



CCI
CENTER FOR CARE
INNOVATIONS

Content Webinar #4

Virtual Care Innovation Network

A community health collaboration founded by  KAISER PERMANENTE®

MARCH 17, 2022, 12 – 1:00 PDT

I Agenda

- 1 Housekeeping
- 2 CCHE Presentation
- 3 NACHC Discussion
- 4 Program Reminders and Next Steps



Connecting Your Phone to Zoom Audio



Step 1

Find “Mute”

At the bottom of your Zoom screen, click the upside-down carrot (^) next to “Mute.”



Step 2

“Switch to Phone Audio”

Choose the option “Switch to Phone Audio” in the list.



Step 3

“Phone Call”

In the pop-up, make sure the “Phone Call” tab is selected. Follow the instructions.



Step 4

Enter Your IDs

Enter your Meeting ID and Participant ID.
Do not skip this step!



I Housekeeping



Mute

Minimize Interruptions

Please make sure to mute yourself when you aren't speaking.



Chat

Go Ahead, Speak Up!

Use the Zoom chat to ask questions and participate in activities.



Naming

Add Your Organization

Represent your organization and add your organization's name to your name.



Tech Issues

Here to Help

Chat Nhi privately if you are having issues and need tech assistance.





VCIN Midpoint Clinical Data

3/17/22

Presented by: Trang Le

Center for Community Health and
Evaluation

Evaluation and Learning Associate

Thank you for sharing your health center data with us!

Purpose: To learn clinical utilization patterns across VCIN Health Centers (HCs) and better understand the use of virtual care in the safety net.

Dataset

- **52 Health Centers** (32 Applied Project, 20 Clinic Connection)
- **9 months of data** (March-Nov 2021)
 - Collected **# of visits and # of unique patients for each modality** in Primary Care (PC) Behavioral Health (BH)
 - Collected **optional segmented data** for Applied Project track

Limitations of Data

- **Broad overview of overall telehealth utilization** but may **not reflect the individual projects** in the VCIN initiative
- **9 health centers** were unable to segment telehealth visits by phone/video due to limitations in EHR or documentation workflows
- **Missing 6 health centers** that have not submitted & a few with data corrections

Size and Reach of VCIN Health Centers

Number of patients seen Annually	N = 52 Health Centers
1-5K	9
10-40K	27
50-100K	12
100-200K	4

The median VCIN
health center **reached
close to 2,000 patients
monthly during
March-November 2021**

Telehealth Utilization Trends (March-Nov 2021)

Telehealth visits (including phone and video visits) make up about one-third of all primary care visits and two-thirds of all behavioral health visits

Telephone visits make up most of the telehealth visits for both primary care and behavioral health, with higher video utilization in behavioral health

Health centers in California and Oregon tend to provide more telehealth overall

There were some differences in telehealth utilization across the demographic groups.

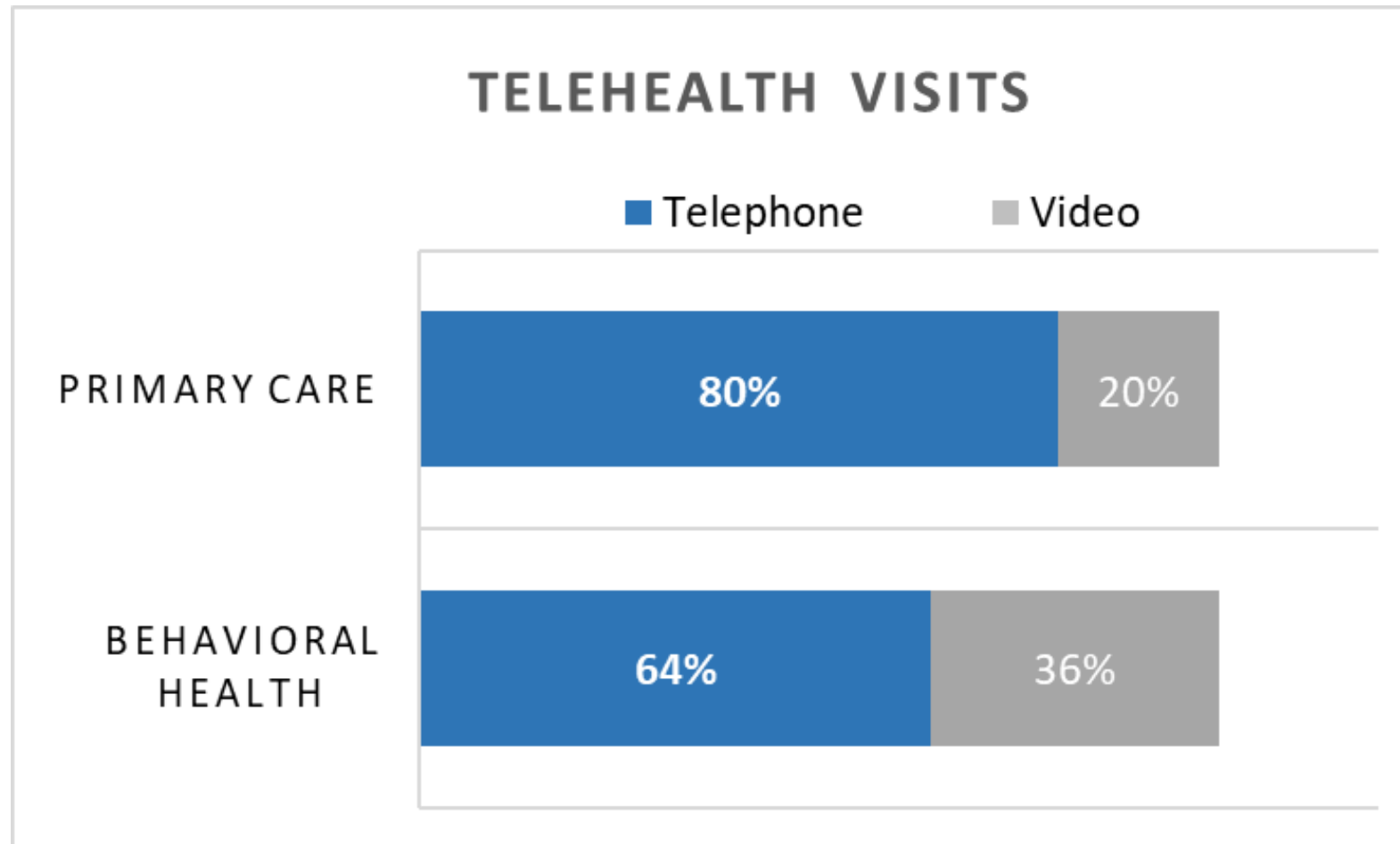
Telehealth Visits (March-Nov 2021)

Telehealth visits (phone and video) make up about one-third of all primary care visits and two-thirds of all behavioral health visits.

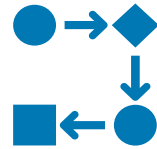
	Primary Care	Behavioral Health
Telehealth (Phone + Video)	2962 (34%)	1226 (64%)
In-person	5567 (66%)	699 (36%)
Total	8629 (100%)	1925 (100%)

Telehealth Visits (March-Nov 2021)

For both primary care and behavioral health, a **large majority of telehealth is provided by telephone** and remain consistent overtime



Video visits require more resources to implement relative to telephone (audio-only) visits, but have potential benefits for patients



Operational changes required for video visit implementation

- Creating procedures and workflows to determine when video visits would occur and how to schedule them
- Determining how to onboard patients to use the video visit platform, including patients who had digital barriers
- Establishing appropriate care team models
- Determining how to connect interpreters to video visits

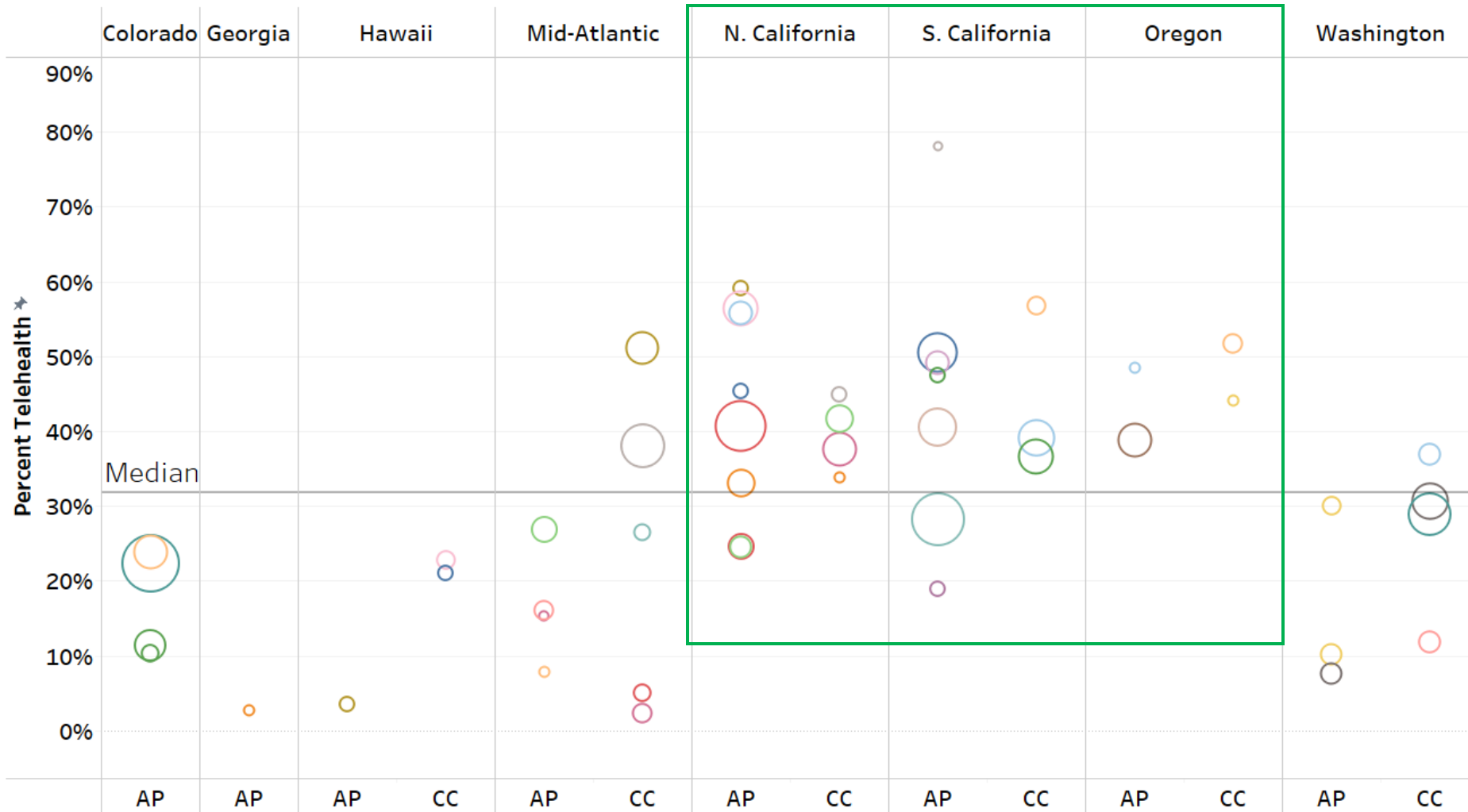


Potential benefits of video visits

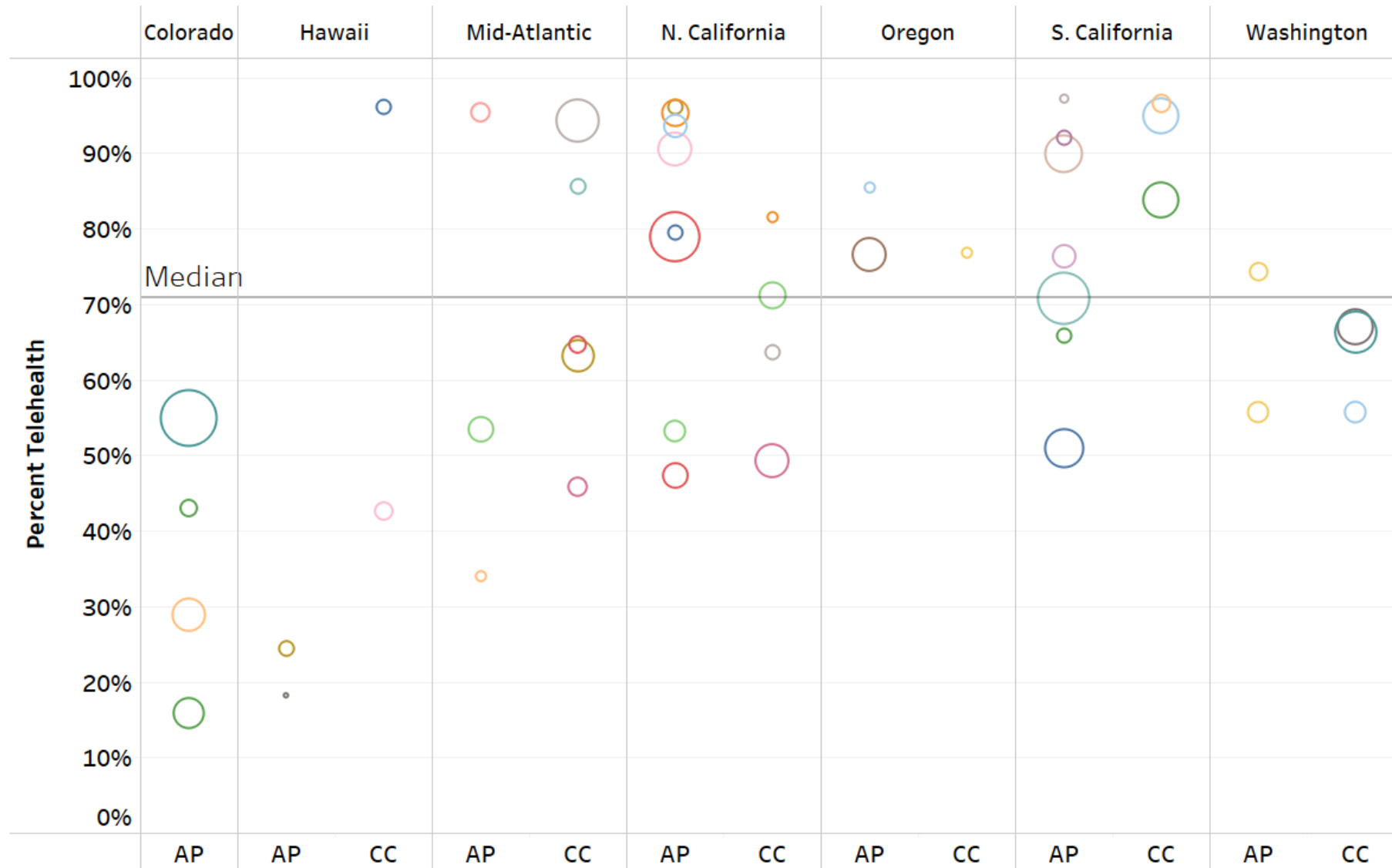
- Patient-provider connection
- Ability to meet greater variety of clinical needs by visualizing the patient
- More certainty around future reimbursement

PRIMARY CARE TELEHEALTH UTILIZATION ACROSS REGIONS (MAR-NOV 2021)

Health centers in California & Oregon tend to provide more primary care telehealth overall

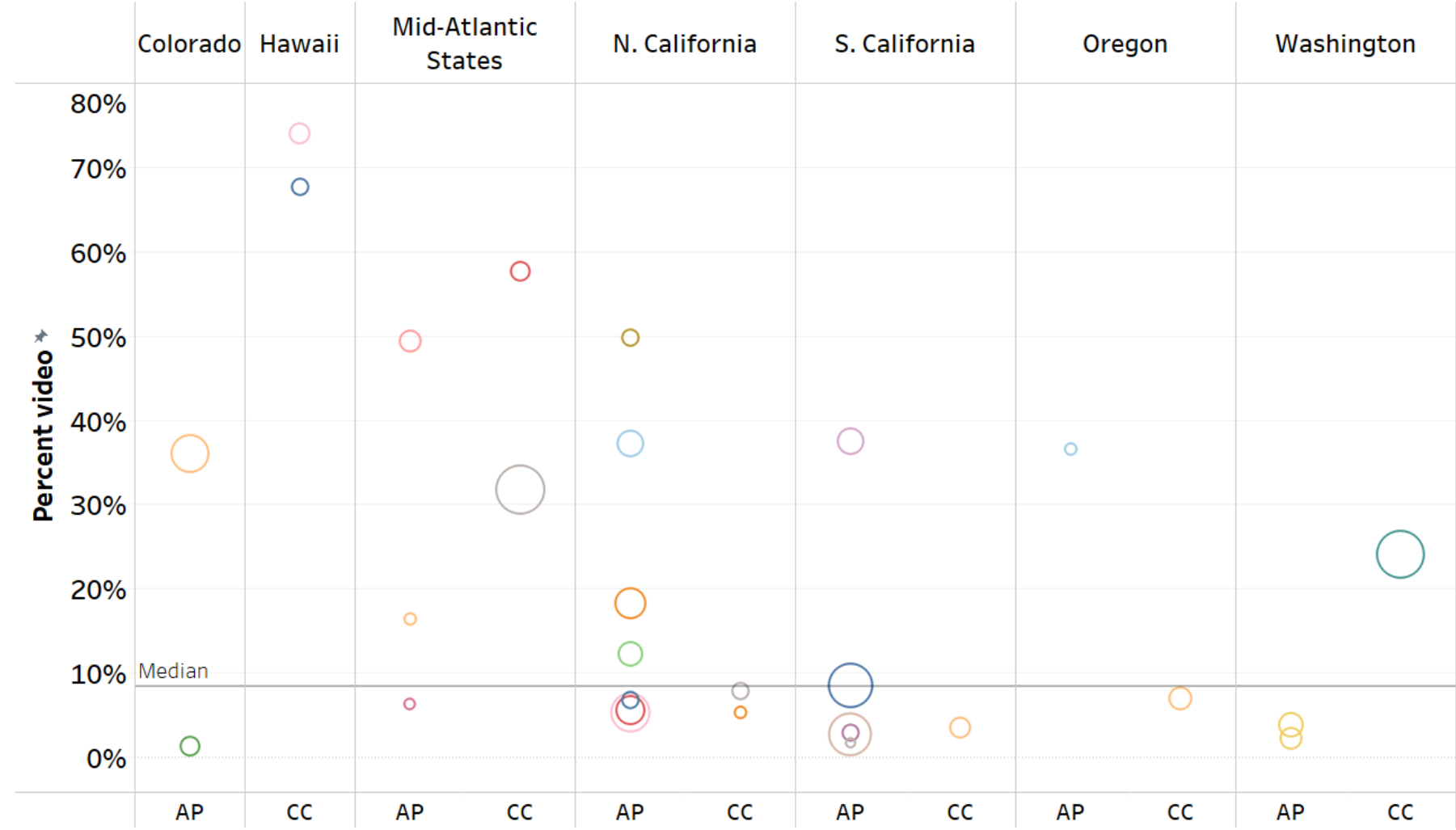


BEHAVIORAL HEALTH TELEHEALTH UTILIZATION ACROSS REGIONS (MAR-NOV 2021)



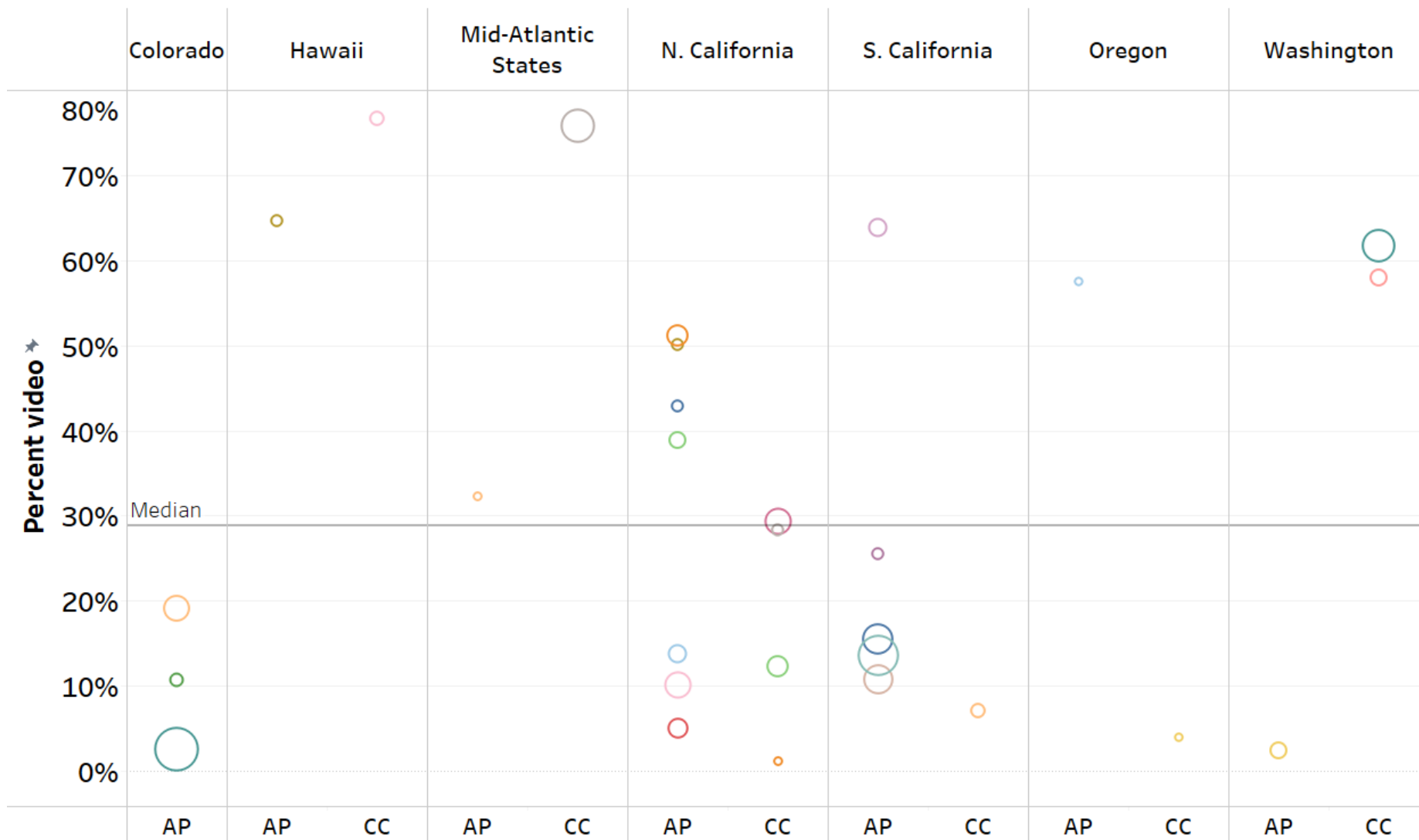
PRIMARY CARE VIDEO UTILIZATION ACROSS REGIONS (MAR-NOV 2021)

For primary care, the median health center provided about 7% of telehealth visits by video, with large variation across health centers



BEHAVIORAL HEALTH VIDEO UTILIZATION ACROSS REGIONS (MAR-NOV 2021)

Large variations in Behavioral health video visits, but with a higher median for percentage of video (29%) as a proportion of telehealth visits.



Segmented Demographic Data (Applied Project | Mar-Nov 2021)

At least half of the health centers provided segmented data in each category.

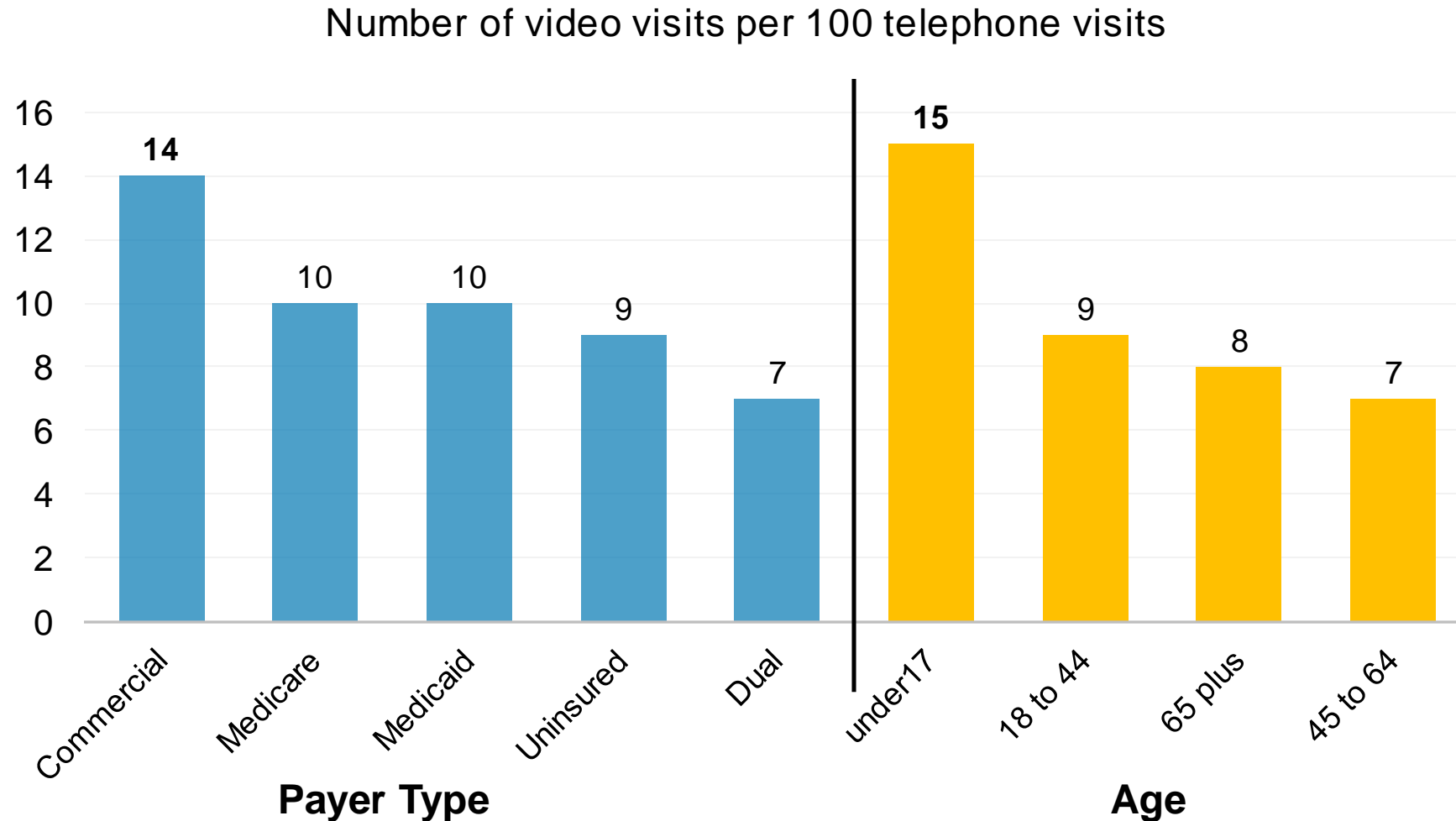
Limitation:

Assessing differences or disparities using aggregate data is challenging due to the inability to control for all factors that may influence access, especially with race/ethnicity data since there are multiple categories, missing data and different populations served by different health centers.

Category	N	%
Age	28	88%
Payer	24	75%
Language	23	72%
Race/Ethnicity	19	59%
Grand Total	32	100%

Segmented Demographic Data (Mar-Nov 2021)

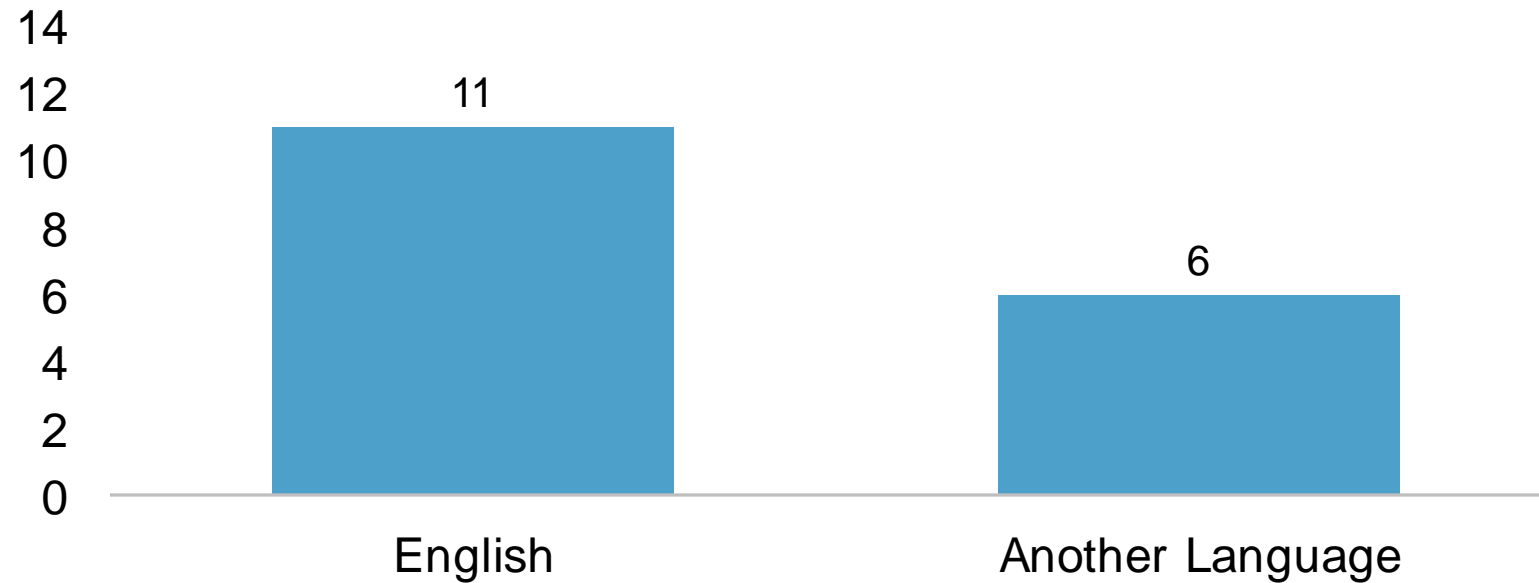
Commercial payer and 17 and underage group had the highest ratio of video to telephone (14 per 100) compared to the other groups.



Segmented Demographic Data (Mar-Nov 2021)

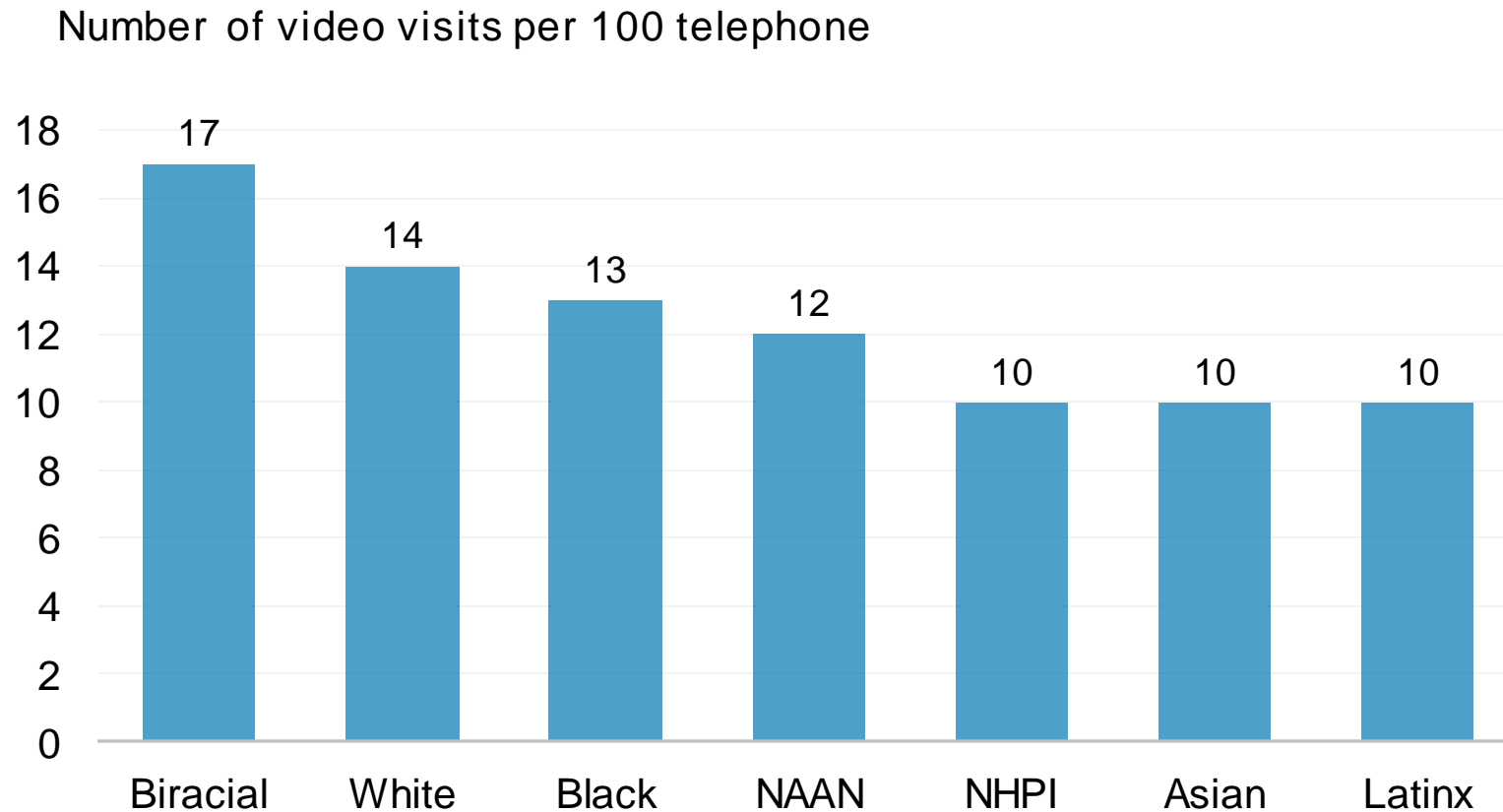
Patients whose primary language is English had a higher ratio of video to telephone (11 per 100) compared to patients with a preferred language other than English (6 per 100)

Number of video visits per 100 telephone



Segmented Demographic Data (Mar-Nov 2021)

Ratio of video visits to phone visits differed slightly across race/ethnicity groups, but conclusions on differences in access cannot be drawn from this



Next Steps & Your Takeaways

Next Steps

- **Final data collection is due on June 15, 2022**
- **Updated spreadsheet template will be on SharePoint and emailed to each HC**, please save and use this spreadsheet to complete end point data for the months of Dec 2021-May 2022.

Your Takeaways & Questions

Questions?

Center for Community Health and Evaluation

Trang Le, Trang.H.Le@kp.org

Natasha Arora, Natasha.B.Arora@kp.org

I Data Reporting Spreadsheet

- Each team will need to:
 - Download the **latest version** of the data reporting spreadsheet
 - Please do not use any of the older versions
 - Edit it on your computer's Excel software
 - Re-upload into your organization's VCIN OneDrive folder

Couldn't Load This Workbook



We're sorry. We can't open the workbook in the browser because it uses these unsupported features:

- Scenario Manager

You might want to contact the author for more information.

[Learn more](#)

[Give Feedback](#)

OK

Open in Desktop App?



We're sorry. We can't open the workbook in the browser because it uses these unsupported features: • Scenario Manager

Open in Desktop App

Cancel





Takeaways

In the Zoom Chat, tell us:

1. What surprised you the most?
 2. Are the findings reflective of the of the shared experience?
 3. What do you wish to learn more about?
-

Project Lifecycle

We are here!



March & April '21

1. Define

Define the problem you will solve over the next 15 months and set a target.



May & June '21

2. Discover

Uncover the current state. Learn from those that experience your processes.



July & August '21

3. Prioritize & Design

Select and create tests of change that may improve your processes.



September – February '22

4. Test & Refine

Test your improvement ideas and measure their impact.



March – May '22

5. Implement & Spread

Hardwire and spread successful tests.



Telehealth Reimbursement Updates from CMS and Implications for States

Jeremy Crandall - Director, Federal and
State Policy



Next Steps

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How Did We Do?

Take the next minute to answer our virtual event poll.



I Announcements



Storyboard

Each team's storyboards and project measures are due **May 31st** in your VCIN OneDrive folder.



Final Deliverables

Each team must submit their final data submission and final budget expenditures by **June 15**. You can email these final deliverables to nhi@careinnovations.org.




Health Pilots Podcast

We chat with Northeast Valley Health Corporation as they share some of the early successes and challenges faced in using this platform with regards to patients' controlled and uncontrolled blood pressure rates, as well as what implementing RPM looks like in the near future. Learn more about the key role of care coordinators and care teams in advancing this work forward.



Save the Dates!

2022			
Mar		Apr	May
Applied Project Convenings	Content Webinar #4 Thursday, March 17th 12 - 1:30 PM PDT 		Final Convening Tuesday, May 31st 12 – 2 PM PDT



I Questions?



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