

UnitedHealthcare Telehealth Project

Background: UnitedHealthcare (UHC) provided funding to Care Transformation Collaborative of RI (CTC-RI) to implement a Primary Care Telemedicine Project.

Phase 1: Telehealth Practice/Patient Needs Assessment and Six Month ECHO Learning Webinar

Series: Provide financial support (\$2,000 per practice site) for up to 51* adult and pediatric primary care practices who complete practice needs assessment and patient engagement surveys (including a patients using and not using telehealth). The practice needs assessment will evaluate: telehealth operational policies, patient/staff experiences, services offered, integration with in-person visits, financial impacts, technology requirements, use of remote patient monitoring and identification of health equity, access to care, and community solutions. The patient engagement survey will evaluate patient satisfaction with using telehealth and barriers/needs/solutions from patients not using telehealth services. A Planning Committee (including Northeast Telehealth Resource Center representation) will develop and implement an educational webinar series based on review of practice and patient needs assessment findings and recommendations, and design and implement a 6-month webinar series. Timeline for Phase 1: July 1, 2020—March 2021).

Phase 2: Pilot Telehealth Learning Collaborative: CTC-RI will select and fund up to seven (7)* primary care practice teams that are part of systems of care and are interested in participating in a 12-month best practice learning collaborative to test the use of telemedicine services to improve care for patients with a selected chronic condition (i.e. ADHD, hypertension, diabetes, CHF). Practices would be provided with infrastructure and incentive funding payments, practice facilitation technical support and a quarterly best practice sharing learning series. Community health teams would also be eligible to apply. The Planning Committee will assist with the development, implementation and evaluation of the telemedicine pilot program. Timeline for Phase 2: November, 2020-December 2021).

Timeline:

Key Area	Date	Notes
Convene Steering Committee	July 2, 2020	meetings every two weeks
Complete Practice Recruitment Strategy	July 31, 2020	
Complete Patient Engagement Strategy	August 19, 2020	
Practice Needs Assessment Completed/Pilot	August 19, 2020	
Recruit Practices/get signed Participative Agreement	August 28, 2020	
Practice Survey completion date	September 15,2020	
Patient Survey completion date	September 18,2020	
Payment to practices	September 21, 2020	
Planning for Webinar series	Start Webinar Series by end of Oct. 2020	Finalizes Webinar schedule w/ programs held over 6-months

Telehealth Primary Care Recruitment Strategy

Guiding Principles for Recruitment of Practices for Needs Assessment:

Include all systems of care in RI who will be asked to identify practices who will be funded to complete the practice needs assessment and patient engagement surveys using the following criteria as appropriate:

- Different size practices; (aim for minimum of 50% of practices recruited to be small practices with 1-5 providers);
- Different populations served (pediatric/family/adult/geriatric);
- Different locations within the state (inclusive of all RI counties)
- Focus on high concentration areas of COVID-19, such as Pawtucket, Central Falls, Woonsocket;
- Focus on practice patient ethnicity; include low-socioeconomic status (SES) households
- Include variety of practices that can provide team perspective (behavioral health, pharmacy, medical assistant, IT, practice management).
- Practices are asked to obtain patient input on patient/parent experiences with using or not using telehealth services to help inform the work they are doing to best meet patient telehealth needs. The intent would be that practices could potentially use this patient/parent information to improve care using a Rapid-Cycle PDSA approach. Patient input will additionally to be used to inform educational webinar series and design for the Pilot Telehealth Project.

Guiding Principles/Practice Responsibilities for Practice Needs Assessment:

Identified practices will be asked to sign a Participative Agreement and use the team approach* for completing the practice needs assessment (such as: Provider, Medical Assistant, Nurse Care Manager, Behavioral Clinician, Pharmacist, Practice Manager, IT) and submit practice and patient needs assessments information using Survey Monkey Platform. The goal is to get feedback and needs from different staff at the practices. Practice Needs Assessment would be completed by September 15, 2020. **Survey subcommittee to decide if each practice will be asked to submit one survey after gathering team input, OR if each practice will have opportunity for different team members to complete their own survey, indicating role at practice.*

Guiding Principles for obtaining Patient Engagement Information:

Identified practices will be asked to obtain patient information using the following criteria:

- Include minimum of 5 patients who used telemedicine;
- Include minimum of 5 patients who have not used telemedicine;
- Consider how we obtain input from patients who are using phone only;
- For adult practices, aim to get assessment from at least 50% of patients who are over the age of 65, include low-socioeconomic status (SES) households
- Include non-English speaking patients (Patient Surveys will be made available in Spanish)

Each practice may determine the best way to gather patient data (via email of Survey Monkey link, USPS, taken by staff telephonically) and practice site would be responsible for entering/submitting the patient survey responses into Survey Monkey platform. Patient engagement survey information would be collected and submitted by September 18, 2020.

Telehealth Recruitment Strategy (Primary Care) – v6

Determine appropriate contact person at each site, draft recruitment letter and memorandum of agreement for participation, share the practice and patient assessments.

Health System (owned practices, IPA, ACO, Accountable entities)	No. of Adult/Family Medicine Practices	No. of Pediatric Practices
Lifespan (Lifespan Physician Group and Community Physician Partners – IPA, Lifespan Health Alliance, LLC -Medicare Accountable Care Organization (ACO))	8	3
Integra (CNE Medical Group, RI Primary Care Physicians Group & Integra ACO)	8	3
CharterCARE Health Partners (CharterCARE Medical Associates & CC Provider Group RI)	4	1
South County Health (owned sites and Integra Community Care Network (ACO))	2	2
Coastal Medical (included A/E)	4	2
Southcoast Health (RI practices only)	1	
Federally Qualified Health Centers /Medicaid		
Blackstone Valley Community Health Care	1	
Integrated Health Care Partners: Comprehensive Community Action Program (CCAP)/Family Health Services East Bay Community Action Program (EBCAP) Tri-county Community Action Agency Thundermist Health Center WellOne Primary Medical and Dental Care Wood River Health Services	8	2
Providence Community Health Center	2	1
Rhode Island Free Clinic	1	
Clinica Esperanza/Hope Clinic	1	
Total number of practices recruited: (54)	40	14

*Number of practices for Phase 1 and 2 will be increased with anticipated funding from the RIDOH and OHIC/Cares Act Funding