Telehealth Roundtable
Combating the COVID-19 Pandemic
Staff Introductions

Melody Martin
Director of Development & Training
mmartin@communitycareks.org

Terri Kennedy, PMP
Director of the HCCN
tkennedy@communitycareks.org

Trisha Harkness, CISSP, PCMH CCE
Health IT & Systems Specialist
tharkness@communitycareks.org

Jonathan Smith, MPH
Director of Healthcare Transformation
jsmith@communitycareks.org
Agenda

1. Introductions  (5 Min)
2. KMAP Bulletins & Upcoming Webinars  (10 Min)
3. Workflow Spotlight: GraceMed  (15 min)
   - Heather Sell, Chief Compliance & Quality Officer
4. Creating A Use Case For Telehealth In The Future  (10 Min)
5. Open Discussion/Questions  (10 min)
6. Community Care Annual Conference  (5 min)
7. Planning The Next Roundtable  (5 Min)

A few housekeeping notes:
- Please mute your lines unless contributing to discussion or asking a question
- We will be recording this session
UPDATED - Telemedicine Updates in Response to COVID-19 Emergency

Enrolled Version of House Bill 2016

- Expires on Tuesday, January 26, 2021
- Definitions
  - "Physician" means a person licensed to practice medicine and surgery
  - "Telemedicine" means the delivery of healthcare services by a healthcare provider while the patient is at a different physical location
- Provisions
  - Physician may issue a prescription for or order administration of medication, including a controlled substance, with conducting an in-person examination of the patient
  - Quarantined physician may practice telemedicine
  - Physicians licensed in another state may practice telemedicine
  - Physician practicing telemedicine shall conduct an appropriate assessment and evaluation of the patient’s current condition and document the appropriate medical indication for an prescriptions
Upcoming Webinars

1. **NACHC Quality Center Diabetes Care Webinar Series**
   - Wednesday, June 17\(^{th}\) @ 12pm to 1pm
   - Wednesday, June 24\(^{th}\) @ 12pm to 1pm
   - Registration: Email qualitycenter@nachc.org to receive an invitation to the series.

2. **HRSA: Today with Macrae**
   - Monday, June 29\(^{th}\) @ 1pm to 2pm
   - Registration: Details to come

3. **Heartland Telehealth Webinar Series**
   - Tuesday, July 7\(^{th}\) @ 12pm to 1pm
   - Registration: [Heartland Telehealth Webinar Series](#)

4. **KU Medical Center: Kansas Telehealth Summit**
   - Tuesday, July 14\(^{th}\) @ 8:30am to 4:00pm
   - Registration: [Kansas Telehealth Summit](#)

Participate in NACHC’s Elevate initiative to gain access to an online portal containing evidence-based information, tools and resources, and peer exchange to support COVID-19 efforts. If your Health Center is interested in joining NACHC’s Elevate initiative, visit [http://www.nachc.org/clinical-matters/quality-center/initiatives/](http://www.nachc.org/clinical-matters/quality-center/initiatives/)
## Upcoming Webinars: NCQA PCMH Region 7 Training

**Registration Link:** [https://education.ncqa.org/content/hrsa-supported-pcmh-training-region-7](https://education.ncqa.org/content/hrsa-supported-pcmh-training-region-7)

### Introduction to PCMH Program: Foundational Concepts of the Medical Home – Virtual Agenda

<table>
<thead>
<tr>
<th>Live Webinar Session</th>
<th>Scheduled Date</th>
<th>Recordings Covered</th>
<th>Activities Reviewed</th>
<th>Live Activities</th>
</tr>
</thead>
</table>
| 1 (45 minutes)       | Monday (8/3) 10am-10:45am CT | • Background and Key PCMH Program Components  
 • Commit, Transform and Succeed Processes | Scoring: Fact or Fiction |                         |
| 2 (90 minutes)       | Tuesday (8/4) 10am-11:30am CT | • Team-Based Care and Practice Organization (TC)  
 • Knowing and Managing Your Patients (KM) | TC Activity  
 KM Activity |                         |
| 3 (90 minutes)       | Tuesday (8/4) 2pm-3:30pm CT | • Patient-Centered Access and Continuity (AC)  
 • Care Management and Support (CM) | AC Activity  
 CM Activity |                         |
| 4 (120 minutes)      | Wednesday (8/5) 10am-11:30am CT | • Care Coordination and Care Transitions (CC)  
 • Performance Measurement and Quality Improvement (QI) | CC Activity  
 QI Activity | Q-PASS Demonstration |

### Advanced PCMH Program: Mastering the Medical Home Transformation – Virtual Agenda

<table>
<thead>
<tr>
<th>Live Webinar Session</th>
<th>Scheduled Date</th>
<th>Recordings Covered</th>
<th>Activities Reviewed</th>
<th>Live Activities</th>
</tr>
</thead>
</table>
| 1 (90 minutes)       | Thursday (8/6) 10am-11:30am CT | • Advanced and Special Topics  
 • Elective Credit Introduction | Elective Credits – AC, KM and CC Concepts |                         |
| 2 (60 minutes)       | Thursday (8/6) 2pm-3pm CT | • Elective Credit Wrap-Up  
 • Team-Based Care and Practice Organization (TC) and Care Management and Support (CM) Activity Intro | TC Activity  
 CM Activity | Polling TC Activity Responses |
| 3 (90 minutes)       | Friday (8/7) 10am-11:30am CT | • Building a QI Program  
 • What is Evidence (and how to provide it)  
 • The Role of the PCMH CCE  
 • How to Become A PCMH CCE | QI Activity  
 Evidence Drill Down | Top 10 Takeaways |
Workflow Spotlight: GraceMed
Creating A Use Case For Telehealth In The Future

**Potential Telehealth Patients**

- Existing medical patients
- Chronic care management
- Existing and, in limited circumstances, new behavioral health patients
- Medication management
- Group therapy and/or education (e.g. chronic disease or SUD/MAT patients)
- Specialty FQHC services
- Addressing patients’ SDOH and/or no-shows
- Triage for dental patients
Use of Telehealth Example

- Chronic care management
  - Current state: Diabetics typically have provider visits every 3 months
  - Potential use of telehealth
    - Well controlled diabetics may only need one in-person visit annually; the remaining three could be telehealth visits.
    - Somewhat controlled diabetics could alternate in-person and telehealth visits.
    - Uncontrolled diabetics may need to attend all visits in-person until control of his/her diabetes improves.
    - For diabetic telehealth visits, patients could get lab work at their convenience at least a day prior to their scheduled telehealth visit.
Creating A Use Case For Telehealth In The Future

Use of Telebehavioral Health

- Opportunity to literally meet patients where they are
  - If the patient is severely depressed or very anxious, telebehavioral health provides an opportunity to address their condition directly rather than primarily addressing the stress of traveling for the visit.

- Patients home environment may be assessable during a telebehavioral health visit

- Alternating in-person and telebehavioral health visits to reduce time away from work, school and other responsibilities
Creating A Use Case For Telehealth In The Future

Addressing SDOH

- Could telehealth visits be used when patients:
  - Have a transportation issue?
  - Have a sick child at home or no child care assistance?
  - Have limited mobility?
  - Cannot leave work for a couple of hours?
  - Need outreach for chronic care management (e.g. Care Manager)?
Creating A Use Case For Telehealth In The Future

Things To Keep In Mind

- Potential use cases for ongoing telehealth services need to be identified using feedback from multiple roles in the organization.

- Use of telehealth should be a joint decision of the provider and patient.

- What mini-pilot telehealth projects could you try while telehealth reimbursement is expanded?

- Telehealth opportunities are currently expanded. What would you miss if it was no longer available?
Open Discussion/Questions
Enter one or two words that describe your comfort level with Telehealth
Frequency of Telehealth Roundtable

- Bi-weekly: 9%
- Monthly: 91%
- Bi-monthly
- Quarterly
Enter a speaker(s) and topic you recommend for the annual conference

“Michelle Obama”

“Patient Engagement”

“President Obama”
Length of conference sessions

- 1 week of sessions: 80%
- 2 weeks of sessions: 20%
- 3 weeks of sessions: 0%
- 4 weeks of sessions: 0%
Planning Our Next Discussion

Please let us know in the chat or speak up via phone.

- What topics would you like to discuss at future roundtable discussions?

- Would your clinic be interested in presenting telehealth workflows & best practices?
Thank You!