

# NorthCoast TelePros



**opendoor**  
Community Health Centers

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

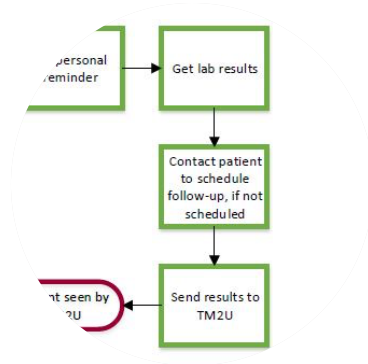


|                                      | Where did you start<br>with SMTSN? | Where were you in<br>February 2020? |
|--------------------------------------|------------------------------------|-------------------------------------|
| # of Telehealth Sites                | 5                                  | 5                                   |
| # of Specialty Provider<br>Contracts | 1                                  | 3                                   |
| # Specialties Utilized               | 13                                 | 10                                  |



# 5028 Telehealth Encounters between December 2018 and February 2020

# Key Factors & Supports



Visio Process Mapping for  
Telemedicine with **OCHIN**  
and **Open Door**

April 2019

In person **SMTSN** meeting  
and **CTRC Telehealth  
Summit**

May 2018

Psych: 2018-14%, 2019-14%  
Neuro: 2018-9%, 2019-13%  
Endo: 2018-8%, **2019-7%**  
Nutrition: 2018-23%, **2019-19%**  
Rheum: 2018-9%, **2019-5%**  
Pulm: 2018-0%, 2019-0%  
2018-5%, 2019-16%

No Show Reduction  
Webinar Series with  
**Coleman Associates**

April through July 2019



# Impact on our patients, staff, or organization

- Before SMTSN -1 internal nutritionist -scheduled months out.
- During SMTSN-Open Door requested Partnership Health Plan add nutrition as a new telemedicine specialty. TM2U then added 1 nutritionist, a member of our local community who lives remotely and is able to work from home. A 2<sup>nd</sup> nutritionist was added to meet the demand from multiple health centers.
- A patient was referred to telemedicine nutrition because of a recent diagnosis of Type 2 Diabetes. Pt. had never had any formal diet education before, and weight had increased to 40 lbs. over the past years. By the third visit with nutritionist, patient reported making most of the diet changes that were suggested by nutritionist and over time Pt. was able to report a weight loss of 21 lbs and lower

# Top 3 Takeaways:

## What were your top three lessons learned in SMTSN?

1

Health Centers are striving to meet the needs of patients via telehealth in similar ways.

2

The importance of standardized telehealth workflows within our clinic system

3

Workflows will constantly change. Adaptation and flexibility is essential.



# Future: What's Next?



## Sustaining

- We will find better ways to reach patients who DON'T have access to the internet
- Payer Parity- equality in reimbursement for services
- Simplified telemedicine connection platforms for patients
- Larger variety of available specialists
- Flexible specialty schedules-ability to offer patient options
- Bi-lingual Specialists
- Continuing some DTC (Direct to Consumer - patient is seen at home)
- Dedicated telemedicine rooms that accommodate social distancing