visit.”

“As proponents of telehealth, we have an obligation to have a value orientation and really be evidenced-based in our policies.”

“We need to develop guidelines for when a telephone call is sufficient, when a video visit is preferred, and when an in-person visit is indicated.”

- California Telehealth Policy Coalition Annual Meeting, November 17, 2020
Medi-Cal’s Options

Payment
- PPS
- Alternative Payment Methodology
- Fee-for-service
- Service-specific PPS Rates

Utilization Management
- Per-patient encounter limits
- Limit same-day visits
- Other restrictions
- Establish audit and monitoring practices

Source: Rafael Gomez, Pacific Health Consulting Group. Draft report for CHCF.
Other States

• Several states will reimburse FQHCs for video visits at the PPS rate beyond the pandemic
• Some states will also reimburse for telephonic visits at PPS beyond the pandemic
• Significant receptivity for telephonic visits for behavioral health services
• Wide agreement that more time and experience are needed to establish long term telehealth policy
  o NH: Commission to Study Telehealth Services
  o VT: Audio Only Telephone Services Working Group

Source: Rafael Gomez, Pacific Health Consulting Group. Draft report for CHCF.
Key Dates Ahead

- DHCS scheduled to release its proposed telehealth policy on FEBRUARY 1.
- Assembly Health Committee Hearing on FEBRUARY 16.
Predicting the Future?
Questions & Answers

10 minutes
Video Visit Promising Practices

Peer Sharing
Leadership Considerations

Dr. Jason Cunningham, CEO
West County Health Centers

Dr. Grace Floutsis, CMO
White Memorial Community Health Center
Break
Provider & Team Considerations

Flipping a Telephone Visit to a Video Visit
CommuniCare Health Centers
CommuniCare Health Centers

Lessons Learned from Implementing Video Visits
Video Visit Challenges

• Limitations of eCW’s video platform
• Lack of buy-in from leadership and providers
• Perception that patients don’t have interest/technological capabilities to complete video visits
• Collective staff exhaustion of transforming workflows in midst of a pandemic
Video Visit Relaunch Roadmap

- Trial new video platform
- Test digital literacy script
- Doxy.me tutorials for patients
Key Tools & Resources

- Phone script
- Scrubbing schedule
- Training care teams
- Written workflows
- Progress Reports
Good morning/afternoon, this is (insert name) from CommuniCare Health Centers calling you regarding your appointment with (Providers name). (Providers name) would like to have a video visit with you instead of speaking over the phone. Video visits enable our doctors to offer the same quality of care virtually as we provide in-person. It is a very simple and fast process. Before scheduling your appointment, we would like to ask you a couple of questions:

1. Access to a Device?
   - Smartphone/Computer/Tablet

2. Access to the Internet?
   - Access to Wi-Fi
   - Unlimited data

3. Comfort?
   Are you comfortable utilizing video platforms (Face Time, What’s App?)
   - Do you have a family member who would be able to help you?
   - If no, would you like one of our staff members to help you?
     - Yes, offer real-time tutorial
     - If, the patient doesn’t have time, send TE to EHR trainer who will contact the patient and conduct a tutorial at their convenience.
Partnership QIP Virtual Care Grant Program
Next Steps: Spreading & Sustaining

- Finessing IT equipment (testing Ipads)
- Expanding Visits to RNs, PDEs, group visits
- Culture shift from seeing video visits as a project to new way of delivering care
- Adding interpreters to video visits
Thank you!

For questions contact:

Lynnette Brady
Director of Health Information Systems
LynnetteB@communicarehc.org
Provider & Team Considerations

Demonstrating the Video Visit Workflow
Neighborhood Healthcare
Patient Considerations

Leveraging College Students as Tech Volunteers
Petaluma Health Center
Making Virtual Connections: Needs and Opportunities in Telehealth
Observation

There is a *spectrum of support* that patients need in order to effectively engage on virtual platforms for telehealth. If our call center stays on the phone as long as some patients need them to, our hold times and dropped calls skyrocket and access suffers.
The Need

“How might we give dedicated support to patients with limited tech literacy without overwhelming our staff?”
The Opportunity

College psychology students looking for opportunities to volunteer their time and be of service.
The Test

Trained 3 volunteers who were assigned to specific provider schedules to outreach 1-2 days ahead of their video visit to get them onto Webex platform, portal, email if needed, and CHADIS.
Discoveries

• Volunteer coordinator recruited & onboarded, trainer oriented, but ongoing supervision wasn’t clearly defined.
• Volunteer process wasn’t integrated and transparent to all team members.
• Messaging from multiple people on multiple channels.
• Connection was inconsistent, no good way to follow-up.
• Many concurrent changes made it difficult to manage.
Pivot

- New volunteer cohort assigned to standing 4-hour defined shift.
- Use consistent “Meeting Room” for all volunteers to make connecting more seamless and build-in accountability and supervision.
Questions?
1. What have you done that is similar to PHC?

2. What have you done that is different than PHC?

Patient Considerations
Responding Organizations
Recruitment, Training, Retention

Recruitment:
- Leveraged existing Volunteer Services Coordinator
- Both email screen and interview

Training:
- SOP training via Zoom
- ERH training via video

Retention:
- Speaker series
- Weekly office hours
- Weekly check-in email
- Clinic alignment
  - Panel Managers
  - Monthly Newsletters
  - Partnered with Practice Managers and Med Directors

*volunteers are fully remote*

Outreach, Referrals, Scrubbing

Primary Care Outreach Lists
- ~60% all calls
- Pt with an upcoming appointment in the next 14 dys

Scrubbing
- ~30% Scrubbing specialty schedules
- Targeting Zoom set-up + MyChart

Referrals
- ~10%
- Password re-set
- Access help

Show me the data!
Data from August 1, 2020 – January 20, 2021
- 925 attempted outreach calls
- 542 calls were successful
  - 155 declined assistance
- 350 activation codes were sent
- 168 successful sign-ups in real-time
  - ~30% conversion rate

"They are very grateful to be able to refer patients to the tech advocates for assistance with MyAlameda Health!" – Call Center Manager

"Hi Brian, Just wanted to let you know I successfully signed up and into MyChart. Thx again for your help!" – Grateful Patient

"Teamwork makes the dream work!"

"FYI: Just used Tech Advocates. They helped a patient set up. The patient was so happy he called back to thank me!" – Ortho Nurse

"They are very grateful to be able to refer patients to the tech advocates for assistance with MyAlameda Health!" – Call Center Manager

"Hi Brian, Just wanted to let you know I successfully signed up and into MyChart. Thx again for your help!" – Grateful Patient
Patient Considerations
Responding Organizations

1. What have you done that is similar to PHC?

2. What have you done that is different than PHC?
What is your next step?

What are two things you might act on after what you’ve learned here today?
Thank you for joining us Infrastructure & Spread Track and Special Guests

We will now shift our attention to the Innovation Learning Collaborative
Sip & Share
Overview & Expectations
From Gallery of Innovations To Sip & Share
It's an approach for sharing promising practices over coffee/tea.

The goal is to inspire you, get you interacting with innovative concepts & have you walk away with workflows, scripts & more!
Presentation criteria
Your presentation must address the following:

Describe 2-3 tests you’ve conducted

Describe the outcome you were trying to achieve

Share links to at least 2 examples of your work
Presentation criteria

**Example:**
Preparing a patient for a video visit.

Describe the outcome you were trying to achieve

Describe 2-3 tests you’ve conducted

Share links to at least 2 examples of your work
Presentation criteria

**Example:**

1. Call Center helps determine which patient is appropriate for video visit using the digital equity intake form.

2. Once we've determined which patients were appropriate for a video visit the Call Center will call patients with an upcoming telephone appt and use the script to convert them to video visit.

3. Two days before their video visit, we will text our text enabled patients a link to our educational video providing them with step-by-step instructions to join the visit via their smartphone.
Presentation criteria

Example:

1. Digital Equity Intake Form
2. Call Center script for converting a patient from a telephone visit to a video visit
3. Link to the educational video that showcase step-by-step instructions for joining a video visit smartphone

Describe the outcome you were trying to achieve

Describe 2-3 tests you’ve conducted

Share links to at least 2 examples of your work
Presentation criteria

Share your work early + often

1. Digital Equity Intake Form
2. Call Center script for converting a patient from a telephone visit to a video visit
3. Link to the educational video showcasing step-by-step instructions for joining a video visit smartphone

We don’t anticipate these examples being perfect as we are still in our testing phase! It’s okay if these workflows, scripts & approaches are still being prototyped.

Describe 2-3 tests you’ve conducted

Share links to at least 2 examples of your work
Here are some ideas to help you get started:

- PowerPoint
- Show + Tell Video
- Prezi Presentation – Prezi.com
- Doodle Drawing Video - Doodly.com
- Create an interactive Game Show
- Compose a song

Presentation Medium
Choose a medium of your liking!
In Summary, CCA Teams Presenting will:

- Prepare a 2-Minute Introduction
- Prepare a 10-Minute Presentation
- Share links to at least two examples of your work [workflow, flowchart, educational video, flyer, etc.] so your peers can adapt it & make their own
- Ready & willing to answer your peer’s questions
Homework Assignment #6
& Programmatic Reminders
Homework Assignment #6
Due by 5:00PM on February, Friday 12th on the CCA Club!

Meet With Your Coach
Continue meeting with your coach. Set up another hour meeting to discuss advancing your rapid testing.

Continue Rapid Testing
Your team will continue to do one or more of the following:
• Improve your current Rapid Test
• Start a new Rapid Test
• Move your Rapid Test to the next stage

Update the Rapid Testing Dashboard
Capture & document all your learnings from this month's rapid tests.
Homework Assignment #6
Due by 5:00PM on February, Friday 12th on the CCA Club!

Meet With Your Coach
Continue meeting with your coach. Set up another hour meeting to discuss advancing your rapid testing.

Continue Rapid Testing
Your team will continue to do one or more of the following:
- Improve your current Rapid Test
- Start a new Rapid Test
- Move your Rapid Test to the next stage

Update the Rapid Testing Dashboard
Capture & document all your learnings from this month’s rapid tests.

Sip & Share Presentation
Prepare a 2-minute introduction, 10-minute presentation and be prepared to address your peer’s questions.

February Teams Only!
1. Alameda Health System
2. CommuniCare Health Centers
3. Community Medical Centers
4. Monterey County Clinic Services
5. Neighborhood Healthcare
6. North East Medical Services
7. Northeast Valley Health Corporation
   - Virtual Care Teams
   - Population Management
8. Petaluma Health Center
9. San Francisco Health Network
10. San Ysidro Health
11. Share Our Selves Corporation
12. West County Health Centers
Announcements

Provider & Care Team Survey
In response to the COVID-19 surge & vaccinations, CCHE will be delaying the release of this survey to March/April. We will continue to provide updates.

Drop in Office Hours
Join us on Thursday, January 28th at 12pm for our monthly drop-in office hours call. The topic will focus on video visits. We’ll explore how you might apply and even test some of the promising practices you heard today!

Booster Webinar #4 – Preparing Your Sip & Share Presentation
Join us on Thursday, February 4th at 12pm for our Booster Webinar. On this optional call CCI staff will help you prepare for your upcoming Sip & Share Presentation.
Resources

Telemedicine for Health Equity Toolkit
The toolkit provides background information and concrete guidance for healthcare systems looking to initiate, expand, or improve telemedicine programs.

CCA Club Spotlights
Visit the Peer Collaboration page on the CCA Club to access peer resources. Recent resource posts include: Eisner Health’s Prenatal Diabetic Flowchart and West County Health Centers patient preparation guide.

Modern Redlining: Recognizing the Impact of Digital Redlining & Implicit Bias during the COVID-19 Pandemic
Differentiate between implicit bias as a systemic barrier in telehealth pre-COVID, and other forms of bias that were further exposed by COVID-19 as related to digital redlining. This webinar will take place tomorrow, Friday January 22 from 10:00-11:00AM PST.
Save the Dates!

Optional Booster Webinar #4
Thursday, February 4
12:00-12:30PM

Homework Assignment #6
Due by 5:00PM on Friday, February 12

Sip & Share
Share & Learn Virtual Event #3
Assigned February Teams will be expected to present
Thursday, February 18
12:00-2:00PM
Post-Webinar | 3 Question Survey
We want your feedback!
Thank you!

For questions, contact:

Kathleen Figoni
(she/her/hers)
Program Manager
kathleen@careinnovations.org

Jaclyn Lau
(she/her/hers)
Senior Events Coordinator
jaclyn@careinnovations.org