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
  - 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); MA’s 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?