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. Heartland Telehealth Resource Center: Telehealth Post COVID. Organizational Readiness and Gap Analysis (20 min)
   - Janine Gracy, MS, CHES, CPP - HTRC Project Director
4. Creating A Use Case For Telehealth In The Future (10 Min)
5. Open Discussion/Questions (10 min)
6. 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**
  - Exceptions granted in this policy shall be in place until rescinded.

• **UPDATED - Additional Codes Added to Telemedicine During COVID-19 Emergency**
  - Substance Abuse Disorder Providers & Mental Health Providers: Exceptions granted in this policy shall be in place until rescinded.

• **UPDATED - Tobacco Cessation Counseling via Telemedicine During COVID-19 Emergency**
  - Exceptions granted in this policy shall be in place until rescinded.

• **UPDATED - Additional E/M Codes Allowed via Telemedicine During COVID-19 Emergency**
  - Exceptions granted in this policy shall be in place until rescinded.
Upcoming Webinars

1. **HRSA: Today with Macrae**
   - Monday, June 29th @ 1pm to 2pm
   - [Join the webinar the day of the session](#). Call-in: 888-790-1820. Passcode: 4511897.

2. **Heartland Telehealth Webinar Series: Rural Veterans and Telehealth**
   - Tuesday, July 7th @ 12pm to 1pm
   - [Registration](#): Heartland Telehealth Webinar Series

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

4. **Heartland Telehealth Webinar Series: State and National Requirements Update**
   - Tuesday, August 4th @ 12pm to 1PM
   - [Registration](#): Heartland Telehealth Webinar Series

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

#### 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>
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<tbody>
<tr>
<td>1</td>
<td>Thursday (8/6)</td>
<td>• Advanced and Special Topics</td>
<td>Elective Credits – AC, KM</td>
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<tr>
<td></td>
<td>10am-11:30am CT</td>
<td>• Elective Credit Introduction</td>
<td>and CC Concepts</td>
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<tr>
<td>2</td>
<td>Thursday (8/6)</td>
<td>• Elective Credit Wrap-Up</td>
<td>TC Activity</td>
<td>Polling TC Activity Responses</td>
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<tr>
<td></td>
<td>2pm-3pm CT</td>
<td>• Team-Based Care and Practice Organization (TC)</td>
<td>CM Activity</td>
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<tr>
<td></td>
<td></td>
<td>• Care Management and Support (CM)</td>
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<tr>
<td></td>
<td></td>
<td>• Activity Intro</td>
<td></td>
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<tr>
<td>3</td>
<td>Friday (8/7)</td>
<td>• Building a QI Program</td>
<td>QI Activity</td>
<td>Top 10 Takeaways</td>
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<td></td>
<td>10am-11:30am CT</td>
<td>• What is Evidence (and how to provide it)</td>
<td>Evidence Drill Down</td>
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<td></td>
<td></td>
<td>• The Role of the PCMH CCE</td>
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<td></td>
<td></td>
<td>• How to Become A PCMH CCE</td>
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Heartland Telehealth: Telehealth Post COVID. Organizational Readiness and Gap Analysis

Janine Gracy, MS, CHES, CPP - HTRC Project Director
TELEHEALTH POST COVID...
ORGANIZATIONAL READINESS AND GAP ANALYSIS

June 25, 2020

Janine Gracy, MS, CHES, CPP - HTRC Project Director
University of Kansas Medical Center
How HTRC can help. . .

• On-line resources & tool kits
• Webinars and workshops
• Presentations
• Staff training
• Peer to peer connections
• Consultation services

...and more!
The Most Successful Telehealth Programs Begin with Assessment!
Get started with eSTART

- Organizational Assessment
- Program Development
- Operational Support
- Reimbursement
- Equipment Selection
- Program Evaluation
- Sustainability
• Increase Internal Buy-In
• Unlock Revenue Streams
• Build on Existing Telehealth Programs
• Develop Protocol and Policies
• Determine Your Needs
Enter COVID-19
The Future is NOW!

THE DOCTOR WILL SEE YOU NOW

THE PATIENT WILL SEE YOU NOW

The FUTURE of MEDICINE is in YOUR HANDS

Eric Topol
Author of The Creative Destruction of Medicine
.....And They’re Off!
“THE DAY YOU STOP RACING, IS THE DAY YOU WIN THE RACE.” - BOB MARLEY
• Bring a team together
• Decide what you are trying to achieve
People to Keep in Your Circle!

- Health Care Providers
- Other Professional Colleagues
- Clinical Director
- Billing Office
- Schedulers
- IT
- Marketing
What are the payment and policy guidelines specific to various telemedicine services?
Do we have the resources available to begin?

• Champion
• Equipment
• Staff
• Leadership

Do we have the resources available to begin?
GETTING STARTED - Step 1

- Organizational Assessment

Your organization:

- Works well together.
- Is always ready to take on something new (vs. always wanting to stay with the status quo).
- Is mostly aware of any short-comings and able to discuss them openly.
- Has formed collaborative partnerships in the past and they've worked okay.
- Has interactive video conferencing capabilities already, and is actively using them.
- Is aware of examples and evidence of telehealth being used in similar organizations/communities.
- Has considered telehealth and has the support of senior administrators for giving it a try.
- Has individuals working here who are champions for telehealth (clinical/provider, senior administration, or community champions).
- Understands that most projects having both short-medium- and long-term timelines for implementation.
- Has a well-established method for communication with staff.
- Participates in some form of community consultation process (e.g. members of the community on Board of Directors or in an advisory position).
- Has a process for conducting ongoing needs assessments and analysis.

Follows a strategic business plan, including:
- A marketing plan
- An evaluation plan
- A cost benefit & cost effectiveness assessment, including benefits and risks
- Financial readiness for sustainability
GETTING STARTED - Step 1

• Workplace Assessment

<table>
<thead>
<tr>
<th>Telehealth-ready facility:</th>
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<tbody>
<tr>
<td>• Already in place</td>
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<tr>
<td>o Has a location.</td>
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<tr>
<td>o Location has good lighting.</td>
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<tr>
<td>o Location is comfortable (temperature, seating, etc.).</td>
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<tr>
<td>• Already in use by practitioners and patients.</td>
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<tr>
<td>• Has a standardized, well defined easy to use referral system.</td>
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<tr>
<td>• Has a standard and consistent method of record-keeping - both here and at distant site(s).</td>
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Policies & procedures / professional & regulatory barriers:

<table>
<thead>
<tr>
<th>Your organization has already:</th>
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<tbody>
<tr>
<td>• Checked on whether or not telehealth practices conform to patient protection regulations.</td>
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<tr>
<td>• Checked on whether or not telehealth practices conform to professional regulatory policies.</td>
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<tr>
<td>• Reviewed its existing policies, standards, and procedures to determine if telehealth is covered under them.</td>
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<tr>
<td>• Your organization is one that always:</td>
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<tr>
<td>o Keeps up on the latest reimbursement, liability, cross-jurisdiction use, and privacy issues.</td>
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<tr>
<td>o Prepares written procedure manuals for everything.</td>
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<td>o Formulates a lot of policies.</td>
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GETTING STARTED - Step 1

• Technical Assessment

<table>
<thead>
<tr>
<th>Your organization has:</th>
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<tbody>
<tr>
<td>• Already addressed the technical feasibility / looked at technical requirement issues.</td>
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<tr>
<td>• Established interoperability of equipment &amp; technology.</td>
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<tr>
<td>• Verified a consistent stream of data transmission.</td>
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<tr>
<td>• Validated that the technology you have actually works.</td>
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<tr>
<td>• Access to competent technical support that is available locally and on-call.</td>
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<tr>
<td>Other (please explain)</td>
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(C) Sub-total
GETTING STARTED – Step 2

• Decide on the type of services to be provided – prepare a preliminary program description
• Decide on the type of telehealth program that best works for your application and prepare a preliminary program model description
• Consider assumptions, constraint opportunities
• Create high level cost estimates
• Create a written proposal
Assessing Lines of Service

- What appointments are appropriate for Telehealth in the home?
  - Tele-Video
  - Telephonic

- What appointments are appropriate for Telehealth in an originating site?
  - Peripherals?

- What appointments must occur in person?
Things to Consider...

- Provider availability
  - Recommend contract
  - Does provider have billing mechanism than can include telemedicine?
  - Coordinator needed?
    - Room Scheduling
    - Testing Connectivity
    - Scheduling/Billing Activities

- Originating Site
  - Home?
  - Contract Complete?
  - How will you get paid?
    - Facility Site Fee
  - Coordinator/Telepresenter?
    - Room Scheduling
    - Testing Connectivity
    - Billing Activities
    - Patient Presentation
    - Training

Heartland Telehealth Resource Center
GETTING STARTED – Step 2

• Reimbursement

<table>
<thead>
<tr>
<th>D. Reimbursement in Your State:</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Medicaid</td>
<td></td>
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<tr>
<td>• Have discussed with State Agency/Contractor’s?</td>
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<td>Medicare</td>
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<td>• Reviewed code modifiers with billing department/contractor?</td>
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<tr>
<td>Private Insurance</td>
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<tr>
<td>• Reviewed code modifiers with billing department/contractor?</td>
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<tr>
<td>Other</td>
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## OTHER CONSIDERATIONS

### E. Other Considerations:

<table>
<thead>
<tr>
<th>E. Other Considerations:</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td><strong>HIPAA</strong></td>
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<tr>
<td>• Have telemedicine protocols been developed?</td>
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<tr>
<td><strong>Quality Assurance</strong></td>
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<td>• Training planned/in-progress?</td>
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<tr>
<td><strong>Staffing</strong></td>
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<tr>
<td>• Do you have organizational plan in place for additional services (telemedicine delivery)?</td>
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<tr>
<td>• Do you have staff capacity to manage additional services</td>
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<tr>
<td><strong>Other</strong></td>
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Expanding or Improving Existing Telemedicine

- Gap Analysis
  - Current State vs Desired State
  - SWOT Method

Gap Analysis

Current State

Key factors for change

Desired State

Action Plan
Patients who have treatment plans that frequently are adjusted and closely monitored can be managed via telemedicine.

Video-based follow-up appointments may involve:
- Med adjustments
- Managing side effects
- Lab results
- Tx plan management
Wellness exams and follow-ups are excellent for telemedicine.

Visits can focus on lifestyle changes, and basic health education regarding lab or imaging findings.

- Colonoscopy results
- Mammography results
- Lipid results
- Blood Glucose results
- CBC results
- Liver function results
- Annual Exam results
Primary Care Clinical Use Cases

Annual Wellness Visit

1. Complete a Health Risk Assessment (HRA)
2. Establishing or updating the patient’s current medical and family history
3. Complete medication reconciliation including a list of a patient’s current providers
4. Review any history or present use of opioids. If the patient is using opioids, review the benefits of alternative pain therapies instead even if the patient does not have opioid use disorder but may be at risk
5. Recording measurements of height, weight, body mass index (BMI), blood pressure and other routine measurements
6. Detecting any cognitive impairment
7. Screen for depression
8. Screen for balance, gait and fall risk
9. Screen for alcohol misuse, tobacco use, and for substance use disorders with a special focus on opioid use
10. Creating a Personalized Prevention Plan (PPP) unique to the patient, and providing appropriate referrals to health education or preventative services
11. Optional Best Practice: At the patient’s discretion, furnish Advanced Care Planning (ACP) services
GETTING STARTED – Step 3

**Develop Business Case**

- Description of the need for the telemedicine program
- Description of how the proposed program aligns with the organization’s existing mission, lines of business, and/or strategic plans;
- Description of the market and demand for the service;
- Cost estimates;
- A fiscal analysis and Return on Investment (ROI) calculated for the telemedicine program;
- Description of how program development and implementation will be structured and managed;
- Description of how the program will be promoted;
- Description of how the ongoing operations will be managed and what resources are needed (including financial);
- Projected fiscal impact of the program on the organization’s; and
- Evaluation of risks and constraints.
GETTING STARTED – Step 4

• Detailed Program Implementation Plan
  – Protocols, Guidelines, Policies, Workflow
• Detailed Technology Plan
• Develop Performance Monitoring Plan
  – Patient/Provider Satisfaction, Monitor Benchmarks
FINALLY...........IMPLEMENTATION!

• Equipment is purchased and installed;
• Clinical protocols are finalized;
• Contracts are implemented;
• Operational processes and procedures are created or revised and communicated;
• Staff are hired or assigned AND trained;
• Facilities are established;
• All aspects of the telemedicine program are tested (to the extent feasible) to ensure that the program is ready to begin delivering the targeted services using the envisioned Program model.
Marketing

• Website
• eNewsletter
• Brochure
• Press Release
• Local News
• Social Media
At the Root of Telemedicine
Lessons Learned

• Equipment doesn’t need to be the most expensive to be the best
• Learn from others
• High satisfaction scores have been given for services
Lessons Learned

- It’s Still Medicine – Technology is just a Tool
- Plan for Telehealth and Practice Telehealth
- Telemedicine Implementation is a Process, not a destination
EXPANDING KNOWLEDGE ABOUT RAPID CHANGES IN TELMEDEICINE

The Heartland Telehealth Resource Center (HTRC) and Missouri Telehealth Network (MTN) are offering a Telemedicine ECHO for providers in Missouri, Kansas and Oklahoma. The ECHO will be held every Tuesday from 9 to 10 a.m. via interactive online videoconferences. They will use case-based learning to address such topics as reimbursement, operations, regulations, best practices and more. Sessions will offer a brief didactic opening, followed by a question-and-answer period.

WHAT DOES THIS ECHO OFFER?
• No cost continuing education for professionals
• Collaboration, support and ongoing learning with telehealth leaders and physician experts
• Patients get better care in their community
• No cost to participating sites or individuals

MEET THE EXPERT TEAM

Eve-Lynn Nelson, PhD, FAPA, Director - Kansas Telebehavioral Network, Professor, Pediatrics and Psychiatry, University of Kansas, Principal Investigator, HTRC

Rachel Munlux, Senior Program Manager - MTN, University of Missouri, HTRC Director for Missouri

Tim Davis, MD, Telemedicine Manager - Oklahoma State University, HTRC Director for Oklahoma

Janine Gracy, MBCGC, CPP - HTRC Director for Kansas

Karen Edison, MS - Senior Medical Director, MTN and Show-Me ECHO, University of Missouri

Kitslin Sohn, MD, FAPA - Associate Professor, Child Health, Medical Director, Show-Me ECHO, University of Missouri

Robert Stiles, MS, MPH - Program Manager, University of Kansas

READY TO JOIN?
Visit showmeecho.org
Third Thursday of Each Month
Time: 1:00 p.m. CST
Register: www.telehealthresourcecenter.org
Technical assistance for starting or expanding telehealth services.
Serving Kansas, Missouri and Oklahoma

www.Heartlandtrc.org
jgracy@kumc.edu

Phone: 877.643.HTRC (4872)
Creating A Use Case For Telehealth In The Future

- Statewide stakeholders met Wednesday June 17, to discuss the current expanded regulations for telehealth and the future for telehealth in Kansas. The stakeholders want to gauge the value of telehealth, but they are lacking supporting evidence.

Data that would help make the case for continuing telehealth in the future:

- Number of Telehealth visits/ Total Medical Visits per week
- Number of Tele-BH visits/ Total BH Visits per week
- Number of no-shows per week
  - Are you doing anything to convert no-shows to telehealth visits?
- Patient satisfaction centered on telehealth
Open Discussion/Questions
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!