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Sustainable Models of Telehealth in the Safety Net

Virtual Session | Tuesday, May 12, 2020

Breakout Notes Synthesis

Breakout Part 1: Challenges and Changes in Staff Roles

Key Takeaways

Prompt 1: What are some of the new **challenges** with implementing telehealth at this time?

- **Technology**
 - Patients having the tools and technology to do video visits
 - Bandwidth for video visits
- **Preparing patients for video visits**
 - Teaching patients to use the needed technology
- **Staff and provider learning curve**
 - Teaching providers regarding policy and operations
 - Training staff on how to talk with patients about telehealth
 - Teaching providers to use the technology
- **Other operational challenges**
 - Telephonic behavioral health visits are particularly challenging
 - Accomplishing patient lab work and imaging
 - Reduction of referrals to clinic
 - Interpretation for telephonic visits

Prompt 2: How have **staff roles**--including the telehealth coordinator role--changed in the last two months?

- **Many more staff involved with telemedicine**
 - All staff are pitching in to help with scheduling, assisting with video and phone visits, helping with patient communication
 - Nursing staff are taking the lead in conducting video visits
 - MAs are also learning video and phone visits, and helping with patient communication
 - PSRs are doing outreach
- **Telehealth staff have become the experts and go-to to support the changes**
 - Providing technical support and training providers & nurses



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Breakout Part 2: Helpful Skills, Experiences, Tools & Resources

Key Takeaways

Prompt 1: What **skills or experiences** from the SMTSN program have helped you in implementing telehealth in the last 2 months?

1. Leadership support, comfort, familiarity, and experience gave confidence to switch to high volumes of telehealth quickly
2. Information sharing and connection with others in the program
3. Technical assistance (education, training around technology, advice, etc.)
4. Billing people have skilled up quickly in the changing environment and are to help standup programs quickly and have ideas for how to create strategy.

Prompt 2: What new types of **resources or tools** do you think are needed for your clinic to sustain these primary care telehealth models going forward?

1. Need more equipment (laptops, cameras) for staff and for patients if telehealth to home continues
2. Need patient friendly video platforms that are meant for telemedicine, allow for group visits, and provide ease of adding interpretation
3. Remote Patient Monitoring & mobile health - learn about the devices & capabilities
4. Support moving away from telephone and toward more video visits
5. Enhancing patient experience of telehealth
6. Continued reimbursement for telehealth and policy changes that will sustain changes