**UnitedHealthcare Telehealth Project**

**Background:** UnitedHealthcare (UHC) provided funding to Care Transformation Collaborative of RI (CTC-RI) to implement a Primary Care Telehealth Project.

**Guiding Principles for Recruitment of Practices for Needs Assessment:**

All Systems of Care in RI will be asked to identify practices who will be funded to complete the practice needs assessment and patient engagement surveys using the following criteria as appropriate:

* Different size practices; (aim for minimum of 50% of practices recruited to be small practices with 1-5 providers);
* Different populations served (pediatric/family/adult/geriatric);
* Different locations within the state (inclusive of all RI counties)
* Focus on high concentration areas of COVID-19, such as Pawtucket, Central Falls, Woonsocket;
* Focus on practice patient ethnicity; include low-socioeconomic status (SES) households
* Include variety of practices that can provide team perspective (behavioral health, pharmacy, medical assistant, IT, practice management).

Practices are asked to obtain patient input on patient/parent experiences with using or not using telehealth services to help inform the work they are doing to best meet patient telehealth needs. The intent would be that practices could potentially use this patient/parent information to improve care using a Rapid-Cycle PDSA approach. Patient input will additionally to be used to inform educational webinar series and design for the Pilot Telehealth Project.

**Guiding Principles/Practice Responsibilities for Practice Needs Assessment:**

Identified practices will be asked to sign a Participative Agreement and use the team approach\* for completing the practice needs assessment (such as: Provider, Medical Assistant, Nurse Care Manager, Behavioral Clinician, Pharmacist, Practice Manager, IT) and submit practice and patient needs assessments information using Survey Monkey Platform. The goal is to get feedback and needs from different staff at the practices. Practice Needs Assessment would be completed by September 15, 2020.

**Guiding Principles for obtaining Patient Engagement Information:**

Identified practices will be asked to obtain patient information using the following criteria:

* Include minimum of 5 patients who used telemedicine;
* Include minimum of 5 patients who have not used telemedicine;
* Consider how we obtain input from patients who are using phone only;
* For adult practices, aim to get assessment from at least 50% of patients who are over the age of 65, include low-socioeconomic status (SES) households
* Include non-English speaking patients (Patient Surveys will be made available in Spanish)

Each practice may determine the best way to gather patient data (via email of Survey Monkey link, USPS, taken by staff telephonically) and practice site would be responsible for entering/submitting the patient survey responses into Survey Monkey platform. Patient engagement survey information would be collected and submitted by September 18, 2020.

**Phase 1: Telehealth Practice/Patient Needs Assessment and Six Month ECHO Learning Webinar Series:** Provide financial support ($2,000 per practice site) for up to 51\* adult and pediatric primary care practices who complete practice needs assessment and patient engagement surveys (including a patients using and not using telehealth).The practice needs assessment will evaluate: telehealth operational policies, patient/staff experiences, services offered, integration with in-person visits, financial impacts, technology requirements, use of remote patient monitoring and identification of health equity, access to care, and community solutions. The patient engagement survey will evaluate patient satisfaction with using telehealth and barriers/needs/solutions from patients not using telehealth services. A Planning Committee (including Northeast Telehealth Resource Center representation) will develop and implement an educational webinar series based on review of practice and patient needs assessment findings and recommendations, and design and implement a 6-month webinar series. Timeline for Phase 1: July 1, 2020—March 2021).

**Phase 2: Pilot Telehealth Learning Collaborative:** CTC-RI will select and fund up to seven (7)\* primary care practice teams that are part of systems of care and are interested in participating in a 12-month best practice learning collaborative to test the use of telemedicine services to improve care for patients with a selected chronic condition (i.e. ADHD, hypertension, diabetes, CHF). Practices would be provided with infrastructure and incentive funding payments, practice facilitation technical support and a quarterly best practice sharing learning series. Community health teams would also be eligible to apply. The Planning Committee will assist with the development, implementation and evaluation of the telemedicine pilot program. Timeline for Phase 2: November, 2020-December 2021).

**Timeline:**

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| 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 19, 2020 |  |
| Recruit Practices/get signed Participative Agreement | August 28, 2020 |  |
| Practice Survey completion date | September 15,2020 |  |
| Patient Survey completion date  Payment to practices | September 18,2020  September 21, 2020 |  |
| Planning for Webinar series | Start Webinar Series by end of Oct. 2020 | Finalizes Webinar schedule w/ programs held over 6-months |

If you have any questions, please contact Jazmine Mercado, Program Coordinator, CTC-RI, at [jmercado@ctc-ri.org](mailto:jmercado@ctc-ri.org)

**Care Transformation Collaborative of RI/PCMH Kids (CTC-RI/PCMH KIDS)**

**UnitedHealthcare Telehealth Project – Practice Information Sheet**

UnitedHealthcare (UHC) has provided funding to CTC-RI /PCMH Kids implement a Primary Care Telehealth Project.

Phase 1 of the project offers financial support for approximately 50 adult and pediatric primary care practices who complete all the surveys listed below.

Benefit: $2,000 incentive for each practice site who signs a Participative Agreement and completes the following:

1. **Practice Needs Assessment** (practice to use a team approach to complete this survey)
   1. This assessment will request practice feedback via survey monkey on: telehealth operational policies, patient/staff experiences, services offered, integration with in-person visits, financial impacts, technology requirements, use of remote patient monitoring and identification of health equity, access to care, and community solutions.
2. **Patient Engagement Surveys**
   1. Practice will obtain patient experience information from at least **five** patients using telehealth and form at least **five** patients not using telehealth; Surveys will help inform practice and this initiative on barriers/needs/solutions. Surveys will be available in English and Spanish
   2. Adult practices target at least 50% of patients > 65 yrs., and include low-socioeconomic status (SES) households
   3. Practice determines the best way to gather patient data (via email of Survey Monkey link, USPS, taken by staff telephonically) and practice site would be responsible for entering/submitting the patient survey responses into Survey Monkey platform.

**Goal** of these surveys is to gather information to:

1. Design and offer a 6-month educational webinar series on telehealth that will address the specific needs of RI primary care practices;
2. Design a 12 month learning collaborative for primary care practices that are interested in using telehealth to assist patients with managing chronic health conditions;
3. Help inform RI health care policy on primary care practice/patient telehealth needs.

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| **Timeline** | |
| Key Area | Date |
| Practice returns signed Participative Agreement and W-9 | August 28, 2020 |
| Practice Survey - completion date | September 15,2020 |
| Patient Surveys - completion date | September 18,2020 |
| Payment to practices | By end of September |
| Telehealth Webinar Series – 6 months, once a month sessions | Start Webinar Series by end of Oct. 2020 |

The webinar series will be open to all healthcare practices in Rhode Island.

Practices interested in participating in the Telehealth Initiative are asked to respond by **August 20, 2020.** To enroll, or if you have questions, please reach out to Jazmine Mercado, Program Coordinator, CTC-RI, at [jmercado@ctc-ri.org](mailto:jmercado@ctc-ri.org).