Welcome

NURSE CARE MANAGER MEETING: NOVEMBER 17, 2020

Agenda

Topic *Presenter(s)*	Duration
Welcome & Review of Agenda *Susan Dettling, CTC-RI*	5 minutes
UnitedHealthcare Primary Care Telehealth Project *Susan Dettling, CTC-RI*	25 minutes
Using Technology to help patients with Chronic Conditions *Lauren Capizzo, Healthcentric Advisors*	60 minutes

ADVANCING INTEGRATED HEALTHCARE

UnitedHealthcare Primary Care Telehealth Project

SUE DETTLING
NURSE CARE MANAGER MEETING: NOVEMBER 17, 2020

Funded by UnitedHealthcare (UHC) and State of RI Cares Act Funding

Managed by CTC-RI/PCMH Kids

- Core Planning Committee/Subcommittees

- CTC-RI Clinical Strategy Committee

- Northeast Telehealth Resource Center

Three Phases

Phase 1. July 1 – October 31, 2020: Assessment

Phase 2. October 2020 – April 2021: Webinar Series

Phase 3. December 2020 – December 2021: Learning Collaborative

Telehealth Project – Goals

1) Provide primary care team with best practice sharing opportunities to support effective, safe and efficient telehealth services looking at practice/staff/patient experiences, clinical outcomes, access to care and utilization;

2) Help inform RI health care policy on primary care practice/patient telehealth needs

Phase 1:
Practice Patient Needs Assessments

Practice Needs Assessments:
- 46 practice sites joined
- 34 adult sites
- 12 pediatric sites
- Each site earns $2,000 incentive

Patient Surveys

Patient's who HAVE had a telehealth visit TOTAL RESPONSES: 517

- Patient's who HAVE had a telehealth visit – Survey Monkey
236 Responses
- Patient's who HAVE had a telehealth visit – Anchor Medical*
281 Responses

Patient's who HAVE NOT had a telehealth visit TOTAL RESPONSES: 387

- Patient's who HAVE NOT had a telehealth visit – Survey Monkey
195 Responses
- Patient's who HAVE NOT had a telehealth visit – Anchor Medical*
192 Responses

Anchor Medical used same patient question sets, but different survey tool

Telehealth Practice Assessment - Themes

- **Top benefits:** 1) Increased patient access, 2) reduction in no-shows, 3) staff ability to work from home, 4) ability to bill for on-call services
- **Top 4 visit types:** 1) Sick visits, 2) Medication management, 3) COVID concerns, 4) Routine follow up for chronic conditions
- **Top video platforms**: Doximity, Doxy.me, Zoom, EHR specific platform, FaceTime
- **Top 4 things to improve telehealth:** 1) patient education, 2) better workflows, 3) improved internet in community, 4) staff training
- **Telehealth essential** for primary care and behavioral health visits since March 2020
  - **57%** of practices using telehealth for > 41-100% of all primary care work;
  - **75%** of practices using telehealth for > 41-100% of all behavioral health work
- **91%** practices began use of telehealth in March with COVID onset
- **82%** reported telehealth improved their work experience
- **57% prefer phone** to video
- Only **8%** responded to using **Remote Patient Monitoring** (RPM)

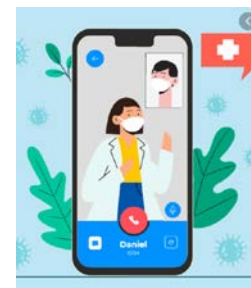# Telehealth Practice Assessment - Highlights

BARRIERS FOR PROVIDERS

- **Reimbursement (85%)**
- **Technology issues (56%)**
- **Receiving payment after the visit has been performed (41%)**
- **Startup and/or ongoing costs (38%)**
- **Training (31%)**
- **Lack of technical staff (28%)**
- **Organizational priority / support & lack of dedicated coordinator staff (21%)**

BARRIERS FOR PATIENTS

- **Lack of technical understanding: Patient didn't know how to use video or phone for medical visit**
- **Lack of / or unreliable computer internet or phone service**
- **Patient does not have a computer/tablet for videos**
- **Patient does not speak English and needs a language interpreter**
- **Patient does not have a phone or sufficient minutes on cell phone**
- **Patient has cognitive limitations and needs a person with them**
- **Patient is concerned about privacy for a phone or video visit**
- **Patient needs deaf/hearing impaired services to use the phone or video visit**

Practice ranks types of phone/video visits offered (Q25)

1) Medication Management

2) Sick visit

3) Routine follow up for chronic condition mgmt.

4) COVID-19 concerns

5) Nurse care manager check-in

6) Behavioral health visit

Top Topics for Webinar Series – Telehealth (Q76) & Remote Patient Monitoring (Q77)

1) Coding, Billing and Reimbursement (Medicaid, Medicare, Commercial)

2) Selecting RPM Equipment

3) Integration into EHR

4) Technology/training for patients

5) Workflow

6) Meeting needs of pediatric, geriatric, and special needs Patients

We're inviting Practices to get involved…

Participate in the "*Advancing Team-Based Telehealth in Rhode Island - Webinar Series*"

> **"Rhode Island Telehealth Sustainability Strategies - Coding & Billing"**
> **Date**: Thursday, November 19th, **Time**: 12:00PM
> Register here: https://us02web.zoom.us/webinar/register/WN_L-gAbL33RcS30-9NR0JHtg

Call for applications:CTC-RI / PCMH Kids New Primary Care Telehealth Learning Collaborative
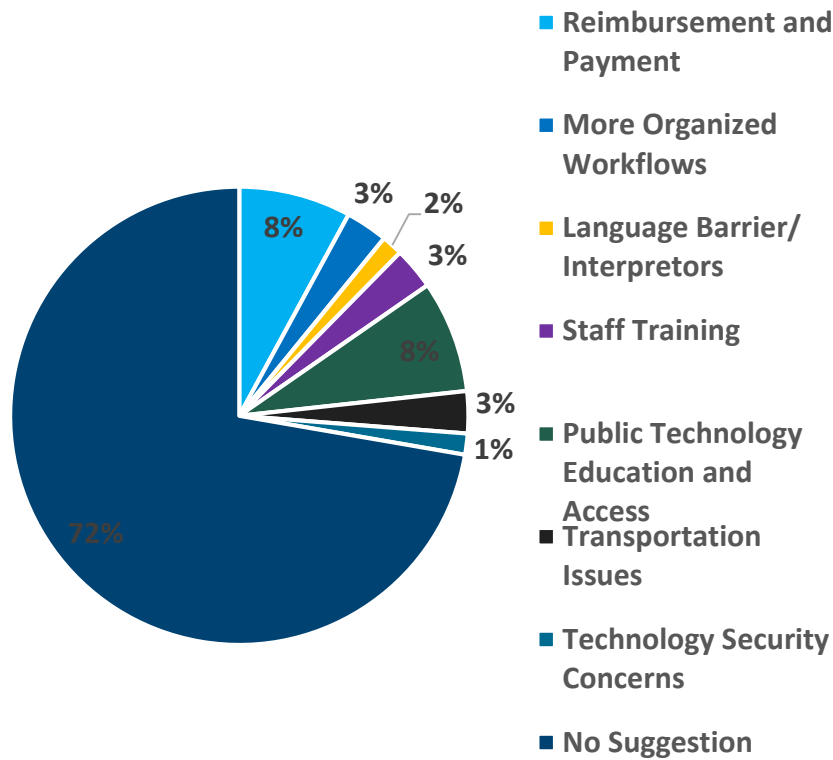
> *20* practices
> Register here: *https://files.constantcontact.com/9309e48c001/f7aed92f-32ac-4358-947c-273183dfa30c.pdf*

Questions to: Jazmine Mercado, CTC-RI Program Coordinator, jmercado@ctc-ri.org
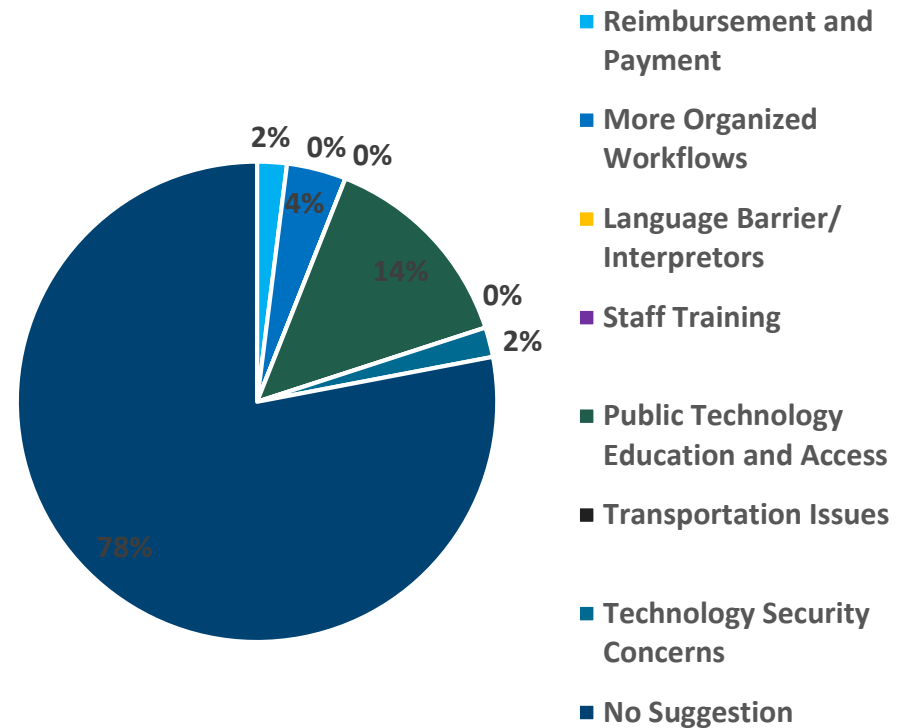
Patients Open Responses for both HAVE and HAVE NOT had telehealth visit

Suggested Community Telehealth Improvements from Patient Answers

HAVE had a Telehealth Visit

- Reimbursement and Payment
- More Organized Workflows
- Language Barrier/ Interpretors
- Staff Training
- Public Technology Education and Access
- Transportation Issues
- Technology Security Concerns
- No Suggestion

8% 3% 2% 3% 8% 3% 1% 72%

HAVE NOT had a Telehealth Visit

- Reimbursement and Payment
- More Organized Workflows
- Language Barrier/ Interpretors
- Staff Training
- Public Technology Education and Access
- Transportation Issues
- Technology Security Concerns
- No Suggestion

2% 0% 0% 4% 14% 0% 2% 78%

61% Skipped Question   60% Skipped Question   13

Patients Open Responses for both HAVE and HAVE NOT had telehealth visit

Suggested Telehealth Visit Improvements from Patient Answers
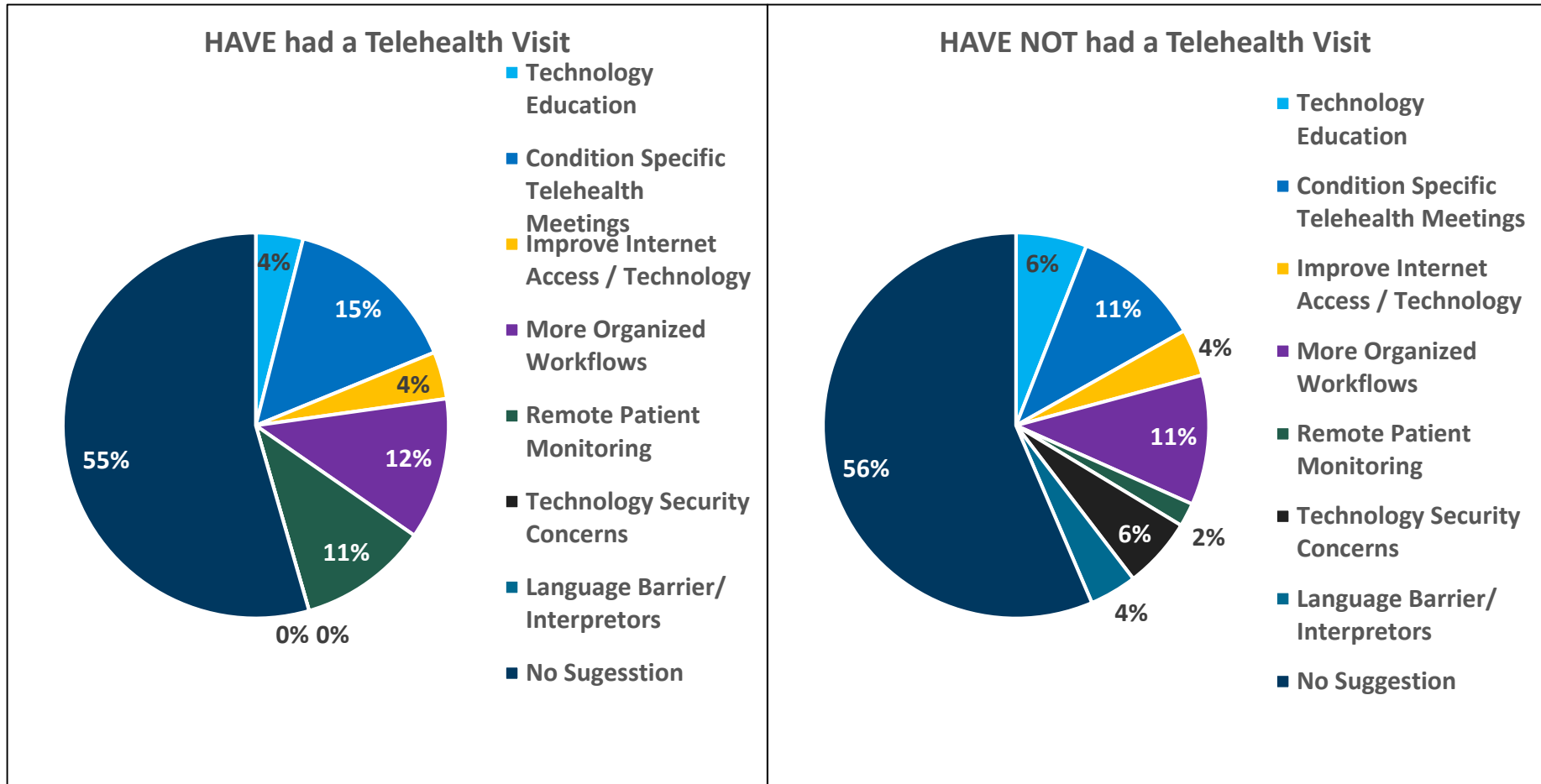
HAVE had a Telehealth Visit

- Technology Education
- Condition Specific Telehealth Meetings
- Improve Internet Access / Technology
- More Organized Workflows
- Remote Patient Monitoring
- Technology Security Concerns
- Language Barrier/ Interpretors
- No Sugesstion

4%, 15%, 4%, 12%, 11%, 0% 0%, 55%

HAVE NOT had a Telehealth Visit

- Technology Education
- Condition Specific Telehealth Meetings
- Improve Internet Access / Technology
- More Organized Workflows
- Remote Patient Monitoring
- Technology Security Concerns
- Language Barrier/ Interpretors
- No Suggestion

6%, 11%, 4%, 11%, 2%, 6%, 4%, 56%

Using Technology to help Patients with Chronic Conditions

LAUREN CAPIZZO, HEALTHCENTRIC ADVISORS

Resources

- Coping during COVID webinar - RIDOH
- New England ADA for Healthcare Providers Virtual Training - Dec 1st or 9th
- COVID-19 Resource Page - contains National & State specific resources
- The Strategic Training Initiative for the Prevention of Eating Disorders (STRIPED) Webinar and e-Course Title: Symptom Recognition & Referral to Treatment for Eating Disorders in Pediatric Primary Care Settings

Have a Happy & Healthy Day