

Trifecta Team Storyboard

- California Health Care Foundation
- California Telehealth Resource Center
- Center for Care Innovations

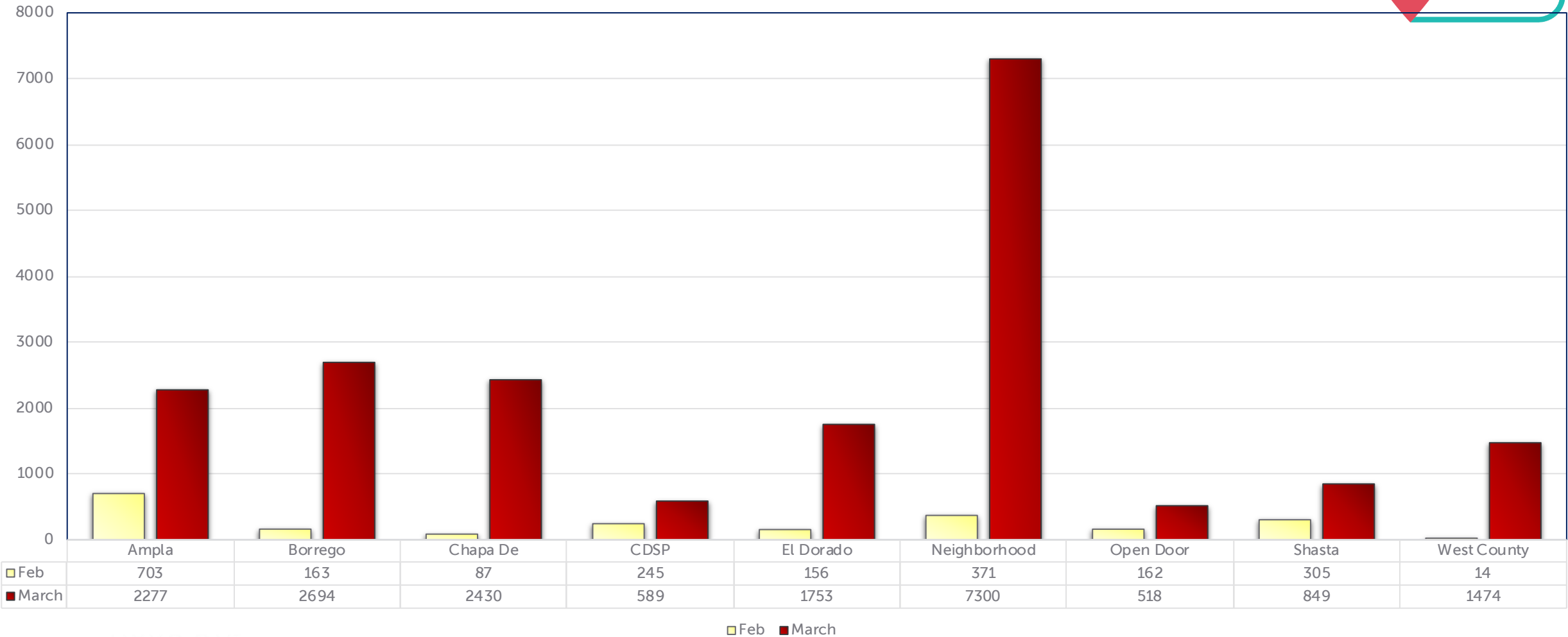


57,897 completed
specialty care
telehealth encounters
during the SMTSN
initiative

COVID-19 Telehealth Encounter Volume Impact



Monthly Data for Feb. and March 2020 (Self-Reported*)



***Do not cite.** Due to variation in data collection, this chart may not reflect accurate differences between sites and between February and March. March numbers include phone, video, and primary care for most sites.

Key Factors & Supports



Regular Check
In Meetings
with Jeanne



2x per year In
Person
Workshops from
June 2017 to
November 2019



Peer Learning Site Visits
to participating health
centers to see each
other's telehealth
programs firsthand



SMTSN Impacts

1

Significant expansion of telemedicine at participating health centers: *57,897 completed encounters during the initiative*

2

Ability of participating health centers to quickly shift to primary care telehealth when the COVID pandemic began

3

Contributed to significant legislative advances in the 2019 session



Telehealth Impact Videos



'No, I Don't Have Money. But I Can Have the Same Kind of Health Care as Everyone Deserves' (Chapa-De)



Melissa's Story: Telehealth Is Knowing Care Is Just a Call Away (Chapa-De)



Bobbi's Story: Telehealth is a 'Blessing' for Grandson with Cerebral Palsy (Shasta)



After Tragedy, Debbie Heals with the Help of Telehealth (Borrego)



Telehealth Brings the Dentist to Schools in El Dorado County (El Dorado)



Top 3 Takeaways:

What were our top three lessons learned in SMTSN?

1

Successful programs require dedicated people and a local supported champion for the work

2

Health centers with the specialty in their scope of practice are more easily able to sustain telehealth financially

3

An aligned approach among payers for telehealth reimbursement is needed to enable financial sustainability



Future: What's Next?



1. SMTSN Evaluation Report Publications (July 2020)
2. Find SMTSN resources on the [program site](#)
3. Continued policy work to advance telehealth policy with the [California Telehealth Policy Coalition](#)



Join us on **BASECAMP**

The **Telehealth Learning and Support Community team** has been established in Basecamp, a listserv software that will enable us to stay connected.

In Basecamp, you can:

- Use the group message board to post and view group questions & answers, share best practices, information and success stories
- Ping one or a few selected individuals for a more direct conversation
- Post group documents and resources to be stored and retrieved when needed
- View the schedule for upcoming events



Participation is limited to the SMTSN Learning Community.

For registration and login information, contact Jeannie Russell.

**We hope to see
you around the**



New Grant Opportunity! Apply by June 19th

Connected Care Accelerator

CCI and the California Health Care Foundation are excited to launch the **Connected Care Accelerator** to support the implementation of virtual care.

The accelerator is designed to help California's health care safety net respond to the COVID-19 pandemic. Community health centers and independent physician practices that predominantly serve low-income communities are encouraged to apply:

<https://www.careinnovations.org/connected-care-2020/>

