## Our Telehealth Journey

<table>
<thead>
<tr>
<th></th>
<th>Where did you start with SMTSN?</th>
<th>Where were you in February 2020?</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Telehealth Sites</td>
<td>7</td>
<td>19</td>
</tr>
<tr>
<td># of Specialty Provider Contracts</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td># Specialties Utilized</td>
<td>5</td>
<td>6</td>
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3082 Telehealth Encounters between April 2018 and February 2020
Key Factors & Supports

Telehealth Leadership
- Incorporate telehealth into the organization’s strategic plan
- Provide strategic direction

Technical Support
- Equipment selection, installation, training and troubleshooting
- Telecommunication network planning and maintenance

Telehealth Coordinator
- A key contributor to the telehealth program and supports both current services and implementation of new services
- Promotes the Telehealth program organization wide.

Care Team
- Provider
- Medical Assistant
- Register Nurse
- 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**
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.
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
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.