

Telehealth Services Support Affinity Group Report Out

Mary Erickson, Program Director

July 7, 2020



Mountain-Pacific Telehealth Team

Provider Champion/
Subject Matter Expert

Eric Arzubi,
MD



Health Insurance
Portability &
Accountability Act
(HIPAA)/Security

Susan Clarke,
HCISPP



Technical Expert

Deb Anderson,
CPHIMS



Billing

Amber Rogers,
RN, MSN

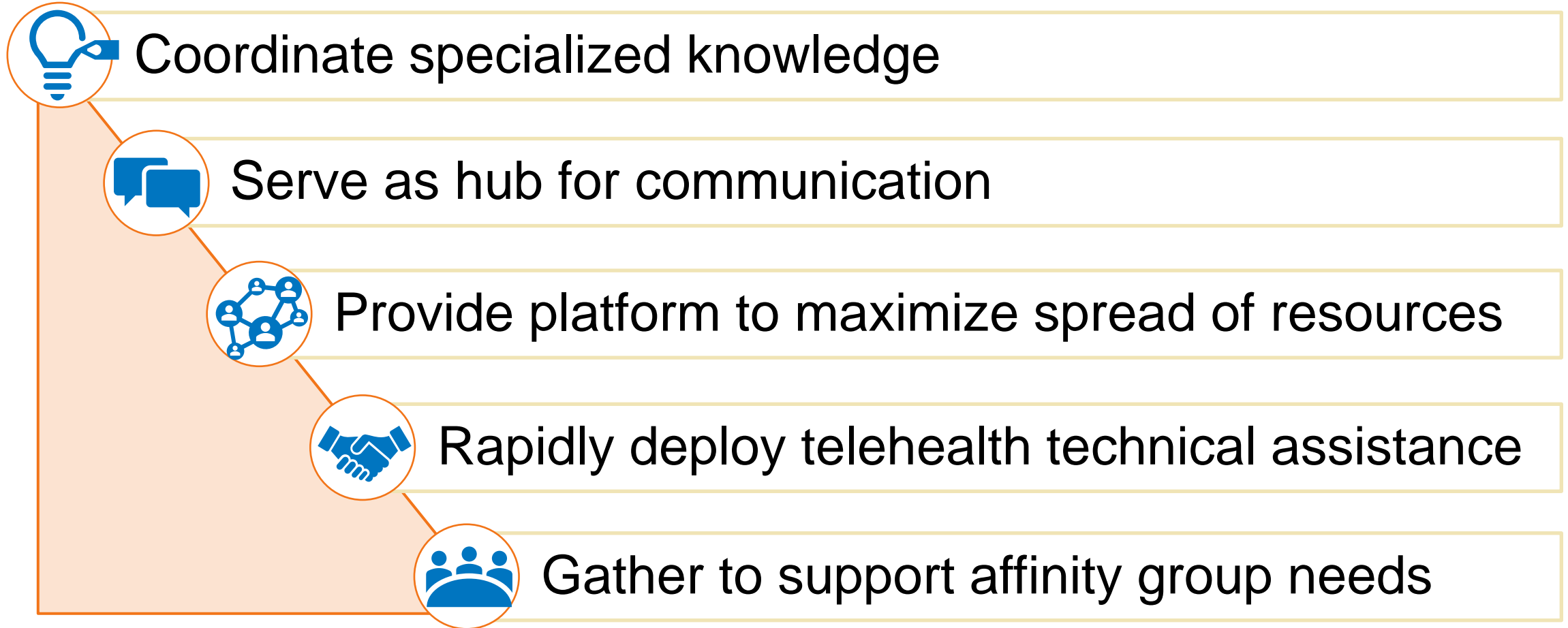


Workflow &
Patient Prioritization

Kristen Range-Schuster



Telehealth Regional Health Improvement Collaborative



Affinity Group Purpose

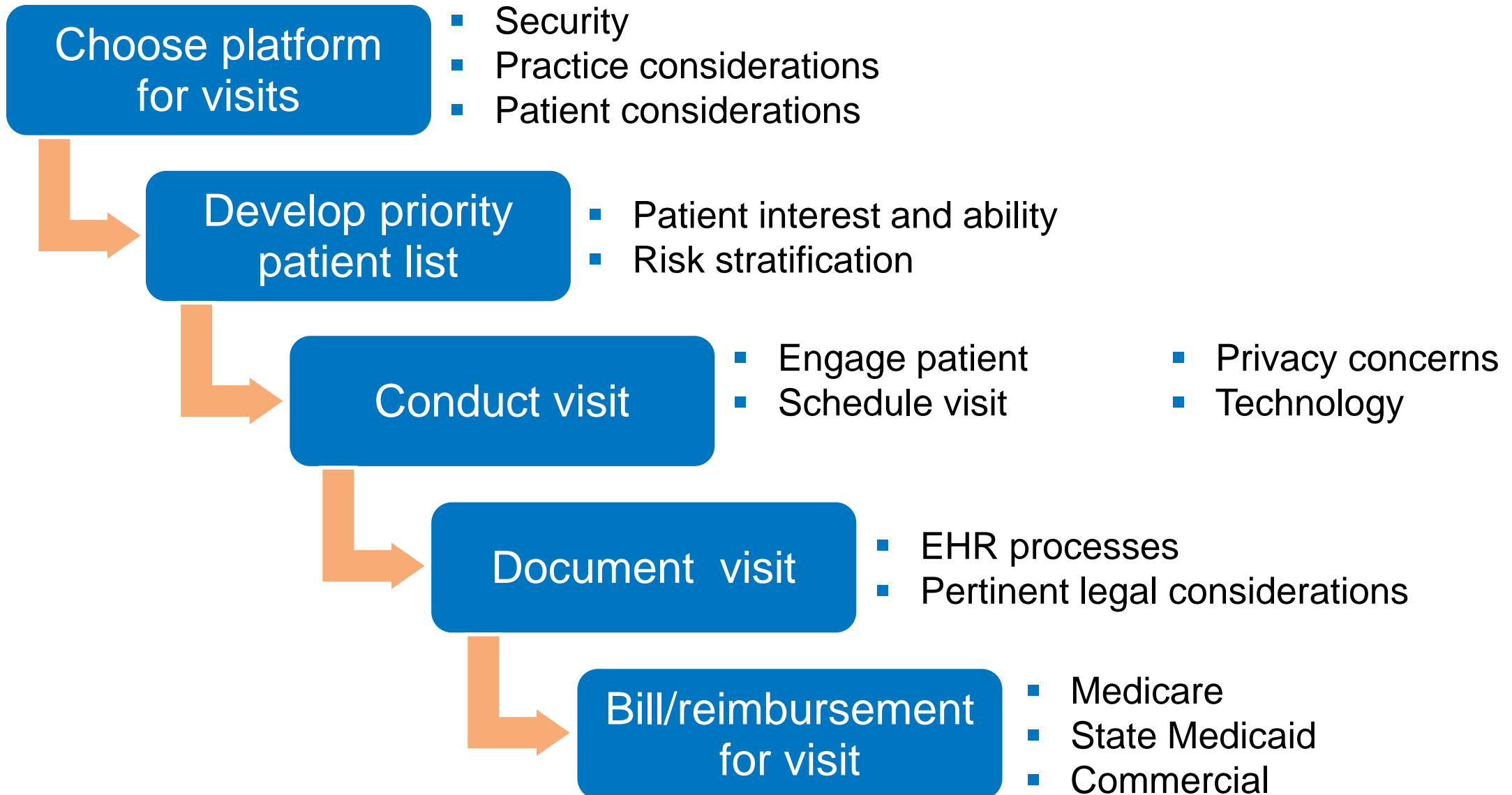


“A group of people having a common interest or goal and acting together for a specific purpose”

Telehealth Affinity Group Goal:

To **increase capacity** of health care providers and organizations in our region **to quickly perform telehealth visits by offering access** to subject matter experts, virtual peer networking opportunities, implementation tools and resources.

1st Session - Telehealth Visit Quick Start



Remaining Sessions

- Remaining sessions were 30-45 min. in length.
- Subject matter experts available at all sessions.

Friday, April 24
1:00 PM MDT



Session 2

**Fine Tuning
Your Process**

- *Billing
- *Privacy and Security

Friday, May 1
1:00 PM MDT



Session 3

Remaining Gaps

- *Patient prioritization
- *Equipment

Friday, May 8
1:00 PM MDT



Session 4

Level Up

- *Mental health
- *Remote patient monitoring and chronic disease
- *Post-acute care visits

Telehealth 101 Session Dates & Attendance

Date	Topic*	Registered	Attendance
April 17, 2020	Telehealth Affinity Group Kickoff: Telehealth Visit Quick Start	103	97
April 24, 2020	Telehealth Affinity Group Session 2: HIPAA and Billing	97	28
May 1, 2020	Telehealth Affinity Group Session 3: Patient Prioritization and Equipment	97	28
May 8, 2020	Telehealth Affinity Group Session 4: Level Up	97	33

All participants who registered received a copy of the recording, the slide deck and any materials that were presented.

*All session recordings and materials are available here: <https://www.mpqhf.org/QIO/telehealth-services-support/educationtraining/>

Specialty Session Dates/Attendance

Date	Topic*	Registered	Attendance
April 16, 2020	Using Telehealth to Care for Chronic Care Patients during the COVID-19 Crisis**	129	96
May 11, 2020	Post-Acute Telehealth	13	2
June 1, 2020	Telehealth 101 Post-Acute Care Affinity Group	14	5
June 2, 2020	Telepsychiatry: Integrated Behavioral Telehealth	72	49
June 9, 2020	Depression Management Using Telehealth	74	25

*All session recordings and materials are available here: <https://www.mpqhf.org/QIO/telehealth-services-support/educationtraining/>

**This session was sponsored by Wyoming Department of Health Chronic Disease Bureau under 1815 funding

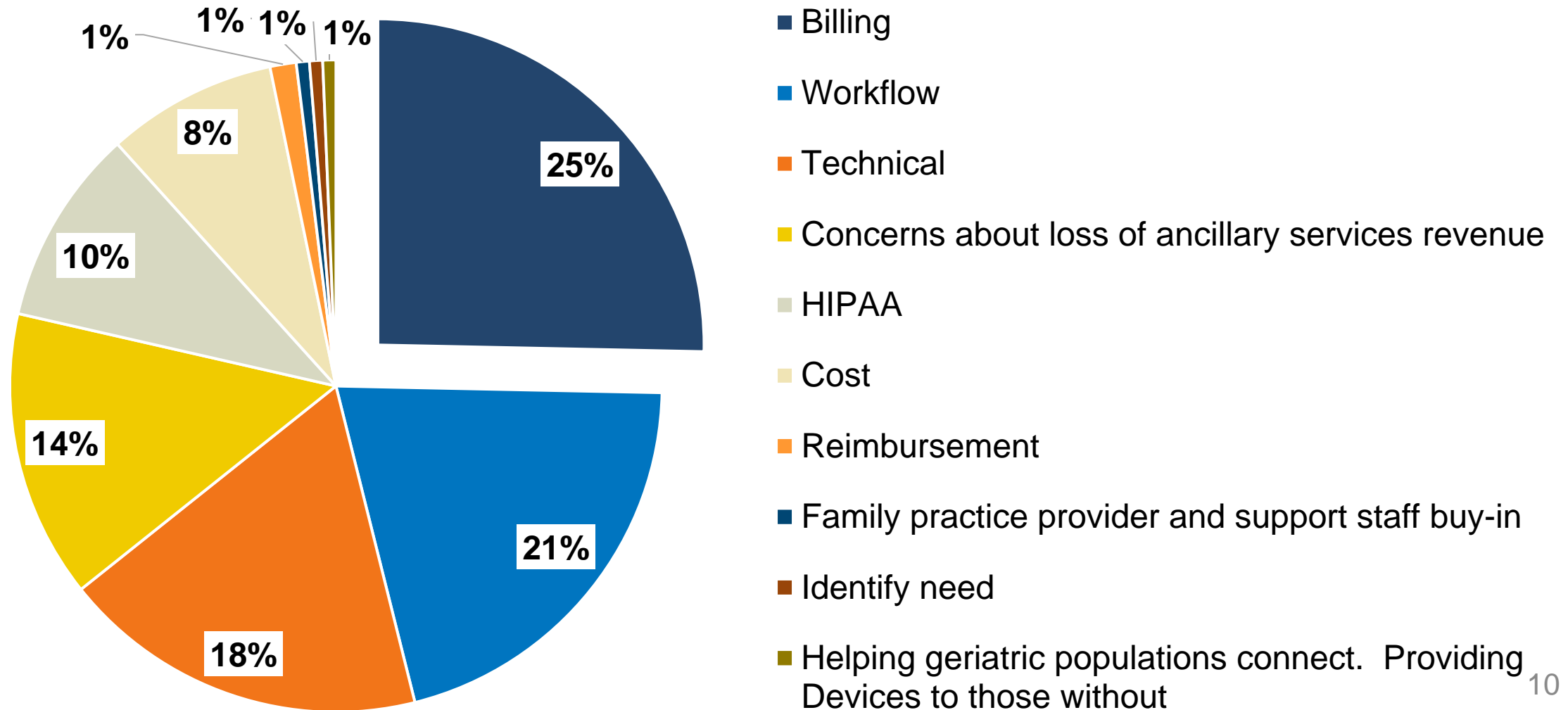
- 2 additional sessions specifically for Guam providers were also completed.

Additional Activities

- Telehealth support added to website: <https://www.mpqhf.org/QIO/telehealth-services-support/>
- Blogs:
 - May 15 - [My Hair Is on Fire: No Time to Stand Up a Telehealth Program in the Middle of a Pandemic!](#)
 - May 26 - [Breaking Down Telehealth Informed Consent during COVID-19](#)
- Created Tools and Resources:
 - Outpatient COVID-19 Implementation Guide
 - Deployment options checklist
 - Evaluation and Management Worksheet
 - Telehealth platforms comparison

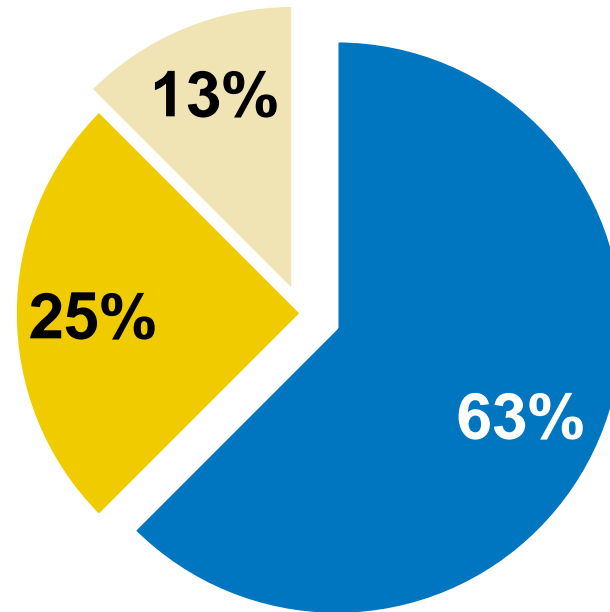
Registration Survey of Telehealth Barriers for Providers (April 14, 2020)

154 Total Responses



Follow-up Poll of Telehealth Barriers for Providers (May 8, 2020)

What is your current barrier to providing telehealth services?

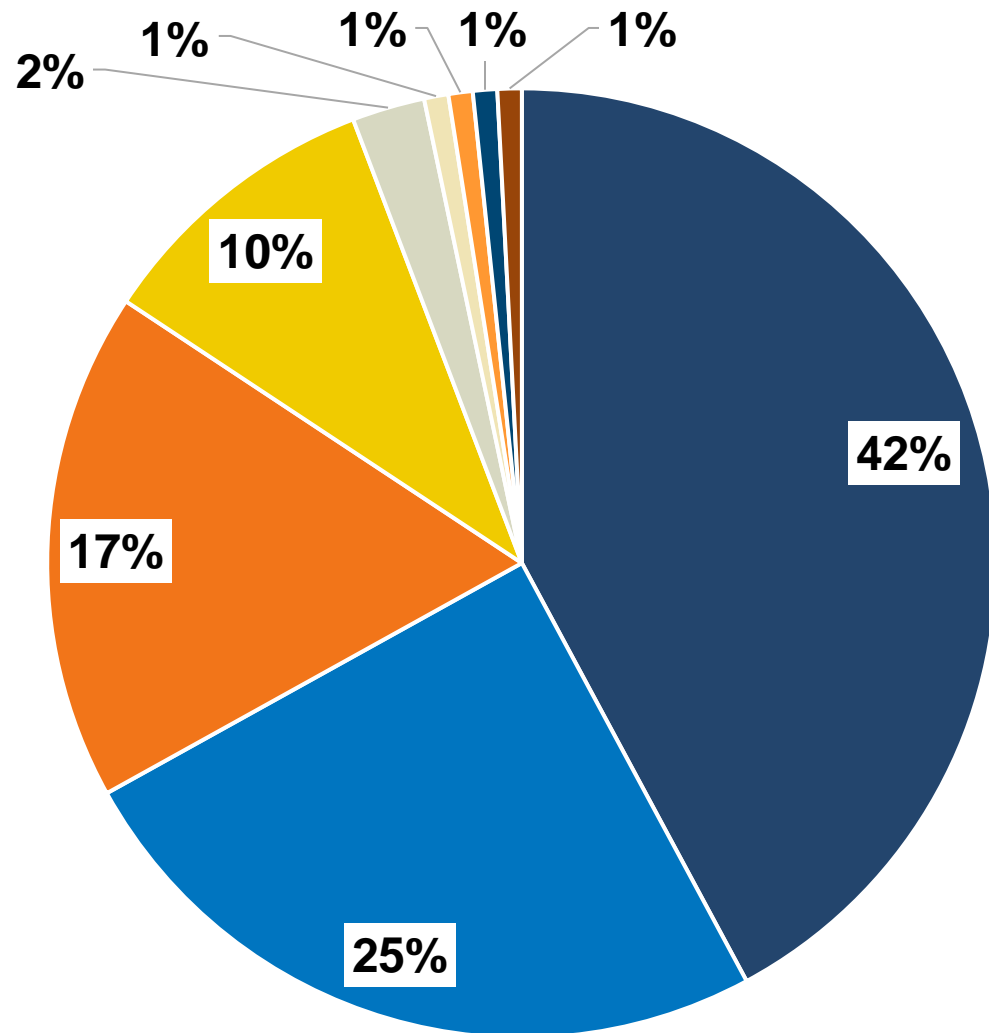


8 total responses to poll during session #3

- a. Patient barriers in accessing technical platform
- b. Providers need for physical exam
- c. Billing

Registration Survey of Patient Barriers

(April 14, 2020)

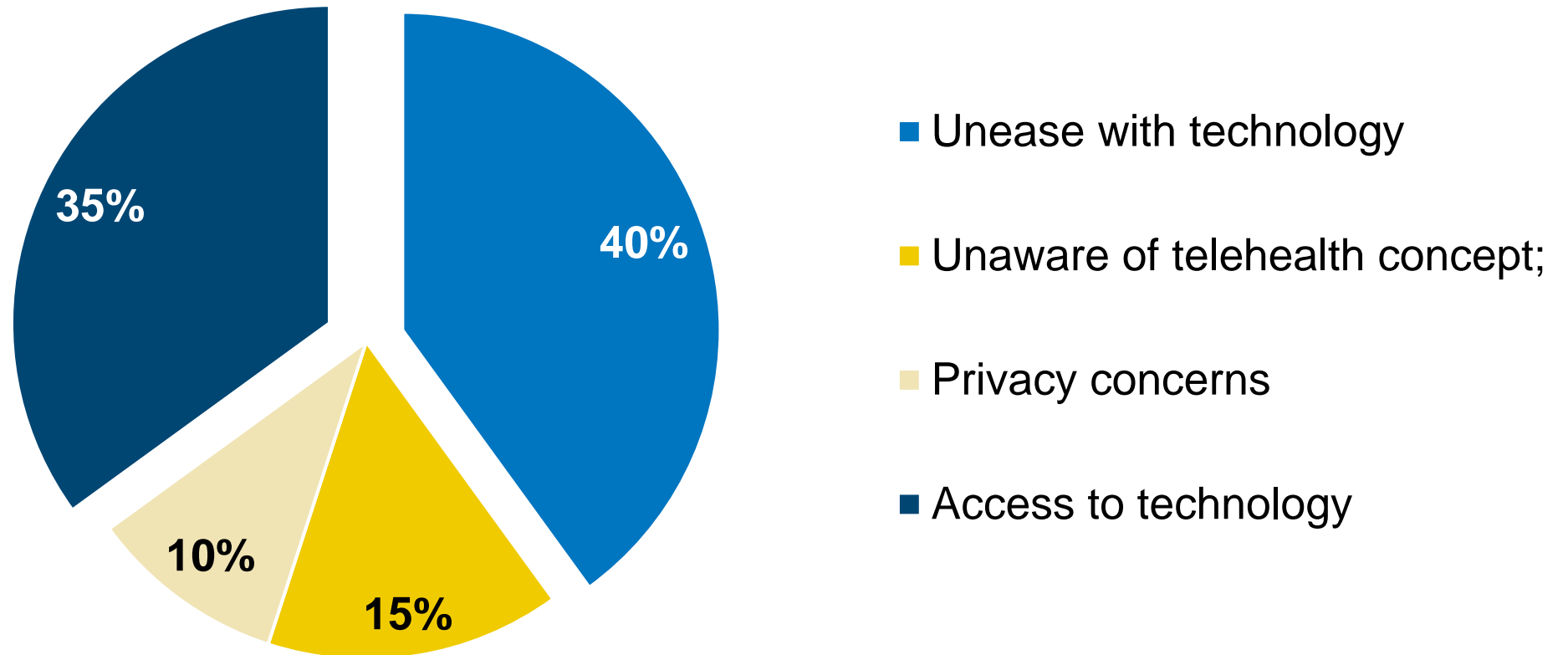


121 Total Responses

- Patients unease with technology
- Not familiar with concept
- Concerns about privacy
- Access To Technology
- Equipment
- Complicated
- Desire for provider contact
- Getting the word out that this is available.
- Lack of patient education

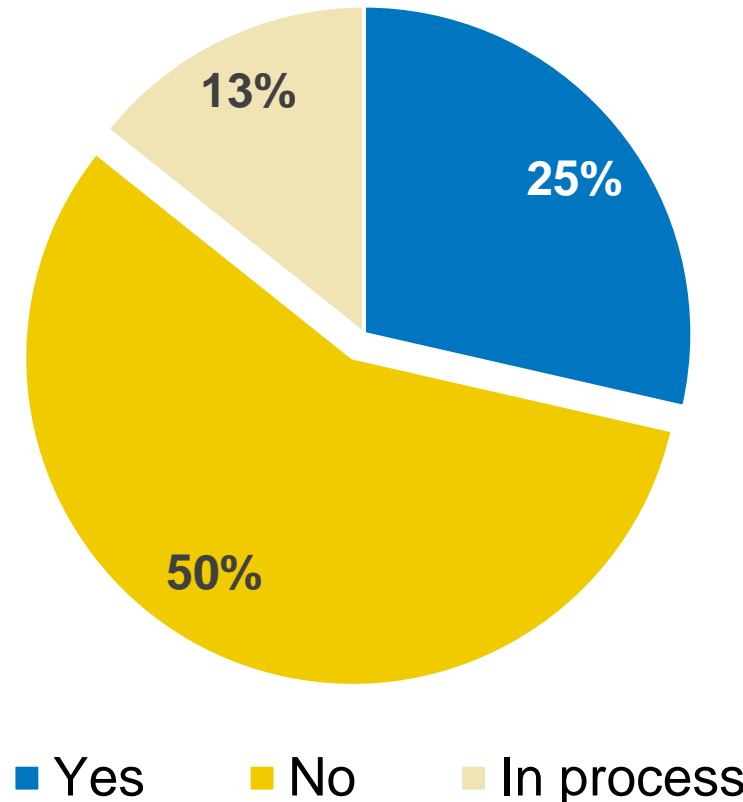
Follow-up Poll of Telehealth Barriers for Patients

What patient barriers have you encountered?
(Could select more than one answer)



Follow-up Poll of Telehealth Implementation for Providers

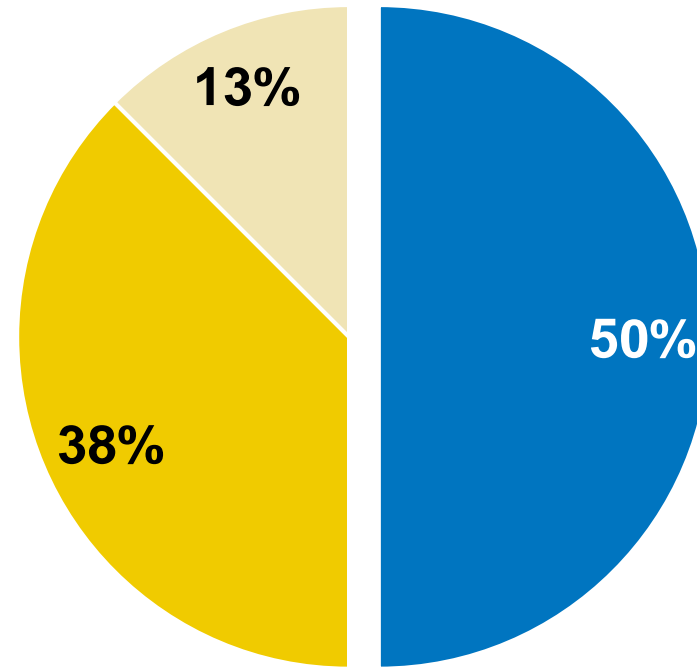
Have you implemented any additional equipment for telehealth visits in addition to real time audio/visual?



8 total responses to poll during session #3

Follow-up Poll of Telehealth Implementation for Providers

When choosing your telehealth platform to use, what was your main factor that informed your choice?

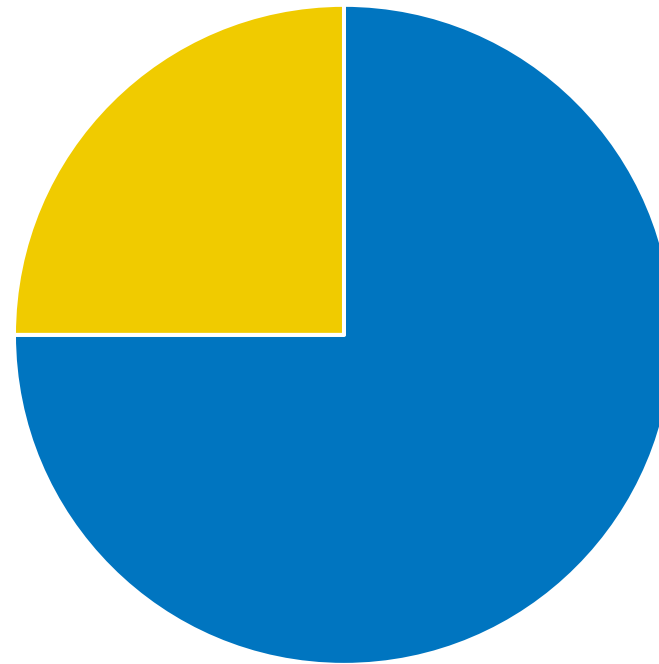


8 total responses to poll during session #3

■ Ease of use/ Patient familiarity ■ EHR supported ■ No Answer

Follow-up Poll of Telehealth Implementation for Providers

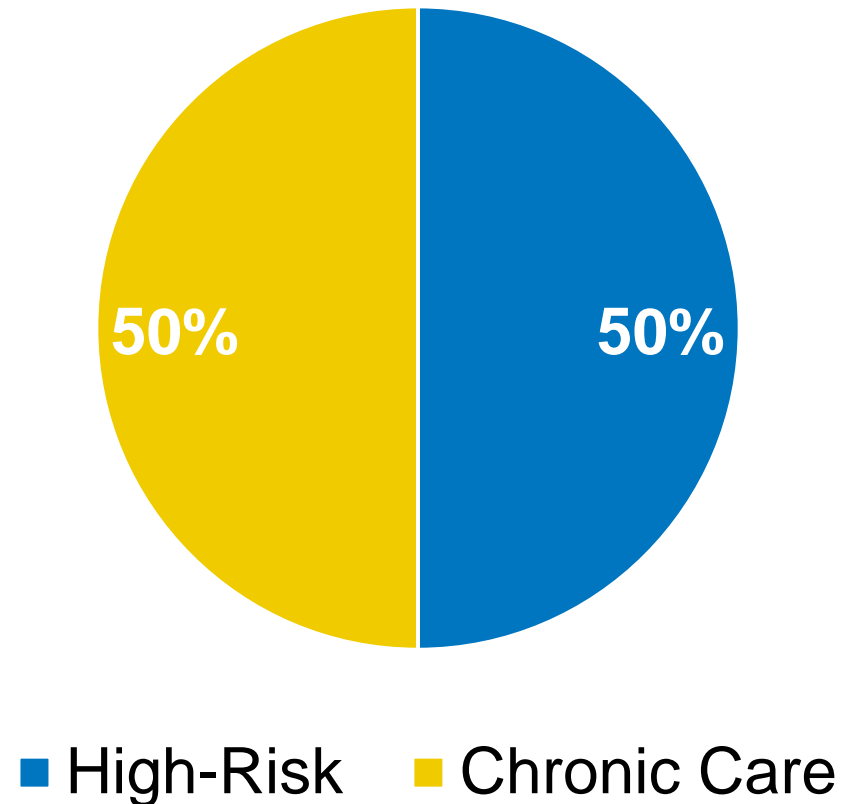
If you did not offer telehealth services before COVID-19, are you able to offer them now?



■ Yes ■ NA

Follow-up Poll of Telehealth Implementation for Providers

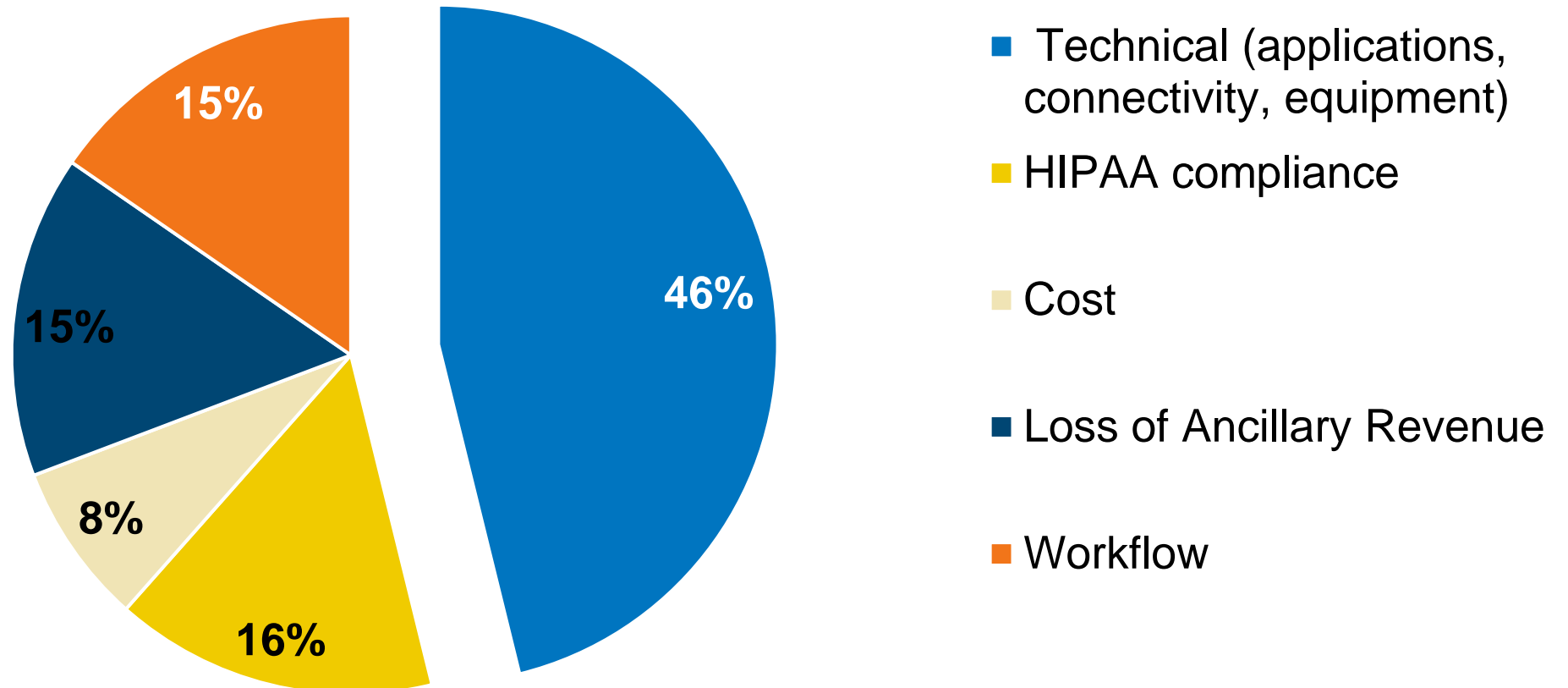
Which patients did your practice target for telehealth?



8 total responses to poll during session #3

Follow-up Poll of Telehealth Implementation for Providers

What issue do you need to address now?



Expected Patient Outcomes/ROI



2.3 Reduce Adverse Drug Events

- Prescription review without an office visit
- Estimated cost of harm = \$5,000/event



3.5 Improve Management of Diabetes

- Wellness check-in/disease management support
- Cost of hospitalization with disease management complications = \$4,189



4.3 Reduce Admissions/Readmissions

- Post-hospitalization check-in and management
- Estimated cost of readmission = \$15,000

Thank you!

QIN-QIO program questions please contact:
Mary Erickson, Program Director
merickson@mpqhf.org | 406.521.0488