

## Learning Community Workshop

### 11/13/17 Break-out Session Notes

#### *Common challenges for coordinators:*

- **Staffing allocation for dedicated coordinator and back up support**
- **Technology & technical support**
- Additional equipment needs – how to acquire?
- **Patient buy in**
- **Identifying Physician champion**
- **Working equipment**
- Workflows
- **Scheduling**
- Provider trust, specialist trust
- **Interpersonal skills** – super starters
- **Reimbursement – how does billing work by plan, etc.**
- Working with health plans, and how to obtain Health plan buy-in – how to prove the benefit to the health plans (access to care; describe the need, volume, specialties needed, and ability to succeed)
- How to get started – online training
- **Physician buy-in (ROI)**
- **Support of leadership and admin staff**
- **No Show rates**
- Reporting – pulling reports
- Patient call backs
- Understanding technology (and real-time fixes)
- Getting chart notes from the specialist
  - 3 models: Provider joins last few minutes; Patient only; f/u with PCP later; Contracted provider (RX rights in EHR)

#### *What do telehealth coordinators need to be successful?*

- **Specialists who don't require blocks of time**
- **Time management**
- Back up
- **Morning huddles**
- Sales pitch for providers
- Executive champion
- **Peer connections, continuing education opportunities with peers, peer to peer collaborative events**
- **Communicating new developments** and best practices (via video, webinar, newsletter)
- Understanding of where telehealth fits into big picture
- Laptop
- Assertiveness with providers, patients, PCPs
- Dedicated time for telemedicine
- **Training**
- Presenting professionally to specialists
- Tip: take internal staff and promote to telehealth role
- Troubleshooting techniques
- For experienced coordinators:
  - Learn how to delegate
  - Project management skills
  - Create break-even program – project reimbursement
- Support from other staff (med techs)
- Time during provider meetings to do sales pitches
- **Senior leadership support, organizational commitment**
- Promotional materials
- **Provider buy-in, clinician champion**
- Strategies to prevent no-shows
- **Good working relationship with referral coordinator**
- Personality traits: thick skin, resilient, creative, IT savvy, big picture

## ***What resources are most useful or would you like to see developed?***

- Useful: **CPCA, CTRC, Health Plans, CTN**, Grants / learning community
- How have they been useful (or not)?
  - Expanding outside of clinic
  - 4 walls (limiting / reimbursement / barriers for patients)
  - Health plans restrictions – finding specialty
- Need to develop:
  - Curriculum - Online training (Free, Certificate)
  - Hands-on at facility to get trained together – do it early
  - **On-site training**
  - 101 guide to telehealth
    - Checklist
    - How to get started
    - More specific workflow: Scheduling, Preparation, Specialists
  - Stock photos
  - Live demos
  - Frequent conferences, webinars
  - Strong relationship with doctors
  - Understanding of big picture
  - Funding for position
  - Time with experienced coordinators, interact with other clinics
  - Job description
  - Training for managers
  - Grant opportunities – ongoing funding support for equipment after grant ends
  - Articles
  - Template for workflow

## ***Methods of support:***

- Online: More flexible, lower cost, Continuing ed
- Hands-on – get started – site visit (onsite training with “own” equipment)
- In-person training – once established
- Zoom training (more general)
- Sharing contacts
- Site visits to high performing sites
- Monthly or 2xmo webinars
- “TH4TH”
- Conferences
- Best practice guides
- Coordination of records, work flow, steps to complete the process

## ***Topics for training curriculum:***

- **How to use equipment and peripherals**
- Troubleshooting
- Laws
- **Contracts and contracting models**
- Grants
- Reporting
- **Billing – reimbursement**
- Consent
- **HIPAA**
- **Scheduling**
- Services from plans
- How to sell the patient
- **Guidelines**
- Roadmaps
- Presentation
- Modalities
- **Technology**
- **Workflow**
- **Patient presentation techniques for each specialty**
- Best practices
- How to room patients
- Do’s and don’ts for videoconferencing
- Admin
- Telemed 101 – what is telemedicine and what are the various modalities (live, S&F, etc)
- Reducing no show rate
- Enhancing productivity for sustainability