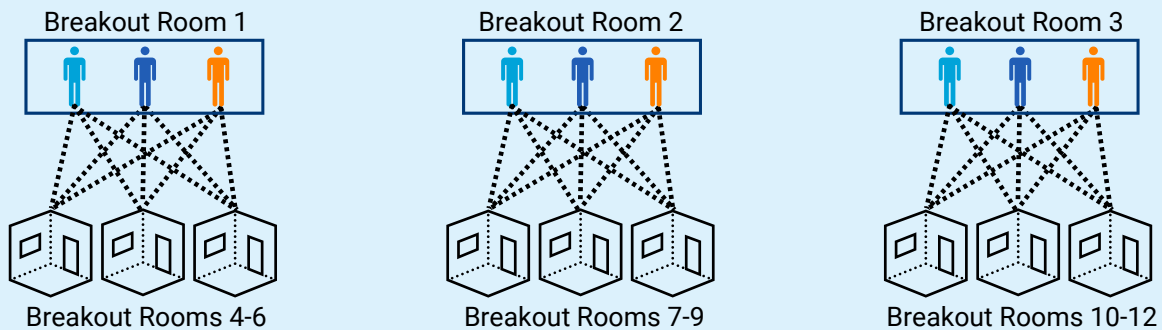


Designing the Future State: How a Mixed Model Approach Can Optimize Virtual Care for Patients

On March 30, 2022, SNI hosted the webinar, *Designing the Future State: How a Mixed Model Approach Can Optimize Virtual Care for Patients*, with presenters from Contra Costa Health Services (CCHS) and West County Health Centers (WCHC). The webinar slides and recording are available [here](#).

West County Health Centers

WCHC uses Zoom breakout rooms to mimic an in-person clinic. A single Zoom meeting is set up with a waiting room, individual exam rooms, and a room for each care team. Once a patient is admitted into their virtual exam room, care team members enter the exam room one at a time to address the patient's needs. Appointment slots can be in any modality; if the slot is used for an in-person visit, the care team will turn off their microphones and cameras and walk into the physical exam room.



Lessons Learned

- Providers and care team members needed extensive support to become familiar with Zoom
- After implementing Zoom for video visits, WCHC made video visits the default telehealth option for patients, which significantly increased video visit volumes

Contra Costa Health Services

CCHS designed their clinic scheduling template to consist of two telehealth visits followed by nine in-person visits.



CCHS piloted this model in the Fall of 2021 and have seen the following results:

- Overwhelmingly positive feedback from providers and care teams
- Improved clinic timeliness
- Better distribution of telehealth options throughout the week rather than limited to one day

Lessons Learned

- The model required heavy lifting to build up proper IT infrastructure (e.g., webcams, headsets, phones, network bandwidth)
- CCHS credits the success of their telehealth program to the system's coordination and streamlined operations as a whole, which has enabled them to seamlessly integrate telehealth