Clinicas de Salud del Pueblo, Inc.

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Telehealth Manger

Your Telehealth Journey: *Where did you start, and where are you now with specialty care?*

Where did you start with SMTSN?

Current Telehealth program launched late 2015

In 2016 we started with 2 Telehealth Technicians and started providing services is 4 locations
Had limited access to equipment in all our locations.

Where were you in February 2020?

Currently 6 Telehealth Technicians
All sites now have equipment
Providing Telehealth services in all 10 clinic sites
5 Specialty Provider Contracts
3 Specialties Utilized

2016

Corporate

	Imperial County						Riverside County			
Location	Calexico Clinic	El Centro Clinic	Brawley Clinic	BOAHC	Winterhaven Clinic	Niland Clinic	West Shores Clinic	Mecca Clinic	Indio Clinic	Hemet Clinic	Blythe Clinic
Telemedicine carts	Cisco Cart	Borrowed UCSD equipment	Borrowed UCSD equipment and own cart	Needed	Needed	Needed	Needed	Needed	Needed	Needed	Polycom Cart (old)
Retinal Camera	Retinal Camera	Shared with Calexico Need Own Camera	Retinal Camera		Shared			Shared Need own Camera			Shared
Digital Camera for Direct Dermatology	Digital Camera	Digital Camera	Digital Camera	Needed	Needed	Needed	Needed	Needed	Needed	Needed	Needed
Staff	Telehealth Tech.	Needed	Telehealth Tech.					Needed			
Services	Retinal Tele-Endo Telepsych Tele-Derm	Retinal Telepsych Tele-Derm	Retinal Telepsych Tele-Derm	No Telehealth services	Retinal	No Telehealth services	No Telehealth services	Retinal	No Telehealth services	No Telehealth services	Retinal Telepsych

2020

Clinicas de Salud Telehealth Network

Imperial County **Riverside County**

	Calexico Clinic	El Centro Clinic	Brawley Clinic	Winterhaven Clinic (Rural)	Niland Clinic (Rural)	West Shores Clinic (Rural)	Mecca Clinic (Rural)	Coachella Clinic	Hemet Clinic	Blythe Clinic (Rural)
Location	Calexico Clinic	El Centro Clinic	Brawley Clinic	Winterhaven Clinic (Rural)	Niland Clinic (Rural)	West Shores Clinic (Rural)	Mecca Clinic (Rural)	Coachella Clinic	Hemet Clinic	Blythe Clinic (Rural)
Telemed Carts	Polycom Cart (SUD-MH)	Polycom Cart (SUD-MH)	Polycom Cart (Owned)	Polycom Cart (USDA)	Cisco Cart (CDBG)	Polycom Cart (USDA)	Polycom Cart (USDA)	Cisco Cart (AIMS Grant)	Cisco Cart (AIMS Grant)	Cisco Cart (AIMS Grant)
Retinal Camera	Canon Dgi (Borrowed from Berkeley)	OptoVue Icam (Borrowed from Berkeley)	Canon Dgi (Borrowed from Berkeley)	Canon CR2(CDBG)	Canon CR2(CDBG)	Shared Camera	Canon CR2 (Borrowed by Berkeley)	Canon Dgi (Borrowed from Berkeley)	Canon CR-2 (Borrowed from Berkeley)	Shared Camera
Derm Camera	Canon PowerShot SX710 HS (CH&W)	Canon PowerShot SX710 HS (CH&W)	Canon PowerShot SX710 HS (CH&W)	Canon PowerShot SX710 HS (CDBG)	Canon PowerShot SX730 HS (CDBG)	Canon PowerShot SX730 HS (CDBG)	Canon PowerShot SX730 HS (CDSDP)	Canon PowerShot SX730 HS (CDSDP)	Canon PowerShot SX730 HS (CDSDP)	Canon PowerShot SX730 HS (CDSDP)
Staff	Francisco Javier Hernandez	Crystal Abiña	Jesus Juarez	Maabel Quevedo	Melhaya Hernandez	Melhaya Hernandez	Jessica Valdez		Estefania Rojas MA (Part time)	Alejandra Muñoz PR (Part time)
Services	Retinal Adult Tele-psych Ped. Tele-psych Tele-Derm	Retinal Adult Tele-psych Ped. Tele-psych Tele-Derm	Retinal Adult Tele-psych Ped. Tele-psych Tele-Derm	Retinal Adult Tele-psych Ped. Tele-psych Tele-Derm	Retinal Adult Tele-psych Tele-Derm	Retinal Adult Tele-psych Tele-Derm	Retinal Adult Tele-psych Ped. Tele-psych Tele-Derm 1/20	Retinal Adult Tele-psych Ped. Tele-psych Tele-Derm 1/20	Retinal Adult Tele-psych Pending: Derm	Retinal Ped Tele-psych Adult Tele-psych

11108 Telehealth Encounters between December 2017 and February 2020
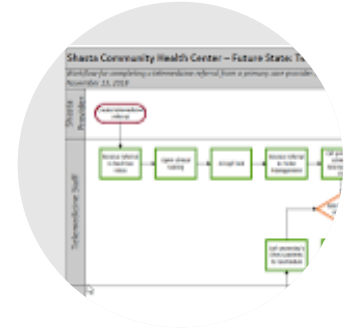
Key Factors & Supports

Access to industry experts at CTN,CTRC, OCHIN. Being able to reach out to people who truly know the industry for advise

Opportunity to network with peers in the industry. Being linked to other clinics in the network has allowed us to learn from them and for them to learn from us.

Teaching on how to design our own workflows and seeing others workflows has helped us greatly in defining the way we work and how to improve our processes.

Impact on our patients, staff, or organization

Mecca, CA

Our clinics exist in Imperial County and Riverside County. We first started services in Imperial County but Riverside County had a great need for telehealth services. We started our expansion into Riverside County as we began working with SMTSN.

One of our rural clinics in Riverside County is in Mecca CA. This clinic has an large migrant population with great need for services and limited access to specialty care. Working with our partners we were able to attain Telehealth equipment and staffing to provide Retinal, Psychiatry and Dermatology services. Once this site was deployed, it served as a launch pad for providing services other clinics in Riverside County clinics in Coachella and Hemet.

The knowledge and help provided by SMTSN has helped us in many ways as we applied for grants, training and deployment of services.

Telehealth in Action

Top 3 Takeaways:
What were your top three lessons learned in SMTSN?

1

Telehealth programs in many locations share the same or similar challenges. Learning from others is very important

2

There are many variables with making a program sustainable. Telehealth is a balancing act.

3

Lessons learned in previous years can now be applied to the new changes brought about by COVID-19

Future: What's Next?

Sustaining

- **Increase the sustainability of current programs**

- **Increase our number of telehealth specialties**

- **Accelerate the use of virtual visits for primary care**.

Virtual visits for primary care is of utmost importance at this time due to COVID-19. There may be additional surges and social distancing restrictions, and the safest way to provide care is by virtual visits. Primary care needs to work in order to get specialty care referrals. Additionally Mobile Health and Remote Patient Monitoring will also be accelerated by the current environment. We need more information on these telehealth modalities.