

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

UnitedHealthcare Telehealth Project – Information Sheet

UnitedHealthcare (UHC) has provided funding to CTC-RI /PCMH Kids to 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)
 - a. 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**
 - a. 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
 - b. Adult practices target at least 50% of patients > 65 yrs., and include low-socioeconomic status (SES) households
 - c. 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.

The goal of gathering the telehealth practice/patient needs assessment information is to assist 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 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.

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 to <https://www.tfaforms.com/4843501> by **August 20,** 2020. Questions may be submitted to Jazmine Mercado, CTC-RI Practice Coordinator, via email at jmercado@ctc-ri.org