Understanding and Addressing Digital Disparities

November 9, 2020

Recording Link

Agenda

Time	Topic	Lead(s)
5 min	**Welcome, Logistics, and Resources**	Amanda Clarke
50 min	**Digital Disparities Working Group: Creating Opportunities from Chaos** *Q&A throughout*	Contra Costa Health Services Digital Disparities Working Group
5 min	**Wrap-up & Announcements** • Upcoming events • Post event survey	Amanda

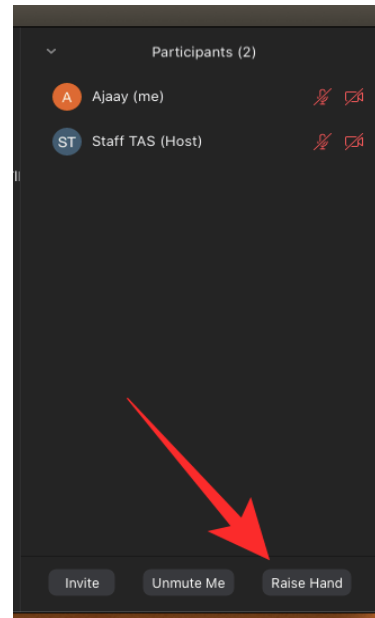# Logistics

💬 Please use the chat box to ask questions

...Or raise your hand

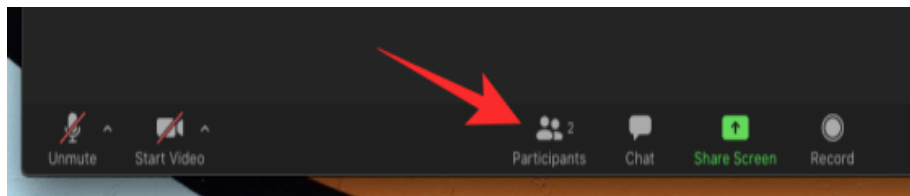🎤 Webinar will be recorded and saved on SNI Link/Telehealth

📋 Please complete our pop-up survey

Resources

- [Connected Care Accelerator](#) - Center for Care Innovations
  - [The Digital Divide Webinar](#) - Courtney Lyles, UCSF S.O.L.V.E.

- [Telehealth Resources](#) – Center for Vulnerable Populations

- [Telemedicine for Health Equity Toolkit](#) – Center for Care Innovations

- [Digital Equity Strategic Plan](#) – City and County of San Francisco

- [Free and Low-Cost Internet Plans](#) – National Digital Inclusion Alliance

- [Digital Health Implementation Playbook](#) – American Medical Association

Introductions

B. Yoshi Laing, MD, MPH
Ambulatory Telehealth Lead

Carla Dominick
Lead Medical Social Worker

Sally Reader-Matthews
Lead Medical Social Worker

Will Harper
Community & Media Relations

Mariana Noy, LCSW
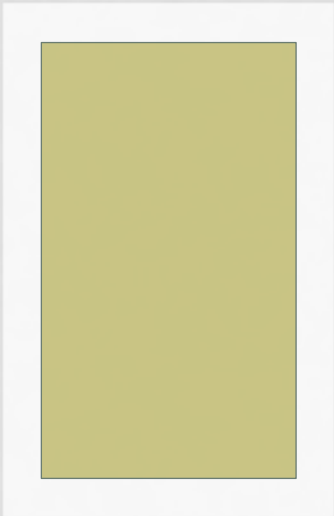Director, Outpatient Social Services

Socorro Padilla
CHW, Lead Health Navigator

CONTRA COSTA HEALTH SERVICES

DIGITAL DISPARITIES WORKING GROUP:

CREATING OPPORTUNITIES FROM CHAOS

Presented by the CCHS Digital Disparities Working Group

November 2020

DDWG: THE BEGINNING

- COVID-19 highlighted the need for telehealth, including the patient portal and video visits.
- We quickly realized promoting telehealth could exacerbate disparities and formed a group to address them.

OUR WORKING GROUP

- B. Yoshi Laing, MD, MPH, Ambulatory Telehealth Lead
- Mariana Noy, LCSW, Director, Outpatient Social Services
- Sally Reader-Matthews, Lead Medical Social Worker
- Socorro Padilla, CHW, Lead Health Navigator
- Carla Dominick, Lead Medical Social Worker
- Will Harper, Community & Media Relations

PATIENTS' BARRIERS
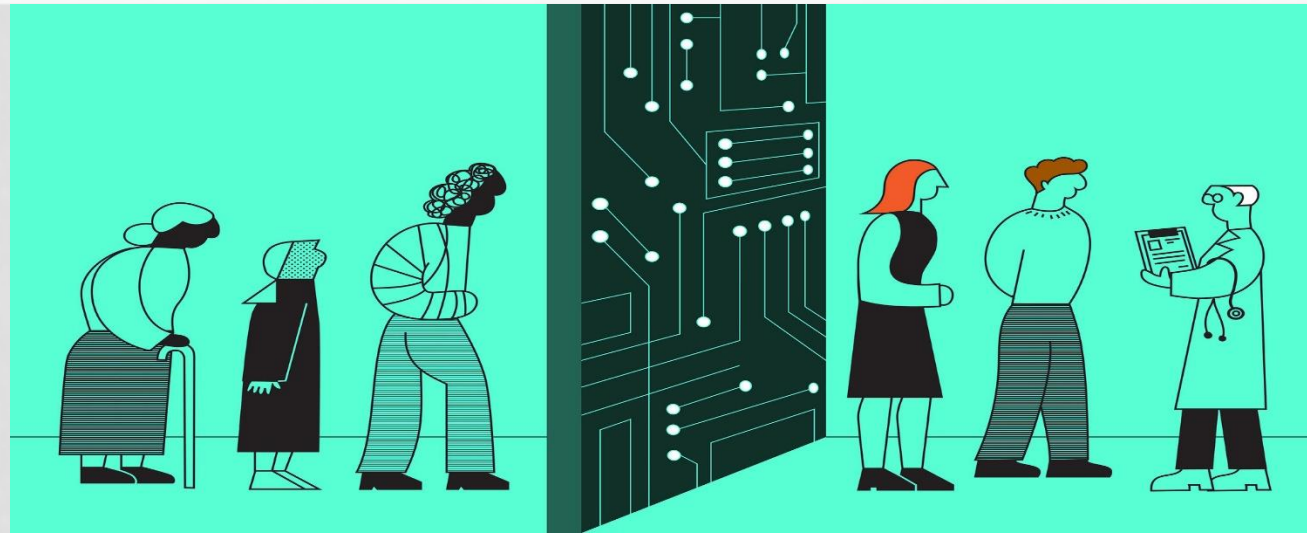
No:

- **Device or internet**
- **Digital literacy**
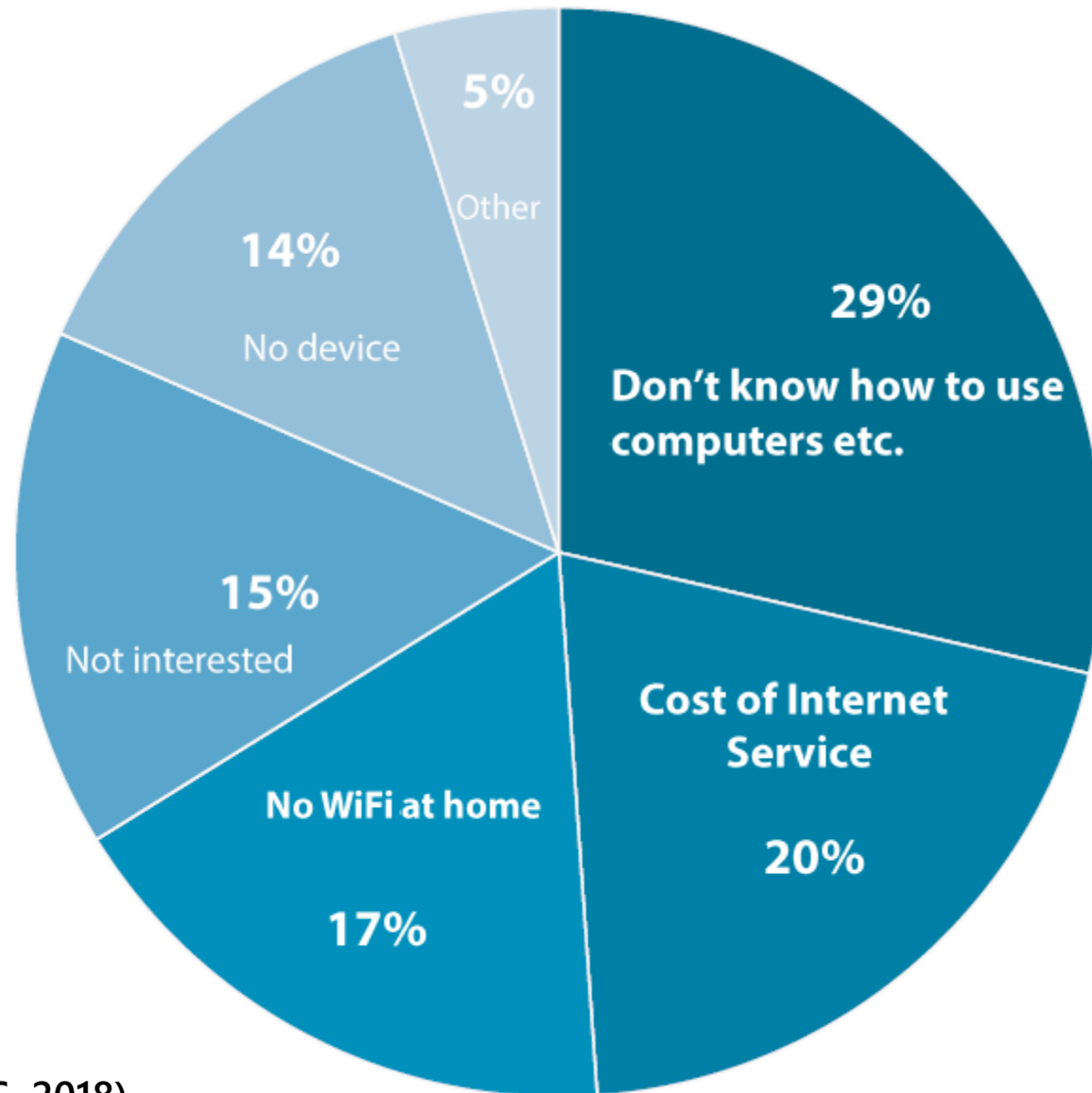- **English proficiency**
- **Address**

BASELINE DATA

CCHS Conducted a survey, August 2018

- 500 surveys collected in West County
- English & Spanish

Results

- 81% said they use internet
- 82% had smartphones
- Nearly 70% used internet to research health topics

BARRIER TO DIGITAL ACCESS

5%
Other

14%
No device

29%
Don't know how to use computers etc.

15%
Not interested

Cost of Internet Service

No WiFi at home

17%

20%

(CCHS, 2018)

2018 WEST COUNTY SURVEY: DIGITAL DISPARITIES WERE EVIDENT

- **African Americans were most likely to cite cost as main barrier to internet access**
- **27% of Spanish-speaker do not use the internet**
  - Compared to 15% of English speakers
- **31% of Spanish-speaking patients said they don't know how to use computers**
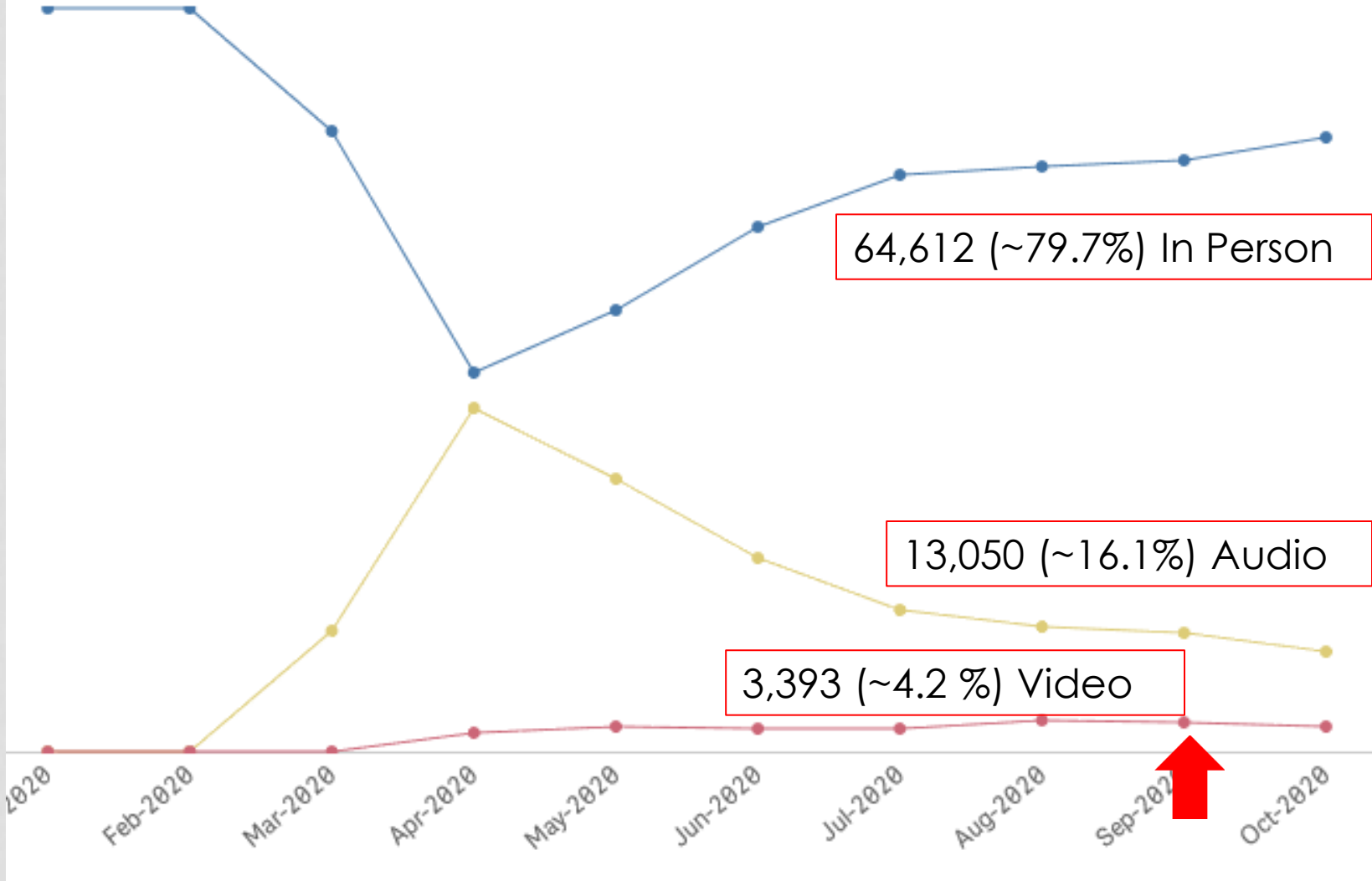 - Compared to only 8.5% of English speakers

TELEHEALTH:
A PROVIDER PERSPECTIVE

- Patients who use MyChart have better access
- Video visits provide the best clinical interaction*
- After the pandemic, we may receive reimbursement for video visits but not phone visits.
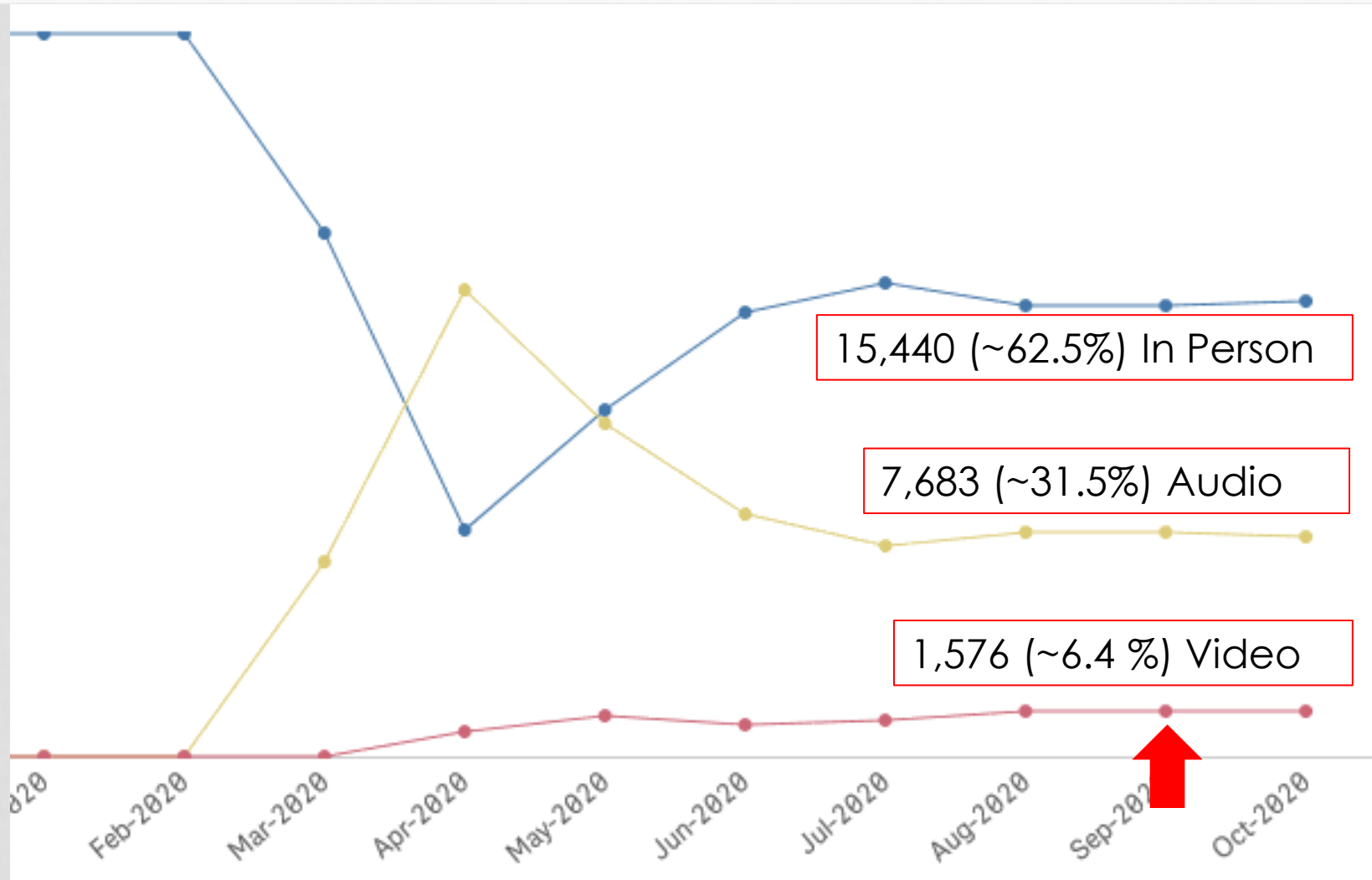
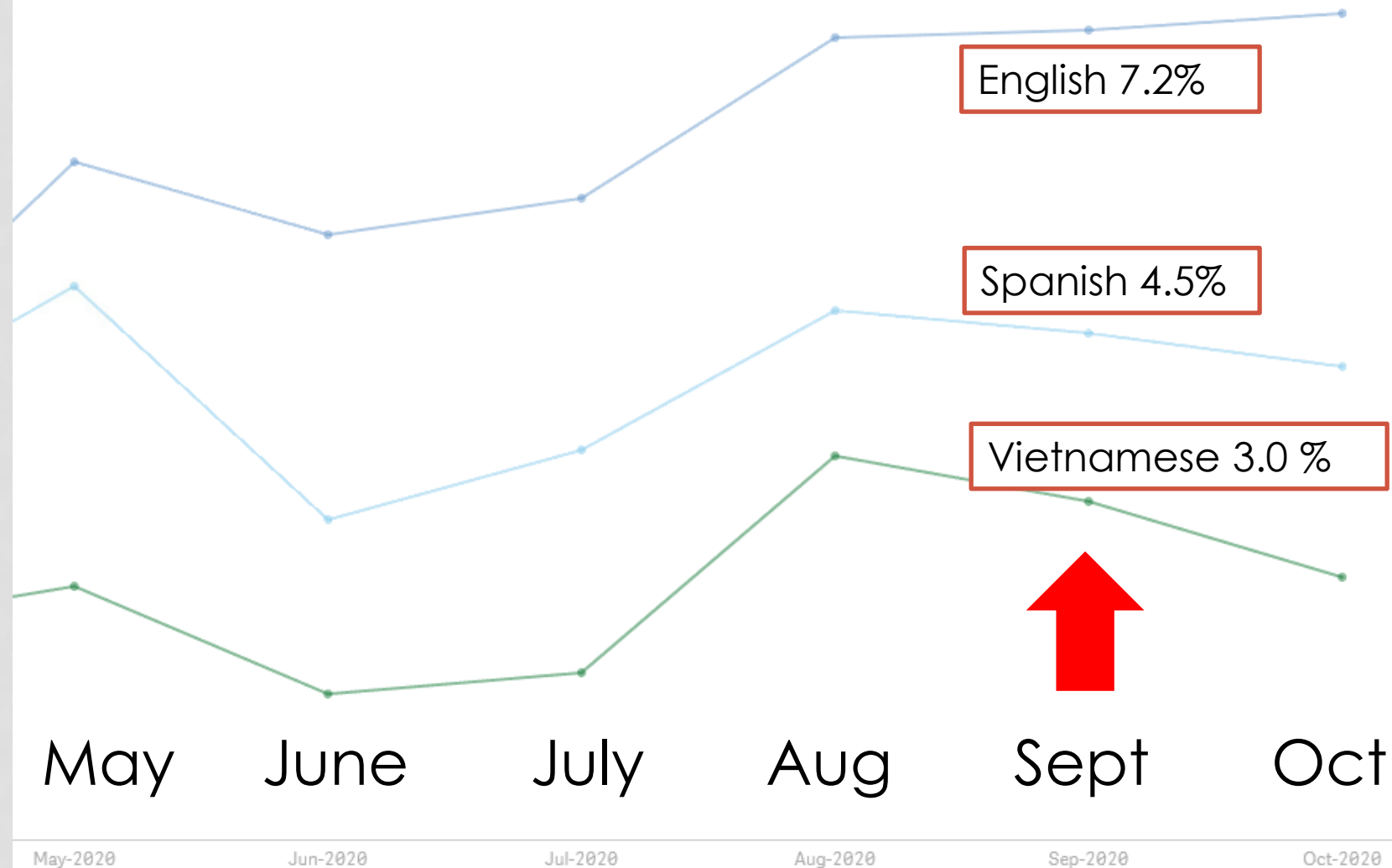ALL AMBULATORY VISITS
SEPTEMBER 2020 = 81,055

64,612 (~79.7%) In Person

13,050 (~16.1%) Audio

3,393 (~4.2 %) Video

PRIMARY CARE VISITS
SEPTEMBER 2020 = 24,699 TOTAL VISITS

15,440 (~62.5%) In Person

7,683 (~31.5%) Audio

1,576 (~6.4 %) Video

% OF PRIMARY CARE VISITS THAT ARE VIDEO VISITS

English 7.2%

Spanish 4.5%

Vietnamese 3.0 %

May   June   July   Aug   Sept   Oct

May-2020   Jun-2020   Jul-2020   Aug-2020   Sep-2020   Oct-2020

Number of All Empaneled Patients & MyChart Activation by Language
July 2020

LANGUAGE	# of EMPANELED PATIENTS	% of MYCHART ACTIVIATED
Nepali	258	57.0%
Tagalog	1,082	51.7%
Russian	430	50.7%
Punjabi	1,086	47.5%
Farsi	677	46.5%
Cantonese	665	41.2%
ENGLISH	89,523	41.0%
Mandarin	777	40.4%
Vietnamese	1,206	32.0%
Laotian	205	22.4%
Mien	296	15.9%
SPANISH	27,421	15.0%

DISCUSSION:
WHY IS UPTAKE WITH SPANISH SPEAKERS MUCH LESS THAN OTHER LANGUAGES?

DISCUSSION:
WHY IS UPTAKE WITH SPANISH SPEAKERS MUCH LESS THAN OTHER LANGUAGES?

- Limited education, low literacy?
- If a patient is illiterate, is MyChart usable? Could it be more visual?
- Limited interest – prefer to see provider in person, "I'm too old...it's too complicated"
- Concern about immigration status & access services

OUR EMPANELED PATIENTS (83,332)

- 0.6% do not have a phone number
- 16% were confirmed or at risk of homeless in the past 24 months
- *56.6% of changed their phone number in the last 12 months*

Anecdotally we know there are many inaccurate phone numbers in patient charts.

OUR BASELINE DATA SUMMARY

- Most patients have a device.
- The larger barriers appear to be lack of digital literacy, lack of internet access, cost of internet, and lack of interest in MyChart.
  - This is backed up by national research studies.
- Patients change phone numbers frequently
- Spanish speakers are using MyChart and video visits far less.
- Non-English speakers are using video visits less frequently

DDWG MISSION & VISION STATEMENTS

- To improve all patients' access to MyChart and video visits, with special attention to vulnerable populations.

- All patients will have a device, internet access, and basic understanding of MyChart & video visits, ensuring equitable access to high-quality, patient-centered care without visiting the clinic.

SPECIFIC GOALS

1. Promote MyChart sign ups & video visits, especially among low utilizers
2. Screen patients for device, internet access, and ability to use MyChart & video visits
3. Educate on the benefits of MyChart & video visits
4. Link patients to free phones, low-cost internet & digital literacy
5. Monitor data on digital disparities

THE RESOURCES EXIST

We just need to connect our patients to them.

- Devices
- Internet
- Digital Literacy
- Literacy

CALIFORNIA LIFELINE

- Free smartphone
- Unlimited talk & text
- 3-5 GB per month; can add data for additional fee

- T-Mobile / Assurance
  - Can opt for a community vendor, or staff can be trained to become vendors

- *Nearly all of our patients qualify*

WHO QUALIFIES FOR CA LIFELINE?

Recipients of government programs, such as:

- Medi-Cal
- CalFresh/SNAP benefits
- SSI
- TANF
- Section 8
- LIHEAP
- National School Lunch Program
- WIC
- CalWORKS
- Welfare to Work
- Bureau of Indian Affairs General Assistance
- Veterans and Survivors Pension Benefit Program

LOW-COST INTERNET

- Comcast offers an internet for low-income, $10 / month

- Laptop OR desktop computers are available to purchase through Comcast for $149.

- Employment Human Services Dept & California Emerging Technology Fund are promoting awareness of affordable Internet & computer access. We reached out to them.

WHAT WE'RE DOING:
SCREENING FOR DIGITAL DISPARITIES

Outpatient Social Services staff will screen when doing outreach or when a patient is referred for any issue:

- social workers
- community health workers
- Health Leads
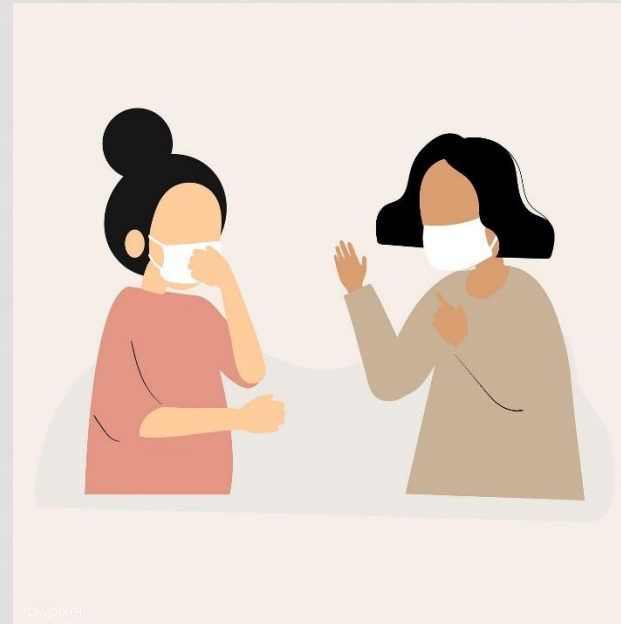
WHAT WE'RE DOING: SCREENING QUESTIONS

- 1) Do you have a smartphone, tablet, or computer and wifi access? (yes/no/unsure)

- 2) In the past 12 months, have you been worried that you would not be able to pay your phone and/or Internet bill? (yes/no)

- 3) Do you know how to use MyChart & video visits? (yes/no/not interested, if not interested, why not?)

WHAT WE'RE DOING:
OSS STAFF WILL ALSO:

- Assist with applying for free phone & low cost internet
- Educate on benefits of MyChart & video visits
- Teach patients basics of signing up, downloading & using MyChart & Zoom video visits

- Assurance Wireless could set up a table on site or our staff could provide phones directly to patients.

WHAT WE'RE DOING:
OUTREACH, SUPPORT & TRACKING DATA

- Promoting MyChart, especially with Spanish speaking patients
- Bilingual promotion of video visits via flyers, screensavers, MyChart messages
- Bilingual video visit website with instructional video
- Bilingual MyChart / Telehealth Help Desk. Planning for warm handoffs from Appt Unit & nurse virtual intake.
- Creating reports to track data on disparities in MyChart & video utilization

cchealth.org/videovisits

POTENTIAL METRICS

- English v. Spanish MyChart account activations & active users
- Video visits by English v. non-English
- Video visits by race/ethnicity
- Patients who changed phone # in the last 12 months
- Patients have a device but don't know how to use it for MyChart or video visit

- Could we screen all patients - which staff & when?
- What's the most reliable way to get devices to patients?
- How do we help patients with MyChart & video visits who don't speak English or Spanish?
- Limited community resources for basic literacy & digital literacy during pandemic e.g. public library.
- Older patients without younger family members

OUR PATH FORWARD

➢ Train staff

➢ Establish expectations and workflows

➢ Work with Assurance/T-Mobile to get phones

➢ Choose metrics & targets, evaluate & adjust interventions

YOUR PATH FORWARD?

- This is part of our COVID-19 response.
- This is what we've accomplished in about two months, meeting every other week.

✓ Form or identify a team & team leader.

✓ What data do you already have?

✓ What data do you need?

Questions?

Wrap Up

Upcoming Webinars

Getting It Right: Matching Patient Preference/Access, Provider Location, and Visit Modality. Nov 16 (12-1pm)

Leaders from Alameda Health System and Riverside University Health System will share approaches to adapt provider scheduling templates in response to COVID-19. Register

Best/Next Practices in Pediatric Well-Care and Provision of Immunizations. Nov 30 (12-1pm)

Pediatric leaders from Los Angeles Department of Health Services and Riverside University Health System will present strategies to maximize pediatric well-care and immunizations during the pandemic and beyond. Register

In Case You Missed It

SNI Webinar Recap: Patient Portal Engagement During COVID-19

Dr. Jim Meyers shared strategies to improve portal adoption and engagement, including how to leverage COVID-19 to increase patient and staff buy-in. Click here for key takeaways from the session.

SNI Webinar Recap: Patient Portal Engagement During COVID-19

On October 21, 2020, SNI hosted the webinar, Patient Portal Engagement during COVID-19 *with Jim Meyers as a part of a* series of offerings on telehealth. *The webinar slides and recording are available* here. *Below are key takeaways that emerged from the session.*

Public health care systems (PHS) have historically low patient portal uptake, and many have attempted to increase enrollment with little success. With COVID-19, PHS are seeing new demand from patients and providers to use the portal as a "one stop shop" for virtual care.

Strategies to Increase Patient Portal Engagement:

Engage Patients and Providers
Survey patients and providers about their top priorities to build a portal that is responsive to users' needs.

PHS identified the top functionalities providers and patients would want for the portal:

1. View lab results
2. View and schedule appointments
3. Secure message/e-mail
4. Request medication refills

SNI Link

SNI Link/Telehealth

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

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

PLEASE COMPLETE THE POP-UP SURVEY