

Team-Based Care in a Telehealth Setting

Wednesday, August 19, 2020
1-2pm

[Recording Link](#)

PLEASE MUTE
YOUR LINES

Agenda

Time	Topic	Lead(s)
5 min	Welcome and Logistics	Amanda Clarke
35 min	Team-Based Care in a Telehealth Setting: San Mateo Medical Center	San Mateo Medical Center
15 min	Q&A	All
5 min	Wrap-up & Announcements <ul style="list-style-type: none">• Upcoming Events• Post Event Survey	Amanda

Logistics



Please mute yourself! (We'll have to mute lines if there is background noise)



At any time, feel free to chat your question & we will read out



Webinar will be recorded and saved on [SNI Link/Telehealth](#)



Please complete our pop-up survey

When calling in...

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1. **Call**

Call-in toll-free number (US/Canada)
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Access code 127 392 7180 #

Attendee ID 17 #

- Enter Attendee ID in order to link your audio to your computer
- Call-in users who do not enter Attendee IDs may not be able to participate in the discussion
- **If you select “Use Computer Audio,” do not also call in!** Causes noise feedback

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Team-Based Care in a Telehealth Setting

San Mateo Medical Center

August 19, 2020, 1-2pm

Intros

Brighton Ncube

Deputy Director of Ambulatory Services
San Mateo Medical Center

Chris Montenegro

Patient Services Supervisor
San Mateo Medical Center

Patrick Grisham

Clinics Manager
San Mateo Medical Center

Charity Barcenas

Charge Nurse (Innovative Care Clinic)
San Mateo Medical Center

Rakhi Singh, MD

Medical Director
Fair Oaks Health Center



SMMC – Telehealth

August 19, 2020

Pillar Goals



**EXCELLENT
CARE**



**PATIENT
CENTERED CARE**



**FINANCIAL
STEWARDSHIP**



**RIGHT CARE
TIME & PLACE**



**STAFF
ENGAGEMENT**

Ambulatory Care

- **55,000** Assigned Patients by Health Plan
- **14** Primary Care Practices
- **22** Medical & Surgical Specialties
- **22** Dental Operator
- **184** Exam Rooms
- **400** Staff and Providers

Telehealth @ SMMC

- As Shelter-in-Place order went into effect, we supported staff & providers to begin Telework
- Telehealth -- Healthcare services rendered via phone, video, or other technology

Why Offer Telehealth?

- **C**onvenience
- **A**ccess
- **P**ersonal Connection

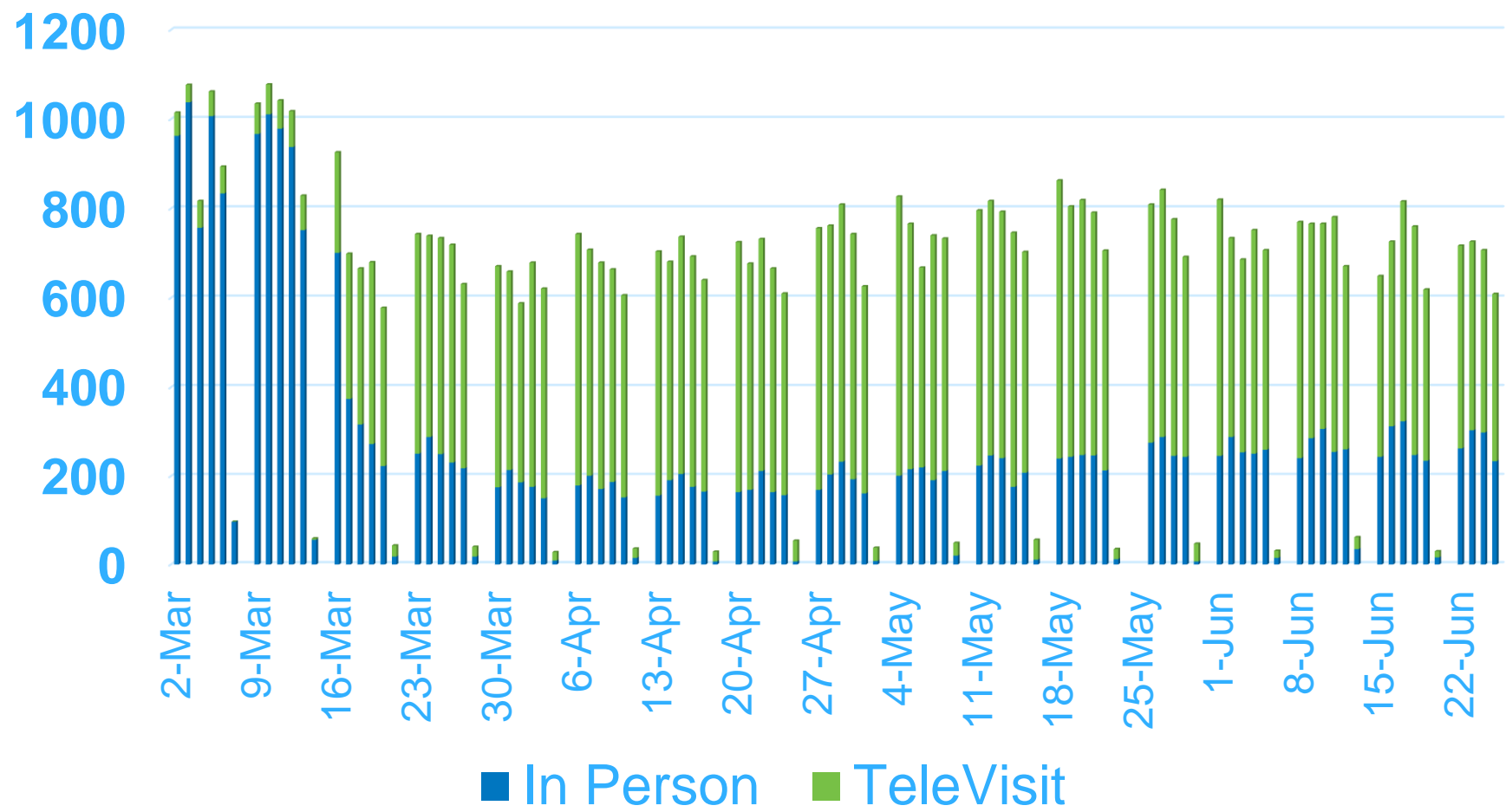


Currently reimbursed at same level as in-person visits

Telehealth Planning

- Selection of telehealth platform
- How were the workflows going to look like?
- Defined what we would call a quality telehealth visit
- Planned a 5 Day Improvement Event
- Invited people who do the work to participate

CLINIC Transition to TeleVisit



Improvement Event: Need

All patients seen or assigned to SMMC need our teams to **maximize their health outcomes** by providing health promotion and prevention, managing chronic disease, and meeting their acute medical or behavioral health needs, while ensuring smooth transitions when care must be delivered in other settings.



Define and Improve a Standard for **High Quality** Ambulatory Care Service Televisits

Improve our current process to better meet our patients' needs

- Define & Document Target Condition for televisits
- Design and document the standard process (televisit flow)
- Design and document the work flows for connecting to other services that may be required to meet patients' needs (post visit)
- Define and document Standard Work for each member of the patient's care team members that supports the standard processes



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COUNTY HEALTH**
All together better.

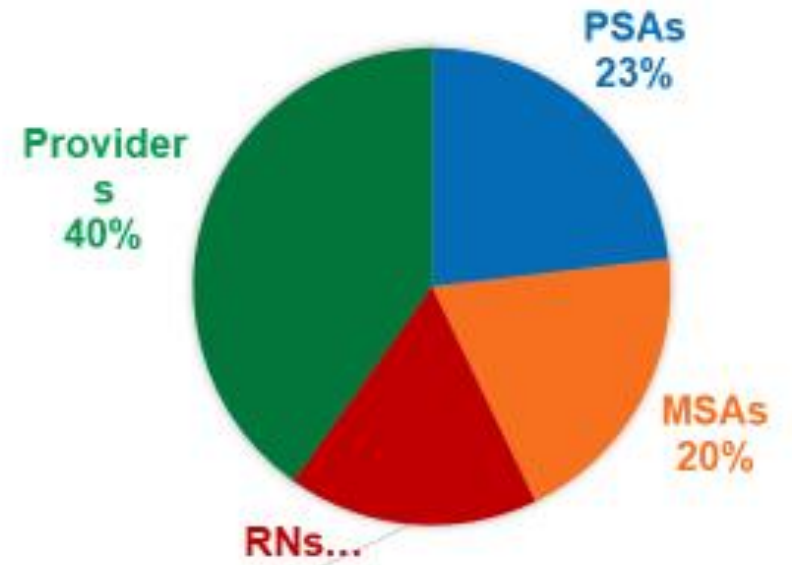
Survey Results

Current State Themes

- Patients like televisits
- Too many phone calls per patient!
- Need to know who's on your team every day
- Variation
- Call window can be several hours



BREAKDOWN OF 147 RESPONSES



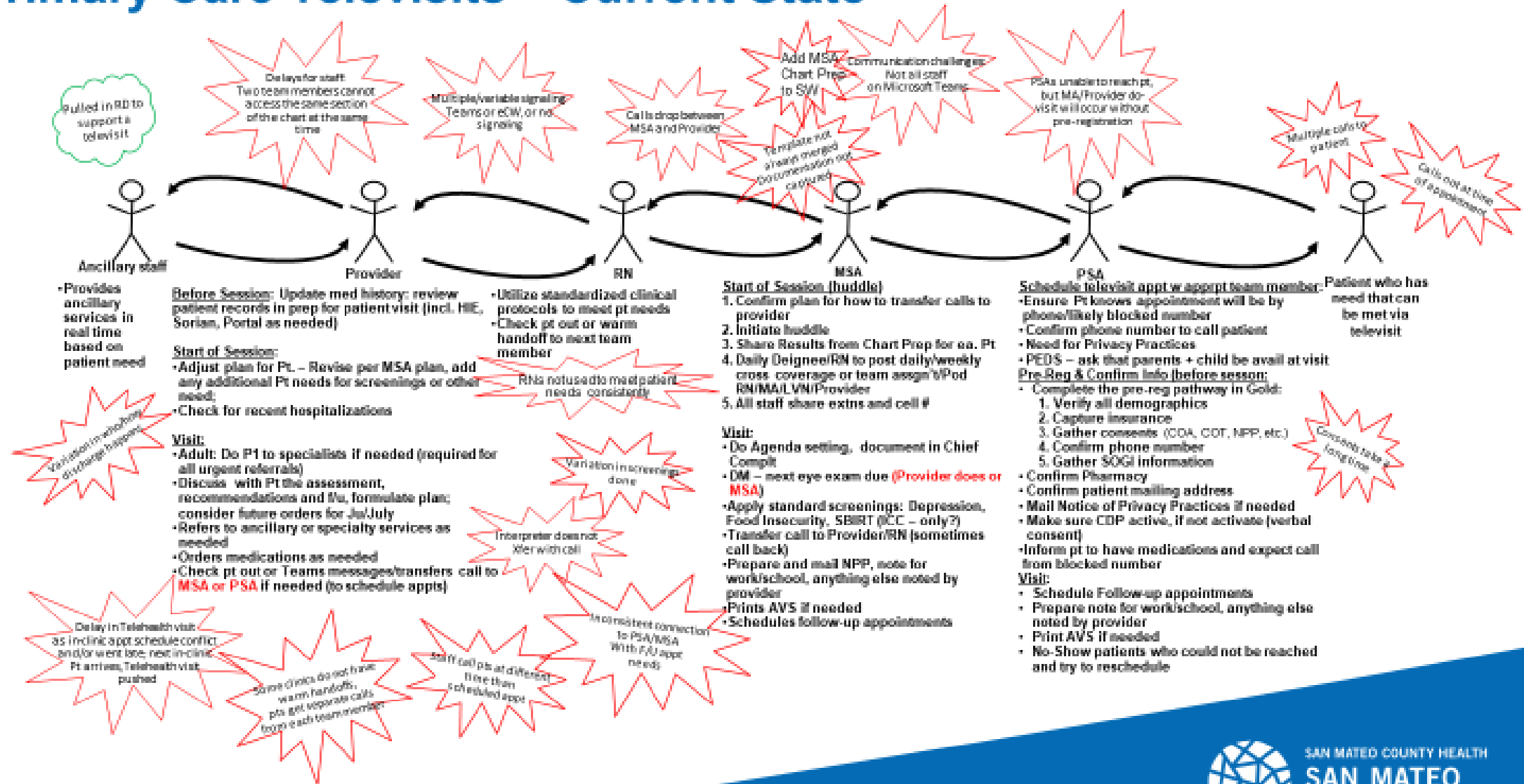
Suggestion Themes

- Use Teams
- Bring MSA within workflow with Provider
- Unblock phone number

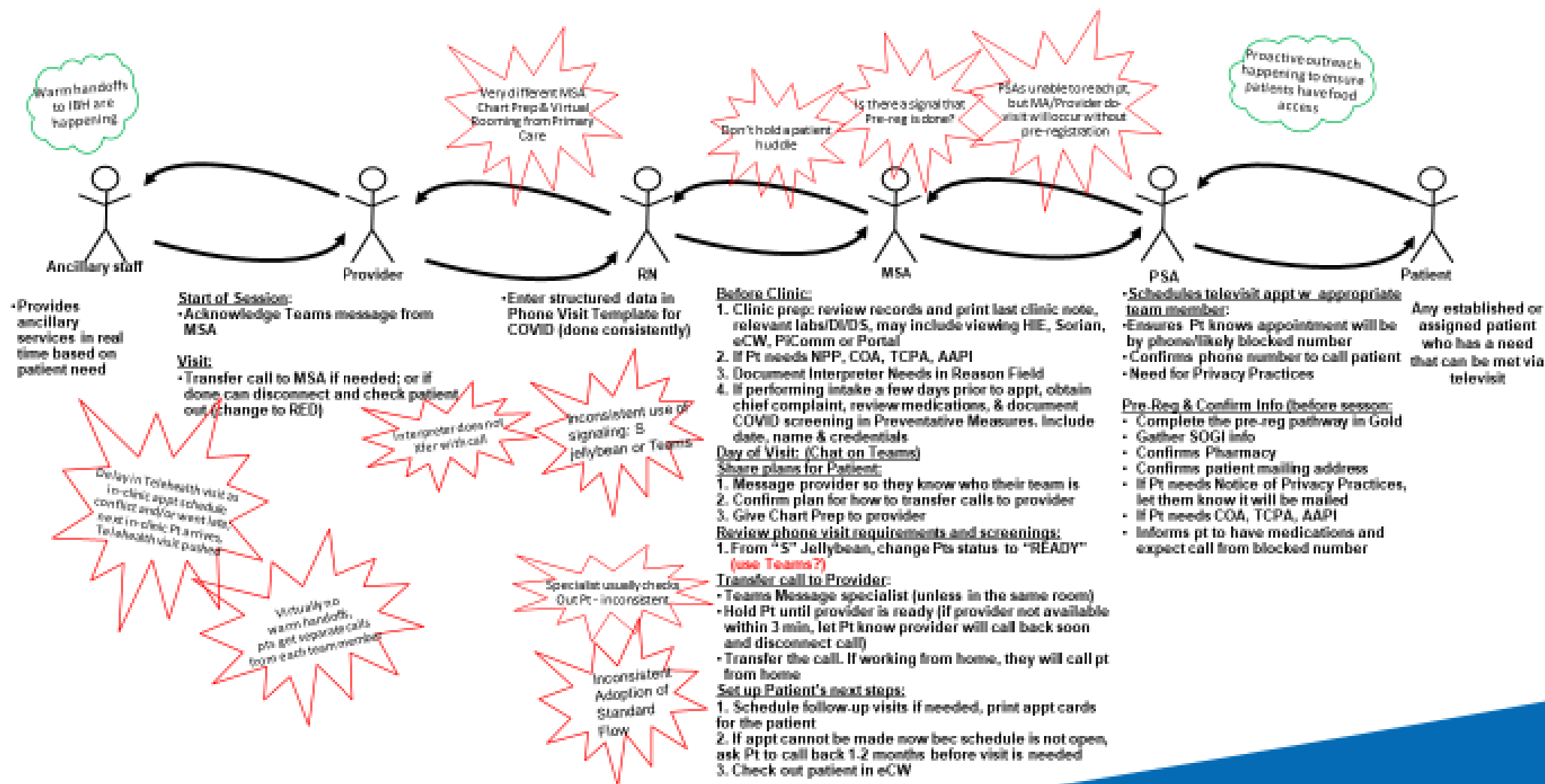


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Primary Care Televisits – Current State



Specialty Care Televisits – Current State

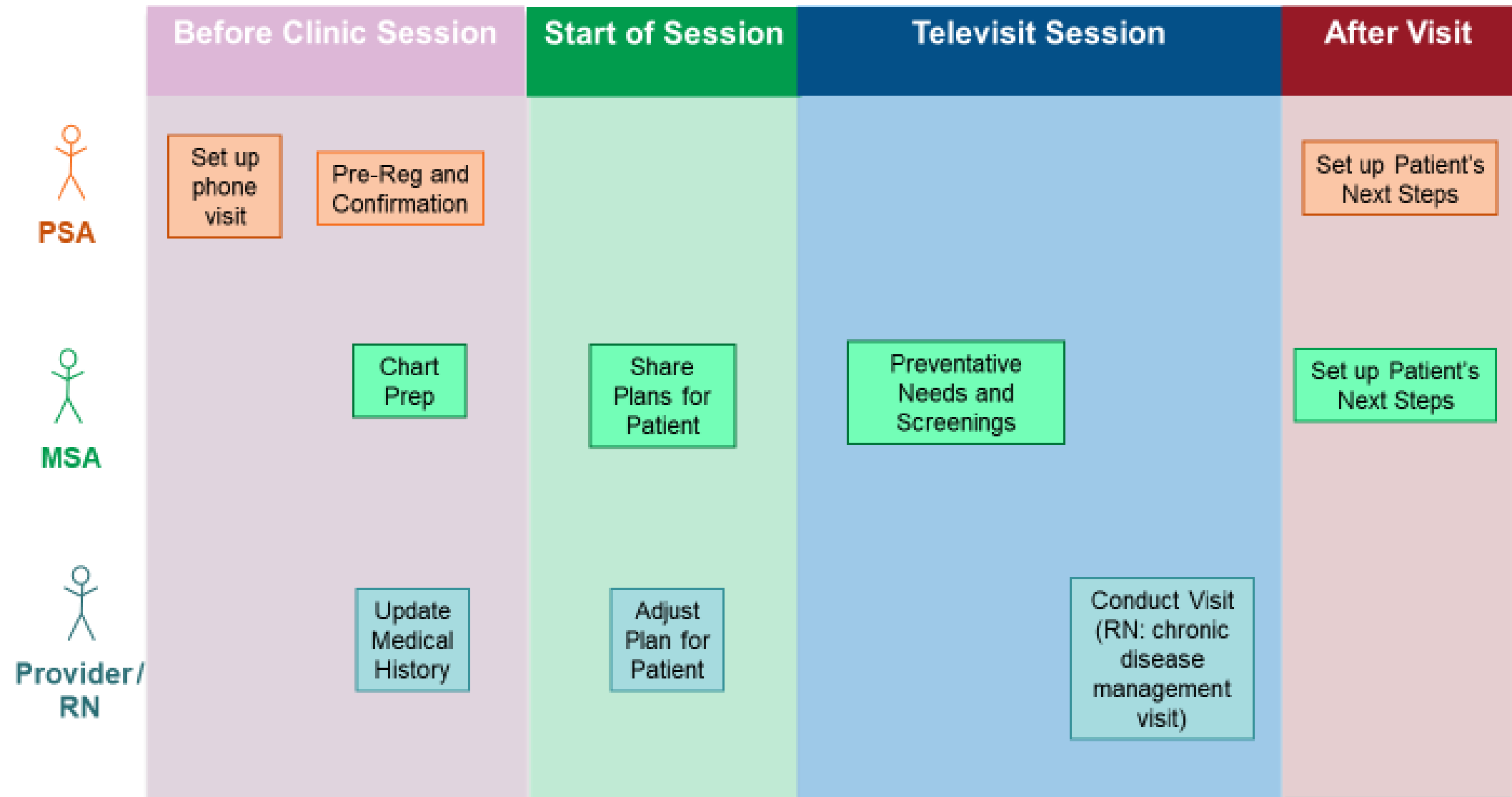


Key Insights from Current State Analysis

- Variation is the only thing that everyone has in common!
 - *Individual variation*
 - *Clinic variation*
 - *Service Line (OB vs Pediatrics vs Primary Care vs Specialty) variation*
- One patient might get up to 12 different phone calls
- Handoffs between team members is significant source of problems
- Co-location avoids several problems
- Our technology can be improved to support our workflow
 - *Templates for documentation within ECW*
 - *Telephone transfer/conference capabilities*
 - *Use of Doxy.me for video visits*
 - *Use of Portal and/or Doxy.me to share documents*



Process at a Glance: Standard Televisit Flow



Standard flow and roles



PATIENT



PSA

Schedule
telehealth
appointment,
pre-register



MSA

Meet
preventative
care needs



RN

Meet
ongoing
chronic
disease care
needs



PCP

Diagnose
& manage
chronic & acute
conditions,
refer/consult/
warm handoff
as needed



PSA

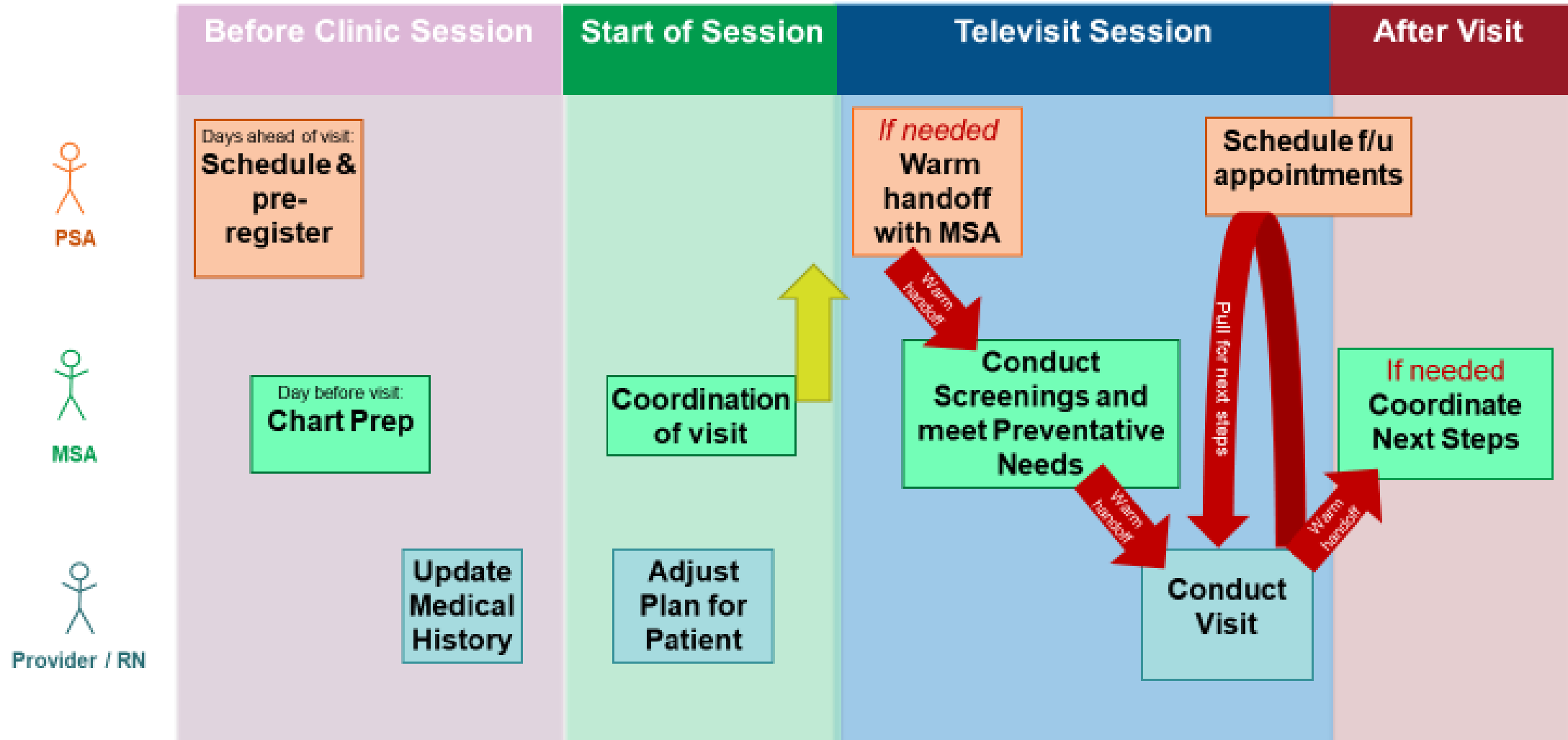
Schedule
follow-up
needs



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Target Process: Standard Televisit Flow: **minimize touches** – *what's the best way and what's best for the patient?*
Day of visit should be **seamless** –warm handoff between all team members (and eliminate as many handoffs as possible)



Creating consistency in our process



Operator Standard Work

- PSA – SW
- MSA – SW
- RN – SW
- PCP – SW

Role of PSAs in Telehealth

- Developed processes for gathering consents over the phone.
- Patient Services Assistants will try to connect with patient a day before to complete pre-registration, consents, enroll in programs, and offer doxy.me video appts.
- Provide instruction on doxy.me and appointment window.
- In the actual appointment we document in a way that the team could quickly identify pre-registration was completed, consents were updated, best phone number to contact patient, and language if other than English.
- Connect with patient after visit is over to schedule follow-up or specialty appointments.



MSA Role in Telehealth

- Focus on preventative care
 - CDSS Alert
 - Open patient's CAIR
- Pre-visit or patient intake
- Rooming for in-person or telehealth as in SW
- Medication reconciliation
- Connection to IBH if needed
 - Review records & preventative needs
 - Huddle with provider
 - Closing duties



The Role of RNs in Televisits

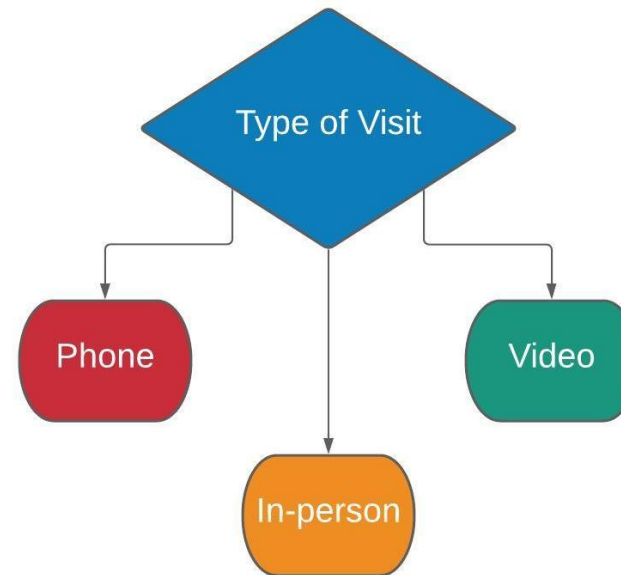


RN Televisits

- Focused on Chronic disease management.
- Incorporated RN triage.
- RN work as members of a care Team.

PCP – Telehealth

- Receives  message when pt ready



- Conducts visit
 - History/ Med Reconciliation
 - Assessment and Plan

PCP – Telehealth

- Consults and ancillary orders- coordination
- Send Rx
- Clear follow up instructions
- Visit summary and educational materials sent via text or mail
- End of visit handoffs /smooth transition

Addressing Social Determinants

- food insecurity screen every visit
- 211 :Essential Community Services
 - Housing/Rent/utility assistance
 - Senior support
 - Legal Services
- ACEs: adverse childhood experiences

Questions?



WRAP UP

Upcoming Telehealth Series

Patient Experience and Access

New SNI webinar series on patient experience and access in telehealth

Stay tuned!



SNI Link

SNI Link/Telehealth

<https://safetynetinstitute.org/member-portal/programs/telehealth/>



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Overview

SNI is developing new technical assistance to support members' transition to telehealth, both in the immediate term to respond to the COVID-19 emergency and in the long-term, as members incorporate telehealth into standard operations.

Contact [Zoe So](#) for more details.

Webinar Series: Technical Considerations in Telehealth

This series will address the technical aspects of telehealth implementation, including software

SNI LINK

- » Programs
 - » PRIME
 - » Medicaid Managed Care
 - » Global Payment Program
 - » Whole Person Care
 - » Alternative Payment Models

Your thoughts, please



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