

Webinar Background

- Webinar title:
Resilient Primary Care: Optimize Virtual Chronic Disease Care
- Date & time: Thursday, August 6, 11:00am PDT
- Target Audience:
 - Front line providers and care teams, IPA leaders and staff
 - Health plans and other technical assistance partners were encouraged to join, listen and share
- Participants
 - 28 unique attendees

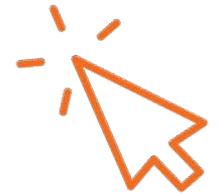


Webinar Resources Shared

- Addressing patients' connectivity & broadband needs
 - [NEJM Catalyst](#), "Addressing Equity in Telemedicine for Chronic Disease Management During the Covid-19 Pandemic" (5/4/20)
- Understanding patients' needs and increasing engagement
 - [PFCC Partners](#) - Share methods, successes, and challenges for sustainable Patient Family engagement structures across the healthcare continuum
- Identifying opportunities for telehealth improvement
 - [New York Times](#), "Is Telemedicine Here to Stay?" (8/3/20)

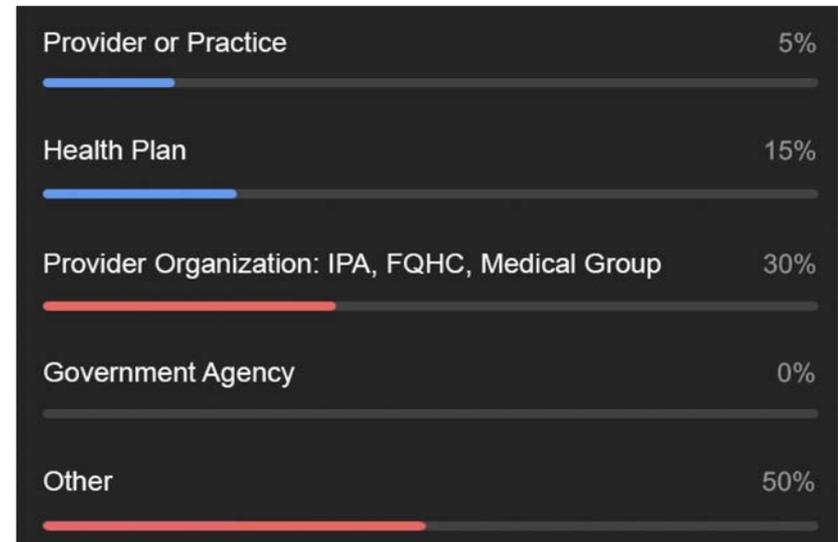
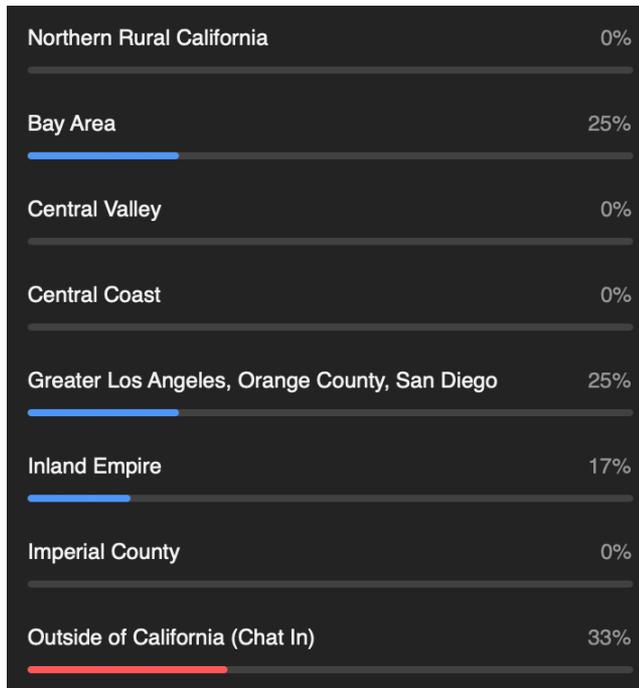


Poll: Who's in the (virtual) room?



From where are you dialing?

What type of organization do you represent?



Resilient Primary Care

- CQC's "Resilient Primary Care" series supports high quality, patient-centered primary care through the impacts of COVID-19 and beyond
- Build and strengthen your internal capacity through:



Peer sharing



Building blocks of high-performing primary care



Hearing from successful practices

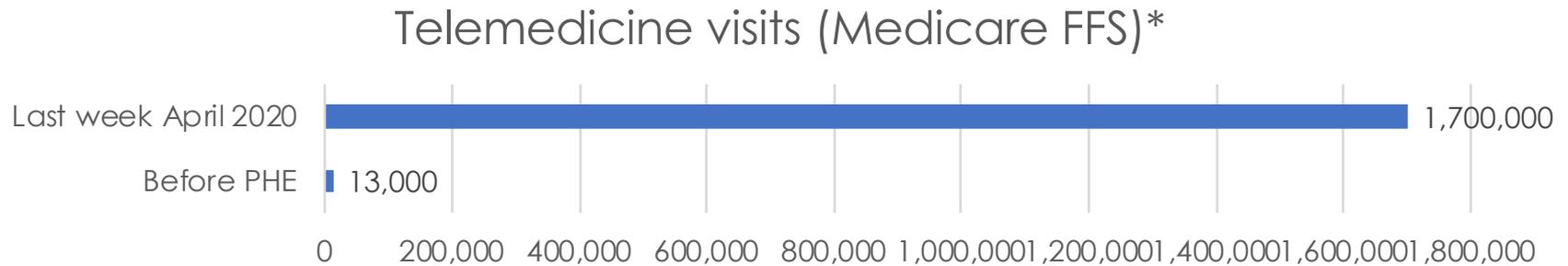


Health care innovations

- At the end of this this webinar, please share your ideas for future topics



Current State



During these unprecedented times, telemedicine has proven to be a lifeline for health care providers and patients. The rapid adoption of telemedicine among providers and patients has shown that **telehealth is here to stay**. *

Seema Verma,
Administrator,
Centers for
Medicare and
Medicaid Services,
07/15/20



*Source: 07/15/20, Health Affairs, "Early Impact of CMS Expansion of Medicare Telehealth During COVID-19"

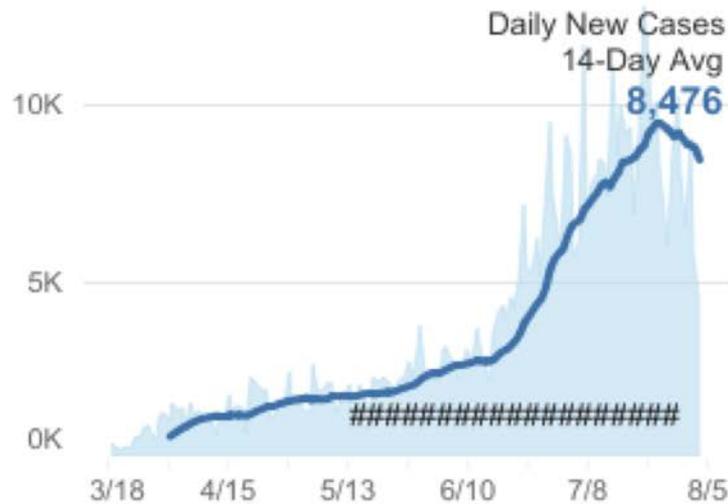


Current State cont.

519,427

Positive Cases

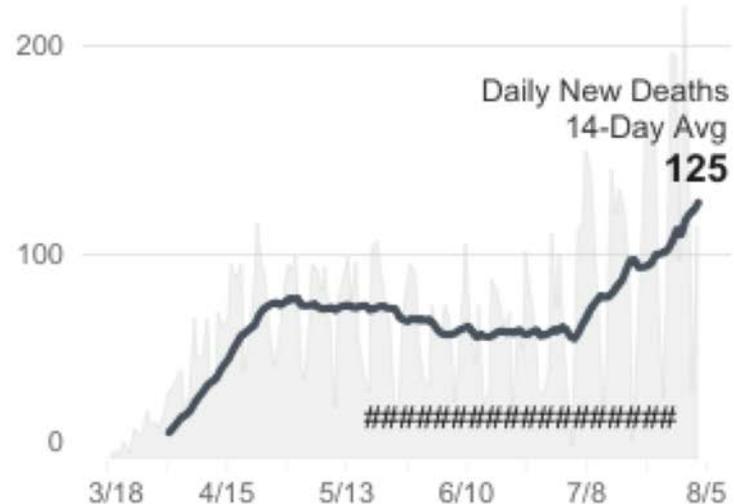
+4,526 New Cases
+0.9% Increase



9,501

Total Deaths

+113 New Deaths
+1.2% Increase



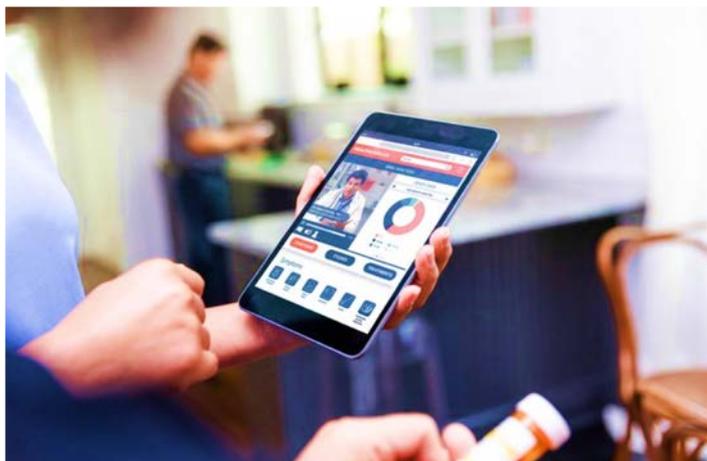
*[Source](#): CA.GOV COVID-19 State Update, accessed 08/04/20



Current Requirements, Future Possibilities

What's necessary today

- Address backlog of deferred patient needs
- Keep COVID-19 high-risk patients with chronic conditions healthy
- Ensure safety for staff and patients



The opportunity

- Maintain gains in telehealth and increase use for most impact (e.g., chronic care)
- Pilot and spread new virtual modalities (e.g., group visits)
- Improve access, lower costs, support better health



Poll:

Is Virtual Care a Strategic Priority?



To what degree is virtual care for chronic disease integrated in your organization's strategy?



Lessons from an (Emerging) Field

Spotlight on:

Tera Practice (presented on [04/30/20 CQC](#) webinar)

- Virtual First, Full Service Primary Care launched 2018
- 95% care virtual (secure messaging, telephone, video); in-person
- Chronic conditions with health coaching
- Panel management using frontline developed data reports
- Virtual mental health integration



Lessons: Building Virtual Care

- **Lesson 1:**
A lot of care & high-risk care is amenable to virtual management
- **Lesson 2:**
Patients adopt technology when they understand the value - convenience
 - An acute visit can provide the right motivation
- **Lesson 3:**
98% of care is around a good history
 - Video is not always needed
 - Can build initial rapport



Lessons: Building Virtual Care

- **Lesson 4:**

It takes a (virtual) team

- Can increase access to specialists and behavioral health providers



- **Lesson 5:**

Engage caregivers (virtually)

- Ensure caregivers have proxy access & follow-up information



- **Lesson 6:**

Be creative and flexible in utilizing virtual tools

- Ideas: virtual pill counts



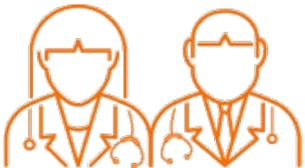
Lessons: Optimizing Virtual Chronic Care



- Early access → improved chronic condition management
 - If you lower barriers to accessing care, patients will present earlier and more often, preventing downstream complications



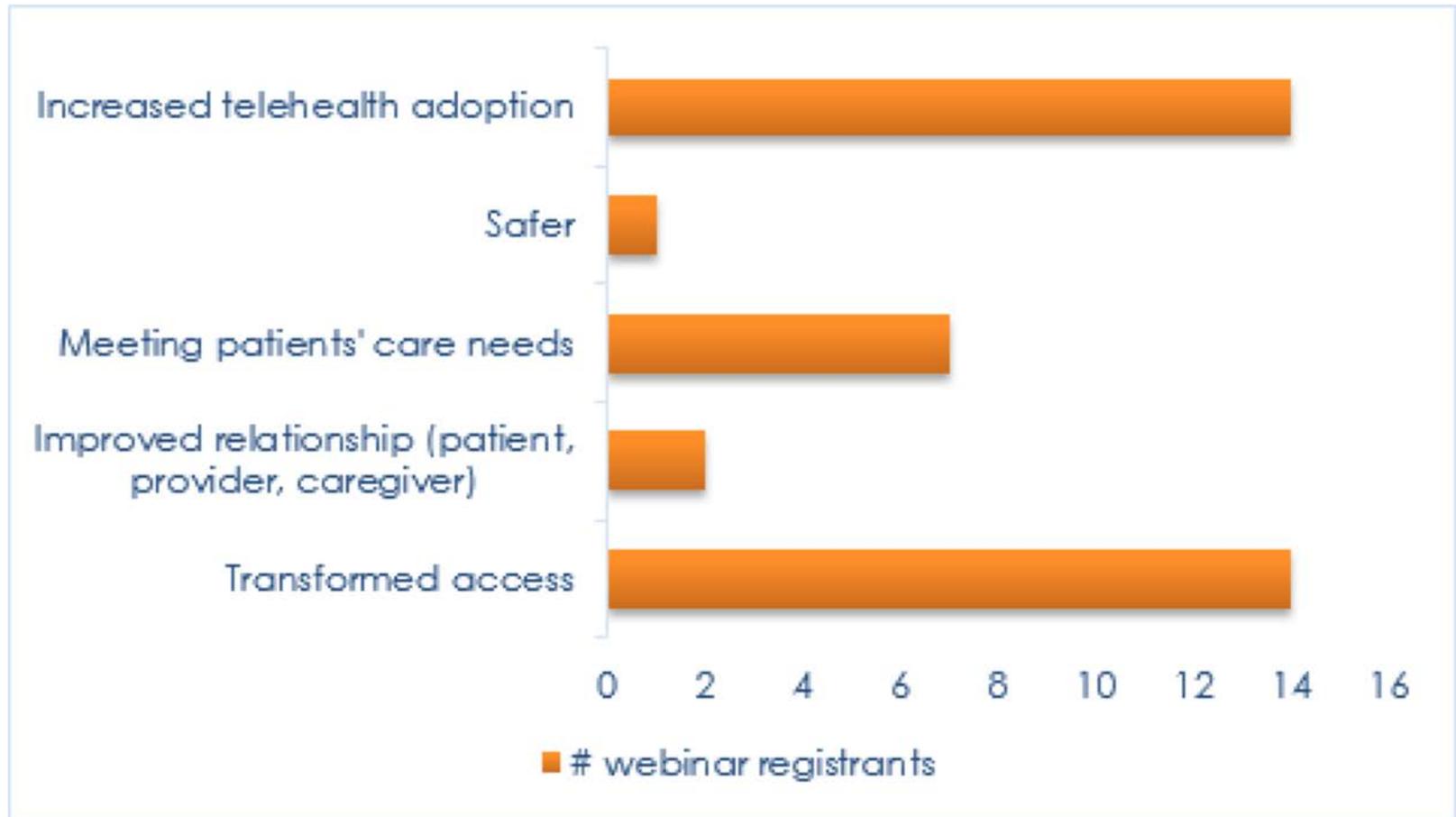
- Build in time proactively to support patients testing and using technology



- Leverage the entire care team
 - Re-visit virtual workflows to ensure entire team is supporting virtual visit (technical testing, pre-visit screening and rooming follow-up)



What's Working for You: Virtual Chronic Care



What's Necessary?

Engaged Leadership

- Quality improvement focus: use of aim statement
- Strong change management approach

Telehealth Operations

- Telehealth is as strategic priority
- High quality documentation & reimbursement
- Successful technology
- Seamless operational support

Patient Engagement

- Collect real-time feedback, especially on telehealth experience
- Shared Decision-Making

Data Driven Improvement

- Strong data systems to collect information related measures
- Data shared widely and transparently
- Actionable data displays

Team Based Care and Virtual Workflows

- High-functioning virtual care team roles for hybrid clinical settings
- Use of standing orders
- Effective virtual workflows, including virtual/in-person clinical decision analysis

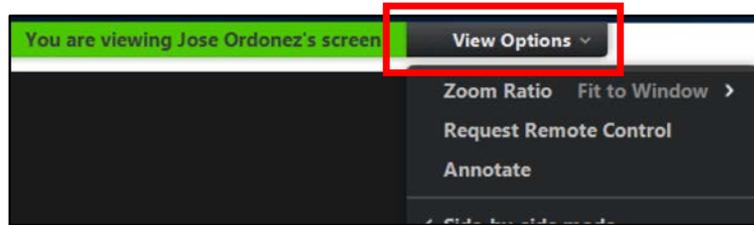
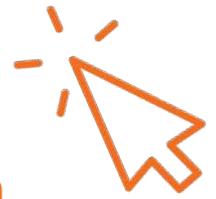
Population Management for Chronic Disease

Successful virtual use of:

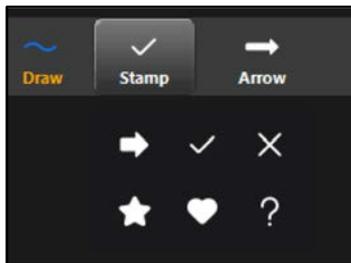
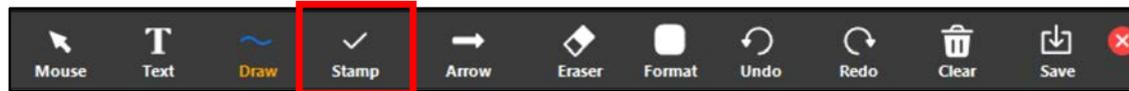
- Empanelment
- Continuity of Care
- Population Management
- Care coordination & Transitions of care
- Behavioral Health Integration



Virtual Dot Voting!

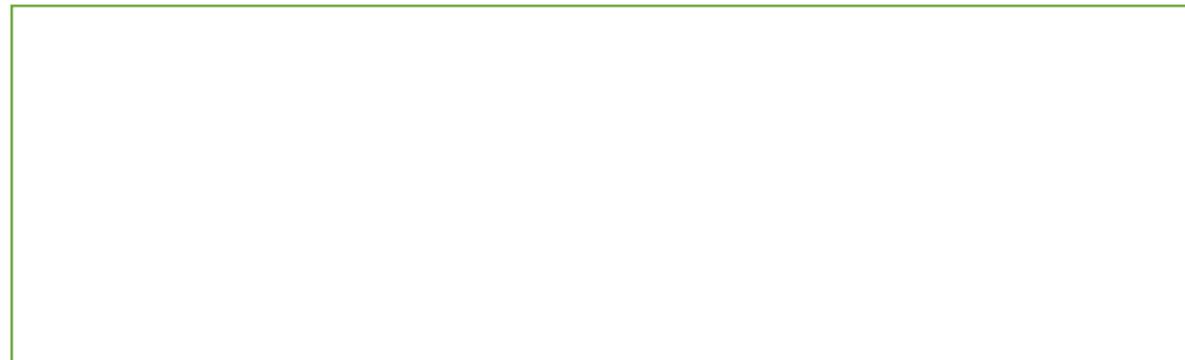


At the top of your screen, select **View Options**, then click on **Annotate**. The following toolbar will appear.

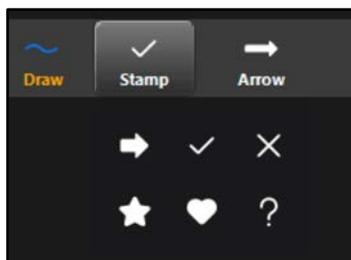
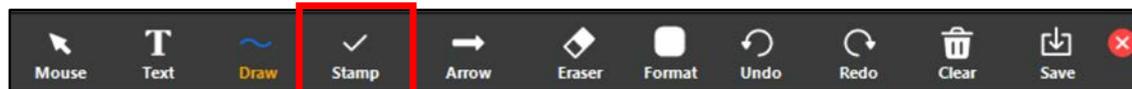
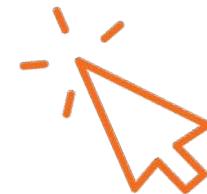


Select **Stamps** to change your shape to place within the voting area

Let's try it!
Place one stamp of your choice in box to right



Virtual Dot Voting! Activity



→ Select Stamps to change your shape to place within the voting area



Activity Instructions

- We will go through three rounds of voting on 3 topics
- Each round, you get three votes

Topics are:

1. Where you are **doing well in** virtual chronic care as an organization
2. Where **you could use improvement** in virtual chronic care as an organization
3. Where you need **outside assistance** in virtual chronic care





Round 1 (Each round, you get three votes)

1. Where you are **doing well in** virtual chronic care as an organization

Engaged Leadership	
<ul style="list-style-type: none">• Quality improvement focus: use of aim statement• Strong change management approach	

Data Driven Improvement	
<ul style="list-style-type: none">• Strong data systems to collect information related measures• Data shared widely and transparently• Actionable data displays	

Telehealth Operations	
<ul style="list-style-type: none">• Telehealth is as strategic priority• High quality documentation & reimbursement• Successful technology• Seamless operational support	

Team Based Care and Virtual Workflows	
<ul style="list-style-type: none">• High-functioning virtual care team roles for hybrid clinical settings• Use of standing orders• Effective virtual workflows, including virtual/ in-person clinical decision analysis	

Patient Engagement	
<ul style="list-style-type: none">• Collect real-time feedback, especially on telehealth experience• Shared Decision-Making	

Population Management for Chronic Disease	
Successful virtual use of: <ul style="list-style-type: none">• Empanelment• Continuity of Care• Population Management• Care coordination & Transitions of care• Behavioral Health Integration	





Round 2 (Each round, you get three votes)

2. Where **you could use improvement** in virtual chronic care as an org

Engaged Leadership	
<ul style="list-style-type: none"> Quality improvement focus: use of aim statement Strong change management approach 	

Data Driven Improvement	
<ul style="list-style-type: none"> Strong data systems to collect information related measures Data shared widely and transparently Actionable data displays 	

Telehealth Operations	
<ul style="list-style-type: none"> Telehealth is as strategic priority High quality documentation & reimbursement Successful technology Seamless operational support 	

Team Based Care and Virtual Workflows	
<ul style="list-style-type: none"> High-functioning virtual care team roles for hybrid clinical settings Use of standing orders Effective virtual workflows, including virtual/ in-person clinical decision analysis 	

Patient Engagement	
<ul style="list-style-type: none"> Collect real-time feedback, especially on telehealth experience Shared Decision-Making 	

Population Management for Chronic Disease	
Successful virtual use of: <ul style="list-style-type: none"> Empanelment Continuity of Care Population Management Care coordination & Transitions of care Behavioral Health Integration 	





Round 3 (Each round, you get three votes)

3. Where you need **outside assistance** in virtual chronic care

Engaged Leadership	
<ul style="list-style-type: none"> • Quality improvement focus: use of aim statement • Strong change management approach 	

Data Driven Improvement	
<ul style="list-style-type: none"> • Strong data systems to collect information related measures • Data shared widely and transparently • Actionable data displays 	

Telehealth Operations	
<ul style="list-style-type: none"> • Telehealth is as strategic priority • High quality documentation & reimbursement • Successful technology • Seamless operational support 	

Team Based Care and Virtual Workflows	
<ul style="list-style-type: none"> • High-functioning virtual care team roles for hybrid clinical settings • Use of standing orders • Effective virtual workflows, including virtual/ in-person clinical decision analysis 	

Patient Engagement	
<ul style="list-style-type: none"> • Collect real-time feedback, especially on telehealth experience • Shared Decision-Making 	

Population Management for Chronic Disease	
Successful virtual use of: <ul style="list-style-type: none"> • Empanelment • Continuity of Care • Population Management • Care coordination & Transitions of care • Behavioral Health Integration 	



Summary of Responses: Dot Voting

Engaged Leadership <ul style="list-style-type: none">• Quality improvement focus: use of aim statement• Strong change management approach	 Doing well	Data Driven Improvement <ul style="list-style-type: none">• Strong data systems to collect information related measures• Data shared widely and transparently• Actionable data displays	 Needs improvement
Telehealth Operations <ul style="list-style-type: none">• Telehealth is as strategic priority• High quality documentation & reimbursement• Successful technology• Seamless operational support	 Doing well  Needs improvement	Team Based Care and Virtual Workflows <ul style="list-style-type: none">• High-functioning virtual care team roles for hybrid clinical settings• Use of standing orders• Effective virtual workflows, including virtual/ in-person clinical decision analysis	 Needs assistance
Patient Engagement <ul style="list-style-type: none">• Collect real-time feedback, especially on telehealth experience• Shared Decision-Making	 Needs improvement	Population Management for Chronic Disease <p>Successful virtual use of:</p> <ul style="list-style-type: none">• Empanelment• Continuity of Care• Population Management• Care coordination & Transitions of care• Behavioral Health Integration	 Needs improvement  Needs assistance

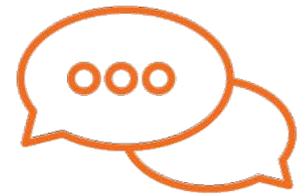


Webinar Key Take-Aways: Dot Voting

- Participants felt their leaders
 - Are engaged
 - Can leverage internal momentum to improve even further how they engage patients, strengthen telehealth operations, and use data to drive improvement
- Participants need external assistance to:
 - Guide the use of virtual tools for more impactful population management and team-based care
 - Allow them to sustain effective tele-health beyond the current emergency



Sharing and Learning: Discussion Questions

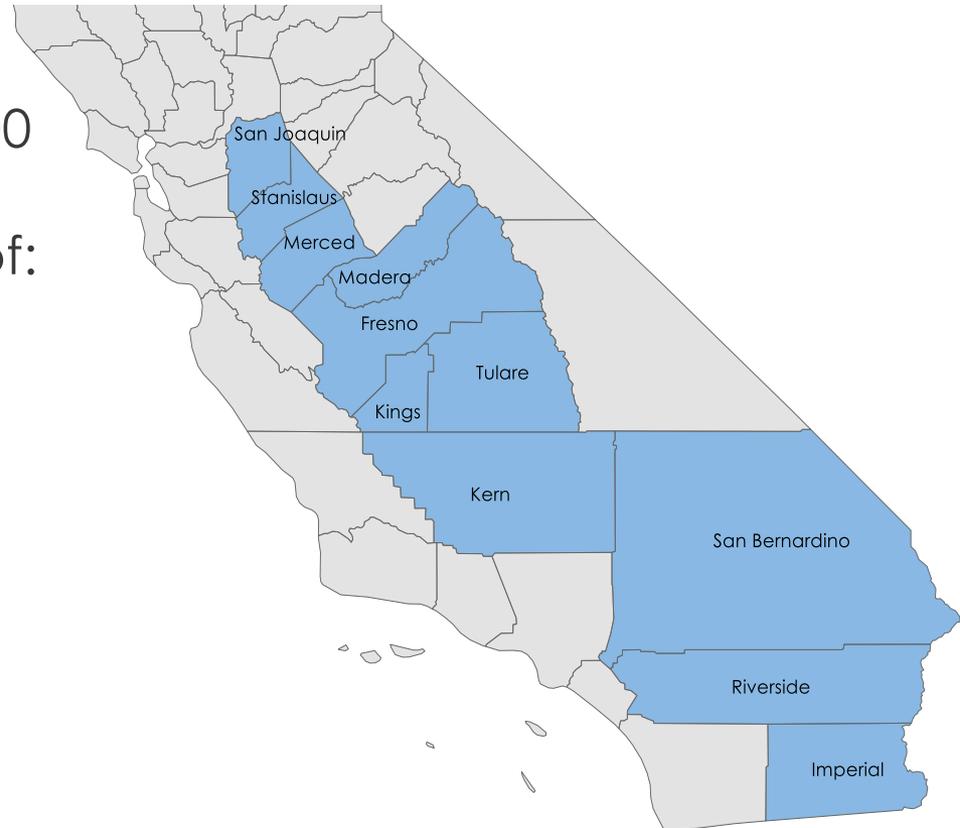


- What is your organization doing currently to improve in these areas?
- How are you understanding and tracking patients' barriers to virtual care?
- How are your organizations providing resources to patients needing broadband or access to digital tools?
- How are you supporting patients around behavioral change virtually?



What is the CalHIVE Network?

- **CalHIVE (Health. Impact. Value. Engagement.) Network**, is an improvement collaborative and technical assistance program designed to improve clinical outcomes for patients with chronic conditions by fully optimizing the tools of virtual health care.
- CalHIVE will engage 1,500 primary care clinicians focused on the regions of:
 - The Central Valley
 - The Inland Empire
 - Imperial County
- 2-year program to begin October 2020



Why Participate?

Our aim for this initiative is to:

- Improve clinical outcomes and reduce variation within participating organizations for patients with diabetes & asthma
- Maximize telehealth operations to support sustainable management of chronic conditions
- Adopt a measurement plan for telehealth quality & monitoring



Program Offerings



Learning Events & Activities

- Live webinars with experts and peers
- On-demand recorded videos and tools
- Program website
- Network of peers
- In person meetings (when safe to do so)



Improvement Advising

- Coaching for teams and leaders
- Development of practice engagement plans
- Technical skill-building
- Sustainability planning



Data Insights

- Data analysis calls/video conferences as-needed
- Identification of gaps in data systems and capabilities
- Performance analysis across network
- Education on telehealth quality measures

Successful participation looks like...



- **Senior Leadership Support:** Participating teams must have the explicit support and engagement of their senior leadership
- **Project Resources:** A project leader who will oversee the activities of the team and is provided the time and resources to succeed
- **Improvement Team:**
A multidisciplinary improvement team of 4 to 6 members
- **Support for Measurement and Data Infrastructure:**
A designated data lead to tackle the challenges of securing consistent and accurate data
- **Existing Telehealth Infrastructure:** Organizations should have a telehealth product they intend to use long-term



Interested in Participating?



- Please email Michael Au: mau@pbgh.org
- We will be finalizing participants in September to begin in October
- Visit the CalHIVE Webpage calquality.org/programs/calhive
- Download the [CalHIVE Program Prospectus](#)
- There are no fees to participate in this collaborative, due to the generous funding provided by CVS Aetna and the California Health Care Foundation (CHCF).



Questions/Answers

Type your questions or comments in the chat box



- What is your organization doing currently to improve in these areas?
- How are you understanding and tracking patients' barriers to virtual care?
- How are your organizations providing resources to patients needing broadband or access to digital tools?
- How are you supporting patients around behavioral change virtually?

Thank you!

Stay Connected to CQC

- Visit the CalHIVE Webpage at calquality.org/programs/calhive or contact Michael Au at mau@pbgh.org
 - Download the [CalHIVE Program Prospectus](#)
- Save the date for our next Resilient Primary Care webinar on primary and maternity care integration (Thurs. 10/22)
- If you have questions, want to register for our newsletter, or would like more information, email us at cqcinfo@calquality.org

