Idaho Telehealth for Primary Care Clinics Evaluation and Monitoring

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Idaho Telehealth Webinar Series

**Purpose:** In alignment with SHIP, provide a telehealth curriculum to primary care practices to enhance capacity in specialty care and behavioral health service delivery.

- Wednesday Sept. 28\(^{th}\) - Demand Analysis
- Tuesday October 11\(^{th}\) - Readiness Self-Assessment
- Wednesday November 2\(^{nd}\) - Reimbursement, Billing and Coding
- Tuesday November 8\(^{th}\) - Equipment Selection
- Wednesday December 14\(^{th}\) - Program Development
- **Tuesday, January 10\(^{th}\)** - Evaluation and Monitoring

*All webinar recordings can be accessed on the Idaho SHIP website.*
Learning Objectives

• Review Telehealth Webinar Series and Roadmap to Telehealth Adoption in Primary Care
• Share telehealth program evaluation examples from the field.
• Idaho Telehealth Webinar Summary and Next Steps
• Q&A
HMA: Our Firm

- We are a leading independent, national health care research and consulting firm providing technical and analytical services.
- We specialize in publicly-financed health programs, system reform and public policy.
- We work with purchasers, providers, policy-makers, program evaluators, investors and others.
- We are currently participating in the implementation of the SHIP through the PCMH Transformation component.
What is Telehealth?

A comprehensive overview is available under “helpful links” within this link: http://ship.idaho.gov/WorkGroups/TelehealthCouncil/tabid/3059/Default.aspx
Roadmap to Telehealth Adoption in Primary Care

- Determine need in practice or community
- Evaluate external barriers
- Establish SMART goals
- Assess financial impact/ROI
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- Evaluate technology and equipment requirements
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- Patient engagement and community marketing
- Evaluation
- Pulling it all together: Business Plan or Project Charter
Roadmap to Telehealth Adoption in Primary Care

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Demand Analysis
September 28, 2016 webinar and tool

Demand Analysis For Primary Care Clinics
September 28, 2016
Defining and measuring outcomes will help to establish and share the success of the program and indicate opportunities for improvement.

Do you have any specific clinical outcome expectations you would like to see with telehealth? If so, list them:

☐ YES ☐ PARTIAL ☐ NO

Do you have any utilization or cost impact outcomes you would like to achieve with telehealth? If so, list them:

☐ YES ☐ PARTIAL ☐ NO

Do have any staff satisfaction outcomes you would like to achieve with telehealth? If so, list them:

☐ YES ☐ PARTIAL ☐ NO

Do you conduct patient satisfaction surveys? Can these surveys be utilized for telehealth visits?

☐ YES ☐ PARTIAL ☐ NO
Previous Webinars

• What kind of reimbursement is available?
• How might state regulations affect your program?
• What specialty care providers are available and interested in a telehealth partnership?
• What patients would be eligible to participate?
• Do you have space for telehealth equipment?
• What vendor or technology would be most beneficial?
• Do you have dedicated financial and staff resources available?
Evaluation Overview

What does a successful telehealth program look like?

What do we aim to accomplish?

Ultimately we want to improve patient outcomes:

• Increase patient access to care – primary, specialty, behavioral health
• Reduce time delays in delivery of care
• Reduce patient length of stay
• Reduce unnecessary patient/provider transport
• Increase patient and provider satisfaction, aka reduce patient and provider burnout
• Deliver measurable value
Evaluation and Monitoring

In order to demonstrate success, you need to measure it.

- **Purpose:** To measure, assess and continuously improve your telehealth program.

- **Steps for Implementation:**
  - Step 1: Assemble an evaluation team
  - Step 2: Define measures
  - Step 3: Establish baseline data
  - Step 4: Track and monitor data on a regular basis and identify areas for improvement
  - Step 5: Disseminate results
Step 1: Assemble the Team

- Those responsible for the development and implementation of the Evaluation and Monitoring Plan.
- Establish a small group specific to your telehealth pilot program or build upon your current teams.
  - Evaluation or Quality Improvement – integrate telehealth measures into overall clinic measure slate.
- Core members: Clinic/QI Manager, Provider Champion, Data/Reporting Specialist.
  - Additional options: Representative from the specialty care practice, vendor
Step 1: Assemble the Team

Survey Question:

• Does your site currently have a Quality Improvement or Quality Management Team or Committee?
  – Yes
  – No
Step 2: Define Telehealth Measures

Clearly determine how you will monitor program performance. 
Distribute to staff and partners.

Types of Measures

- The Institute for Healthcare Improvement (IHI) Triple Aim
  - Population Health - What clinical outcomes do you expect?
  - Cost per Capita - What utilization/cost impacts would you like to achieve?
  - Experience of Care - Do you have a method for measuring patient satisfaction with telehealth?

- Process vs. Outcome
- Short-term vs. Long-term
## Step 2: Define Telehealth Measures

<table>
<thead>
<tr>
<th>Domains*</th>
<th>Data Collection and Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Care</td>
<td>Timely receipt of health services; access to health services from those living in rural communities; access to health services from those living in medically underserved areas; access to appropriate health specialists based on the need of the patient; access to patients that need specialized healthcare services.</td>
</tr>
<tr>
<td>Cost</td>
<td>The cost of telehealth for providers as opposed to the alternative; the costs of telehealth for public and private payers; efficient use of services for the patient; difference in cost per service and/or episode of care.</td>
</tr>
<tr>
<td>Cost-Effectiveness</td>
<td>Effect of telehealth on patient self-management; cost effect on patient care as opposed to the alternative; reduction in medical errors; reduction in overuse of services; cost savings to patient related to travel and time away from work.</td>
</tr>
<tr>
<td>Patient Experience</td>
<td>Appropriateness of services; increase in patient’s knowledge of care; patient compliance with care regimens; difference is morbidity/mortality among specific clinical areas.</td>
</tr>
<tr>
<td>Clinician Experience</td>
<td>Diagnostic accuracy of a telehealth application; comfort with telehealth applications and procedures; quality of communications with patients.</td>
</tr>
</tbody>
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*National Quality Forum, Telehealth Framework to Support Measure Development 2016-2017*
Step 2: Define Telehealth Measures

*Start with the SMART Goals developed during your Demand Analysis.*

*(Specific, Measureable, Actionable, Realistic, Time-Based)*

- **Quality/Access to Care**
  - Change in wait time for specialty care or behavioral health appointments
  - Change in number of completed specialty care visits – telehealth vs. traditional
  - Long-term: Improved patient outcomes – clinical status, functional capacity

- **Cost/Cost Effectiveness**
  - Utilization of contracted services – telehealth vs. traditional visit costs
  - Change in travel or transfer expenses (mileage, vehicle)
  - Equipment effectiveness, regular maintenance

- **Patient and Clinician Experience**
  - Willingness to participate
  - Perspectives about timeliness and quality of telehealth services
  - Patient no-show rates – telehealth vs. traditional
Step 3: Establish Baseline Data

• Start with the findings from your Demand Analysis.
  – Quantitative and qualitative data assessment
  – Use Case Scenarios

• Develop tools as necessary for initial and ongoing reporting.
  – EHR
  – Incorporate telehealth specific questions within patient and provider satisfaction surveys.

• Collect and report baseline data.
Step 4: Track and Monitor Data

- Determine a regular meeting time for your Team.
- Use baseline and regular data reports to identify and prioritize areas for improvement.
- Share measures with specialty care and behavioral health providers to facilitate and strengthen relationships.
Step 5: Disseminate Results

• Share what you have learned!
• Increase buy-in and passion for the program – internally and with specialty care providers.
• Promote outcomes to community partners, vendors, the State and the broader telehealth community.

There is tremendous interest from around the country about telehealth experience and lessons learned.
Step 5: Disseminate Results

Survey Question:

• Do you currently post or publish clinic measures on a regular basis? (e.g. a newsletter, on a bulletin board, at conferences, on a website)
  – Yes (If yes, please be ready to share how)
  – No
Steps 2 and 3: Stories from the Field

Process to define metrics and/or establish baseline data with limited resources.

• Health System in large MW jail opted to track the baseline productivity and the volume of new and follow-up visits of psychiatrists and do chart audits of key elements of care (response to meds, adjustment of meds based on symptoms) prior to initiating a pilot Telepsych program.
Steps 4 and 5: Stories from the Field

Tracking results to show success and/or change your telehealth program plan.

• Data from LA County and SF County public health systems showed that the PCP’s reason for seeking specialty referral was successfully answered by the E-consult without a face-to-face visit in 50% of the referrals.

• Data from Cook County (Chicago) public system showed that sending photos (Store and Forward) from PCPs to Derm resulted in decreased need for appointments, expedited initiation of proper treatment, and, at times redirection of referral to another specialty.
Step 5: Stories from the Field

*Sharing results to increase success or funding.*

- LA County Jail recently started using e-consults to reach specialists in the LAC-USC public hospital. Posting PCP use of e-consults vs traditional referral process identified slow adapters who increased use of e-consults once they realized that they lagged behind their colleagues.

- Productivity data showed that the first telepsychiatrist at Cook County Jail (Chicago) was the most productive psychiatrist in the system. This convinced skeptical administration to expand telepsych in both the Jail and into its ambulatory care system.
Step 4 and 5: Stories from the Field

Monitoring, tracking and sharing results to increase success.

- Psychiatrists are nationally in increased demand and are difficult to recruit. By offering the option of Telepsychiatry consultation CCHHS (Chicago) has been able to recruit and retain psychiatrists who would have otherwise left or not accepted positions in the system.

- Store and Forward, Telemed, E-consults are readily accepted by patients. They appreciate knowing that a specialist has been consulted. Many value not having to miss work or travel to get the opinion of a specialist. Patient satisfaction surveys are consistently positive.

- E-consults avoid unnecessary specialty visits, result in needed pre-visit tests being ordered in advance, and open up specialty appointment slots for those who really need face-to-face visits.
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**You have completed the Telehealth Webinar Series!**

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Telehealth Program: Next Steps

For additional information, please contact:

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Idaho Telehealth Application
Coming Soon!
Questions?

Comments?
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Good luck with your Telehealth Programs!
We look forward to hearing about your success and lessons learned.