**Clinical Strategy Committee: Update on Telehealth Primary Care Initiative**

On Friday, August 7th CTC-RI reached out to the Systems of Care for support in recruiting practices for the UHC Telehealth Primary Care Initiative (System of Care Practice Recruitment Strategy [Information Sheet](https://www.ctc-ri.org/sites/default/files/uploads/UHC%20CTC-RI%20Telehealth%20Initiative%20Information%20Sheet%20FINAL.pdf). Included in the email were documents/links to help with practice recruitment (Appendix A: email that System of Care could use when recruiting practices).

As a brief reminder, this initiative offers each practices a $2,000 incentive for completing the following:

1) Practice Needs Assessment (use team approach)

2) Patient Engagement Surveys (minimum of five for patients who have had a telehealth visit, and five for patients who have not had a telehealth visit)

Immediate next steps included for practices willing to participate to complete the [Practice Information Recruitment Form](https://www.tfaforms.com/4843501) and return to CTC by Wednesday, August 26th; which in turn would result in a participative agreement and assessments via survey monkey to be sent directly to the practice. Other practice information to assist with practice recruitment:

1. [Telehealth Primary Care Participative Agreement](https://www.ctc-ri.org/sites/default/files/uploads/DRAFT%20UHC%20CTC-RI%20Telehealth%20Initiative%20Participative%20Agreement%208.6.20.pdf)
2. [Information Sheet](https://www.ctc-ri.org/sites/default/files/uploads/UHC%20CTC-RI%20Telehealth%20Initiative%20Information%20Sheet%20FINAL.pdf)

**Timeline**

|  |  |  |
| --- | --- | --- |
| Key Area | Date | Notes |
| Convene Steering Committee | July 2, 2020 | meetings every two weeks |
| Complete Practice Recruitment Strategy | July 31, 2020 |  |
| Complete Patient Engagement Strategy | August 19, 2020 |  |
| Practice Needs Assessment Completed/Pilot | August 24, 2020 |  |
| Practices confirmed | August 26, 2020 |  |
| Participative Agreements sent to practice | August 27, 2020 |  |
| Participative Agreement returned from practice | September 4, 2020 |  |
| Practice Survey completion date | September 22, 2020 |  |
| Patient Survey completion date  Payment to practices | September 25,2020  September 28, 2020 |  |

**Progress to date:**

Practice Needs Assessment Tool and Patient Engagement Survey templates have been completed.

Practice Community Health Center is testing the Needs Assessment and Patient Survey.

Confirmed participation: Adult 9; Pediatric 3

***Below is a list of the Systems of Care we reached out to and the number of practices we were expecting them to recruit. The last column indicates the practices that have submitted a recruitment form as of today.***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Health System*** | ***No. of Adult Practices to be recruited*** | ***No. of Pediatric Practices to be recruited*** | ***Practices that have agreed to participate in the Initiative:*** |
| *Lifespan (Lifespan Physician Group and Community Physician Partners – IPA, Lifespan Health Alliance, LLC -Medicare Accountable Care Organization (ACO)* | ***8*** | ***3*** | **Adult:**   1. Lifespan Physician Group Primary Care Tiverton 2. Angelo DiCenso, MD 3. Anchor Medical – Warwick 4. LPG Primary Care Cranston 5. RIH Center for Primary Care 6. Anchor Medical- Providence   **Pediatric:**   1. Kingstown Pediatrics 2. Children’s Medical Group 3. Adolescent Healthcare Center |
| *Integra (CNE Medical Group,  RI Primary Care Physicians Group & Integra ACO, South County Health)* | ***10*** | ***5*** | **Adult:***None at this time*  **Pediatric:***None at this time* |
| *CharterCARE Health Partners (CharterCARE Medical Associates & CC Provider Group RI)* | ***4*** | ***1*** | **Adult:**   1. CCMA – Blackstone   **Pediatric:***None at this time* |
| *Coastal Medical (included A/E)* | ***4*** | ***2*** | **Adult:** *None at this time*  **Pediatric:***None at this time* |
| *Southcoast* | ***1*** |  | **Adult: outreach being done** |
| *Federally-Qualified Health Centers /Medicaid* | ***1*** |  | **Adult:**   1. Blackstone Valley Community Health Care |
| *Integrated Health Care Partners (CCAP, EBCAP, Tri-County, TMIST, WellOne, Wood River):* | ***8*** | ***2*** | **Adult:** *(EBCAP and TMIST have shown interest but have not submitted a recruitment form at this time)* |
| *Providence Community Health Center* | ***2*** | ***1*** | **Adult:** *None at this time; PCHC is piloting Practice Needs Assessment and Patient Engagement survey*  **Pediatric:***None at this time* |
| *Rhode Island Free Clinic* | ***1*** |  | *Have not submitted at this time* |
| *Clinica Esperanza/ Hope Clinic* | ***1*** |  | **Adult:**   1. Completed recruitment form |
| *Total 54* | ***39*** | ***14*** | **Confirmed Adult 9; Pedi 3; EBCAP pending; THC considering** |
| *Practice Recruitment still needed* | ***30*** | ***11*** |  |

Discussion on next steps for practice recruitment:

Appendix A: **Email template for SOC to use to recruit practices:**

**Subject: Exciting Opportunity for Practices to Learn More About Telehealth and Receive an Incentive**

Hello (contact name),

On behalf of the Care Transformation Collaborative of RI (CTC-RI) and UnitedHealthcare (UHC), I’d like to invite your primary care practice to participate in a Telehealth Primary Care Initiative. Please refer to the [Information Sheet](https://www.ctc-ri.org/sites/default/files/uploads/UHC%20CTC-RI%20Telehealth%20Initiative%20Information%20Sheet%20FINAL.pdf) for more details.

This Telehealth Initiative offers your practice a $2,000 incentive for completing the following:

1) Practice Needs Assessment (use team approach)

2) Patient Engagement Surveys (minimum of five for patients who have had a telehealth visit, and five for patients who have not had a telehealth visit)

The goal of gathering the telehealth practice/patient needs assessment information is to assist with us with:

1. Designing and offering a 6-month educational webinar series on telehealth that will address the specific needs of RI primary care practices;
2. Designing and offering a 12 month learning collaborative for primary care practices that are interested in using telehealth to assist patients with managing chronic health conditions;
3. Providing practices with opportunity to obtain patient information that they can use to improve patient telehealth experience;
4. Helping to inform RI health care policy on primary care practice/patient telehealth needs.

Next Steps: If you are interested in participating:

* Complete this [Practice Information Recruitment Form](https://www.tfaforms.com/4843501) by Wednesday, August 26. This will provide CTC with your practice contact information;
* CTC will provide your practice with a Participative Agreement and ask that you return signed copy together with W-9 by August 28, 2020.
* CTC will provide you with the Practice Needs Assessment to be completed by September 15th and Patient Engagement survey tools to be completed by September 18th.

Please let your system of care know by August 14th if you will be participating in this opportunity.

Please email Jazmine Mercado, CTC-RI Program Coordinator, at [jmercado@ctc-ri.org](mailto:jmercado@ctc-ri.org) with any questions you may have.

Thank you for your consideration.

Sincerely,