



Telehealth Roundtable

Combating the COVID-19 Pandemic



**COMMUNITY CARE
NETWORK OF KANSAS**



Staff Introductions

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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



KMAP Bulletins & Other Updates

<https://www.kmap-state-ks.us/Public/bulletins/bulletinsearch.asp>

- [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 17th @ 12pm to 1pm
- Wednesday, June 24th @ 12pm to 1pm
- Registration: Email qualitycenter@nachc.org to receive an invitation to the series.

2. HRSA: Today with Macrae

- Monday, June 29th @ 1pm to 2pm
- Registration: Details to come

3. Heartland Telehealth Webinar Series

- Tuesday, July 7th @ 12pm to 1pm
- Registration: [Heartland Telehealth Webinar Series](#)

4. KU Medical Center: Kansas Telehealth Summit

- Tuesday, July 14th @ 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/>



Upcoming Webinars: NCQA PCMH Region 7 Training

Registration Link: <https://education.ncqa.org/content/hrsa-supported-pcmh-training-region-7>

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

Live Webinar Session	Scheduled Date	Recordings Covered	Activities Reviewed	Live Activities
1 (45 minutes)	Monday (8/3) 10am-10:45am CT	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Live Webinar Session	Scheduled Date	Recordings Covered	Activities Reviewed	Live Activities
1 (90 minutes)	Thursday (8/6) 10am-11:30am CT	<ul style="list-style-type: none"> Advanced and Special Topics Elective Credit Introduction 	Elective Credits – AC, KM and CC Concepts	
2 (60 minutes)	Thursday (8/6) 2pm-3pm CT	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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



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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



Creating A Use Case For Telehealth In The Future

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



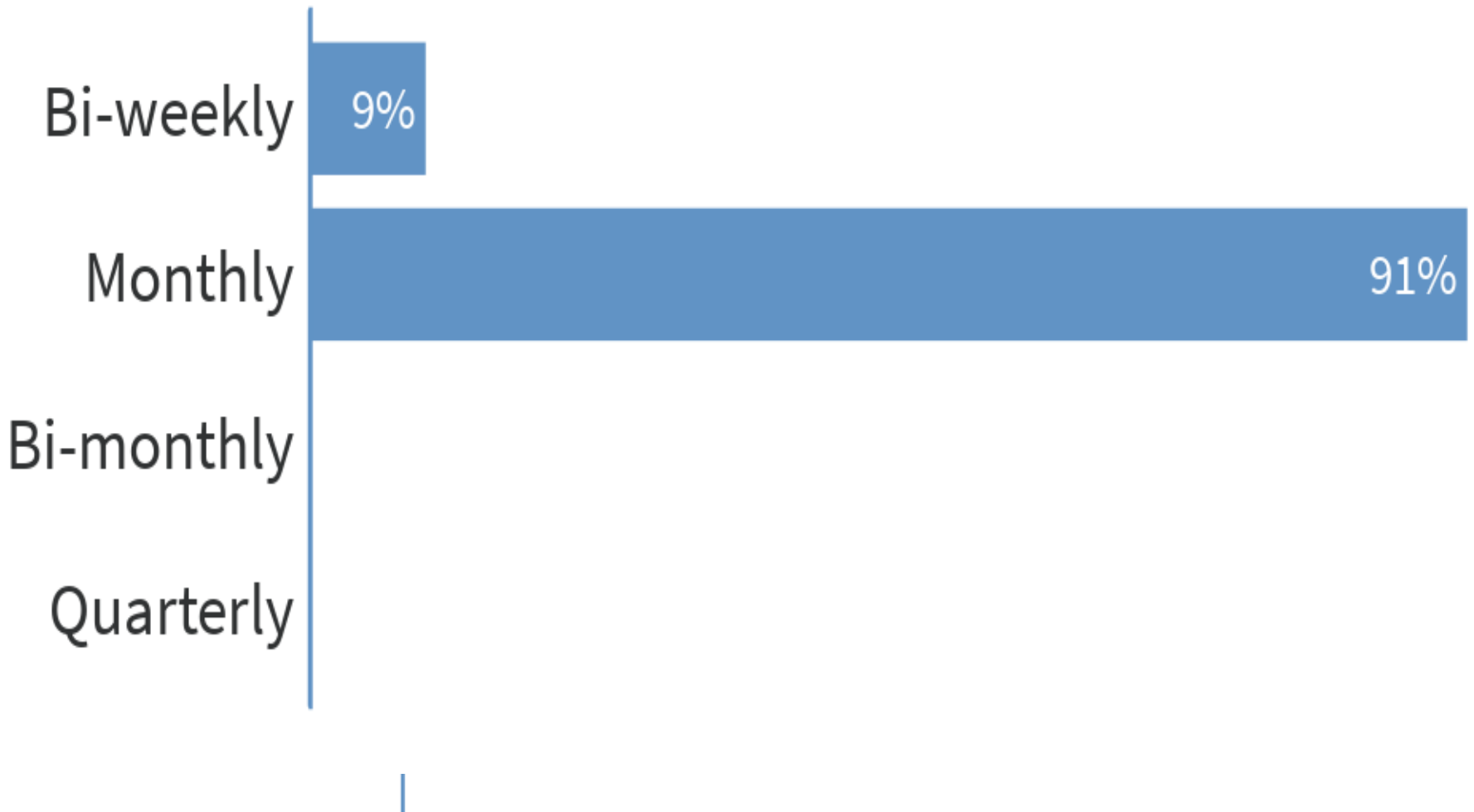
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 **Poll locked.** Responses not accepted.

Enter one or two words that describe your comfort level with Telehealth



Frequency of Telehealth Roundtable



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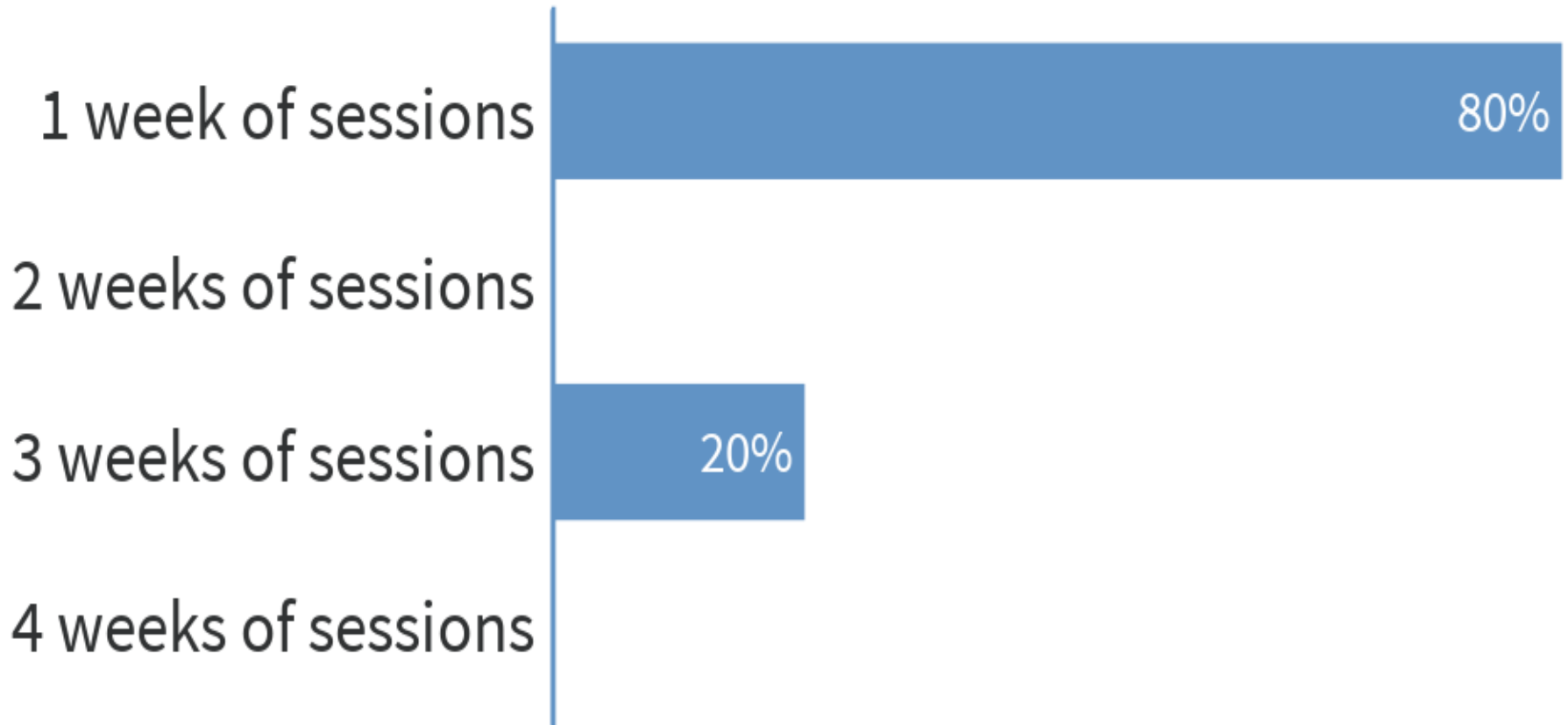
Enter a speaker(s) and topic you recommend for the annual conference

"Michelle Obama!"

"Patient_Engagement"

"President Obama"

Length of conference sessions





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!



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