

Webinar Background

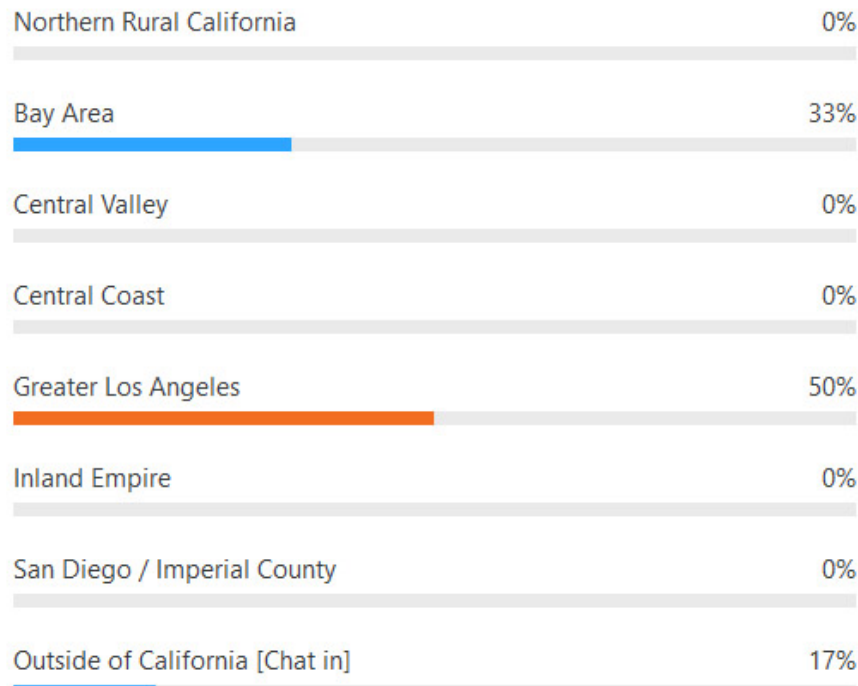
- Webinar title:
Adapting Care Delivery to the New Normal
- Date & time: Thursday, June 18, 1:00pm PST
- Target Audience:
 - IPA leaders and staff
 - Health Plans and other Partners were encouraged to join, listen and share
- Participants:
 - 41 unique attendees



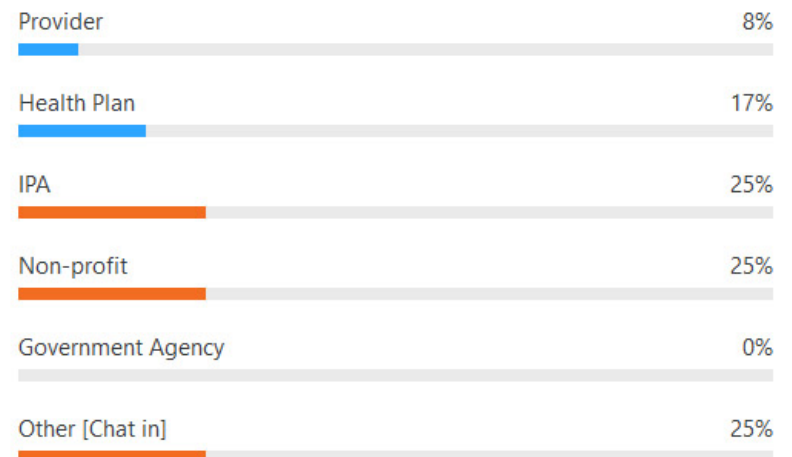
Poll: Who's in the (virtual) room?



From where are you dialing?



What type of organization are you part of?



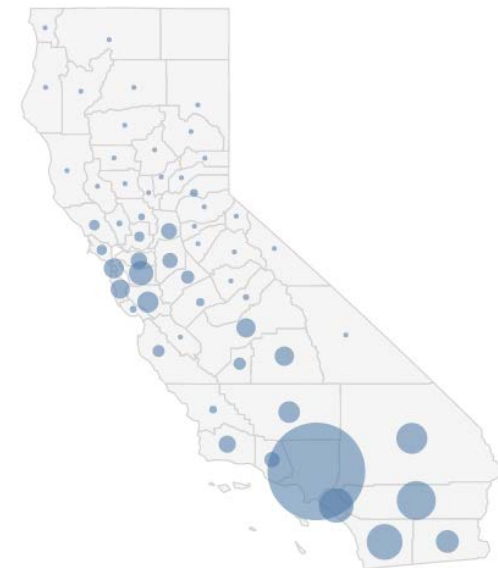
Re-opening: current status & resources

In-person visits to ambulatory care practices **have rebounded** since early April for all practice sizes
(source: [Commonwealth Fund](#))



California's regions have different caseloads and **local reopening guidance**
(source: [CA.Gov dashboard as of 6/14/20](#))

Positive Cases by County



Key **re-opening resources** for providers:

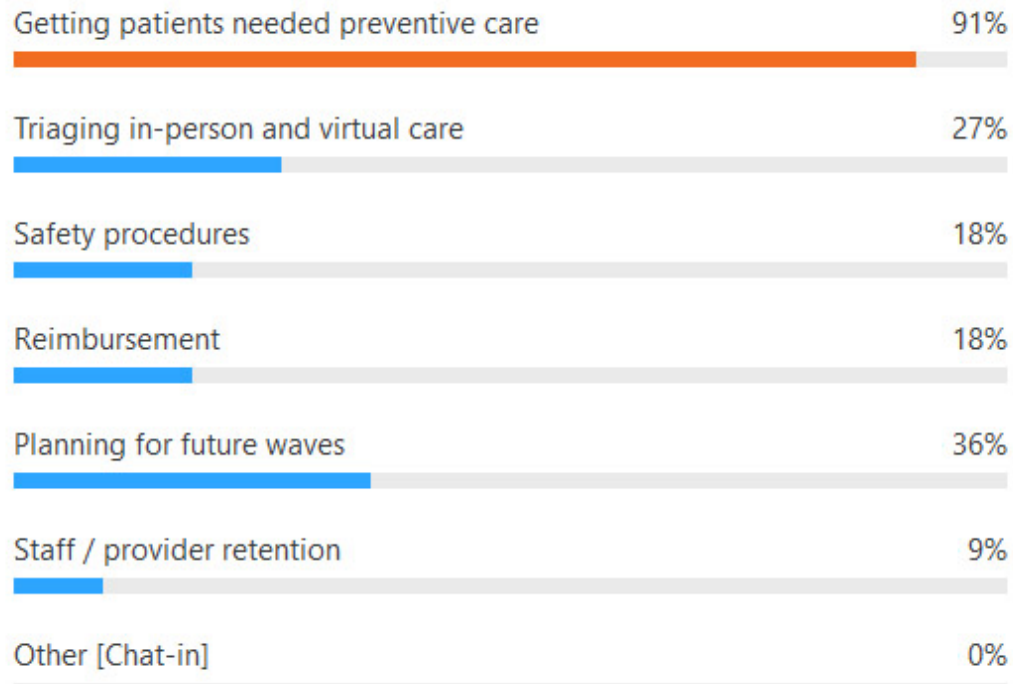
- [California Medical Association](#)
- [American Medical Association](#)
- [CA Dept of Public Health memo \(4/27/20\)](#)



Poll: Current Challenges



Of the following challenges, which are the **top two** your organization is currently facing?



Sharing and Learning: New Norm in Patient Care



What do you hope will be the “new norm” for patient care?

Responses:

- No barriers, either for clinicians or patients, to accessing virtual care when they want it
- 80/20, back to normal vs virtual
- In person care vs virtual
- improved integration of behavioral health and primary care
- I hope there will be a shift toward virtual engagement in a meaningful way to improve the experience and outcomes



Today's Guest Speaker



Steven Davis, DO
Private Practice Family Physician
San Dimas, California



Peer Sharing

- Describe your practice and your region's current COVID -19 status.
- How has your practice adopted telehealth?
- What care services are you open for in-person and which ones are still being provided virtually?
- Is there pre-visit screening before an in-person visit or is all being done onsite?
- What services deferred during shelter-in-place are you providing? How are you prioritizing and scheduling this care?
- How has your office physical space and workflows changed to promote social distancing?
- How are you addressing workforce fatigue, stress, fears and anxieties?

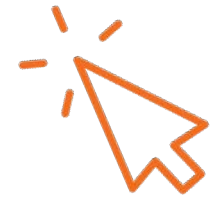


Steven Davis, DO

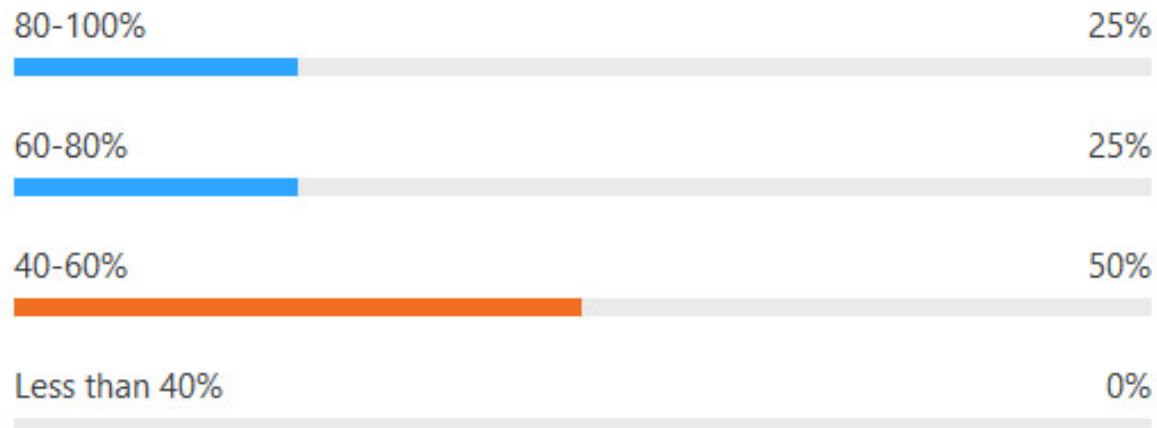
Private Practice Family Physician
San Dimas, California



Sharing and Learning: Virtual and In-person Visits



What is your total visit (both face to face and telehealth) volume, compared to pre COVID-19 volume?



Sharing and Learning: Virtual and In-person Visits



We know in-person visits are still down substantially. What are you hearing from patients about the reasons why they are not wanting face-to-face visits?

Responses:

- From family members: Scared of getting the virus; my dad has discovered the joy of virtual visits and now prefers it
- More convenient to have telehealth; scared of catching COVID; MD not offering in-person visits
- Afraid of getting sick and not wanting to potentially expose themselves to COVID especially for those with chronic conditions



Sharing and Learning: Virtual and In-Person Planning



How does your organization determine who gets a face-to-face visit versus a telehealth visit (e.g. risk stratification, an algorithm, other)?

Responses:

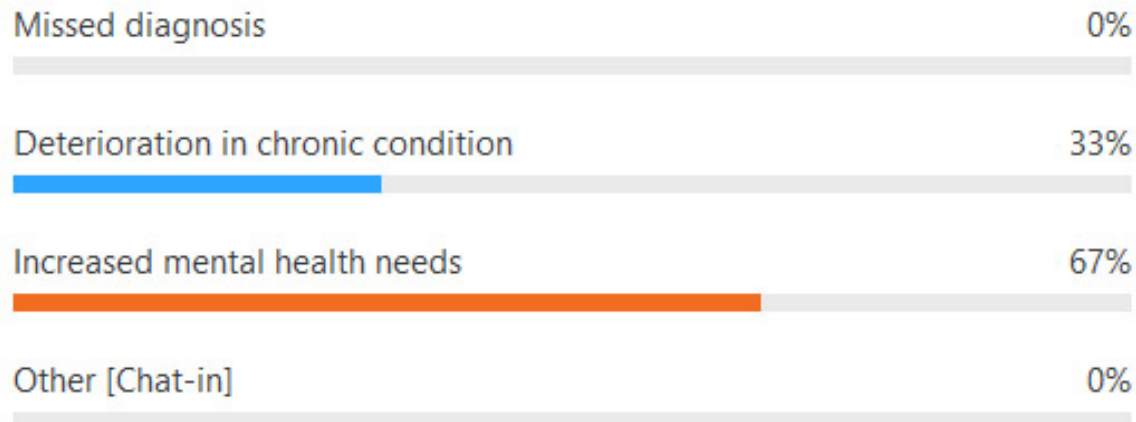
- Provider triages, clinical judgment given known risk factors
- Delayed diagnosis



Poll: In-Person Visits



What are you observing when patients come for an in-person visit?



Sharing and Learning: Staff and Care Team Support



How are you motivating and supporting staff and care teams at your organization to be resilient during this new phase of the challenge?

Responses:

- Plan to have small plaques made and have a COVID 2020 “You are heroes” event
- Having weekly zoom check-in meetings that staff can join in order to get updates from the management team and share any concerns they may have



Thank you!

Stay Connected to CQC

- [Register](#) for CQC's upcoming webinar
Accelerating Integrated Care: Align Payment
Wed. 6/24, 11:00am – 12:00pm PST
- Visit our **COVID-19 Resources** at
calquality.org/resources/covid-19-resources
- If you have questions, want to register for our newsletter,
or would like more information,
email us at cqcinfo@calquality.org

