Welcome!

We'll get started promptly at 12:02PM

Content Webinar #4 | April 22, 2021

Housekeeping Reminders

Audio

Link your audio to video if you called in via phone
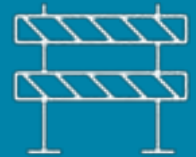
Chat Box

Please chat in your questions

Name

Add your organization to your name

Tech Issues

Private chat DeShawn Spellman for assistance

Agenda

Guest Speaker
CCHE & CCA Teams

Break

Looking Ahead
Mike, CCA Coach

Cohort Conversations

Affinity Group

Homework & Next Steps

Guest Speaker

CCHE

Midpoint learnings on virtual care utilization

CCA ILC Evaluation Team

April 22, 2021

Goals of the Evaluation

- Assess **changes in organizations' telehealth capacity**, including
  - Telehealth utilization
  - Promising practices
  - Facilitators and barriers to telehealth.
- Assess the **experience of providers and care teams in delivering telehealth.**

- **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.

Thank you for sharing your data and learnings!

Clinical data

- All 23 health centers submitted data

- Data presented includes:
  - 19 FQHCs and Look-Alikes
  - 4 county hospital systems

- Data submitted includes
  - Monthly number of visits and unique patients for each modality (phone, video, in-person)
  - Visits segmented by payers
  - Patients segmented by race, ethnicity, age, English proficiency
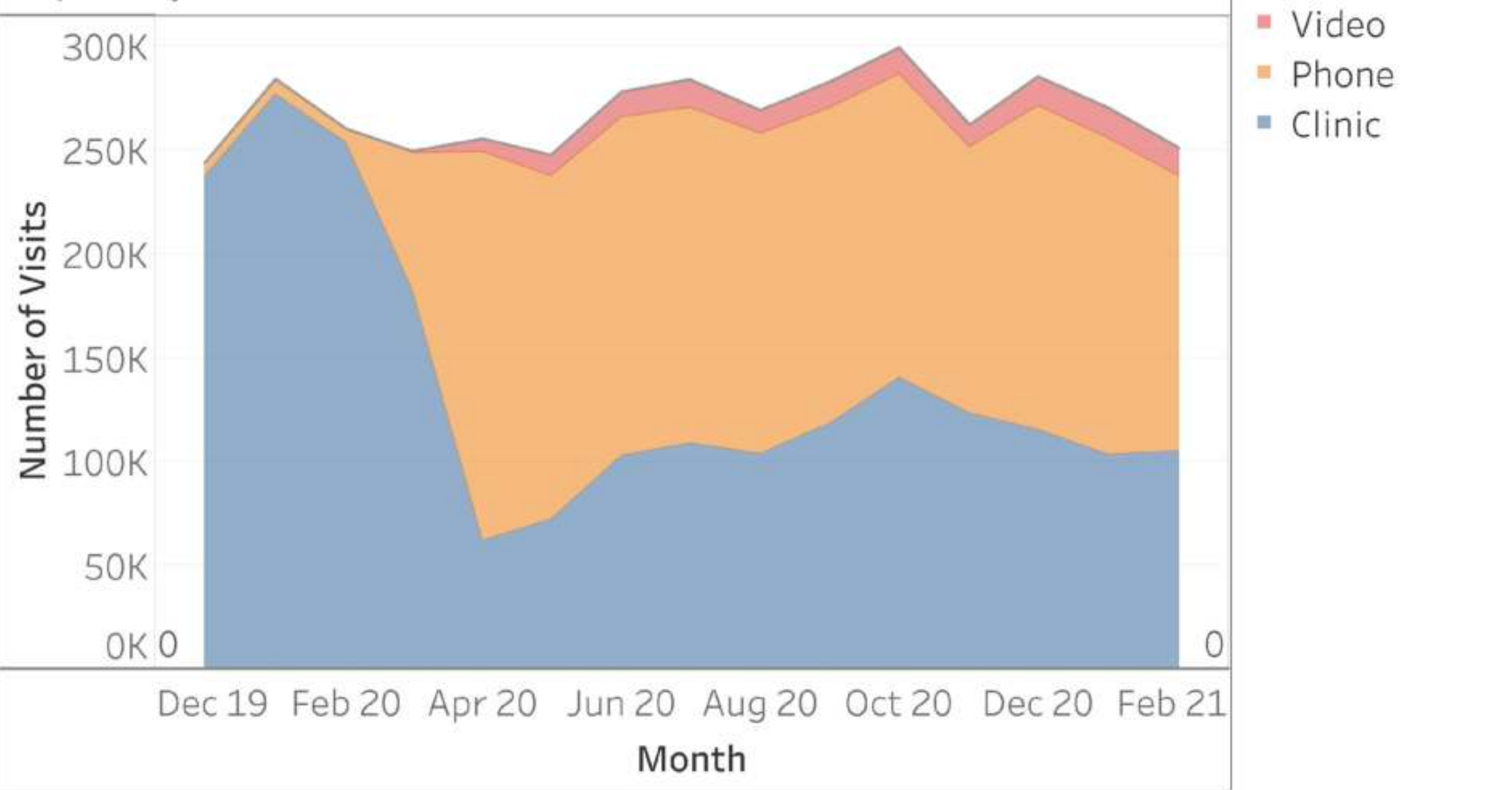
Interviews

- All 23 health centers participated in interviews

- Topics addressed included
  - Successes, learnings, challenges on CCA projects
  - Video visit promotion, implementation, and utilization
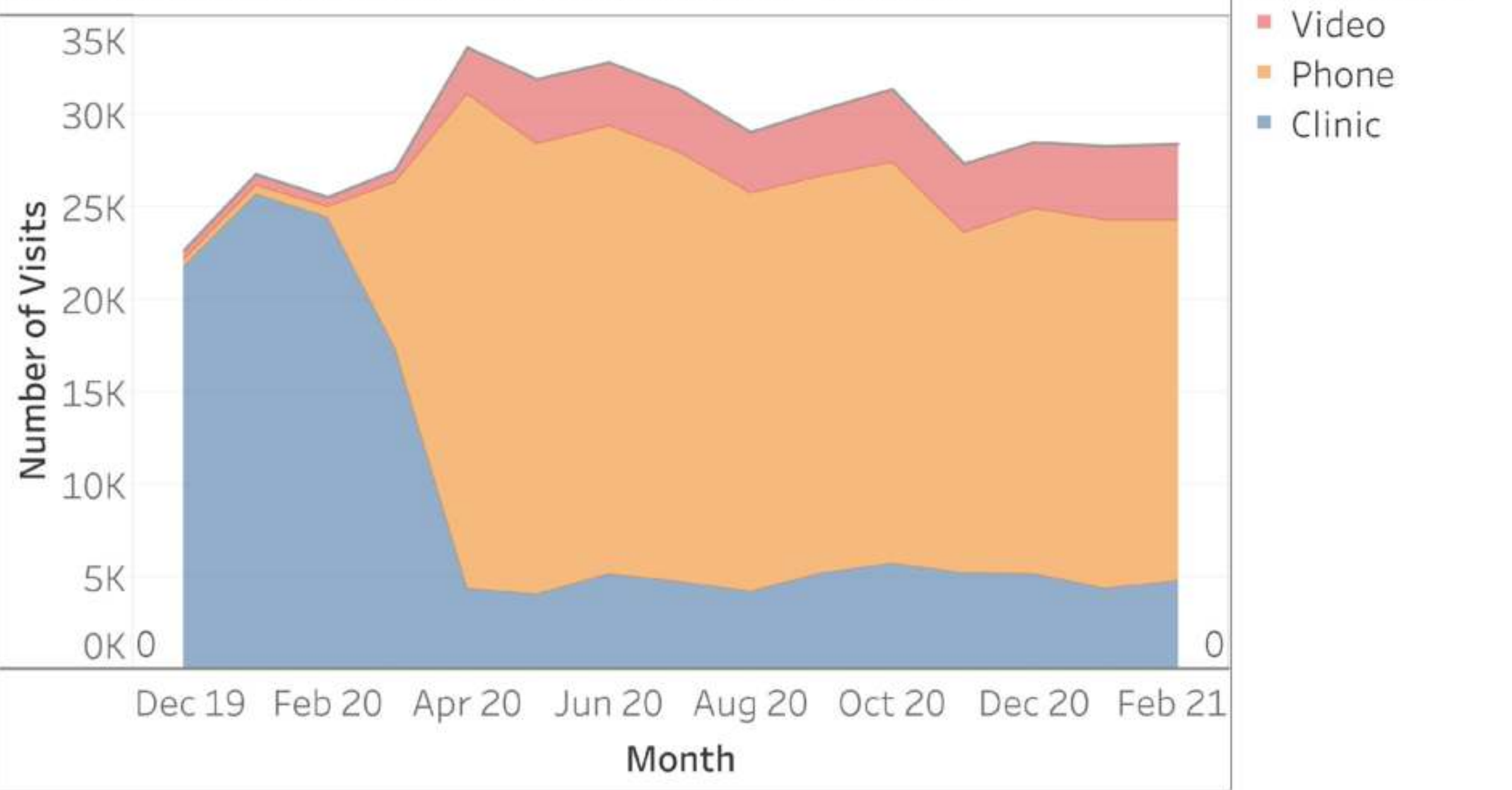 - Plans for the rest of the program and the future of telehealth

Visit and patient volume

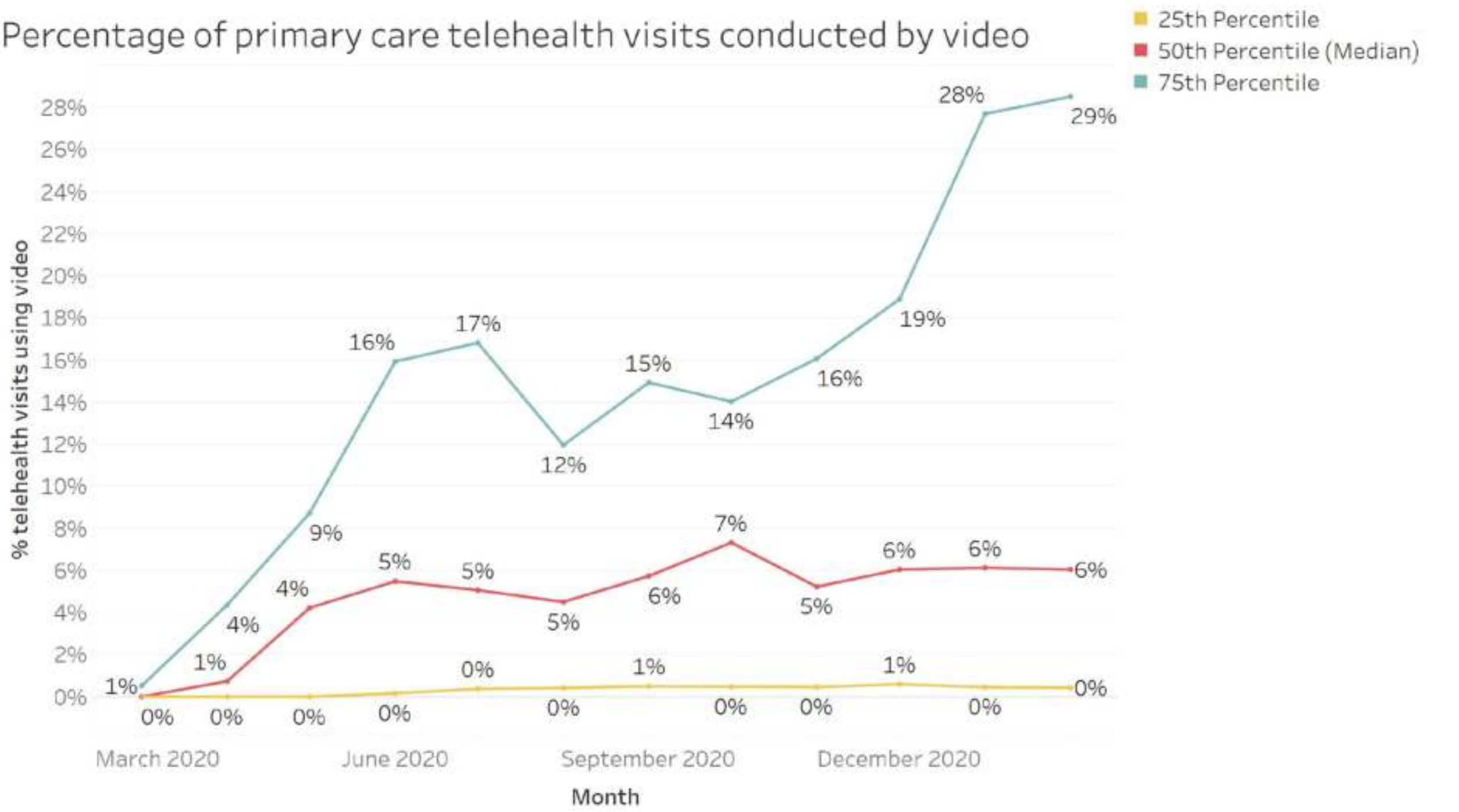All primary care visits over time, Dec 2019 - Feb 2021

All behavioral health visits over time, Dec 2019 - Feb 2021

Percentage of telehealth visits conducted using video

Percentage of primary care telehealth visits conducted by video

Legend:
- 25th Percentile
- 50th Percentile (Median)
- 75th Percentile

Y-axis: % telehealth visits using video

X-axis: Month

75th Percentile values: 1%, 4%, 9%, 16%, 17%, 12%, 15%, 14%, 16%, 19%, 28%, 29%

50th Percentile (Median) values: 0%, 1%, 4%, 5%, 5%, 5%, 6%, 7%, 5%, 6%, 6%, 6%

25th Percentile values: 0%, 0%, 0%, 0%, 0%, 1%, 0%, 0%, 1%, 0%, 0%

Percentage of behavioral health telehealth visits conducted by video

Legend:
- 25th Percentile
- 50th Percentile (Median)
- 75th Percentile

Y-axis: % telehealth visits using video (0% to 40%)
X-axis: Month (March 2020, June 2020, September 2020, December 2020)

75th Percentile values: 9%, 7%, 10%, 19%, 17%, 24%, 24%, 23%, 28%, 27%, 32%, 32%

50th Percentile (Median) values: 0%, 0%, 2%, 2%, 4%, 4%, 8%, 8%, 9%, 9%, 8%, 9%

25th Percentile values: 0%, 0%, 0%, 1%, 1%, 1%, 2%, 2%, 3%, 3%, 3%, 3%
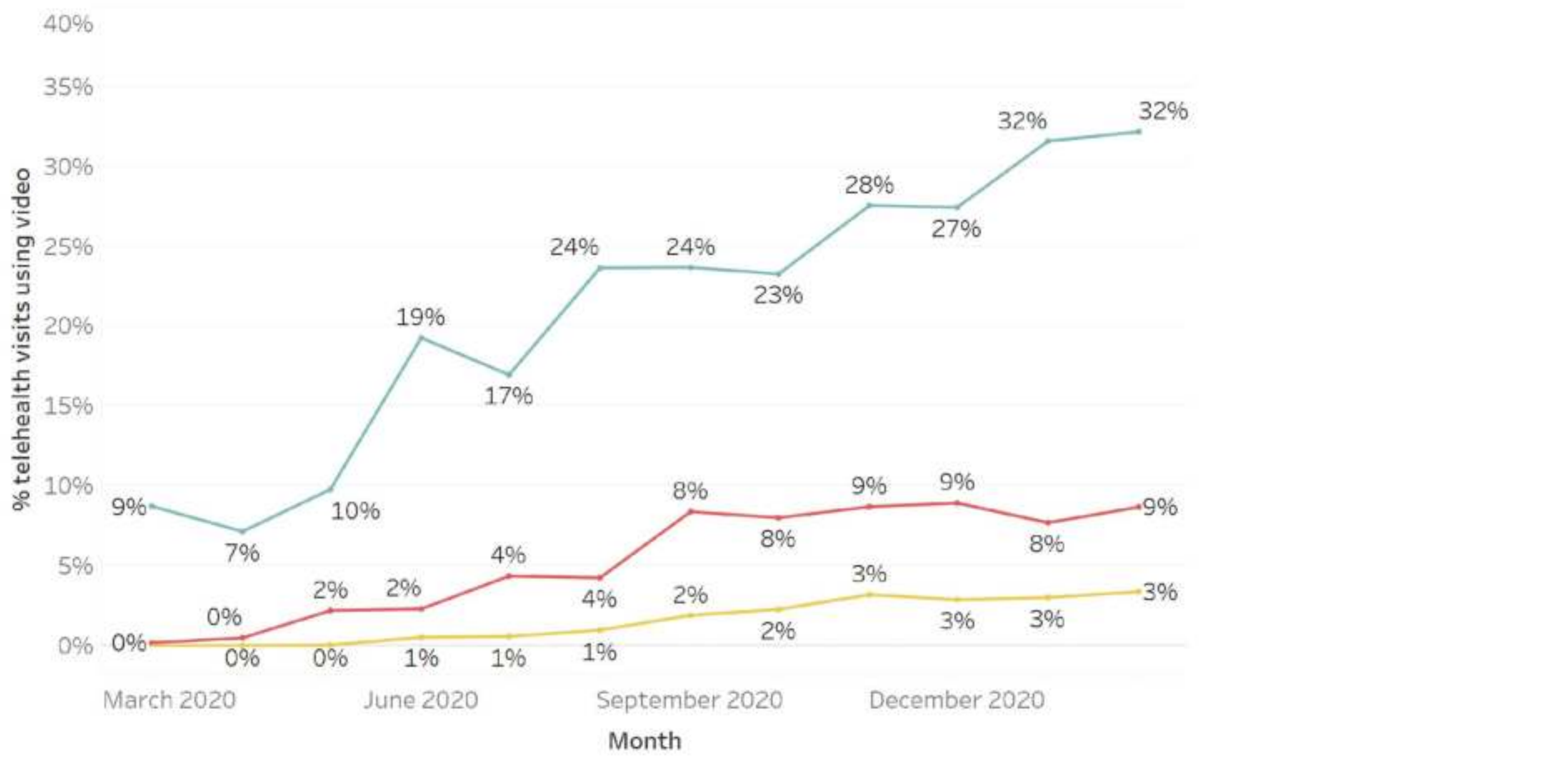
Percentage of primary care telehealth visits conducted by video
Individual health center trajectories
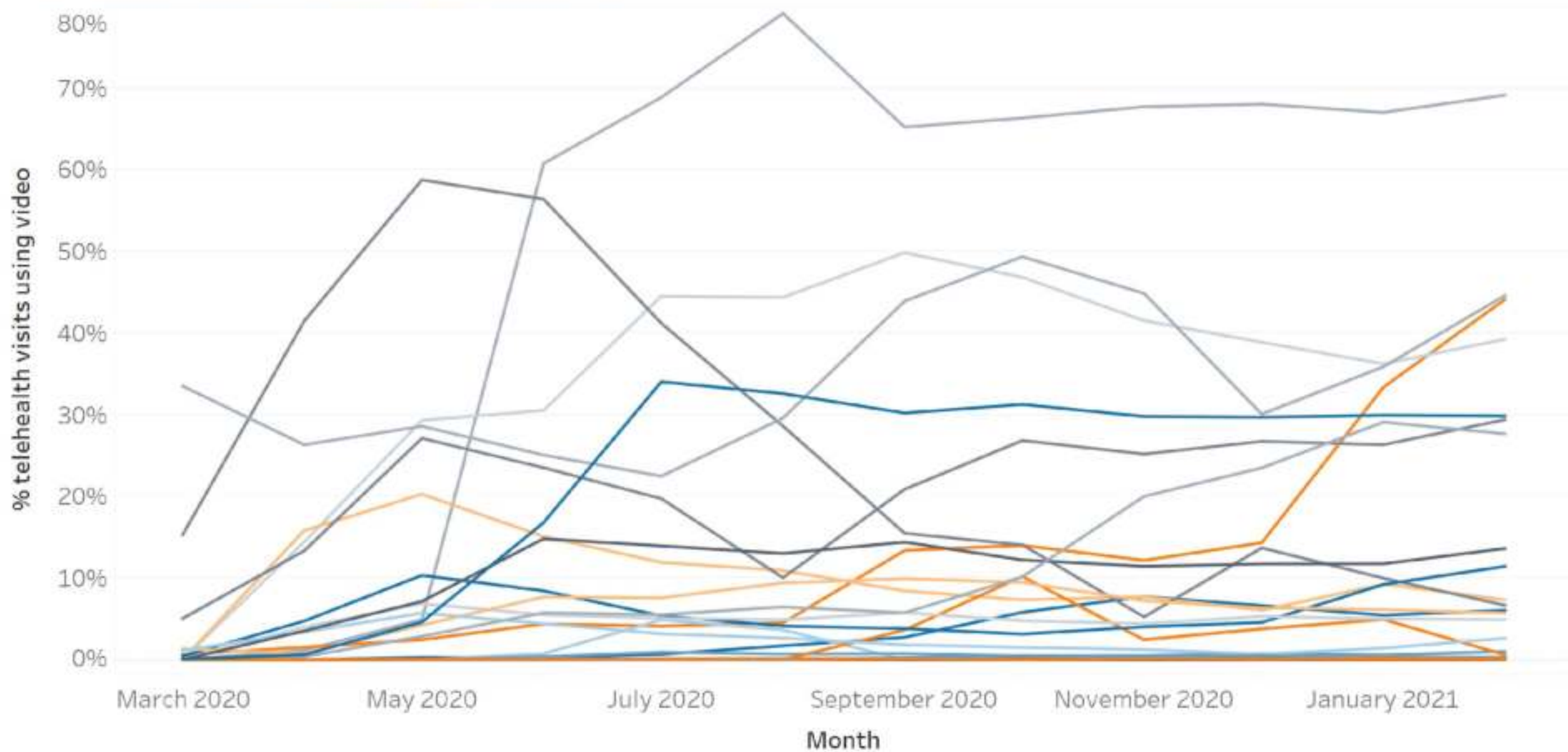
Differences in video access/utilization

Differences in phone/video utilization by age and English proficiency

Pediatric patients
Mar 2020 - Feb 2021
Primary Care

	Pediatric	Adult
Clinic	36%	64%
Phone	17%	83%
Video	43%	57%

■ Adult
■ Pediatric

Limited English Proficiency
Mar 2020 - Feb 2021
Behavioral Health

	Best Served in a Language Other than English	Best Served in English
Clinic	25%	75%
Phone	26%	174%
Video	16%	84%

■ Best Served in English
■ Best Served in a Language Other than English

Context from interviews

Summary of quantitative findings

- **Overall visit volume,** and volume for each modality, **has remained relatively stable** for the past six months (Sept 2020 – Feb 2021)

- The **median health center** is conducting about **6% of its telehealth visits by video**

- Health centers with the **highest percentage of video** utilization (as a proportion of telehealth visits) are conducting **more than a quarter of their telehealth visits by video**

- **Video utilization** appears to be higher among:

  - **Pediatric patients** (primary care and behavioral health)

  - **Patients who are proficient in English** (behavioral health)

Context from interviews

- Health centers that have been able to achieve **high video utilization** discussed the following strategies, among others:
  - Using EMR to identify patients who have video visit capacity
  - Hybrid visits (video and in-person components)
  - Scripting to encourage video use and screening for digital barriers when scheduling appointments
  - Concrete targets for video utilization
  - Using health educators, MAs, volunteers, and other care team roles to support patient technology use
  - Using texting campaigns to get information out to patients
- Many health centers are focused on **building infrastructure to implement video visits** or improve video utilization that are unlikely to result in immediate change. Examples include:
  - Patient portal enrollment
  - Identifying telehealth platforms for longer-term use
  - Refining workflows within a pilot care team group before expanding video
- Many health centers have been thinking about **plans to continue offering virtual care**, but reimbursement uncertainties remain

Health Center Share-outs:
Video Visit Utilization

Increasing video utilization: learnings from health centers

UMMA Community Clinic

Jennifer Garcia, Director of Quality Improvement

- Patient outreach and education strategies & different platforms for communication with patients

- Determining health center goals for virtual care going forward

Center for Community Health and Evaluation | www.cche.org

Increasing video utilization: learnings from health centers

County of Monterey
Adriana Velez & Lupe Hueramo

- Virtual Care workspace/infrastructure

- Overcoming provider and staff hesitancy to video visits

- Determining health center goals for virtual care going forward

Center for Community Health and Evaluation | www.cche.org

Questions?

Natasha Arora   Natasha.B.Arora@kp.org
Maggie Jones   Maggie.E.Jones@kp.org
Abbie Lee   Abbie.N.Lee@kp.org

Questions & Answers

5 minutes

Thank you for joining us
Infrastructure & Spread
Track and Special Guests

We will now shift our attention to the Innovation Learning Collaborative

Break

Looking Ahead

Program Goal & Objectives

The goal of this track is to provide a testing ground & support for organizations to rapidly design, test and share solutions to effectively care for patients using virtual care strategies.

Identify the biggest challenges & opportunities to strengthen population health management, build virtual care teams, and address how to engage patients with digital barriers.

Identify and test virtual care delivery changes to better understand the infrastructure, data, staff, and skills necessary to support these changes.
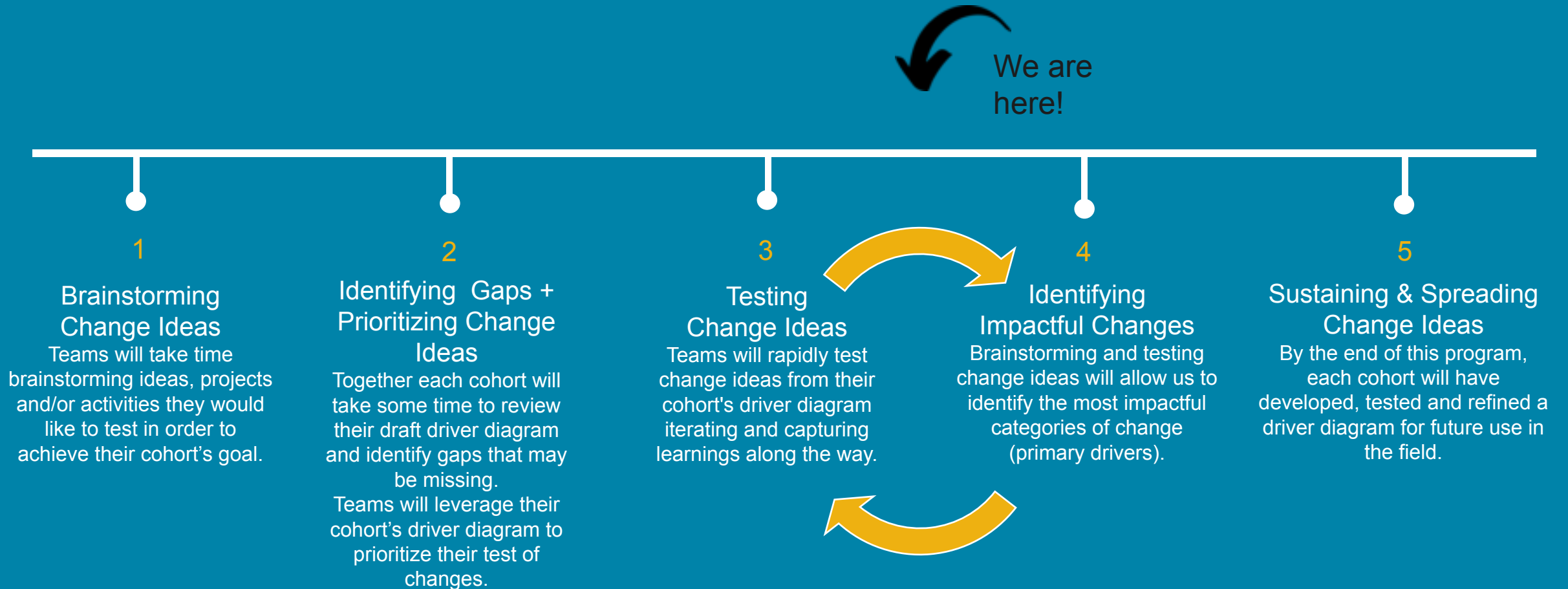
Uncover & document the best practices to effectively remotely manage patient populations.

Share best practices & bring successful changes to scale.

Program Structure

We are here!

1

Brainstorming Change Ideas
Teams will take time brainstorming ideas, projects and/or activities they would like to test in order to achieve their cohort's goal.

2

Identifying Gaps + Prioritizing Change Ideas
Together each cohort will take some time to review their draft driver diagram and identify gaps that may be missing.
Teams will leverage their cohort's driver diagram to prioritize their test of changes.

3

Testing Change Ideas
Teams will rapidly test change ideas from their cohort's driver diagram iterating and capturing learnings along the way.

4

Identifying Impactful Changes
Brainstorming and testing change ideas will allow us to identify the most impactful categories of change (primary drivers).

5

Sustaining & Spreading Change Ideas
By the end of this program, each cohort will have developed, tested and refined a driver diagram for future use in the field.

Sip & Share Success

The resources you've all shared from our Sip + Share Events have been hugely valuable, as your peers work on video visits in their own organizations.

To showcase the major steps of the video visit experience over time we organized your artifacts into a journey map.

What is a Journey Map?

A visualization of a person's or peoples' experience that showcases the layers of their experience over time.

The insights uncovered through journey mapping help teams enhance and improve their workflows.

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CCA Solutions by Patient Journey

Peer Learning & Sharing

In the spirit of sharing our work early + often, we would like to share this journey map with the larger CCI community.

If you would like to opt out, please email Jaclyn by Monday May 3rd otherwise we will assume everyone is willing to share their work.
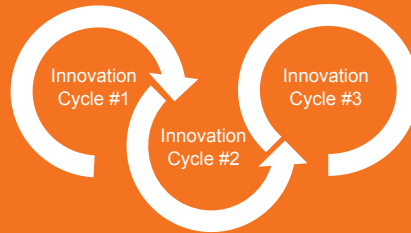
Virtual Care Playbook

Cohort Conversations

Cohort Conversations

Activity Overview

1   Reflect on what you've done

2   Discuss where you're headed

3   Determine where you need additional support

Cohort Conversations
Logistics

1
- Golden Valley Health Centers
- Los Angeles County Department of Health Services
  - Jenelle, Mary Ann, Guillermo, Behnaz, Armenui & Lusine
- Neighborhood Healthcare
- Northeast Valley Health Corporation
  - Christine, Belen, Gina & Stephen
- SAC Health System

2
- Community Medical Centers
- County of Monterey
- Eisner Health
- Los Angeles County Department of Health Services
  - Carmen, Debra, Guili, Jagruti, Ray

3
- Alameda Health System
- CommuniCare Health Centers
- Los Angeles County Department of Health Services
  - Cinthia, Emilia, Gladys, Mario, Pilar
- North East Medical Services

4
- San Francisco Health Network
- Shasta Community Health Center
- Venice Family Clinic
- West County Health Centers
- White Memorial Community Health Center

5
- Northeast Valley Health Corporation
  - Alejandra, Debra, Jasmine, Jessica & Samantha
- Petaluma Health Center
- Roots Community Health Center
- Share Our Selves Corporation

6
- Salud Para La Gente
- San Ysidro Health
- Serve the People
- University Muslim Medical Association

Breakout Room Takeaway

In the chat box tell us:

What did you hear from your peers that resonated with you?

Affinity Group

Affinity
Group
Self-select your breakout

A Virtual Care of the Future

B Business Case to Sustain Telehealth

C Remote Patient Monitoring

D Determining appropriate for visit type
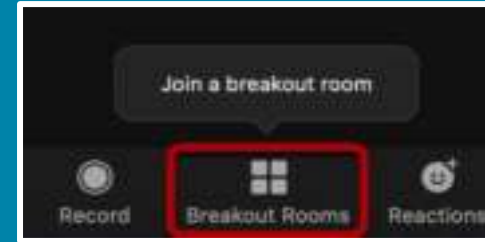
E Optimizing the Patient Experience

Affinity Group
Logistics

Step 1

After breakout rooms open, a popup will show up above the "Breakout Room icon." **Click Breakout Rooms.**
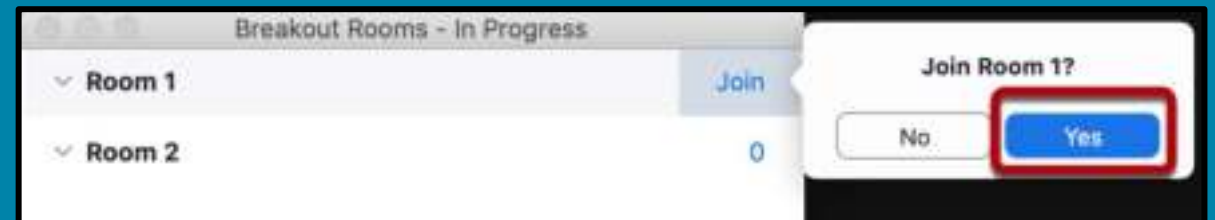
Step 2

A menu will pop up with a list of all breakout rooms.
Select "Join" to enter the affinity group you would like to discuss.

Step 3

Click "Yes" to confirm, and you will be moved to that breakout.

We're currently in
Affinity Group Breakouts

Virtual Care of the Future
Business case to sustain Telehealth
Remote Patient Monitoring
Determining the appropriate modality for visit type
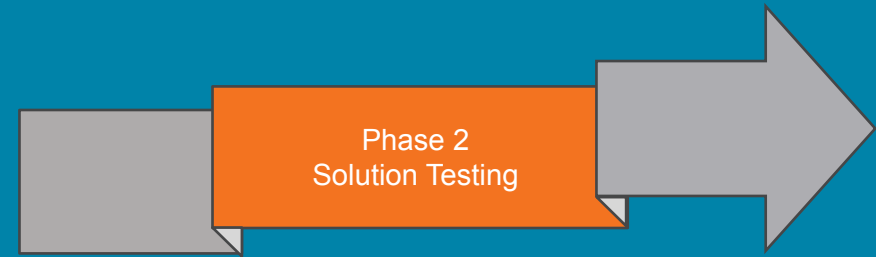Optimizing the Patient Experience

If you experience any technical issue and/or need help getting into your breakout, please chat
DeShawn Spellman

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Homework Assignment & Programmatic Reminders

Homework Assignment #9

Due by 5:00PM on **Friday, May 14**th on the CCA Club!

Phase 2
Solution 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.

Complete the Planning Your Future Tests PowerPoint

Each team will be expected to **present** this PowerPoint at our upcoming Share & Learn Virtual Event #4 on May 19th

CCI
CENTER FOR CARE
INNOVATIONS

Announcements

CCA Patient Solutions Journey Map
Email Jaclyn by Monday, May 3rd to **opt out** of sharing your organization's resources with the larger CCI safety-net community.

Canceled! April 29th Affinity Group Coaching Office Hours
We will resume office hours on Thursday, May 27 from 12 – 1PM.

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Resources

COVID-19 Telehealth Program
The FCC approved a second round of funding providing $200 million to help pay providers' telehealth costs. Applications open Thursday, April 29 at 12PM (ET) and close on Thursday, May 6 at 12PM (ET).

New & Improved! California Telehealth Resource Center's Website
CTRC offers an array of no-cost comprehensive telehealth resources, trainings, and reimbursement and policy updates on their website.

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Save the Dates!

Homework Assignment #9

Due by 5:00PM on Friday, May 14

Share & Learn Virtual Event #4

Teams will be expected to present

Thursday, May 19 12:00-2:00PM

Affinity Group Coaching Session

Thursday, May 27 12:00 – 1:00PM

2 Question Poll

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