

CHAPA-DE

I N D I A N H E A L T H



Our Telehealth Journey

Start of SMTSN
October 2017

End of SMTSN
February 2020

of Telehealth Sites

2

2

of Specialty Provider
Contracts

3

5

Specialties Contracted

11

12

Specialties Regularly Utilized

7

8



2,226 Telehealth Encounters between October 2017 and February 2020

Key Factors & Supports



Michael Mulligan, MD
Strategic Projects Director

“Physician Champion”



Darla Clark, MPA
COO



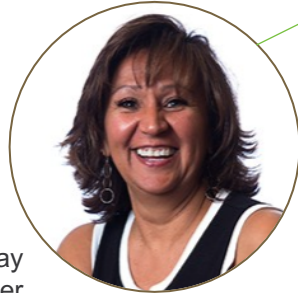
Sierk Haitisma
CFO



Leadership
Buy-In
& Trust



Lisa Davies, MPH
CEO



Debbie Arvay
Medical Practice Manager



Alinea Stevens, MD MPH
Medical Director

Key Factors & Supports

Capable Staff Dedicated to the Telehealth Program



Wendy Barnhart
Telemedicine Coordinator
Lead

Our program:

2.0 FTE Telehealth Coordinators

Wider Chapa-De Medical Team
also provide back-up and
assistance when needed



Eileen Linson
Telemedicine Coordinator

Key Factors & Supports

Coaching & Networking



We didn't do it alone! The abundance of support and guidance has been critical to our success. From coaching, site visits, trainings and workshops to the summits, networking opportunities and sharing of best practices – we've had a lot of help along the way. Extra special thanks is due to CTRC, CTN/OCHIN, CCI & Rand Corp

**Telehealth removes
barriers and
enables more care
and more-
convenient access
to care**

<https://youtu.be/HX8sDIAFGiw>

Here is Jill's story:



Top Three Lessons Learned in SMTSN

1

Telehealth
can be
billable and
sustainable



2

It takes a
village!

- Share
- Be Creative
- Ask for Help



3

Empower
and trust
your team



What's Next?

Sustaining



- Continue working on making our program billable
- Leverage the telehealth successes during COVID-19 to advocate for legislation to sustain telehealth access after the emergency declaration
- Finish creating dedicated space for Telehealth at both clinic sites
- Maintain relationships and continued networking

New Idea! Share specialist time between clinics where lower volume is an issue to getting the care needed