

Peer Sharing: Virtual Care Measures of Success at Public Health Care Systems

December 7, 1 – 2 pm

[Recording link](#)

Agenda

Time	Topic	Facilitator(s)
5 min	Welcome and Background	Amanda Clarke <i>Safety Net Institute</i>
10 mins	Building a Virtual Care Dashboard	Dr. B. Yoshi Laing <i>Contra Costa Health Services</i>
40 mins	Breakout Session: Identifying Virtual Care KPIs (peer sharing; facilitated by Coleman)	Melissa Stratman Amanda Laramie Adrienne Mann <i>Coleman Associates</i>
5 min	Next Steps and Wrap-up	Zoe So <i>Safety Net Institute</i>

Housekeeping



Rename yourself to include your name and organization



Feel free to speak up or chat in responses at any time



You're encouraged to turn on video for this peer group



This meeting is being recorded and will be posted online



Materials will be available at [SNI Link/Virtual Care](#)

Virtual Care Maturity Framework

DIMENSIONS:

Leadership & Governance

Technology Platforms

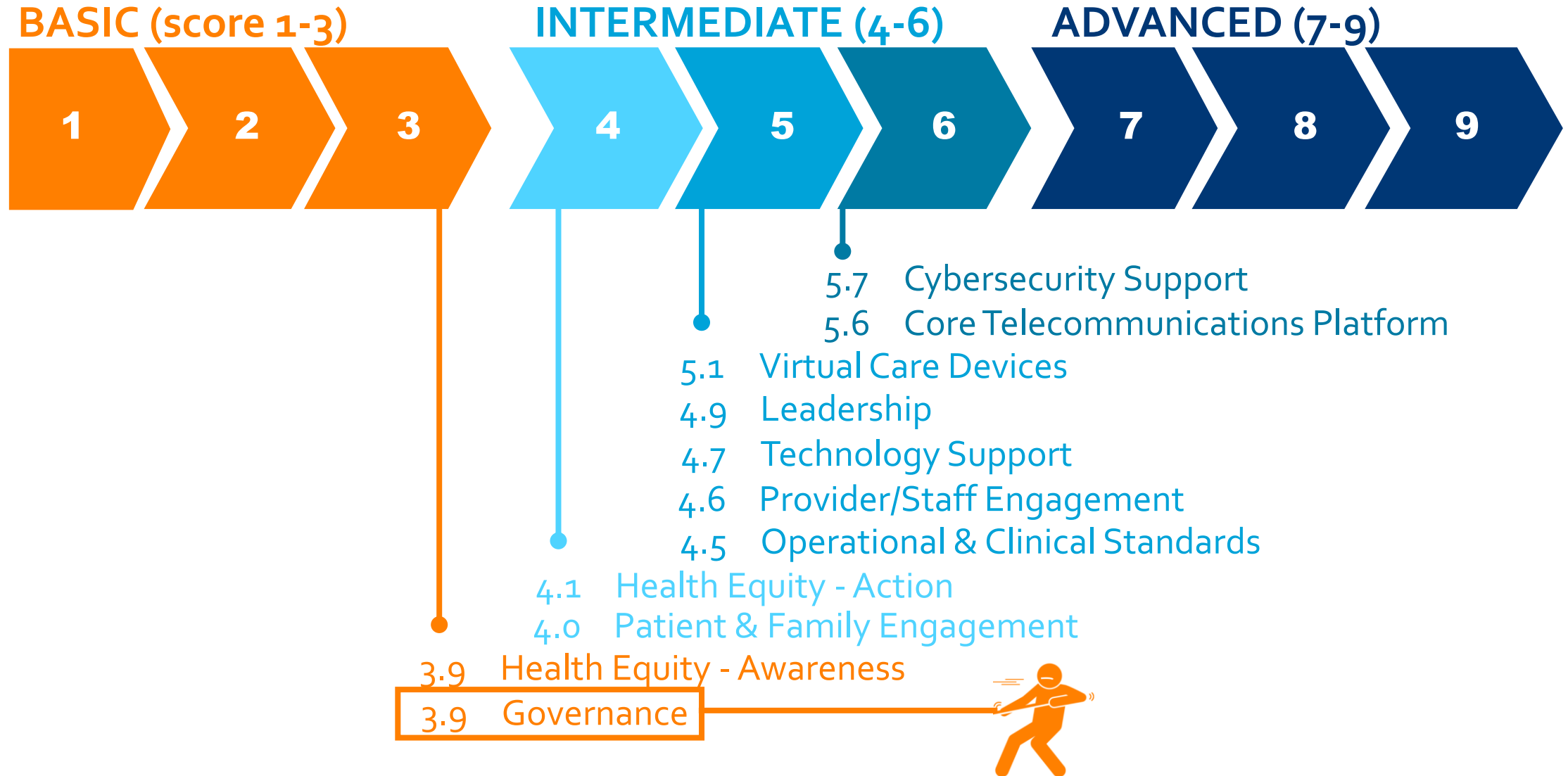
Virtual Care Operations

Health Equity

CATEGORIES:

- Leadership
- Governance
- Core Telecommunications Platform
- Devices
- Technology
- Cybersecurity Support
- Operational and Clinical Standards
- Provider/Staff Engagement
- Patient/Family Engagement
- Awareness
- Action

Average Scores for Each Category



SNI Virtual Care Programming

Measuring Success in Virtual Care

- ✓ Defining Measures of Success in Virtual Care
- **Peer Sharing: Virtual Care Measures of Success at Public Health Care Systems. Dec 7, 1-2pm.**
- Virtual Care Measures of Success: 3-Month Check-in. March 2022

Operations & Clinical Standards

- Mixed Models, Revisited
- Virtual Care Intake and Social Needs Screening

Patient & Family Engagement

- Tech Navigators
- Access and Digital Literacy
- Remote Patient Monitoring

December 7th, 2021

Choosing Telehealth Metrics

& building a dashboard of key performance indicators

**B. Yoshi Laing, MD, MPH
Tyler Heslinga
Rajiv Pramanik, MD
Contra Costa Health Services**

How did we choose metrics?

Four Categories

- UTILIZATION: 1) Maintain volume of video visits and 2) ensure telehealth slots are being used in hybrid model*
- ACCESS: in person vs telehealth
- DISPARITIES
- WORKFLOW EFFICIENCY

Able to filter metrics by primary care vs. all clinics

* two telehealth followed by 9 office visits per clinic

List of Metrics

OVERVIEW & UTILIZATION

- Overview: volume and % of visits by type (in person, video, audio) in the past 18 months
- Video visits scheduled by source
- No-show rate: telehealth vs. in person
- Hybrid telehealth slot utilization (telehealth slots open up for in person use if not filled 48 hrs before visit)

List of Metrics

ACCESS

- TNAA telehealth vs. in person

DISPARITIES

- Referrals for digital disparities* / per month
- Completed care plans for digital disparities / month
- MyChart & Video Visit usage by language

* support for free phone, low cost internet or MyChart sign up

List of Metrics

WORKFLOW EFFICIENCY

- Incomplete telehealth visits (intake done but provider unable to reach patient)
- Clinic finish time

NEXT PHASE:

- BP documentation for patients with hypertension
- Patient experience with telehealth?

As a reminder your Homework was

1

Have internal conversations about KPI examples that resonated with you

2

Look at what you are currently evaluating for Virtual Care and **identify what you could change**

3

Pull some data for KPIs that might be appropriate for your organization and determine if it could be used for data-driven decision making

4

Prepare to share on our next call

Homework Worksheet



Defining Measures of Success in Virtual Care

Convene your virtual care leaders (e.g., CIO/CMIOs, telehealth leads, ambulatory care leads) and respond to the questions below. Reference the [webinar slides](#) for examples of virtual care key performance indicators (KPIs), as well as [resources](#) to guide the conversation.

1. What measures are you currently evaluating for virtual care?
2. What were the virtual care measures discussed on the [webinar](#) that resonated with you? Are there measures that [weren't](#) covered on the webinar that you'd also like to consider?
3. If available, what are your organization's KPIs (e.g., True North measures) outside of virtual care (these measures could be systemwide or specific to ambulatory care)? How could you align the measures you select for virtual care with your current KPIs and/or strategic initiatives?
4. What equity measures would you include to monitor your progress to reduce disparities in access to virtual care? Relatedly, what equity measures would help you understand if

Defining Measures of Success in Virtual Care

Identifying Key Performance Indicators



Ambulatory KPIs You May Already Have

Cycle
Time

Hospital
Readmission
Rates

Staff
Turnover
Rate

A/R
Aging

Patients
Per Hour

No-Show
Rate

**Quality/P4P
Measures**

Colorectal Screening
Rates
Childhood Vaccination
Rates
Cervical Cancer
Screening

Cost per visit

TNAA

Virtual Care Measurement Buckets



Assume Universal Considerations of Health Equity

Access Measures



- No-Show Rate*
- Same Day Access*
- TNAA*
- Continuity*
- After Hours Care*

* = KPIs you may already have

Staff & Provider Experience Measures



- Retention/Turnover*
- Satisfaction Surveys*
- Flexible Work
- Timely Charting Completion*
- Ease of use of technology

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- Cost Per Visit*
- Payer Mix*
- A/R Aging*
- No-Show Rate*
- Patients Per Hour*

Patient Experience Measures



- Cycle Time
- Abandoned Call Rate
- Patient Experience Survey *Technology Use*

Quality



- HBA₁C*
- HTN*
- Childhood Vaccines*
- Timely Prenatal Care*
- Readmission Rates*
- Timely visits after ED or hospitalization*
- Wait for New Patient Appointments*

As a reminder your Homework was

1

Have **internal conversations** about KPI examples that resonated with you

2

Look at what you are currently evaluating for Virtual Care and **identify what** you could change

3

Pull initial data for KPIs that might be appropriate for your organization and determine if it could be used for data-driven decision making

4

Prepare to share briefly on our next call

Sharing from Homework – Breakout Instructions

- You will be moved to a breakout room
- Start with introductions
- Discuss the following questions:
 - What virtual care key performance indicators (KPIs) did your organization select?
 - What did you learn along the way?
 - How do these KPIs align with broader organizational KPIs and/or strategic initiatives?
 - How did your organization address equity in the selection of these virtual care KPIs?
 - What will you act on these measures? What are next steps?
- Be prepared to share 2-3 take-aways from your discussion with the larger group after the breakout.

Wrap-up

Homework


1

Based on your initial data review and discussion with peers, **further refine your KPIs** and pull the data (again).



2

Share with a few people at your organization who haven't seen the data and gather feedback.



3

Continue to track your virtual care KPIs over the next 3 months. **Make adjustments** as needed to ensure they are driving action.



4

Be **prepared to share** what you learned and how you started to use the data for decision-making.

Worksheet

Defining Measures of Success in Virtual Care Finetuning Your Virtual Care KPIs

- ✓ *Convene your virtual care leaders (e.g., telehealth leads, CIO/CMIOs, ambulatory care leads) and respond to the questions below.*
- ✓ *Send the completed worksheet to zso@caph.org by February 15, 2022.*
- ✓ *SNI will synthesize your responses and share them at our final Virtual Care KPI webinar: March 1, 12-1pm. [REGISTER](#)*

Refine...Gather Feedback...Refine

1. Based on your initial data review and discussion with peers, further refine your KPIs and pull the data (again). What changes or additions did you make at this stage?
2. Share the data with a few people who haven't seen it before and get their feedback. Did the data make sense? What questions did it raise for them? Did it spark conversation about areas for improvement? Are there any additional changes you'd make to the KPIs, based on their input?

Up Next

Measuring Success in Virtual Care

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- ✓ Peer Sharing: Virtual Care Measures of Success at Public Health Care Systems
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Operations & Clinical Standards

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Thank you!

don't forget to fill out the survey

