Sustainable Models of Telehealth in the Safety Net

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*)

<table>
<thead>
<tr>
<th>Site</th>
<th>Feb</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ampla</td>
<td>703</td>
<td>2277</td>
</tr>
<tr>
<td>Borrego</td>
<td>163</td>
<td>2694</td>
</tr>
<tr>
<td>Chapa De</td>
<td>87</td>
<td>2430</td>
</tr>
<tr>
<td>CDSP</td>
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<td>589</td>
</tr>
<tr>
<td>El Dorado</td>
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<td>1753</td>
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<tr>
<td>Neighborhood</td>
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<td>7300</td>
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<tr>
<td>Open Door</td>
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<td>518</td>
</tr>
<tr>
<td>Shasta</td>
<td>305</td>
<td>849</td>
</tr>
<tr>
<td>West County</td>
<td>14</td>
<td>1474</td>
</tr>
</tbody>
</table>

*Do not cite.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 Jeanne Russell.
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/](https://www.careinnovations.org/connected-care-2020/)