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Our Telehealth Journey

	Where did you start with SMTSN?	Where were you in February 2020?
# of Telehealth Sites	7	19
# of Specialty Provider Contracts	12	20
# Specialties Utilized	5	6

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3082 Telehealth Encounters between April 2018 and February 2020

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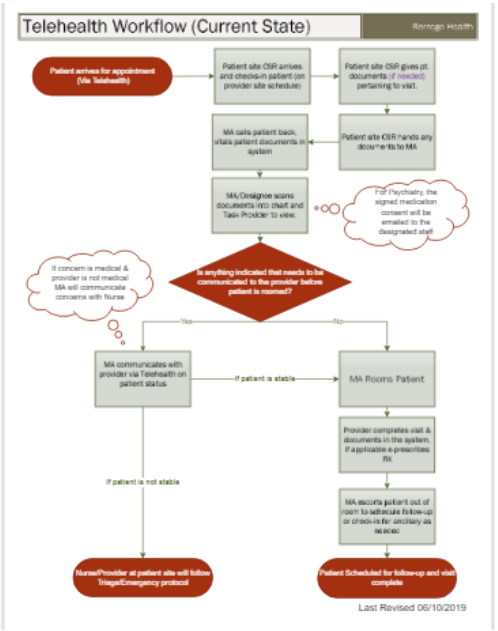
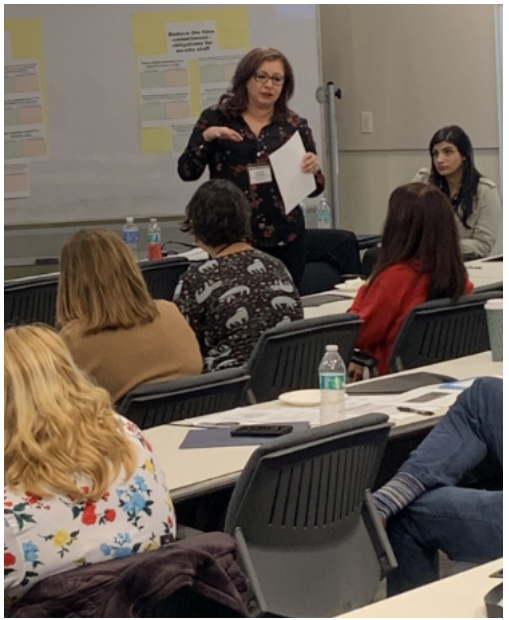
Key Factors & Supports

Telehealth Team

Telehealth Leadership	Technical Support	Telehealth Coordinator	Care Team
Incorporate telehealth into the organization's strategic plan	Equipment selection, installation, training and troubleshooting	A key contributor to the Telehealth program and supports both current services and implementation of new services	Provider Medical Assistant Register Nurse
Provide strategic direction	Telecommunications network planning and maintenance	Promotes the Telehealth program organization wide.	Customer Service Representative Referrals Care Coordinator

Key Factors & Supports





- Telehealth Workflows were key to SUCCESSFUL implementation
- Collaboration with OCHIN on workflow improvements was an excellent exercise

- CTRC Conferences and Workshops were the MOST useful part of this program!
- Opportunities for networking
- Partner collaboration & shared learning experiences were key to GROWTH

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Impact on our Patients, Staff, or organization

- The **shared experiences with our colleagues** allowed us to implement new strategies and keep focus on Telehealth improvement.
- We gained confidence in implementing innovative solutions.
- The COVID-19 pandemic has changed the way people everywhere receive care, and **telehealth has become the "new normal"** for healthcare during challenging times. **CTRC did a fantastic job in educating and preparing us!** We were able to develop an effective and innovative telehealth strategy and most of the providers and staff were fully trained by the time we were mandated to stay home.

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Top 3 Takeaways:
Top three lessons we learned in SMTSN

1

Shared learning experiences in the industry are **KEY for Growth**

2

Telehealth allows for **increased access**, timely care & reduces no show rates
(when care is provided to the patient where they want)

3

Advocacy for Telehealth is a MUST in order to support the needs of our **most vulnerable patients**

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Future: What's Next?

- **Custom development** for smoother telehealth transitions and processes within the E.H.R
- Borrego Health Application – to **enhance patient experience**, coordination of care and access
- Focus on Patient training and support
- Continued encouragement for Providers & Staff to engage in Telehealth
- **Advocacy, Advocacy, Advocacy**
  - In order for us to continue to move forward with innovative solutions to expand care to our most vulnerable populations we MUST advocate for legislation to enhance Telehealth Coverage to ALL patients at ALL times.