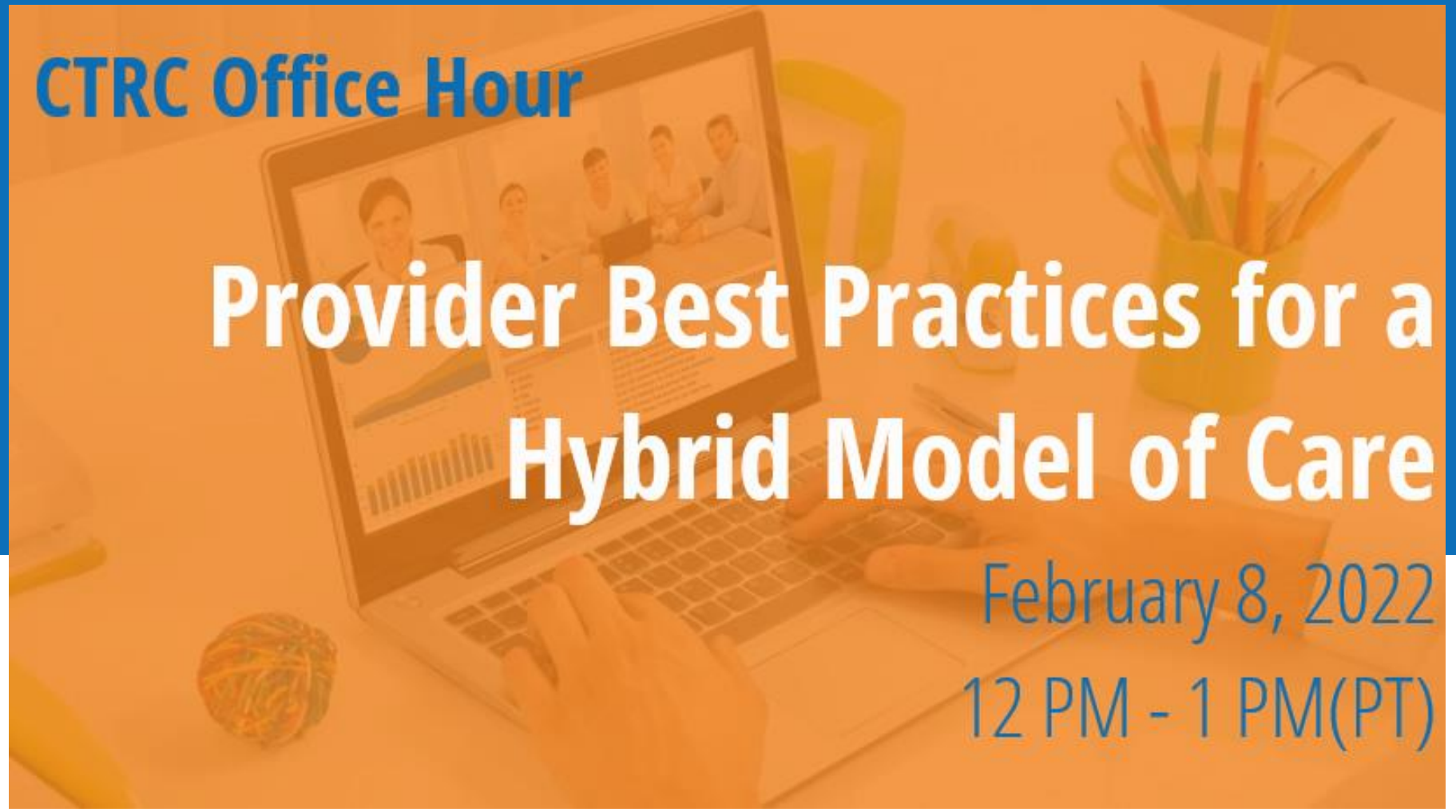

CALIFORNIA TELEHEALTH RESOURCE CENTER

Part of OCHIN

Before We Get Started

Please remember that information provided by the CTRC is intended for general information purposes only and is not intended or implied to be a substitute for professional legal and billing advice.

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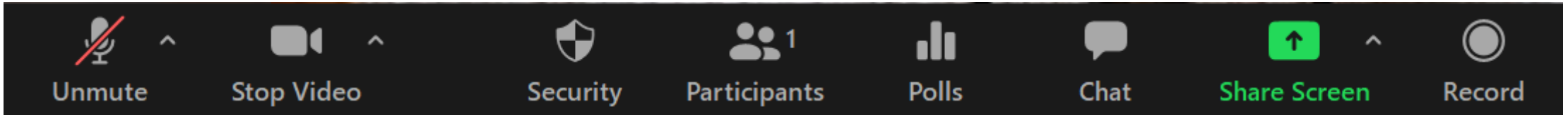
Zoom Tips



Muted on Entry

You are muted on entry. If you wish to comment or ask a question, you can unmute yourself.

Use Your Video

Please turn on the video for a more collaborative and engaging experience.

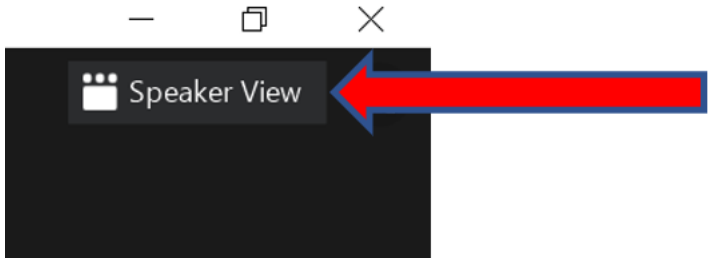
Open the Chat

Please open the chat and use it liberally; we want to hear from you!

Send questions and feedback to **"Everyone"**

Session Recording

We are recording today's session to capture LIVE responses for follow-up material. The recording will not be made public.



Speaker View vs Gallery View

At the top right of your screen you can change the video panel to just show the main speaker, or to gallery view to see the speaker and other participants, depending on your preference.

About CTRC

Established in 2006, **The California Telehealth Resource Center (CTRC)** offers no-cost, unbiased training and educational resources that help California providers and patients get the most from telehealth.

NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

CalTRC.org | TelehealthResourceCenter.org

Recognized nationally as a part of the National Consortium of Telehealth Resource Centers and the OCHIN Family of Companies, CTRC assists thousands of providers and patients annually.

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Meet The CTRC Team

Lindsey Haase
Executive Director

Shubha Devadoss
Manager, CTRC Program

Jeanne Russell
Training and TA Manager

Aislynn Taylor
Program Specialist

Todays Hosts

Jeanne Russell

Training and TA Manager
CTRC

Ellie Lopez, MSA

Director of Integrated Health Services,
Borrego Health

Aislynn Taylor

Program Specialist
CTRC

Agenda

1) Telehealth at Borrego Health
2) Best Practices
    - Implementation Steps
    - Barriers
    - Solutions
3) Open Discussion

Best Practices for a Hybrid Model of Care

Ellie Lopez, MSA - Director of Integrated Health Services

Borrego Health

Telehealth at Borrego Health

Borrego Health has utilized telehealth since 2009

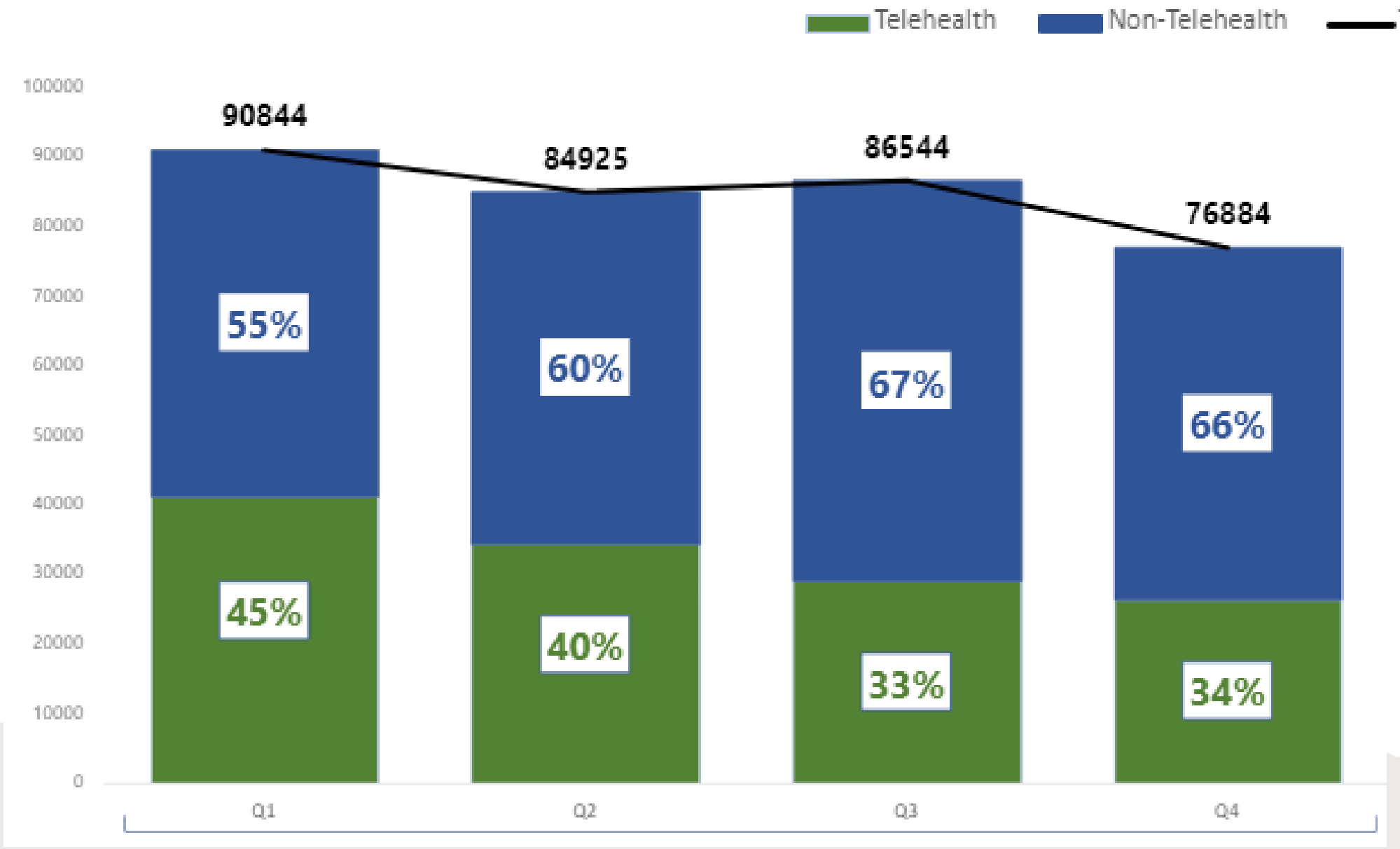
- Started with a unique telehealth model: internal site-to-site visits using Polycom
- Teams platform used

At the beginning of the pandemic, "all hands-on deck" approach – all departments helped telehealth scale-up

- Telehealth site "liaisons"
- Patient trainer team
- Telehealth-focused IT and operations team

Currently: telehealth-focused operational and IT team

- Platform pilot with Greenway (Integrated into E.H.R)



Proportion of **Telehealth** and **Non-Telehealth** Occurred Appointments

Hybrid Care Expands Access to ALL

Meet Amelia and Jayden

- Hybrid models of care have helped parents increase access to their children as well as helping Pediatricians increase access for urgent visits
  - i.e. Rashes vs. Chest Pain

Why the Push for Hybrid Models of Care?

- Traditional models of care that were clinic-based have now changed to video visits, telephone visits and remote patient monitoring with devices that are sent to patient homes.
- Patients have become accustomed to accessing care in more convenient methods that reduce barriers to accessing care (e.g. gas money, bus fare, missed work, childcare needs).
  - **The need to meet our patients where they are!**
- Opportunity to increase quality of care
  - Increased opportunity for screenings, patient compliance, check-ins
  - Decreased wait-times
  - Decreased hospitalizations & ER visits
  - Decreased cost when paired with appropriate utilization
- Reduces overhead costs for the Healthcare system while increasing resource utilization
  - Staff shortages, space limitations, limited PPE

= **Doing More with Less**

So What are Some Best Practices?

Know that it won't be Perfect – that does not mean it's not working

- Small improvements overtime = success

Healthcare providers' now need to work towards sustaining their telehealth models and integrate them with in-person care.

- Take a look at scheduling templates to maximize provider satisfaction
- Adopt recurring technical trainings – this is not a once and done thing

Focus on the needs you have from your Telehealth Solution

- As Healthcare technology matures, our needs become more complex.
- Making sure the platform you've invested in can support customizations that best serve your population i.e. Omnichannel - allow users to seamlessly move between text, voice, and video
- **It's okay to change your telehealth solution ...if it needs an upgrade, invest in it!**

Key Implementation Steps

1. Committee with key stakeholders from ALL departments
   - needs assessment
   - scalability
   - plan
   - Goal/tracking - Set Expectations
2. Platform selection
3. Workflow development
4. Pilot
5. Feedback
6. Implementation
7. Survey and adjust, process improvements overtime

Barriers to Keep in Mind

1. System Requirements
   - Patients having to download apps
2. Click fatigue
   - Staff and duplicate entry
3. Unreliable Internet connection
   - Patients, staff, providers
4. Digital literacy
   - Patients, providers
5. Reluctance in using video
   - Patients

Needs Assessment

Scheduling system

- Does this require duplicate efforts from the schedulers

Appointment Reminders

- Are appointment reminders manual? Automated? How is a telehealth appt. Reminder different from an in-person appointment reminder?

Check-in process and registration forms

- Do you have a digital check-in process
- Are consent and registration forms accessible digitally?

Training Needs for Staff/Patients

- Digital health literacy for staff, providers as well as patients

Equipment

- Do you providers and patients have access to reliable equipment

Communication methods

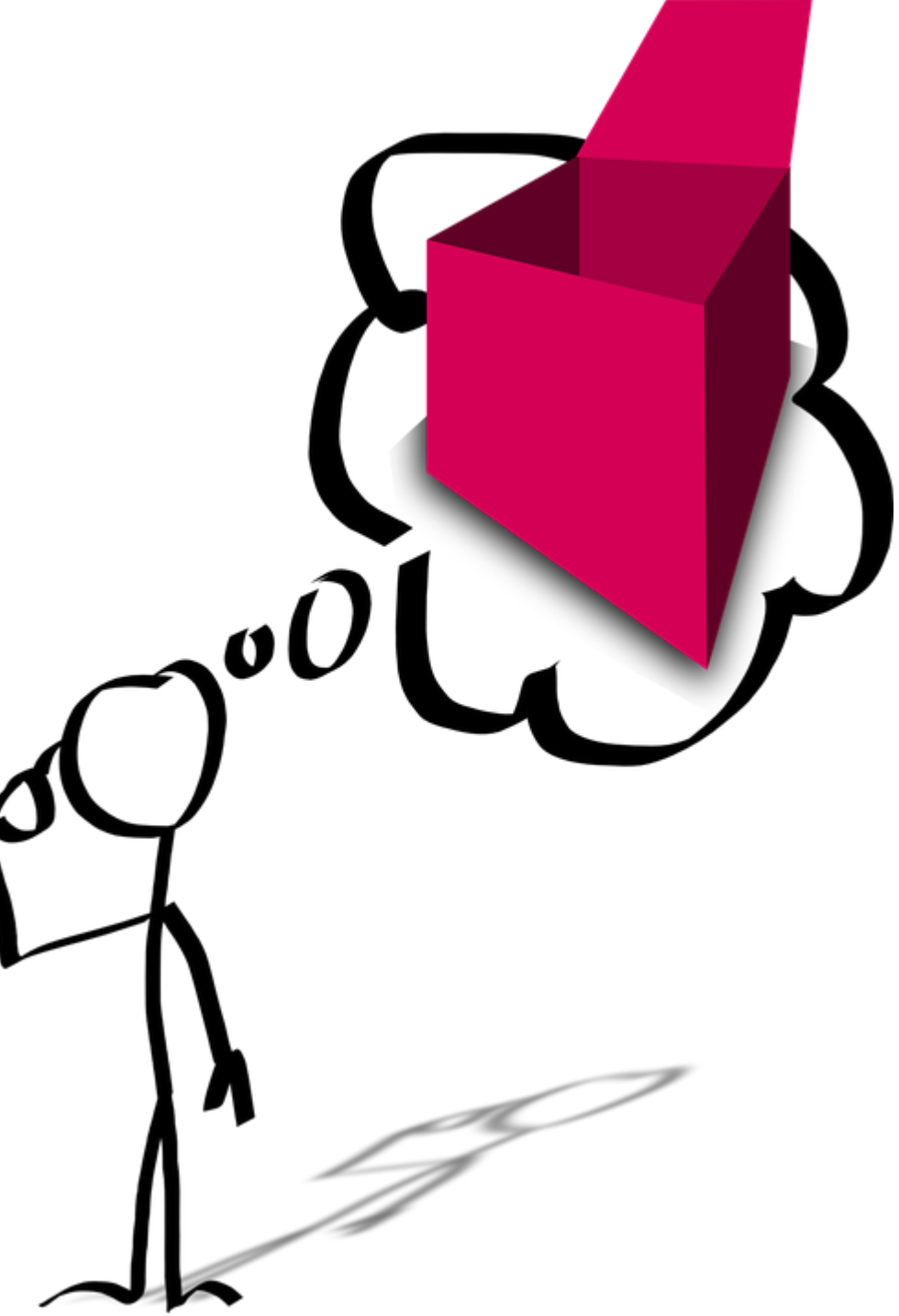
- Do you have two-way patient communication? Is your solution omnichannel capable?

Who is Involved in Hybrid Model of Care?

- Providers and care teams
  - Care team: Medical Assistants (MAs), Clinical Scribes, RNs, & LVNs
- Front-line staff
  - Customer Service Representatives (CSRs)
  - Schedulers (Call Center)
- Operational
  - Executive leadership
  - IT – tech support & EHR support
- Patients
  - Including extended family support

Solutions

- Created appointment types & tracking dashboard reports to provide insight on success or areas that need improvement
- Collaborated with department chairs to release a tele-visit appropriate visit guide & labeled appt. Types best for in-person vs. Telephone or video
- Created Trainings targeted at Providers, support staff, and patients; used Platform Solution for announcements & support
- Surveyed support staff, leadership, and providers to gain insight from the boots on the ground
- Removed app download requirement; participated with work sessions with Telehealth solution program to for patient facing features



Thinking Outside the Box

- **Limited Providers –** Contract providers from more popular regions
- **Hybrid Mobile Units** – save money, drive-time and increase productivity
  - **Mobile Telehealth Units** – Decrease the digital divide in communities
- **Contracts/Satellites –** Place Telehealth equipment on-site for partial contractual requirements to fulfill visit needs in your communities (I.e. school sites)
- **No Shows** – Queue or waitlist ready for providers to take virtual "walk-in's" when they have No Shows, Heavy Cancellations and/or Light Schedules
  - Increase Productivity & Access to Healthcare – Win Win!

Lessons Learned

- Engage ALL levels of staff in pilots and roll-outs – Set Goals & Expectations
- Get input into how best to maximize scheduling templates
- Prioritize training, re-engage providers, staff and patients with recurring technical trainings and campaigns
- Advocate for investment in your Telehealth Solution

It's okay if it isn't perfect right out the door, small improvements over time will lead to a successful & sustainable program

Related Links & Information

Borrego Health:

- Visit the website https://www.borregohealth.org/
- Contact Ellie Lopez ihamideh@borregohealth.org

California Telehealth Resource Center:

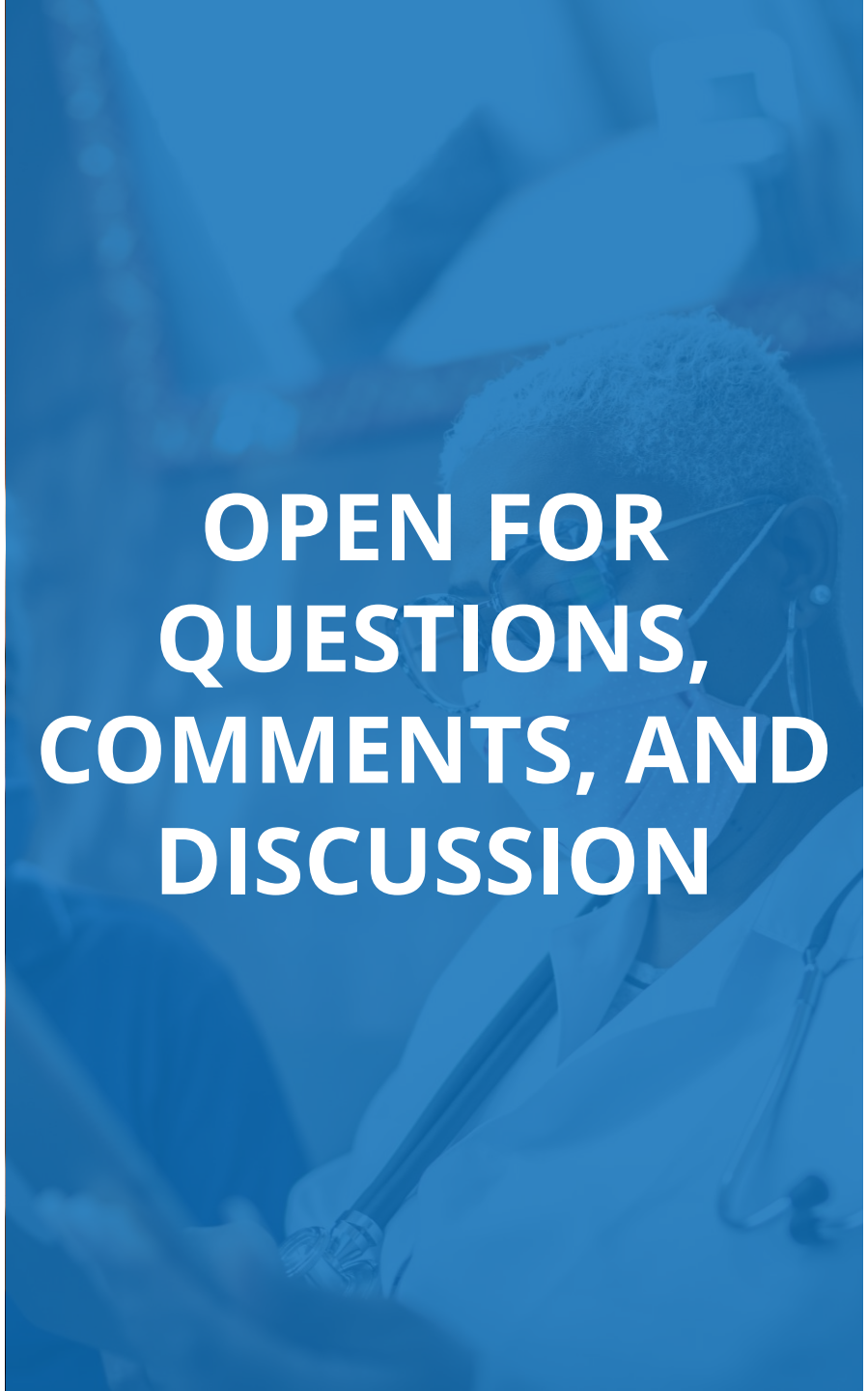
- A Healthy Balance: Hybrid Virtual Care Models for Optimal Patient Experience *Considerations for California Healthcare Executives* https://www.caltrc.org/grow-your-program/executive-blueprint/
- Remote Patient Monitoring Toolkit https://www.caltrc.org/news/rpm_toolkit/
- For sample telehealth workflows and forms, practice guidelines, FAQs, and more tips for providers visit https://www.caltrc.org/get-started/

Talk to Us Live!

Please open the chat and use it freely; we want to hear from you!

Contact Us Anytime:

Visit CalTRC.org/contact



OPEN FOR QUESTIONS, COMMENTS, AND DISCUSSION

Unmute and Join the Conversation!

Turn on your camera for more interaction.

Access National Resources

Visit TelehealthResourceCenter.org for more info

Save the Date!

CTRC's Next Office Hour Session:

Telehealth Diabetic Retinopathy Screening and PPS-rate Reimbursement in FQHCs

CALIFORNIA TELEHEALTH RESOURCE CENTER
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Tuesday March 8, 2022, 12 PM PST

Thank **You**

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