Alternatives to Face to Face Visits, Part 3 of 3

Telehealth and e-consult

Effective collaboration for integrated care and patient access

March 16, 2017

Welcome!
All lines are muted.
Please use chat to ask questions or to comment at any time.
Housekeeping

• This session will be recorded.

• Slides and recording will be posted on CIN site www.chcf.org/cin

• To ask a question:
  – Logistical questions: Use CHAT to the Host
  – Questions for Speakers: Use CHAT to ALL

• Survey: Please look for quick online survey to let us know what you think.
Definitions

**Telehealth** – the provision of healthcare remotely by means of telecommunications technology; also called *telemedicine*

**e-consult** – bidirectional electronic communication between primary care and specialty care providers
Today’s Speakers

Kelli Cousineau
Program Manager, Operational Excellence
Partnership HealthPlan of California

Willard Hunter, MD
Medical Director
Open Door Community Health Centers

Javeed Siddiqui, MD, MPH
Chief Medical Officer
TeleMed2U
Telehealth and e-consult

The health plan payer perspective

Kelli Cousineau
Program Manager, Operational Excellence Partnership HealthPlan of California
Sometimes telehealth is the only option.
Video Consultations with TeleMed2U

PHC VideoTelehealth Program:

- Contracted with TeleMed2U
- Currently live in 23 locations
- Completed over 2,300 video consultations since program launch in 2014
- Grant incentives
Specialties

Current Specialties Available

- Dermatology
- Endocrinology
- ENT
- Hepatitis C Treatment
- Neurology
- Nutrition
- Orthopedics
- Pain Management
- Psychiatry
- Pulmonary
- Rheumatology

- Breast Health
- Cardiology
- Hematology/Oncology
- Hepatology
- HIV
- Infectious Disease
- Gastroenterology
- Physical Medicine & Rehabilitation
- Urology
TeleMed2U Specialty Utilization

Utilization by Specialty
Feb 2016 – Jan 2017

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Utilization</th>
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<tbody>
<tr>
<td>Dermatology</td>
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<td>Endocrinology</td>
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<tr>
<td>Hep-C</td>
<td>161</td>
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<tr>
<td>Neurology</td>
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</tr>
<tr>
<td>Psychiatry</td>
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<tr>
<td>Rheumatology</td>
<td>347</td>
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<tr>
<td>Pain Mgt</td>
<td>115</td>
</tr>
<tr>
<td>ENT</td>
<td>12</td>
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</tbody>
</table>
Average Time from Request of Appointment to Date of Visit by Specialty
Feb 2016 – Jan 2017

TeleMed2U Average Time to Care

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dermatology</td>
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<tr>
<td>Endocrinology</td>
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<tr>
<td>Hep-C</td>
<td>5</td>
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<tr>
<td>Neurology</td>
<td>7</td>
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<tr>
<td>Psychiatry</td>
<td>6</td>
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<tr>
<td>Rheumatology</td>
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</tr>
<tr>
<td>Pain Mgt</td>
<td>6</td>
</tr>
<tr>
<td>ENT</td>
<td>8</td>
</tr>
</tbody>
</table>
PHC eConsult Program:

- Contracted with Safety Net Connect to provide the eConsult platform
- Partnered with TeleMed2U to provide specialty eConsults
- Completed over 400 eConsults since program launch in 2/2016
eConsult Specialties

Current (TM2U)
- Endocrinology
- Dermatology
- Rheumatology
- Infectious Disease
- Neurology

Limited
- Neurology (Local specialist)
Specialty Access through eConsult

eConsult % Closures
Feb 2016 – Jan 2017

- Dermatology: 57% (Patient Needs Addressed)
- Endocrine: 36% (Refer F2F, includes telemedicine referral)
- Rheumatology: 43% (Patient Needs Addressed)
- Infectious Disease: 43% (Patient Needs Addressed)
- Neurology: 40% (Patient Needs Addressed)

Legend:
- Blue: Patient Needs Addressed
- Orange: Refer F2F (includes telemedicine referral)
Expected eConsult Benefits

What are the expected benefits?

- Faster access to specialty care
- Decrease in unnecessary or inappropriate specialty referrals
- Improved screening process for face to face appointments
- Broader scope of practice for the PCP
Telehealth and e-consult

The primary care perspective

Willard Hunter, MD
Medical Director
Open Door Community Health Centers
• FQHC since 1999
• Humboldt and Del Norte
• First site opened 1971
• Now: 13 clinics, and 3 mobile clinics, spread throughout counties
• ~50,000 patients a year
• 500-person staff

**Mission Statement**
Open Door Community Health Centers provides quality medical, dental and mental health care and health education to all regardless of financial, geographic or social barriers.

Open Door continually seeks to promote the development of a health care system which meets the needs and enhances the health to all members of our community.
• Patient and family perspective

• Provider perspective

Telehealth and e-consult benefits and daily operations
Getting started or scaling up: telehealth and e-consult tips
Telehealth

The specialty service perspective

Javeed Siddiqui, MD, MPH
Chief Medical Officer
TeleMed2U
TeleHealth Ecosystem

Health Plan

Primary Care Provider

Medical Specialists

TeleMed2U
Increasing Access to Healthcare
TeleHealth Ecosystem

Health Plan

TeleHealth Technologies

Primary Care Provider

Medical Specialists
Discussion

Please use chat to ask questions, add your perspectives
California Improvement Network News

- Recording of today’s session
- Recordings of other virtual encounters webinars
  - Top 10 ways to optimize patient portals
  - Texting outreach for patient engagement
- CHCF investments and insights: “telemedicine and technology” at www.chcf.org
- Medication-Assisted Treatment webinar series
- Partner Meeting Reports
  - Community partnerships
  - Payment models (April)
- Join the network www.chcf.org/cin