# Sustainable Models of Telehealth in the Safety Net

**Telehealth Workshop**

**May 21, 2019 | 9:00 am – 4:00 pm**

Hyatt Regency Mission Bay in San Diego, CA

<table>
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<th>Time</th>
<th>Session</th>
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<td>9:00 – 9:30</td>
<td>Arrival: Coffee &amp; Continental Breakfast Available</td>
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| 9:30 – 10:00 | Welcome, Overview of the Day & Icebreaker  
  - Alexis Wielunski, Program Manager, Center for Care Innovations  
  Welcome to our in person workshop. Participants will do an icebreaker to warm up the day. |
| 10:00 – 11:00 | Workflow Mapping: Solving Problems and Identifying Best Practices  
  - Fay MacDonnell, Workflow Consultant, OCHIN  
  Hear common themes and lessons learned from the workflow mapping that was completed by all 9 SMTSN sites. Three coordinators will share “Spotlight” workflows illustrating three different models: 1. Retinopathy, 2. Telehealth referral and preparation process, and 3. Visit process for specialists using same EHR. |
| 11:00-11:15 | Break                                                                                       |
| 11:15 – 12:15 | Peer-to-Peer Telehealth Problem Solving Sessions  
  - Veenu Aulakh, President, Center for Care Innovations  
  In three break out groups, participants will have the opportunity to get advice from peers on challenges in implementing their telehealth programs. |
| 12:15 – 1:15 | Networking Lunch                                                                             |
| 1:15 – 1:30 | Program Evaluation Update Part 1: Sustainability  
  - Allison Ober, Policy and Behavioral Science Researcher, RAND Corporation  
  Hear key insights from the SMTSN sustainability focus groups. |
| 1:30 – 2:45 | Making Telehealth Sustainable - Health Center Break Out  
  - Kathy Chorba, Executive Director, California Telehealth Resource Center  
  Using the telehealth sustainability worksheet, coordinators will work on what changes could be made to make the scenarios more sustainable.  
  - Veenu Aulakh, President, Center for Care Innovations  
  Health plan representatives will meet for a discussion about telehealth sustainability from the payer perspective. |
| 2:45 – 3:00 | Break                                                                                       |
| 3:00 – 3:45 | Program Evaluation Update Part 2: Provider Survey Results and Patient Survey Toolkit  
  - Allison Ober, Policy and Behavioral Science Researcher, RAND Corporation  
  Participants will see the results of the provider survey they helped implement and get an orientation to the patient survey toolkit. |
| 3:45 – 4:00 | Wrap-Up, Program Updates, and Evaluation  
  - Chris Perrone, Director, Improving Access, California Health Care Foundation  
  Hear updates and next steps for the SMTSN program, reflect on what you’ve learned today, and complete an evaluation. |

Materials will be posted at [www.careinnovations.org/telehealth-portal/resources/](http://www.careinnovations.org/telehealth-portal/resources/)