Sustainable Models of Telehealth in the Safety Net

2018 Telehealth Summit Pre-Summit Workshop

May 16, 2018 | 9:30 am – 5:00 pm

Hyatt Regency Mission Bay in San Diego, CA

The purpose of these in person gatherings are:

- Networking and relationship building
- Peer sharing
- Knowledge dissemination
- Skills building
- Program clarifications and updates

Time	Activity
9:30 – 10:00	**Arrival: Coffee & Continental Breakfast Available**
10:00 – 10:30	**Welcome, Overview of the Day, Icebreaker** • *Alexis Wielunski, Program Manager, CCI* • *Jeanne Russell, Project Coordinator, CTRC* Welcome to our second in person workshop. Participants will do a get-to-know-you activity.
10:30– 11:15	**Meet the Evaluators for the Sustainable Models of Telehealth in the Safety Net Program** • *Chris Perrone, Director, Improving Access, CHCF* • *Lori Uscher-Pines, Senior Policy Researcher, RAND Corporation* • *Allison Ober, Policy and Behavioral Science Researcher, RAND Corporation* Participants will learn about the evaluation strategy and understand their role in the evaluation.
11:15– 12:15	**Specialty Partners Table Discussions** • *Kathy Chorba, Executive Director, CTRC* Participants will choose which partners they would like to meet with. There will be three 15-minute rounds where participants can as questions, share challenges. Specialty partners will discuss their services, models, and payment structures. Specialty partners: Iris Telehealth, EyePACS, TeleMed2U, Direct Derm, Clinicans Telemed.
12:15 – 12:30	**Payer Panel** • *Veenu Aulakh, Executive Director, CCI* Hear updates since our November workshop from each of the health plan partners: California Health and Wellness, Inland Empire Health Plan, and Partnership HealthPlan of CA.
12:30- 1:30	**Lunch with health plan partners**
1:30 – 4:45	**Setting Ourselves Up for Success: Using an Improvement Mindset in Telehealth** • *Hunter Gatewood, LCSW, Improvement Advisor, Signal Key Consulting* Establish performance goals for telehealth patient encounter volume telehealth performance measures. Practice how to use performance data to more effectively meet goals. Apply the foundational elements of the Model for Improvement methodology to telehealth and specialty care access. ***15 minute break included.***
4:45 – 5:00	**Wrap-Up Activities** • *Alexis Wielunski, Program Manager, CCI* Reflect on what you've learned today, hear about future learning opportunites, and complete an evaluation.

WORKSHOP SPEAKERS

Lori Uscher-Pines, PhD, MSc
RAND Corporation

Allison Ober, MSW, PhD
RAND Corporation

Hunter Gatewood, LCSW
Signal Key Consulting

PROGRAM EVALUATORS

Lori Uscher-Pines is a Senior Policy Researcher at RAND who specializes in telehealth, health disparities, and program evaluation. She has over 60 peer-reviewed publications on these topics. In the past several years, she has led multiple projects focused on telehealth, including studies exploring barriers and facilitators to implementing telehealth in the safety net. She is currently leading a HRSA-funded mixed methods randomized controlled trial of virtual breastfeeding support via a mobile phone application and an assessment of the experiences of health centers and state Medicaid offices with telehealth in six states. She is also leading qualitative data collection for an NIH-funded project on telemental health use in Medicare. She recently completed a mixed methods evaluation of the MAVEN Project which explored barriers to implementing a new telemedicine service in health centers in California.

Allison Ober is a health policy and behavioral science researcher at RAND. She has expertise in implementation science and program evaluation, and has conducted multiple studies focused on interventions implemented incommunity health centers. She received her doctorate from the UCLA Department of Social Welfare, School of Public Affairs. She serves as co-project director.

IMPROVEMENT SESSION SPEAKER

Hunter Gatewood is a social worker, educator and consultant who specializes in the intersection of quality improvement methods, management skills, and personal leadership. Through creative design of improvement initiatives and learning networks, Hunter helps people at all levels in organizations build a learning culture, make measurable improvement in their work, and change the lives of people they serve for the better.

Clients of his company Signal Key Consulting include primary care health centers, hospitals, health plans, medical groups, behavioral health agencies, grant-makers, an elementary school, and a high school. Before working as a consultant, Hunter was Director of Health Improvement at San Francisco Health Plan and managed learning collaboratives for the California Health Care Safety Net Institute. His clinical experience includes social work and community case management for patients with high care needs.