

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.



California
Health Care
Foundation

California
Improvement
Network Better Ideas
for Care Delivery

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

PHC & Telehealth



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

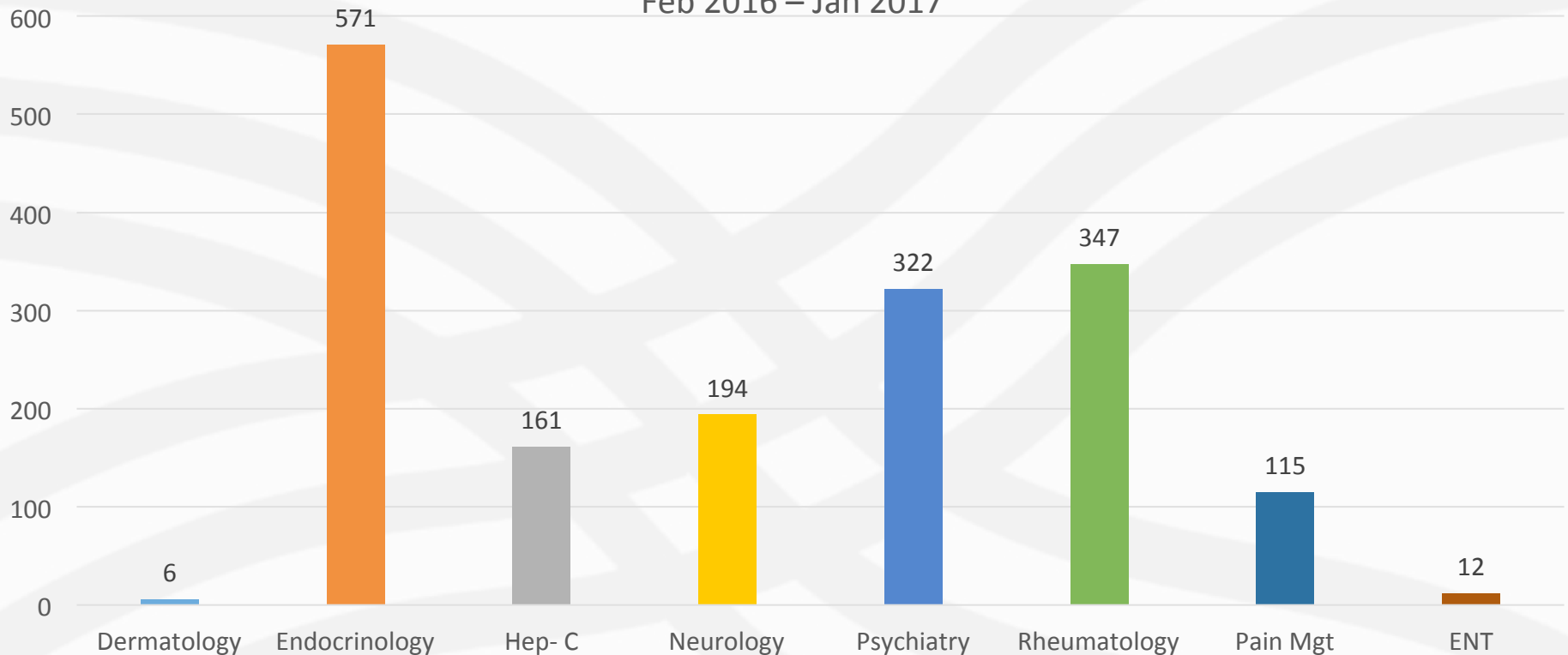
Current Specialties Available

- 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

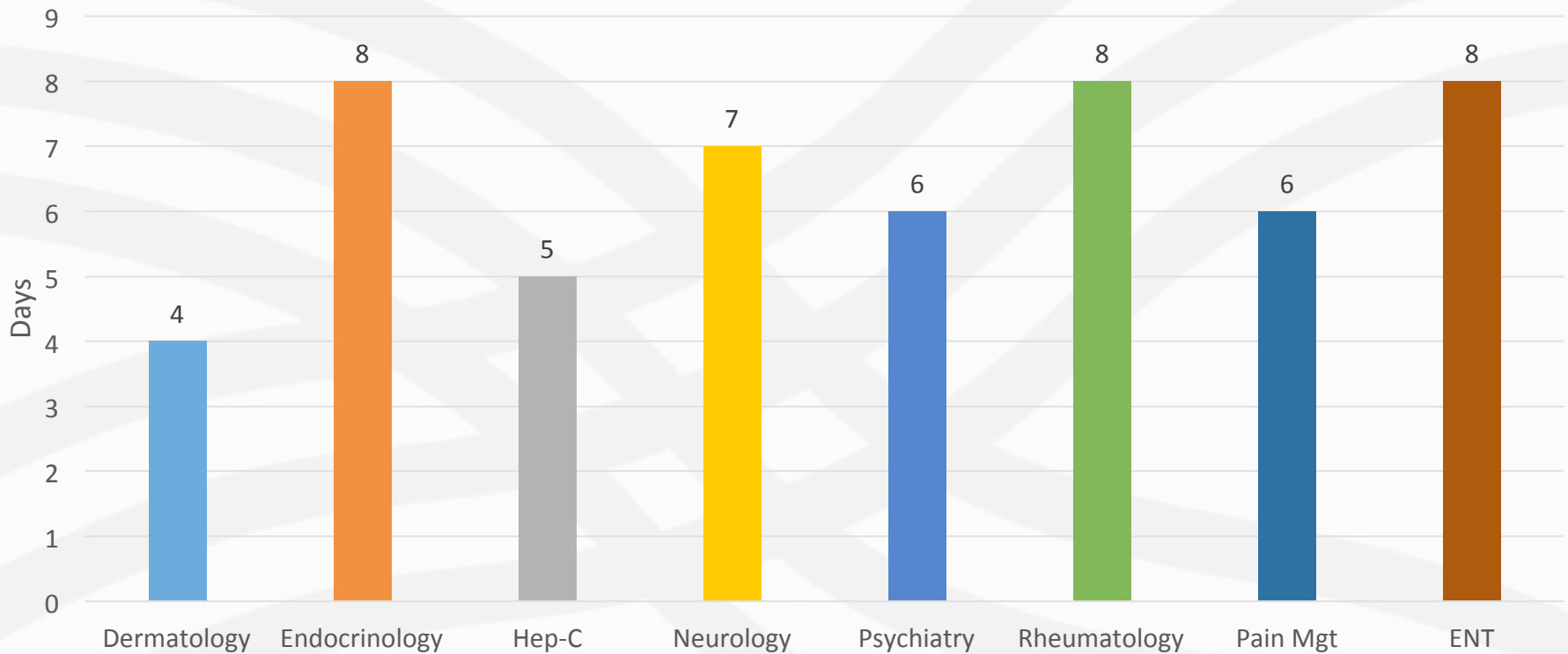
Utilization by Specialty

Feb 2016 – Jan 2017



TeleMed2U Average Time to Care

Average Time from Request of Appointment to Date of Visit by Specialty
Feb 2016 – Jan 2017



eConsult System

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)

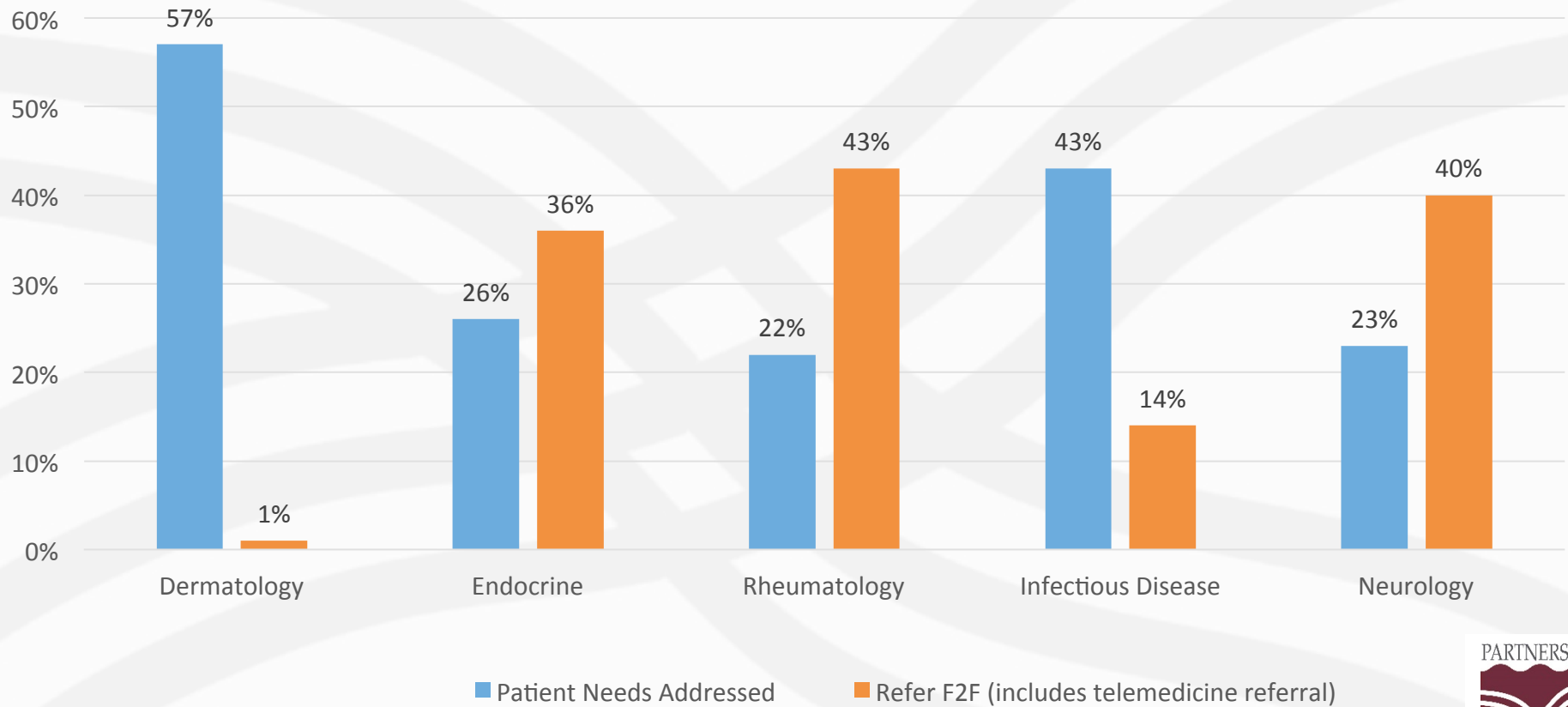
- Endocrinology
- Dermatology
- Rheumatology
- Infectious Disease
- Neurology

Limited

- Neurology (*Local specialist*)

Specialty Access through eConsult

eConsult % Closures
Feb 2016 – Jan 2017



Expected eConsult Benefits

What are the expected benefits?

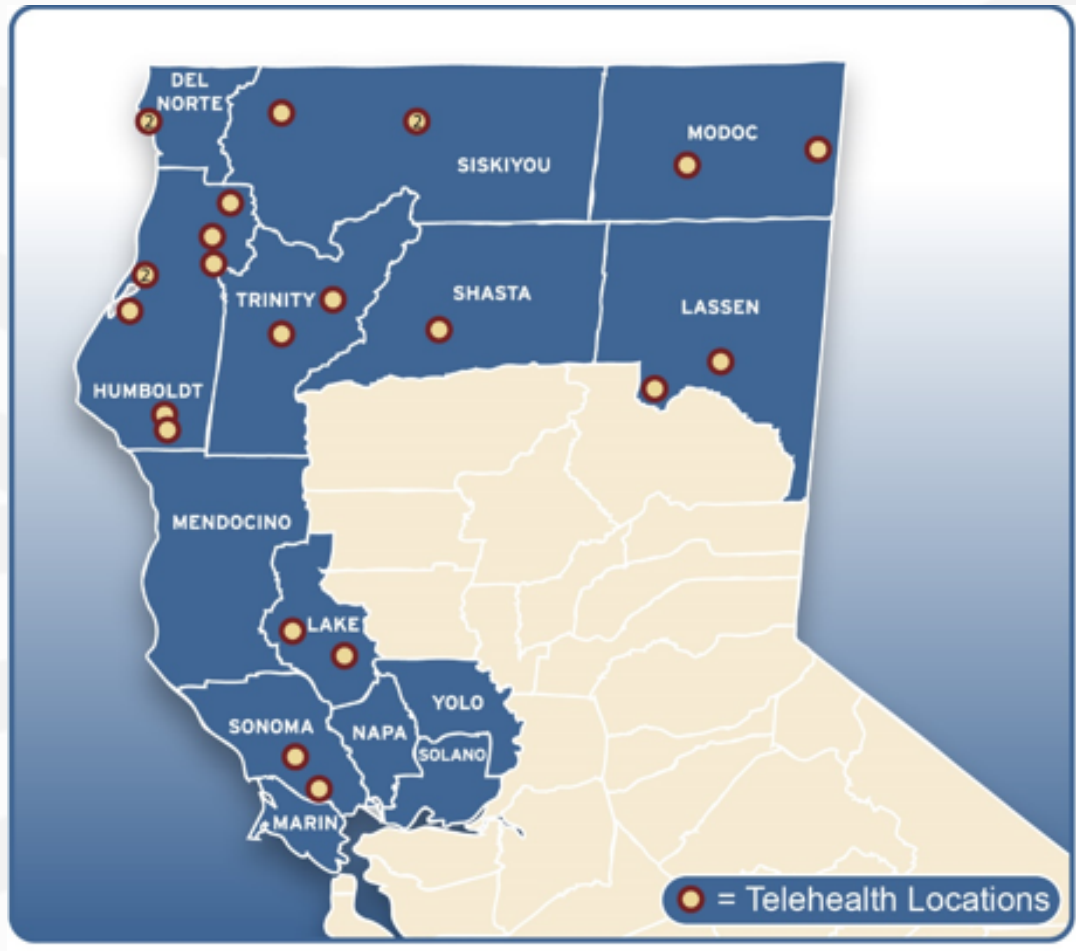
Faster access to specialty care

Decrease in unnecessary or inappropriate specialty referrals

Improved screening process for face to face appointments

Broader scope of practice for the PCP

Video & eConsult Sites



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.



Telehealth and e-consult benefits and daily operations

- **Patient and family perspective**
- **Provider perspective**

Getting started or scaling up: telehealth and e-consult tips



Telehealth

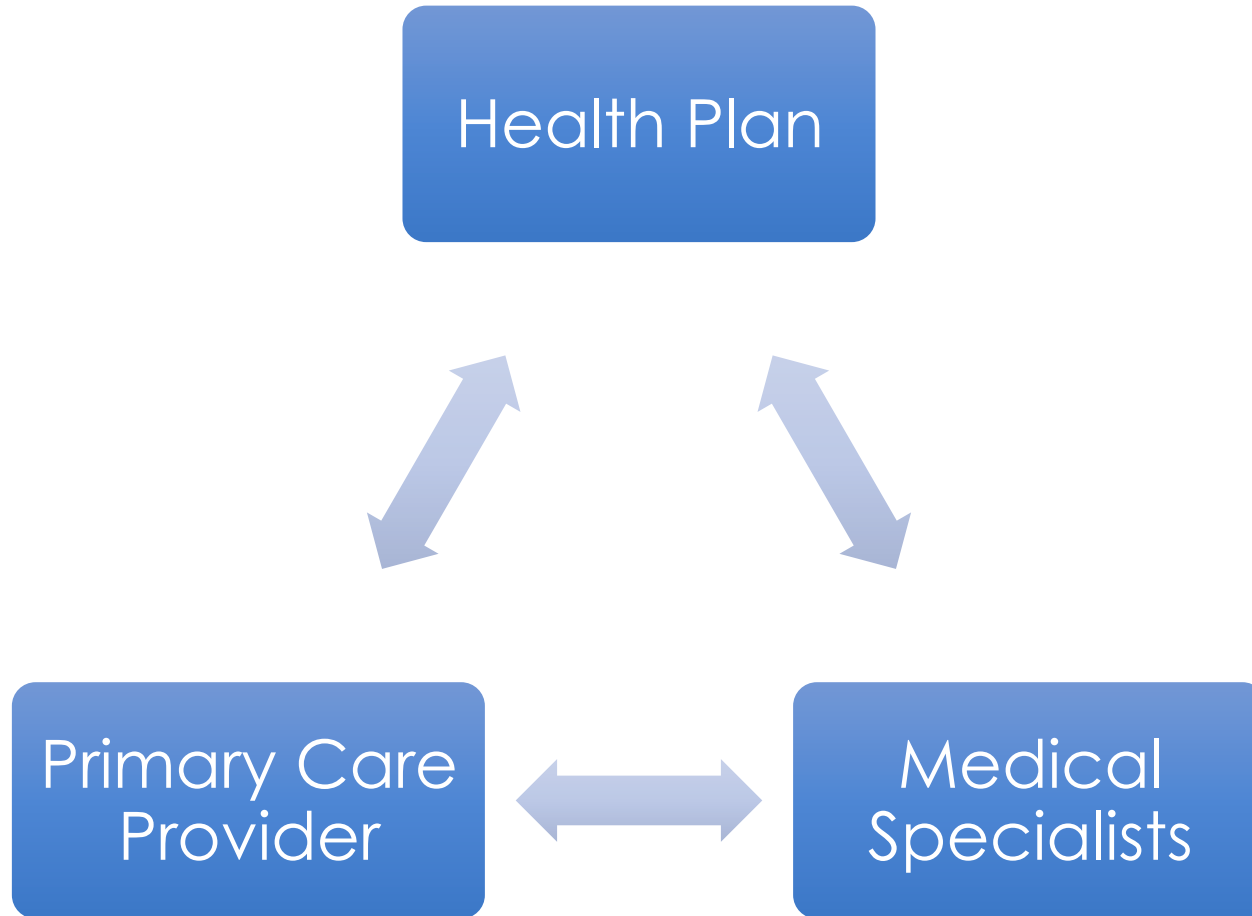
The specialty service perspective

Javeed Siddiqui, MD, MPH

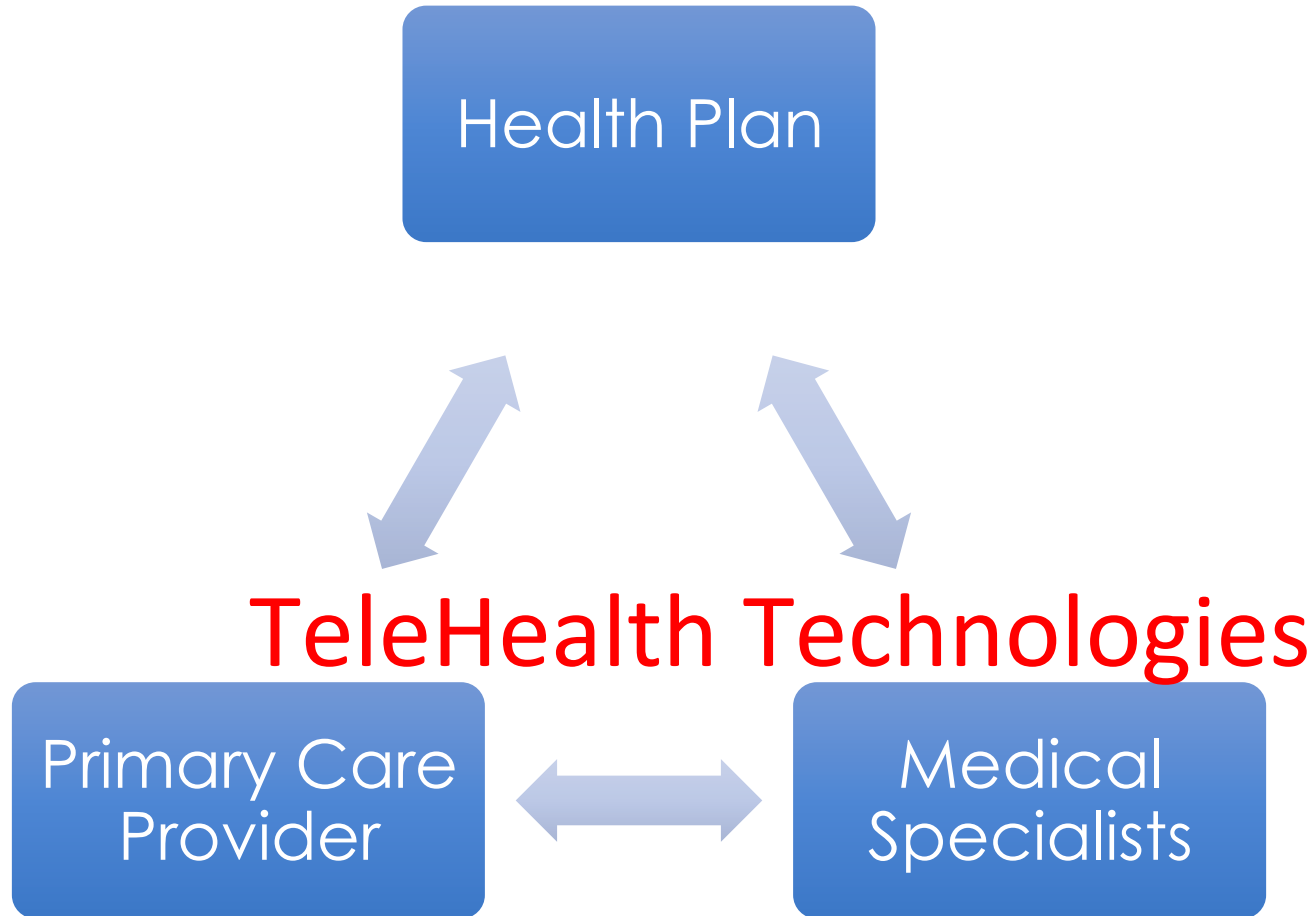
Chief Medical Officer

TeleMed2U

TeleHealth Ecosystem



TeleHealth Ecosystem



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

