

Integrating Tech Navigation and Virtual Care: How to Improve Patient Access and Sustain Virtual Care Teams

April 14, 2022

[Recording Link](#)

Agenda

Time	Topic	Facilitator(s)
5 min	Welcome and Housekeeping	Thuy-Ann Le <i>SNI</i>
30 min	Member Presentation: San Francisco Health Network Telehealth Ambassador Program	Amanda Churape Specialty Care Program Manager Dr. Delphine Tuot Associate CMO of Specialty Care and Diagnostics <i>San Francisco Health Network</i>
20 min	Peer-to-Peer Sharing & Group Discussion <ul style="list-style-type: none"> - County of Santa Clara Health System - Contra Costa Health Services - LA County Dept of Health Services - San Joaquin General Hospital 	All
5 min	Wrap-up & Announcements <ul style="list-style-type: none"> • Upcoming Events • Post-Survey 	Thuy-Ann Le

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 peer discussion



This meeting is being recorded and will be posted online



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

SNI Virtual Care Learning Series

Measuring Success in Virtual Care

- Peer Sharing: Virtual Care Measures of Success at Public Health Care Systems.
- Virtual Care Measures of Success: 3-Month Check-in

Operations & Clinical Standards

- Designing the Future State: Mixed Model Approach to Optimize Virtual Care
- Virtual Care Intake and Social Needs Screening

Patient & Family Engagement

- **Integrating Tech Navigation & Virtual Care**
- Access and Digital Literacy
- Remote Patient Monitoring

San Francisco Health Network Telehealth Ambassador Program

Delphine Tuot, Amanda Churape

Telehealth within 2 primary care clinics in SF

August 2020 snapshot

Patient Characteristics	UCSF Health	SFHN
≥ 65 years old	31%	25%
Non-English language preference	9%	44%
Racial/ ethnic minority	53%	84%
Insurance		
Medicaid	12%	36%
Medicare	24%	18%
Other government sponsored	0%	44%
Primary care visit modality (Aug 2020)		
Video	48%	1%
Phone	5%	58%
In-person	47%	42%

Lyles et al, 2020. Launching a Toolkit for Safety-Net Clinics Implementing Telemedicine During the COVID-19 Pandemic

Nouri et al, 2020. NEJM Catalyst. Addressing Equity in Telemedicine for Chronic Disease Management During the Covid-19 Pandemic

Patient Interest in and Barriers to Telemedicine Video Visits in a Multi-lingual Urban Safety-Net System

Khoong, Butler, Mesina, Su, DeFries, Nijagal, Lyles; JAMIA 2020

Conclusions: Safety-net patients *are interested in video visits* and able to successfully complete test visits. *Internet/data access* is a common barrier and may impact equitable telemedicine access

Cross-sectional phone survey
of 202 patients scheduled for phone-
only visits in safety-net system



87.6% racial
minorities



55.9% non-
English
speakers

Asked each patient about:

Interest in video ?	Device access
Wi-Fi access 	Barriers to video



65% (n=132)
interested in video
visit over phone-only



54% (n=109)
were able to complete a
test video visit



**>50% (n=112) reported
barriers to video visits**

Most common:

- Inadequate data/Wi-Fi
- Hesitancy about technology
- No access to device

**Factors associated
with interest in video**

Younger age
(<55)

73%
interested in
video

Non-English
language
preference

76%
interested in
video

Prior
smartphone
app usage

84.8%
interested in
video



@elainekhoong
@blythe_butler
@CourtneyRLyles



General Internal
Medicine
Department of Medicine



Obstetrics, Gynecology
& Reproductive Sciences

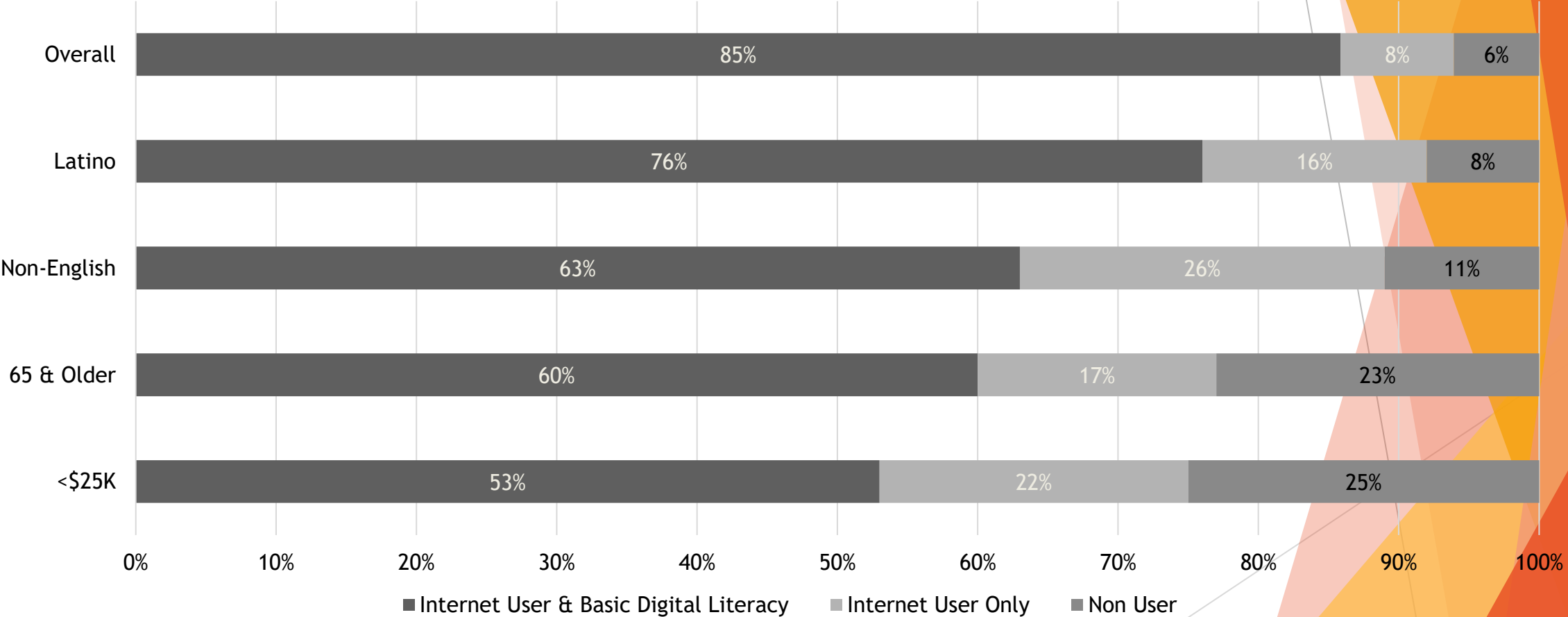


Center for
Vulnerable Populations
Department of Medicine
 @ucsfcvp

Resources for telehealth in
safety-net settings
<https://cvp.ucsf.edu/telehealth>

The Digital Divide is a major barrier to video visits

Internet Usage & Basic Digital Literacy, San Francisco



San Francisco Digital Equity Strategic Plan: https://sfmohcd.org/sites/default/files/SF_Digital_Equity_Strategic_Plan_2019.pdf

Implementation 1: Create workflows and develop scripts for staff to identify and bridge barriers

“Hello, this message is for _____. My name is _____ calling you from (ex. Dermatology, Cardiology, Silver Avenue Family Health Center, Castro Mission Health Center, or Richard Fine Peoples Clinic 1M) at San Francisco General Hospital. I am calling in regards to your upcoming Video appointment with [Provider] on _____ [day/date/time of appointment]. I am calling to help walk you through the steps and help answer any questions. I will attempt to call you later this week. [END CALL]- indicate in notes sections “LM for video visit”

IF CALL ANSWERED:

“Hello, may I speak with _____.? (When patient on phone): My name is _____ and I’m calling from the [CLINIC] at San Francisco General Hospital. (Confirm identity through DOB and home address or other appropriate identifying information).

I am calling in regards to your upcoming Video appointment with [Provider] on _____ [day/date/time]. I am calling to help walk you through the steps and help answer any questions. Do you have time now to review how to get onto Zoom?”

If patient answers NO: “No worries. Is there a better day or time I can call you back at?” - indicate in notes sections “Will attempt to call patient on XX/XX/XXXX”

Thank the patient for their time and let them know you will call them at their suggested day and time.

If patient answers YES: Proceed with steps below

Implementation 2: Advertise Video Visits

Patient Flyers

 San Francisco Health Network
San Francisco Department of Public Health

Seguro. Fácil. Accessible.


Haga su próxima cita con su médico a través de una **videollamada**.

¿Qué necesita? Un dispositivo con conexión de internet, una cámara que funcione, un lugar privado para recibir la llamada.

Si está interesado, por favor, **hágaselo saber al personal de recepción.**



Have your next APPOINTMENT over video call





What: Have your next appointment with your provider over a secure video call.

Who: Anyone with a device connected to internet with a working camera

Where: A private space to use your device

If you are interested, please let a **Front Desk staff** know.



 San Francisco Health Network

Video Visit Advertisement

Located on the bottom of every ambulatory after-visit-summary

What's Next

SEP
28
2021

Nurse Visit - Long

Tuesday September 28 1:30 PM

Ward 92 Specialty
Clinics
995 Potrero Ave
Building 90, 2nd Floor,
Ward 92
San Francisco CA 94110
628-206-4777

OCT
26
2021

Follow Up Appointment with
Katrina Peirce, MSN

Tuesday October 26 1:40 PM

Please bring any insurance
information and a copayment if
required by your insurance
company.

DPH PC MEDICAL
SOMMH
760 Harrison St
San Francisco CA 94107
415-836-1700

SFHN offers video visits, which allows you to see your provider without leaving your home. Ask your provider whether a video visit is right for you. Visit this website for info about how to get started: <https://sfhealthnetwork.org/videovisits/>

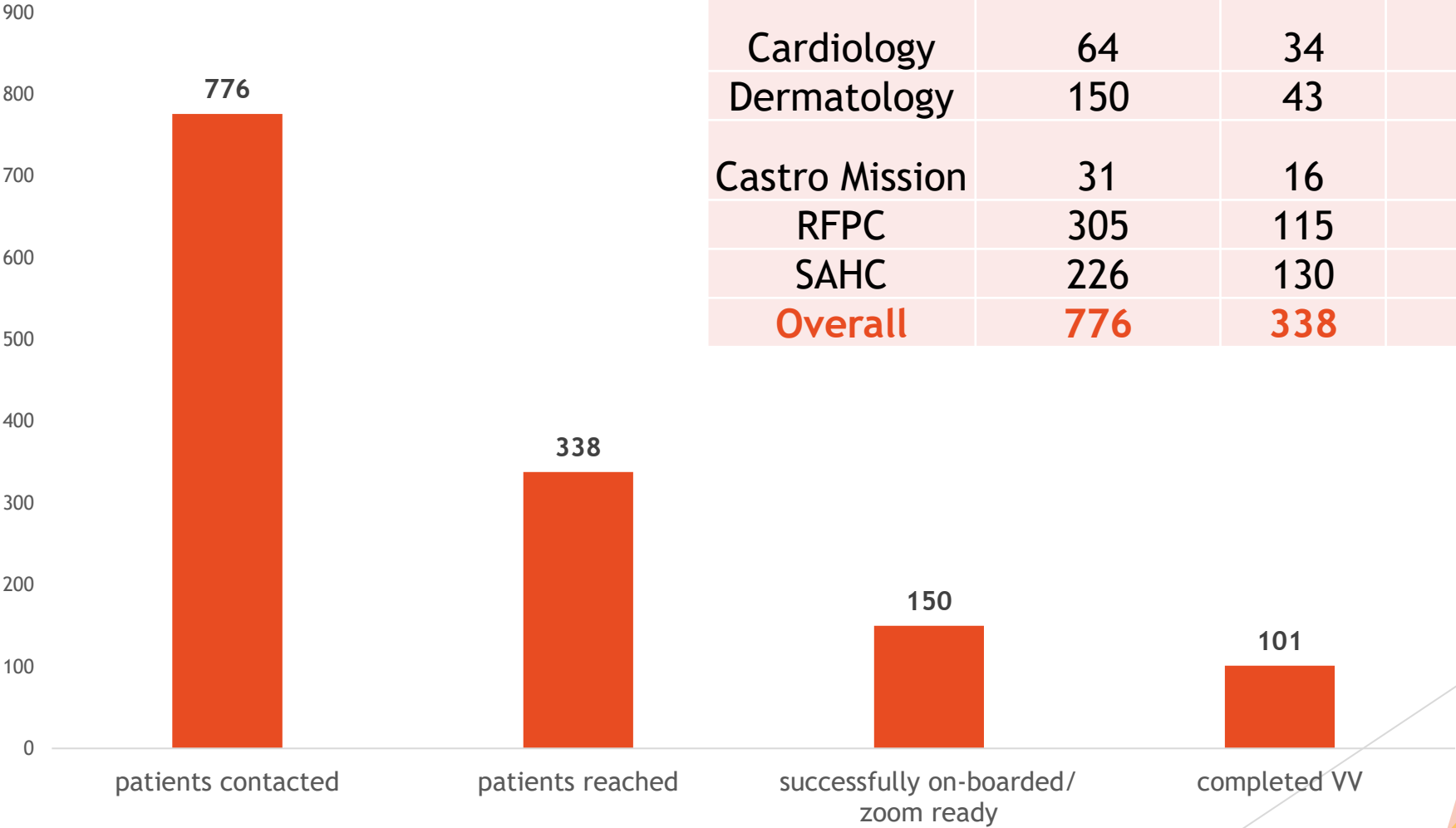
But.... use of video visits remained low

- ▶ Staff were not as comfortable offering/onboarding patients onto Zoom
- ▶ Benefits of Video > phone were not always obvious to staff
- ▶ Covid pandemic created many staffing shortages → no time to help patients with technology challenges
- ▶ Clinics were sub-optimally equipped with technology to facilitate video visits

Implementation 3: Telehealth Ambassador Program as an adjunct to clinic flow

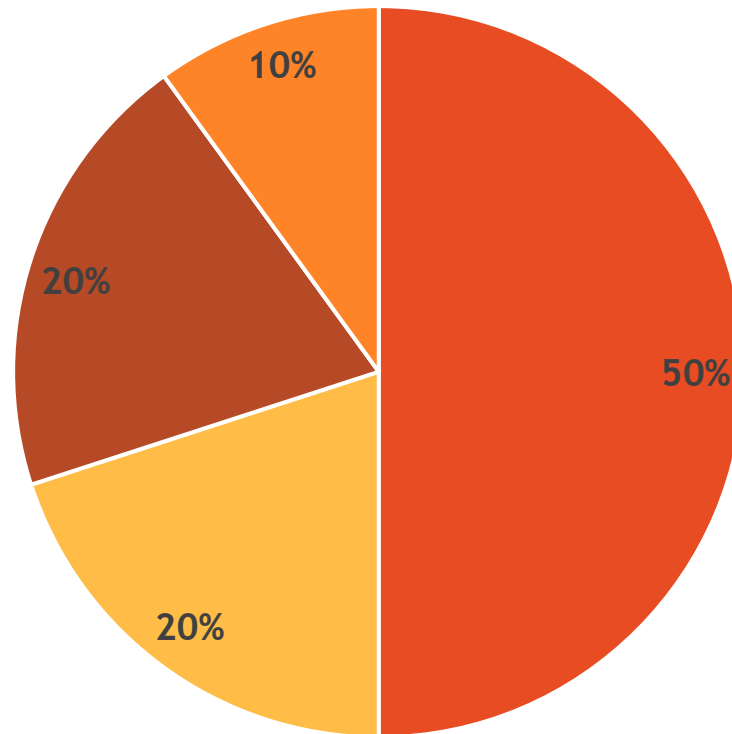
- ▶ Leveraging 2nd year medical students as team members
- ▶ Created a curriculum which outlines roles and responsibilities
 - ▶ Offering video visits to eligible patients
 - ▶ Helping patients get onto Zoom platform
 - ▶ Identifying inefficiencies with process
 - ▶ Creating sustainable workflows for other members of the team to take over when students rotate off
 - ▶ Learning about Quality Improvement processes, leveraging Institute for Healthcare Improvement (IHI)
- ▶ Bi-Weekly check-ins with students and clinical team members to troubleshoot process

Results



	patients contacted	patients reached	successfully on-boarded/ zoom ready	completed VV
Cardiology	64	34	17	1
Dermatology	150	43	21	9
Castro Mission	31	16	9	9
RFPC	305	115	45	37
SAHC	226	130	58	45
Overall	776	338	150	101

Among patients reached, reasons for declining Zoom onboarding



- Patient did not feel VV added value over phone
- Patient does not have access to device
- Hesitant to learn new technology
- Patient voiced they did not have time to review the Zoom process even when offered to be contacted at a later time

Feedback about the video visit

Lessons learned:

Those patients that had a successful video visit with their Provider

- Voiced appreciation for the set-up call.

Patient A: "Would recommend it absolutely; set-up call was very helpful"

- Enjoyed being able to see their Provider from the comfort of their home

Patient B: "I was able to connect to a video visit and see and hear my PCP and all of my concerns were addressed"

Those patients that did not have a successful video visit with their Provider

- Voiced they were unable to connect to Zoom the day of their video visit and instead had a telephone visit

Question 1: Did you successfully complete the video visit? (Yes/No)

- If No: Ask why not
- If Yes: How did it go?
 - How easy or hard was it to get on to the video visit? (Easy, a little hard, somewhat hard, very hard)
 - Did the visit start around the time you expected? (Y/N)
 - How long did you wait for the visit to start compared to your average in person visit? (less time, same, more time)
 - Were you able to see the provider clearly? (Y/N)
 - Were you able to hear the provider clearly? (Y/N)
 - Were all of your health concerns addressed during the visit? (Y/N)

Question 2: Before having the setup call for the video visit, how successful/likely did you think you would be with completing a video visit? (not at all/a little/somewhat/very)

- What about after the setup call? (not at all/a little/somewhat/very)

Question 3: Would you recommend a setup phone call to other patients to get set up for video visits? (Yes/No)

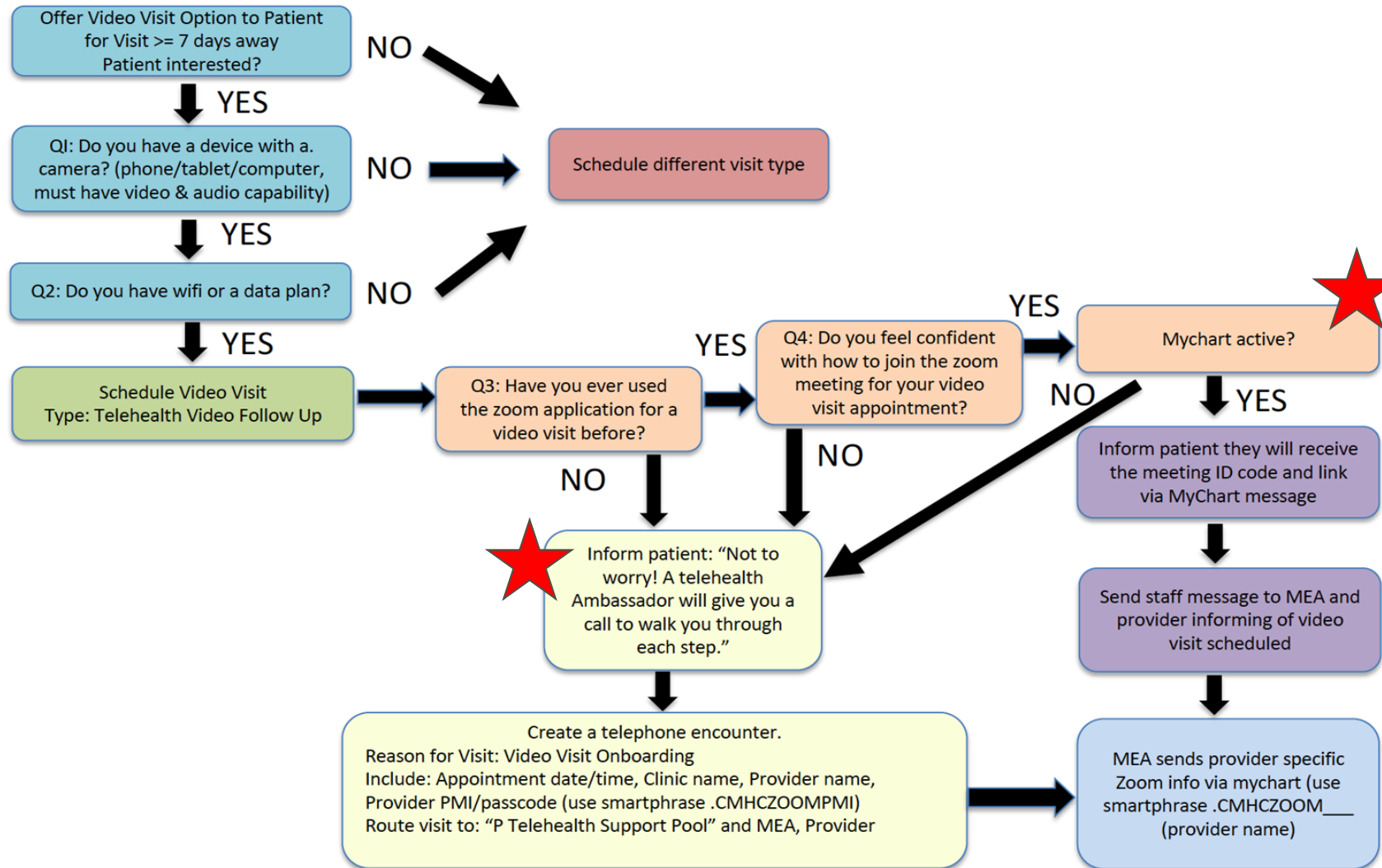
Question 4: What else would help you feel prepared to make the most out of a video visit?

Question 5: What type of visit would you prefer for your next visit?

Lessons learned

- ▶ Patients are hard to reach by phone
- ▶ More likely to try video if staff/provider encourages
- ▶ Greater success if family member is present at home
- ▶ High satisfaction among those patients who complete video visits

Implementation 4: Integrating Telehealth Ambassador program with clinical operations



Diverse volunteers

- ▶ UC Berkeley KDSAP
- ▶ UC Berkeley Telehealth Internship
 - ▶ Tech Coordinator Model with pre-med student volunteers
- ▶ AmeriCorps Members
- ▶ San Francisco High School students

Expand to all ambulatory clinics with adult patients

- ▶ ZSFG Primary Care (n=3)
- ▶ ZSFG Specialty Care (n=25)
- ▶ San Francisco Health Network community Primary Care Clinics (n=11)

Refined workflows

- ▶ Outside of the EHR
- ▶ Combination of cold-calling patients and responding to Telehealth support pool

[illegible]

Lessons learned about Telehealth Ambassador Program

- ▶ Volunteers are a great workforce that requires management/coordination
- ▶ There are limitations to a volunteer program that do not allow EHR access
- ▶ MyChart access increases success of video visits

Lessons learned about telehealth in SFHN primary care clinics

Barriers	Mitigation Efforts
Patient Access to device and data Digital literacy	Digital readiness screening Telehealth Ambassador Program Integrating volunteer program with operations Emphasize MyChart enrollment Advertise video visits
Clinician Access to device New workflows and skills Staffing	Purchase tablets Allow personal devices Team-based support: Ambassadors, Virtual Rooming, Telehealth Care Maintenance Emphasize MyChart enrollment Consider incentivizing participation

Questions?

Contact Information:

Dr. Delphine Tuot (Delphine.tuot@ucsf.edu)

Amanda Churape (Amanda.Aguilar@ucsf.edu)

Peer-to-Peer Sharing Discussion

- Share what is your current tech navigation approach (i.e., volunteer-based, third-party vendor, ambassadors, etc.)
- Highlight any learnings or challenges you are seeing and how your approach has adapted/evolved over time
- Invite the peer group for feedback or questions to any challenges that you may be facing with your approach

Wrap-up & Announcements

Upcoming SNI Offerings

Upcoming SNI Learning Opportunities

eVisit Transformation: Billable Medical Advice through EHR Messaging

May 26, 11am-12pm

Please [Register Here](#)



Thank you!

Please don't forget to fill out the survey



Thank you!

Contact Thuy-Ann Le
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