# SNI Webinar Recap: Designing a Mixed Model Approach: Finding Balance Between In-Person & Virtual Care

On August 16, 2021, SNI hosted the webinar, Designing a Mixed Model Approach: Finding Balance Between In-Person & Virtual Care, with leaders at Contra Costa Health Services (CCHS) and San Francisco Health Network (SFHN). The webinar slides and recording are available [here](). Below are key takeaways from the session.

CCHS and SFHN are currently working toward the following ratios of in-person to virtual visits:

CCHS 80:20   **SFHN** 70:30
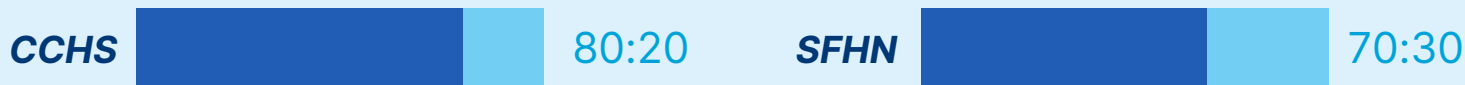
Contra Costa Health Services

Program Overview & Current Status
CCHS piloted a hybrid (in-person and virtual care) template of two virtual visits followed by nine in-person visits. After receiving positive feedback, CCHS decided to conduct a phased rollout of this hybrid model this Fall.

Insights
CCHS has implemented the following key practices:

- Unused telehealth slots open up to in-person visits 48 hours ahead of time
- Providers can individually approve more telehealth visits in their schedule, if desired
- 50% of exam rooms will be equipped with telehealth workstations

Success Factors

- The project was spearheaded by two physician leaders with dedicated time to plan virtual care efforts
- Twice-a-month meetings with key leaders in a Video Visit Workgroup
- Clear communication with frontline providers, nurses, and appointment clerks

San Francisco Health Network

Program Overview & Current Status
SFHN is piloting clinic templates for full-telehealth days, designated half-days, and "first and/or last" days, where virtual visits are grouped at the beginning and/or end of each clinic session.

Insights
SFHN is tracking the following indicators as they find the ideal balance:

- Patient, provider, and staff experience
- Clinic flow and cycle times
- Technical onboarding time
- Resource and staffing costs
- Reimbursement

Success Factors

- To optimize access for patients with digital access barriers, SFHN plans to offer a breadth of virtual care modalities, including asynchronous, "store-and-forward" modalities for specialties like dermatology and retinopathy.
- SFHN also structured a field within their electronic health record to document digital literacy as a social determinant of health.

Top Comment
*During the discussion, a webinar attendee from **Los Angeles County Department of Health Services** emphasized the effectiveness of leveraging Peer Mentors - former patients with similar life experiences to current patients - to help patients get familiar with virtual care.*