



# Neighborhood Healthcare's Telehealth Journey

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# Neighborhood Healthcare

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**Neighborhood Healthcare:** 17 Clinics in San Diego & Riverside Counties

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Population Served:

- Low-income, medically underserved, uninsured, and underinsured
- Behavioral Health integrated in every primary care clinics

Approximately 76,630 unique patients, 305k visits/year

Services: Primary Care, Behavioral Health, Dental, Women's Health, Podiatry, Pharmacy, Lab, Prenatal, Pediatrics, Chiropractic, Acupuncture, Podiatry and Ophthalmology

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# Neighborhood Healthcare's Journey

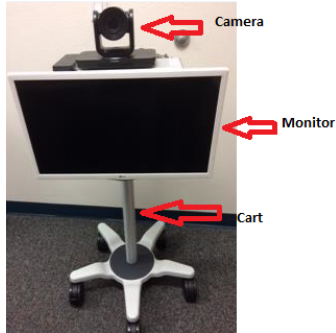


	Where did you start with SMTSN?	Where were you in February 2020?
# of Telepsych Clinics	1	7
# BH Providers using Telepsych	1	11 (pre-COVID)
# of Retinal Telehealth Clinics	6	6
Virtual Dental	0	2

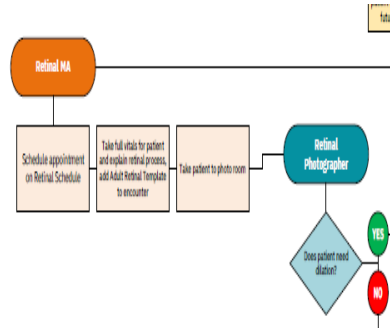
Neighborhood Healthcare had  
6302 Telehealth Encounters  
between April 2018 and  
February 2020



# Key Factors & Support



Technology 101 with Dan Kurywchak was extremely helpful for the start of our Telehealth Clinics



Workflow mapping was helpful to identify wasted efforts & create a more efficient workflow

5 BEHAVIORAL POI

POLICY & PROCEDU

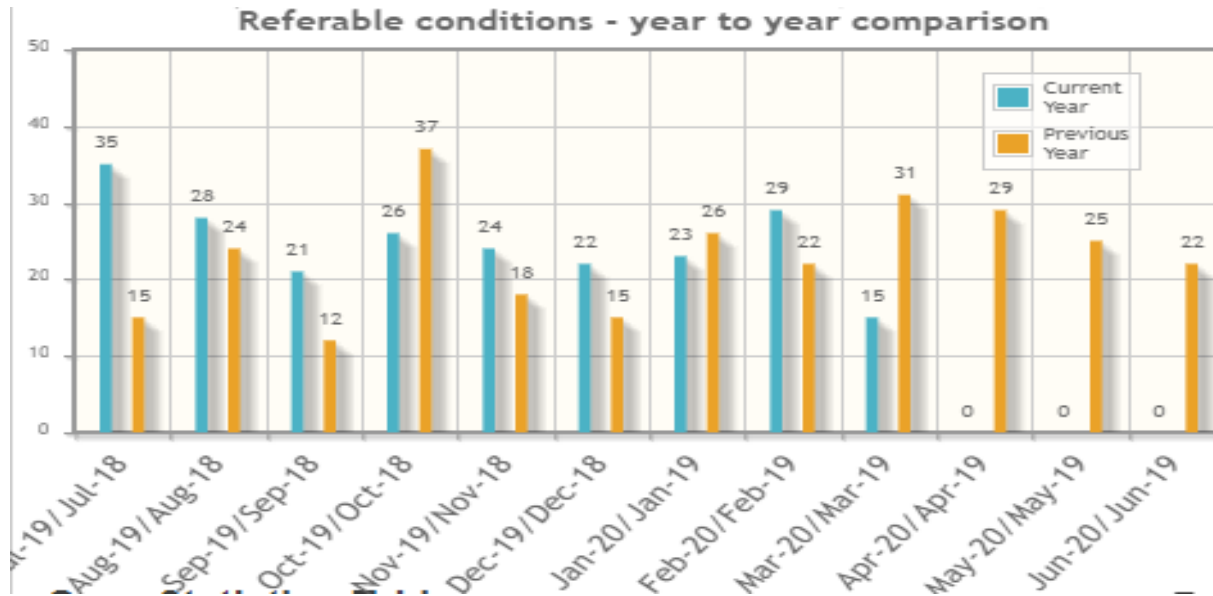
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Policy and Procedures webinar was helpful to engage with other Health Care Clinics and get examples of what each clinic has in their P&P.



# Impact on Patients, Staff, and Organization

At Neighborhood Healthcare we've been able to help many of our patients with early detection for eye conditions and some even blindness



# Success Story



“Thank you for your dedication to my healthcare. You both listened and were emotionally available to me during my journey. You made it possible to walk through this.”

Meet Tanya. She is a 56 y/o female, diagnosed with ETOH dependence, Cirrhosis, Encephalopathy, MDD with psychotic features (hears voices, paranoid that ghost is watching her), Severe Anxiety, and PTSD. She received in person counseling and Telepsych from a prescriber at a different location than the patient. Tanya had lost financial support from a friend and was at risk of losing her apartment.

Interventions included counseling, medication management to help stabilize her emotional regulation through Telepsych, and coordination with Interfaith to apply for SSI, rental assistance, SDG&E assistance, and job training. Today Tanya has SSI, has stable housing, is working toward getting a job, and is stable with her medications. She hosts AA meetings in her home. 😊

# Telehealth During COVID

How did Telehealth program prepare us to quickly go from 5% of services via Telehealth to 90% in 3 days?

- Crisis & Safety Protocol
- Telephonic/Video Visits
- Remote Access
- Encourage high risk patients & staff to stay home
- Patients not normally seen for BH have anxiety & need services





# Top 3 Takeaways

1

Importance of training and retraining all levels of staff

2

Communication between depts including billing and support staff

3

Keep training materials and P&P accessible to staff

# Future: What's Next?



- Expanding Retinal clinics to 2-3 additional sites
- Purchased 6 new RetinaVue 700 cameras
- Home Visits
- Internal Ophthalmologist for retinal interpretations
- Hybrid Model: in person, video, telephonic
- Data Analytics