ADVANCING INTEGRATED HEALTHCARE

Advancing Team Based Telehealth in RI Webinar Series:

"Strategies for Community Health Workers (CHW) & Patient Navigators to help clients overcome technology barriers and get the most out of a telehealth visit"

Care Transformation Collaborative of R.I.

MARCH 19, 2021

9:00 – 10:30 AM

Welcome!

Agenda

- Training Credit

- Introductions

- Findings from CTC Practice Assessment & Patient Surveys

- Older Adults & Technology

- Why Telehealth?

- Model Role Play

- Break out rooms – role play for participants

- Lessons Learned

- Facilitating Telehealth in the Community: Training for CHWs

- Q &A / Resources

CCHW Credit– Certificate

If you need a certificate emailed to you for CCHW hours:

- Put your name and email in the chat

OR

- Email ssummers@ctc-ri.org

Presenters:

➢ **Reid Plimpton**, MPH, Project Manager & **Natalie Dumont**, Project Coordinator, Northeast Telehealth Resource Center (NETRC)

➢ **Catherine Taylor**, Executive Director, Age-Friendly RI

➢ **Nickolas Fitzgerald**, CCHW, RI Parent Information Network (RIPIN)

➢ Break out rooms facilitated by **Sarah Summers**, CTC-RI &

Age Friendly RI Student Interns:
- **Akilah Atkinson**
- **Stephanie Bedoya**
- **Abigail Dunphy**
- **Sydni Ulricksen**

Telehealth Practice Assessment & Patient Surveys - Overview

UnitedHealthcare Telehealth Project

47 Practices completed Practice Assessment; Over 900 Patient Surveys

Top 4 things to improve telehealth: 1) patient education 2) better workflows 3) improved internet in community 4) staff training

Top video platforms: Doximity, Doxy.me, Zoom, EHR specific platform, FaceTime

Benefits to practice: 1) Increased patient access 2) reduction in no-shows 3) staff ability to work from home 4) ability to bill for on-call services

Telehealth Practice Assessment & Patient Surveys - Overview

Benefits to Patients

Satisfaction with telehealth:
- Majority reported that phone or video visit was able to address what was bothering them
- Majority agreed or strongly agreed that they were satisfied with telehealth visit

Appropriateness of care:
- Patients reported that, if a phone or video appointment had not been available to address healthcare concerns, they may have gone to an Emergency Room, or not be seen by any clinician

Telehealth Practice Assessment – Highlights

Barriers for Patients

- **Lack of technical understanding: Patient didn't know how to use video or phone for medical visit**
- Lack of / or unreliable computer internet or phone service
- No computer/tablet for videos
- Patient does not speak English and needs a language interpreter
- No phone or insufficient minutes on cell phone
- Patient has cognitive limitations and needs a person with them
- Concerns about privacy for a phone or video visit
- Patient needs deaf/hearing impaired services to use a phone or video visit
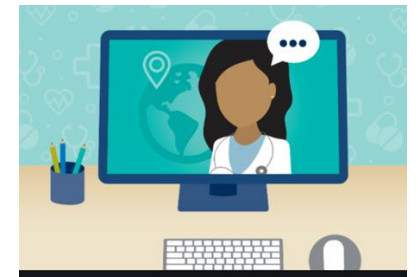
Practice/Patients rank types of phone/video visits offered

1) Medication Management

2) Sick visit *(highest in 19-54 yr. old)*

3) Routine follow up for chronic condition mgmt./ongoing care *(highest in 55+)*

4) COVID-19 concerns

5) Nurse care manager check-in

6) Behavioral health visit

"I thought this was the best way to speak to my provider as I did not know what was wrong with me and I was worried I would infect others. ….could not have driven …so I would have ended up in the ER or an Urgent Care Center."

What is Telehealth? – 3 Common Modalities
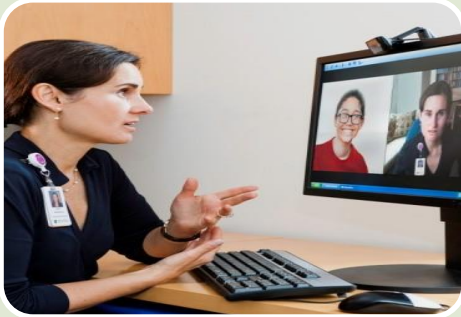
Live Video-conferencing

(Synchronous)

Store And Forward

(Asynchronous)

Remote Patient Monitoring

(RPM)

Does telehealth include telephone?

NORTHEAST
TELEHEALTH
RESOURCE CENTER

TRC

www.NETRC.org

Don't Forget!! We've been working primarily w/ this bucket for the last 12-13 months

Off the Shelf

Peripherals

Field Kits

Telemedicine Carts

Telehealth Tablet Carts

Remote Presence

Remote Patient Monitoring

NORTHEAST TELEHEALTH RESOURCE CENTER

TRC

The Telehealth Landscape: 2014 - 2020

Drivers

- Aging Population
- Consumer Demand
- Expanding Reimbursement
- Provider Shortages
- Payment Reform
- Readmission Penalties
- Competitive Forces

Barriers

- Access to Broadband/Technology
- Cost
- Licensure
- Limited Reimbursement
- Privacy and Security Concerns
- Resistance to Change
- Legal/Regulatory Questions

www.NETRC.org

Value Perspectives

| Patients	Communities	Primary Care Providers	Specialists	Health Plans

• Accessibility: care when and where they need it
• Affordability: reduces travel time, expense and time away from work/family
• Timeliness: reduces wait time to access specialists
• Integrated and coordinated "team approach" to care
	• Keeps patients local whenever possible
	• Promotes rapid diagnosis and treatment linked to improved patient outcomes
	• Improved population health
		• Promotes coordinated care
		• Reduces provider isolation
		• Maintains primary relationship with patient
		• Promotes greater patient satisfaction
		• Generates revenue – visit reimbursement
		• Access to education
		• Working at top of scope
			• Extends reach to patients
			• Teaching and partnership with PCP reduces the need for future, same-type referrals
			• Promotes coordinated care
				• Promotes timely access to care
				• Increases "provider availability" in geographically challenged areas
				• Cost savings
				  • Prescriptions
				  • Ancillary tests
				  • Patient transportation

ACCESS

Early evidence: Medicare telehealth use increased dramatically early post-COVID 19, particularly in urban areas
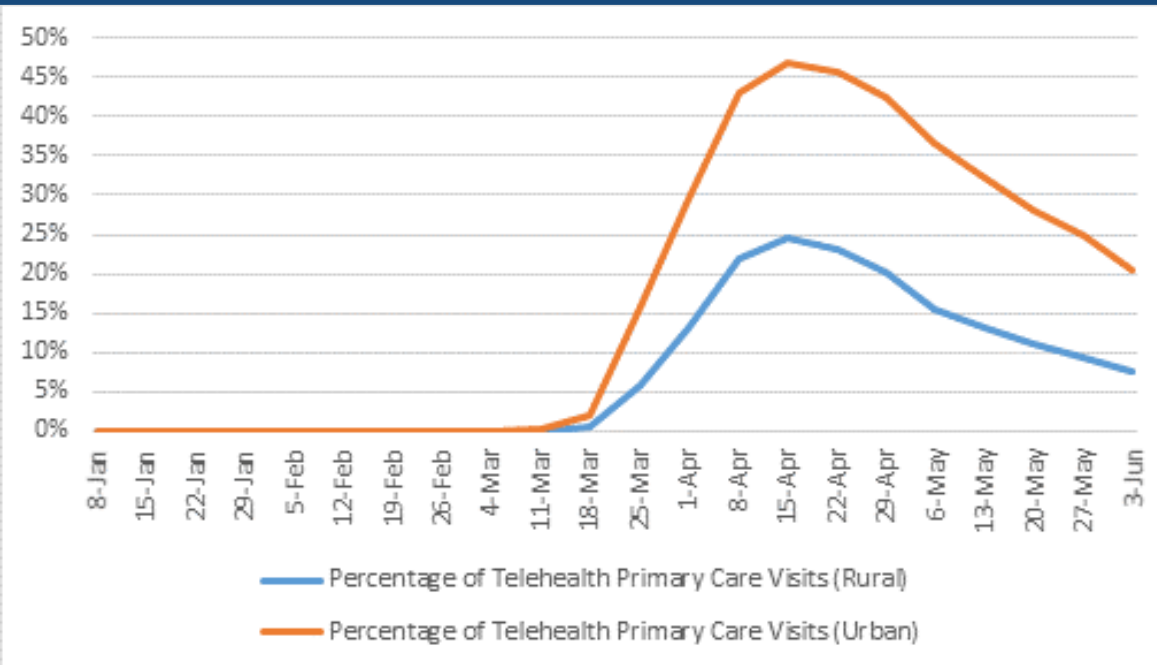
Telehealth Weekly Visits as a Percentage of Total FFS Medicare Primary Care Visits in Urban and Rural Counties

US Counties: Medicare FFS - Percent of Primary Care Visits via Telehealth, April 2020
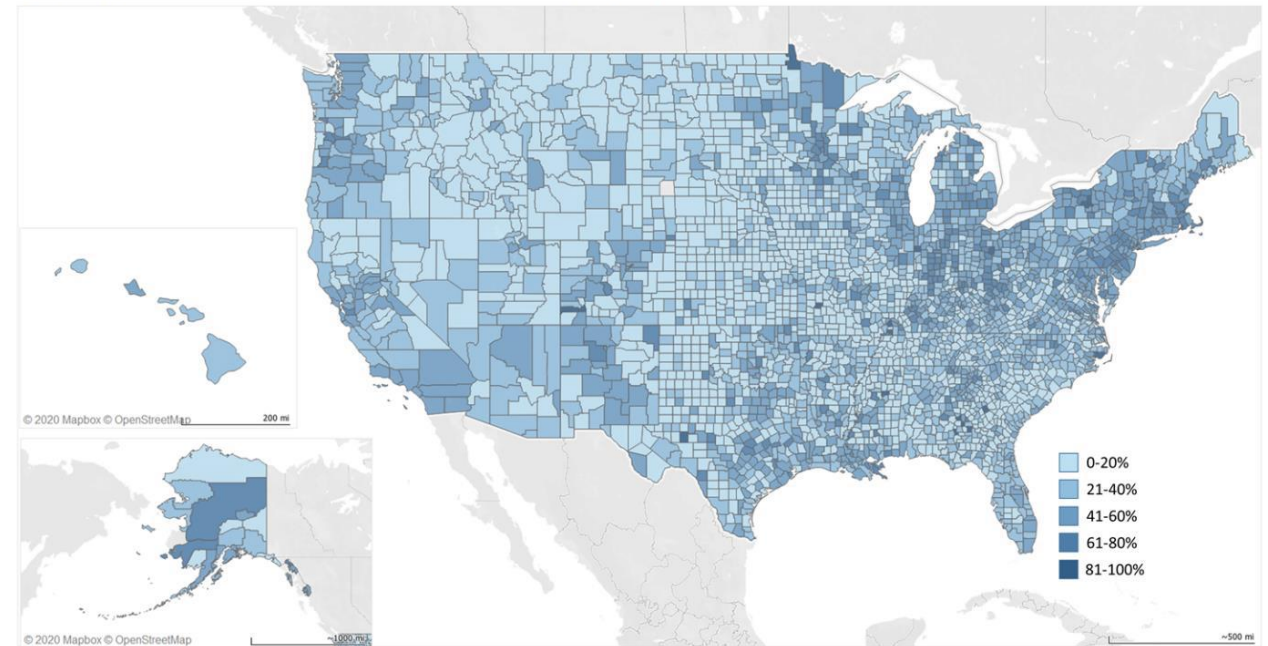
Source: Medicare FFS claims for primary care visits through Jun 16, 2020
https://aspe.hhs.gov/system/files/pdf/263866/HP_IssueBrief_MedicareTelehealth_final7.29.20.pdf

NORTHEAST TELEHEALTH RESOURCE CENTER

TRC

Where are we heading?

- When does "business as usual" return?
- How do we prepare for patients who have delayed care?
  - "I can't see all of my patients for physicals this year"
  - How do we manage population health?
- How do we improve "rushed" telehealth implementation?
- Will patients expect telehealth going forward?

74% Agree

Implementing video-based telemedicine is critical for the long-term financial solvency of my practice.

Source: 2020 HHS Telemedicine HACK Baseline Survey

What do we do about…

- Patient access to technology
- Digital literacy support
- Broadband availability
- Non-integrated workflows for scheduling and documentation
- Non-integrated patient communication/engagement tools
- Reliability of patient contact information
- Provider Training
- Staff Training

- Interpreting services
- Licensure barriers
- Evolving/TBD policy
- Privacy/Security concerns (perceived or actual)
- Others?

Working with Older Adults

- "If You've Seen One 80-Year-Old, You've Seen One 80-Year-Old."

- Age-Friendly Community = Digital Inclusion and Equity for Older Adults:
  - Reliable Internet Connectivity
  - Access to Devices
  - Training, Tech Support and Confidence
  - Services and Programming
  - Human Connection

- Meet People Where They Are

- Vulnerability to Fraud, Scams and Abuse

- RI Elder Abuse Law – All Rhode Islanders Are Mandatory Reporters

Helpful Resources

Age-Friendly RI Virtual Community Center – Tech Tutorials: www.agefriendlyri.org

URI Cyber-Seniors – Personal Tech Help
https://web.uri.edu/human-development/outreach-and-research/cyber-seniors/

digiAGE Collaborative –Device Access & Internet Connectivity: https://oha.ri.gov/digiAGE

The POINT – General Resources - 401-462-4444

Be Kind RI – Volunteer Grocery and Pantry Delivery: www.BeKindRi.org

Office of Healthy Aging – Report Elder Abuse or Self-Neglect
401-462-0555

Model Role Play

Script A: Helping a client get signed up for COVID vaccination (online)

- Remember "Client-centered care"

- Address the client's mental well-being or other issues before getting into "business"

- Acknowledge potential fear and discomfort of using technology

- Are they having trouble with technology, internet, navigating platforms?

Role Play Exercise

✓ Pretend this is real life!

✓ Role play Exercise
  - ✓ Pick Script A or B
  - ✓ Trade off roles
  - ✓ In the CHW role: Picture yourself at your current job as a CHW/Patient Navigator working with a client you've met with previously
  - ✓ In the client role: Picture yourself as an older adult who has limited experience using technology

✓ De-brief in break out rooms:
  - What worked well during the role play?
  - What will you will use right away?
  - What did not work well during the role play?
  - What additional information would be helpful for you as you work with clients/patients using technology?

Breakout Rooms

- In a moment, participants will be divided into break out rooms for the role play exercise.

- If you have any technical problems, please return to the main room for assistance (click "leave room," blue button on lower right hand corner).

- We will be in the breakout rooms for 20 minutes; you will see a 5 minute warning before we return to the main room.

- A link to the role play scripts is in the chat.
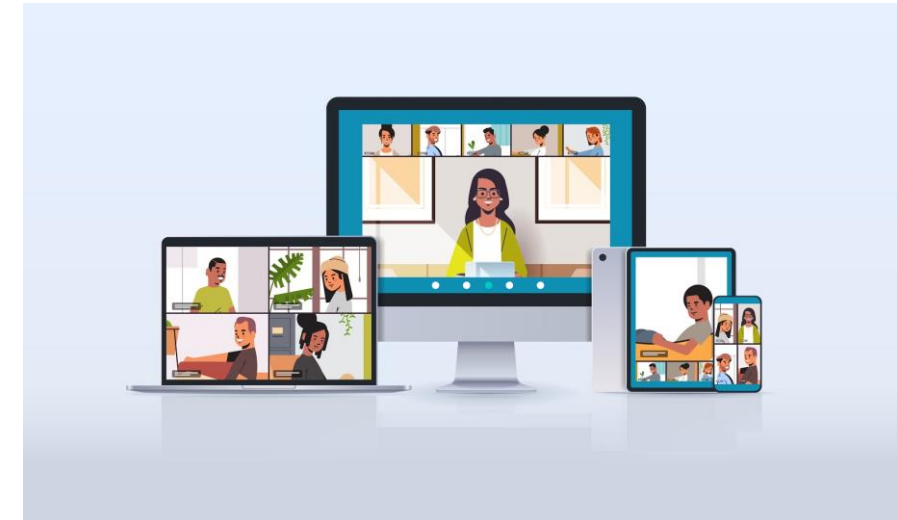
Please have one person from you group share 1-2 key takeaways relating to the following questions.

Group Debrief Questions

- What worked well during the role play?

- What will you will use right away?

- What did not work well during the role play?

- What additional information would be helpful for you as you work with clients/patients using technology?
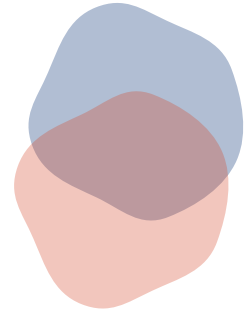
ADVANCING INTEGRATED HEALTHCARE

Facilitating Telehealth in the Community: Training for CHWs

Natalie Dumont, Project Coordinator,

Northeast Telehealth Resource Center (NETRC)

Facilitating Telehealth in the Community:
The Role of Community Health Workers
Preliminary survey results

WHO ARE RI CHWs WORKING WITH?

People of color including but not limited to Hispanic/Latino communities & other cultures

Ages: 18 - 75+, large number of middle- to older-aged adults

Individuals who are low-income and/or under-resourced

Individuals with a variety of chronic health conditions, including mental health and SUDs

Mostly living in the Providence area

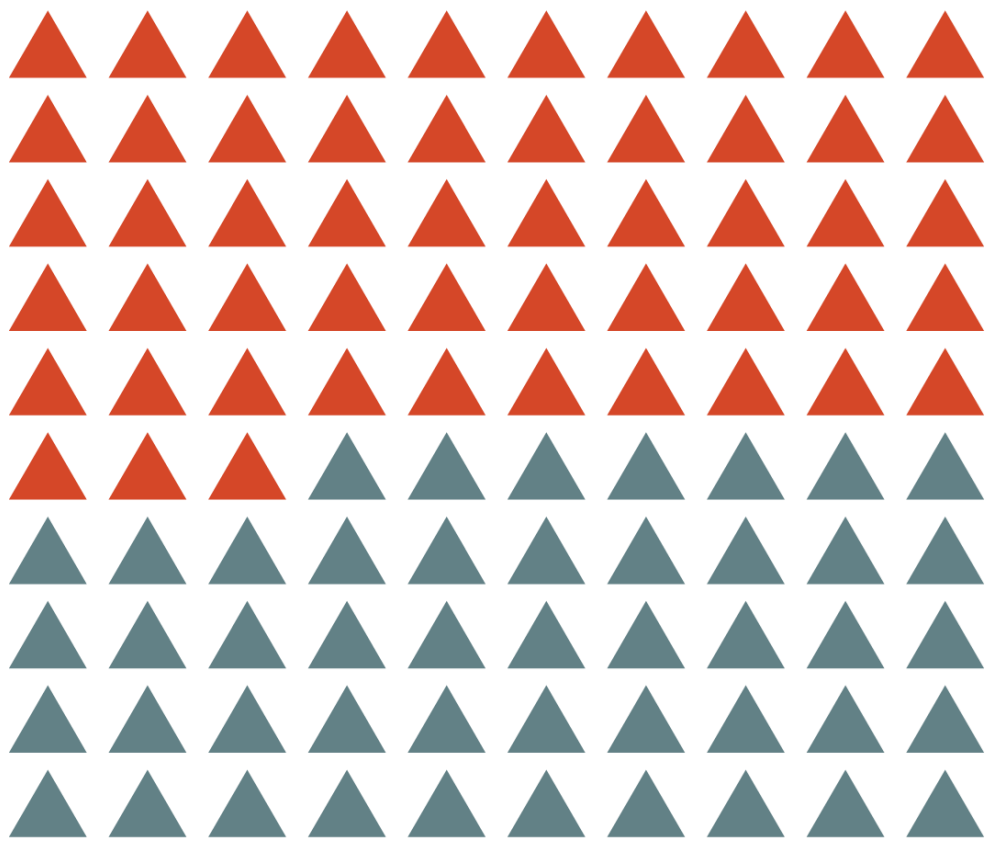*"Low income families that are vulnerable populations such as elderly and individuals with special needs"*

Facilitating Telehealth in the Community:
The Role of Community Health Workers
Preliminary survey results

Figure 1. Languages spoken by client population
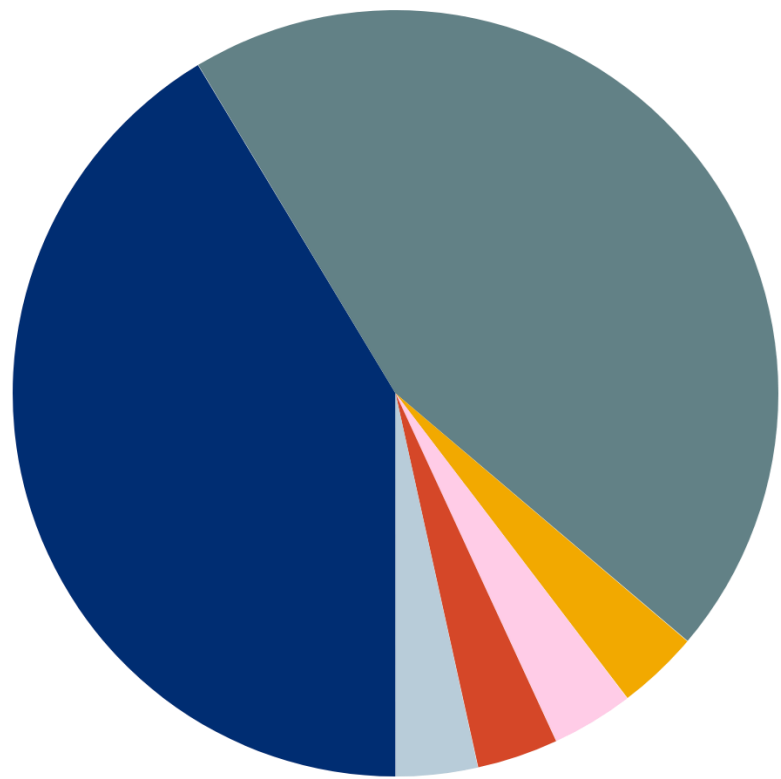
Legend:
- English (41.38%)
- Spanish (44.83%)
- Creole (3.45%)
- Chinese (3.45%)
- K'iche' (3.45%)
- Portugese (3.45%)

Legend:
- Yes (53.33%)
- No (46.67%)

Figure 2. Have you used telehealth technology with clients?

www.netrc.org

Facilitating Telehealth in the Community:
The Role of Community Health Workers
Preliminary survey results

BARRIERS:
From the client perspective

- Language barrier

- Unfamiliarity with platform

- Quality of care

- Access to technology

- Privacy concerns

- Lack of provider-patient physical contact

- Reliable internet/cellular connection
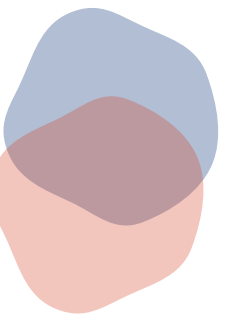
TRAINING SHOULD FOCUS ON:
From the CHW perspective

- Showing a client how to use a videoconferencing app
- Educational materials on telehealth
- Helping a client set up a personal email
- Providing a client with information about telehealth
- Teaching a client on how to use a "patient portal"
- What to expect during a live-video telehealth visit
- Interpreter/language services

Facilitating Telehealth in the Community:
The Role of Community Health Workers
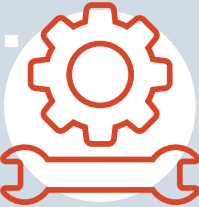Preliminary survey results

OTHER SURVEY THEMES

- Issues with compatibility of technology
- Setup of a client/patient device
- Not a replacement for face-to-face
- Responsibility of each party
- Educating client/consumer
- Privacy
- What is showing in the background
- How to get access to technology
- Clients/patients with physical disabilities; visual or hearing impairment
- How to best explain each step in the process
- Trust of technology

Facilitating Telehealth in the Community:
The Role of Community Health Workers
Preliminary survey results

NEXT STEPS

1. National CHW survey data analysis

2. Incorporate survey results into e-learning development

3. Have CHWs review e-learning before finalization

4. Edit e-learning based on feedback and finalize for publication

Facilitating Telehealth in the Community:
The Role of Community Health Workers
Preliminary survey results

NEXT STEPS

Once complete, training module can be found in the following places:

Learn to Telehealth: Resource Portal

https://www.learntotelehealth.org/

New York State Telehealth Training Portal

http://NYTelehealth.NETRC.org/

Community Health Worker Online Training Portal

https://chwtraining.mcdph.org/

QUESTIONS? Natalie Dumont
EMAIL: ndumont@mcdph.org

Questions?

Upcoming Webinar and CTC-RI Materials

- ***CTC-RI Telehealth Project Materials*** - The Recording of this session, and materials for all other sessions as a part of this project can be found here: https://www.ctc-ri.org/telehealth-project-overview

- ***Next webinar:*** "Strategies for Remote Patient Monitoring" – April date TBD

- Please fill out our webinar evaluation! https://www.surveymonkey.com/r/CTCWebinar-CHW

Questions: Sarah Summers, CTC-RI Program Coordinator, ssummers@ctc-ri.org

Thank you…

…UnitedHealthcare for generous funding!

…to our expert Panel!

Thank you for your participation!