Welcome!
CCI Summer Series
Sip & Share
August 4, 2020

Breakout Room Learnings
Sip & Share Overview
Common Organizational Challenges
What’s Next?
Sip & Share Overview
Breakouts Room Topics

1. Remote Monitoring
2. Behavioral Health Workflows
3. Hybrid Workflows
4. Social Need Assessments
5. Reimbursement Model & Metrics
6. Patient Portal
Participants were broken out into the breakout group of their choice.

Together participants explored common challenges & learned how their peers were tackling the topic at hand.

You're Invited To
CCI's Summer Series #2

SIP & SHARE
Tuesday August 4, 2020
11:30-12:30PM PDT
12:30-1:30PM MDT

Be one of the first 20 people to register by July 28th to be gifted with a SURPRISE!

Click here to register!
Common Organizational Challenges
Remote Monitoring Challenges

- The digital divide exists
- Social isolation risk increases
- Senior population reluctant to embrace technology
- Determining if a third-party is easier than building in house

Overnight healthcare providers rapidly pivoted from in-person visits to remote patient visits. This transformational shift caused organizations to explore new ways of monitoring their patients outside their four walls.
Behavioral Health Workflow
Challenges

Behavioral health integration (BHI) has always been an important focus of the health system but the COVID-19 pandemic has only increased the demand for these services. Healthcare organizations now find themselves trying to rapidly re-create warm handoffs and workflows in this new virtual environment.

Disruptions of session(s): Technological barriers related to bandwidth on the patient’s end

Communication barriers across disciplines

Patients more inclined to turn down integrated services in a virtual setting

BHP staff burnout & morale – difficult to maintain given expectations in the virtual space
Hybrid Workflows
Challenges

We’ve all seen an increase in virtual visits in healthcare. We’re also going to see the return to in person visits. As we grapple with the new world of hybrid patient care, we must start to consider ideal workflows for a hybrid model of care.

Just like our patients, our staff also experience Wi-Fi & Bandwidth issues while working remotely.

Determining the appropriate MA to Provider Ratio in a virtual environment.

MAs are now assisting patients with technical difficulties along with their standard scope of practice.

Provider Scheduling

Participating Organizations:
Neighborhood Healthcare
Community Clinic Association of LA County
AltaMed
Monterey County Health Department
Social Needs Assessment
Challenges

Overnight, healthcare organizations rapidly overhauled their Social Determinants of Health Workflows and are now trying to figure out how to screen for social needs in a virtual setting.

- Social screening continuity
- Scripting in a virtual setting
- Staff pressured to reach people they are not yet serving
- Power Dynamics: Protecting pride or feeling shame (in person but also can be exhibited in the virtual space)

Participating Organizations:
Mental Health Center of Denver
STRIDE Community Health Center
Melissa Memorial Hospital
Northeast Valley Health Corporation
Reimbursement Models & Metrics
Challenges

In today’s changing healthcare landscape, reimbursement models are consistently shifting. Most reimbursement models require extensive data analytic capacities as well as the ability to successfully use the EHR for documentation and reporting.

New legislation with many interpretations

No metric is the same – some are complex, while others are easy to pull from the EHR

Balancing sustainability & burnout

Participating Organizations:
Jefferson Center for Mental Health
Community Health Center Network
Solvista Health
Patient Portal Challenges

Now more than ever, healthcare organizations are turning to their patient portal to help as their practice shifts to a virtual care model.

Aesthetic / user-friendliness of the platform is clunky and therefore quickly becomes frustrating for patients.

Abundance of choices/access points.

How can we enable the capability for patients to send us pictures (proxy portal support, pre-visit).

Medical Staff embracing use of the portal.

Participating Organizations:
Mental Health Center of Denver
West County Health Centers
Clinica Family Health
AltaMed
Shasta Community Health Center
Next Steps
What’s Next?

How do I stay connected?
Join us here on the Academy! We’re holding this space for follow-up discussions, resource sharing & more!

Autumn Series
CCI will be continue to host and build this community! Stay tuned as Kathleen & Wes find a date and time in October.

Have a question or need a resource?
Reach out to Kathleen and/or Wes
Thank you!

For questions contact:

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