



PHASE/TC3 Share & Learn Session – May 2020

Tuesday, May 12, 2020: 12:30-1:30pm PST

NOTES - emerging themes from peer-sharing breakouts

Below are themes that emerged from today's S&L topic: **How are you working on reaching your patients with chronic disease (operationally)? (Or supporting your health centers in doing so?)**

Request for more sharing (generally)

- More sharing of these strategies, particularly now that we can be more proactive.
- How do we keep in better touch about innovations that are working? (Telehealth, drive throughs, etc.)

Patient Engagement

- One team is seeing improved portal sign-ups and offering more on their portals
 - o They're also focusing on established patients (4-7% response rate from unseen but assigned pts)
- Another health system team is focusing on monitoring patients who are "non-compliant" for A1c or BP
- Using learners / students to engage patients remotely with motivational interviewing

Population Management / Registry

- How are others using registries? I feel like we could be using better...
- Segmentation – picking different segments to outreach to; running reports of particular segments, using the template that SFHN sent us... how could we continue this work of Pop. Health (PROMPT at KP); MAs are using the tools and doing great work in this space... how to leverage these new practices?

Pre-Visit / Outreach

- Outreach – how do we do this in a smarter way and not lose progress on chronic disease management.
- *Avoiding* outreach fatigue! Patients showing up on numerous lists

Point of Care

- Workflows for “rooming” patients (provider / nurse / MA workflow)
- Standardizing clinical encounters for telehealth, especially BP Monitoring
- Relooking at team-based care and the roles
- How to ensure high quality of care through phone outreach?

Care Delivery (Synchronous; Text / Secure Msg; Resources)

Making Telehealth Sustainable

- How to ensure that we secure **reimbursement** in the long run? How do we get managed care buy-in?
- How do we deepen the **technical support** for successful telehealth?
- Internet issues in rural communities

Health Equity

- How do we make sure the digital divide does not contribute to health inequity?
 - How can we address *social determinants of health* issues better?
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