



CALIFORNIA QUALITY COLLABORATIVE
Breakthroughs for Better Health Care

California Quality Collaborative

**COVID-19 Peer Sharing:
Telehealth for Small Practices**

Wednesday, April 15, 12:00pm PST



Tech Tips – Zoom Meetings

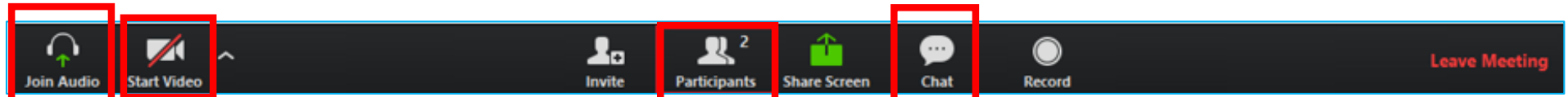


Attendees are automatically MUTED upon entry

Refrain from using the hold button

Please use the chat box if you have questions or would like to participate

Direct messages to Jose if you have any technical issues



Click to join audio

Click to show your video or turn it off

Click to see who else has joined

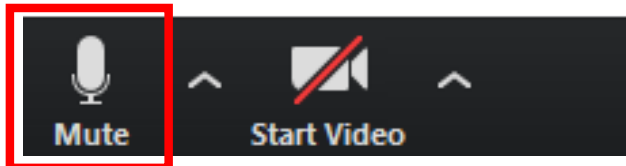
Ask questions and insert comments

Tech Tips – Mute/Unmute

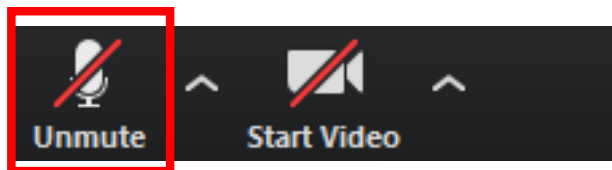
Joined through Computer Audio



Click the microphone icon to unmute yourself



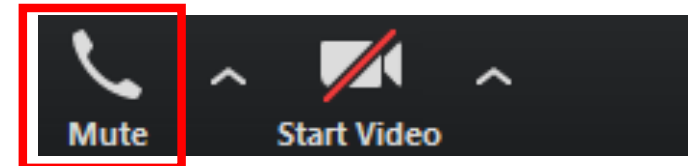
Click the microphone icon to mute yourself



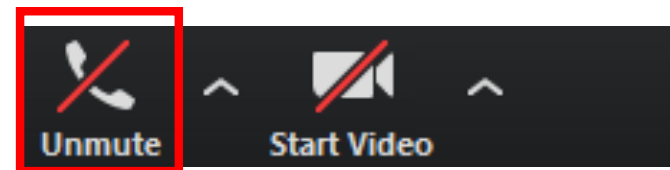
Joined through Phone Audio



Press *6 to unmute yourself or click the phone icon



Press *6 to mute yourself or click the phone icon



Tech Tips – Zoom Polls



Attendance

1. From where are you joining us today?

Northern California

Southern California

Outside of California

Submit

Select your answer

Attendance

1. From where are you joining us today?

Northern California

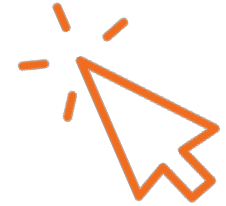
Southern California

Outside of California

Submit

Click the blue Submit button to complete the poll

Poll: Who's in the (virtual) room?



- **From where are you dialing?**
 - Northern Rural California
 - Bay Area
 - Central Valley
 - Central Coast
 - Greater Los Angeles
 - Inland Empire
 - San Diego / Imperial County
- **What type of organization are you part of?**
 - Provider
 - Health Plan
 - IPA
 - Non-profit
 - Government Agency
 - Other [Chat in]

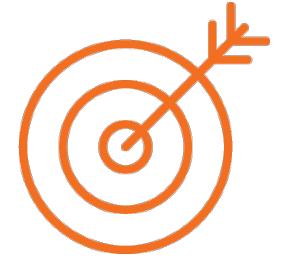
About CQC



California Quality Collaborative (CQC) is a healthcare improvement organization dedicated to advancing the quality and efficiency of the health care delivery system in California.

- Generates scalable and measurable improvement in the care delivery system important to patients, purchasers, providers, and health plans.
- Governed by a multi-stakeholder committee and is administered by the Pacific Business Group on Health.

Today's Objectives



In this webinar, participants will have:

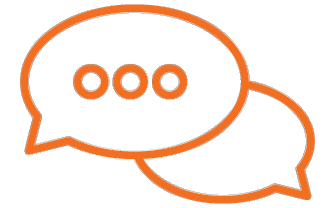
- Learned solutions and challenges from two California IPAs supporting telehealth implementation and expansion in small physician practices
- Exchanged specific approaches and solutions to technology, workflow, and documentation issues.
- Understood impactful resources supporting implementation and spread of telehealth by small practices.



See CQC's COVID-19 Resource page for additional tools

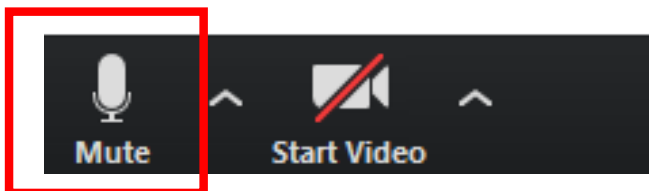
calquality.org/resources/covid-19-resources

Sharing and Learning: Anchor Question

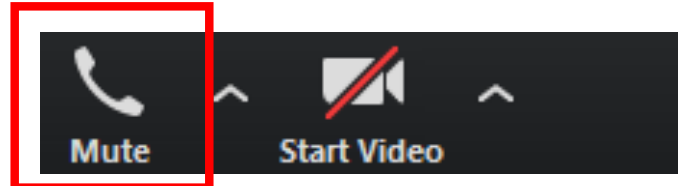


- In three words or less, what are you hearing from practices as they take on telehealth?

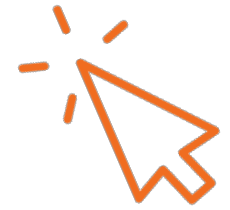
Click



Press *6 or click



Poll: Shifting visit modalities



- **To what extent have your providers changed face-to-face visits to telehealth visits (phone and audio-visual)?**
 - <25%
 - 25%-50%
 - 50%-75%
 - >75%
- **Of the telehealth visits being done by our providers;**
 - 100% are telephonic / 0% are audio-video
 - 75% are telephonic / 25% are audio-video
 - 50% are telephonic / 50% are audio-video
 - 25% are telephonic / 75% are audio-video
 - 0% are telephonic / 100% are audio-video

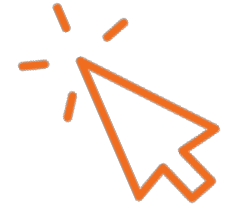
Key Telehealth Resources

- American Medical Association:
[AMA Quick Guide to Telemedicine in Practice](#)
 - Includes "start here" checklist, with pre-planning, vendor/ platform assessment, workflow and telehealth etiquette
- California Telehealth Resource Center:
[Telehealth 101: How do I get started during COVID-19](#)
 - Use to determine need for visits, select technology, create a welcoming virtual space and send marketing
- CMS: [General Provider Telehealth and Telemedicine Tool Kit](#);
"Office Hours" Stakeholder calls ([future](#) and [past](#))
 - List of vetted resources around telehealth implementation

Other honorable mentions:

- "Proactive communication to patients that the service is available;"
- "texting reminders to patients prior to the visit"
- "An office champion who want to make it work"
- "Peer sharing venues to learn from others"

Poll: Telehealth experience



- **Generally, our providers are _____ with providing care via telehealth:**
 - Very unsatisfied
 - Unsatisfied
 - Neutral
 - Satisfied
 - Very satisfied

Today's Guests Speakers



Jessica Voigt, MSN RN
Director Outpatient Clinical Nursing



Christopher McGlone
Chief Operational Officer



Peer Sharing: Desert Oasis Healthcare

- Describe your organization
- How telehealth was implemented since COVID-19
- Conditions and types of visits your practices are currently managing
- How patient screening is being accomplished
- Technology being used
- Progress around documentation/coding challenges



Jessica Voigt, MSN RN
Director Outpatient Clinical Nursing



Peer Sharing: Sharp Community Medical Group

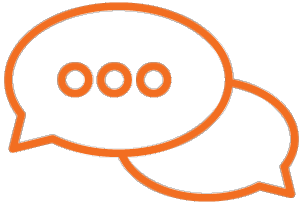
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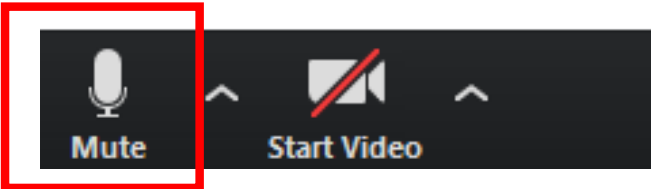
Christopher McGlone
Chief Operational Officer



Q&A & Peer Sharing Session



Click



Press *6 or click



Other Resources & Opportunities

FCC Funding Opportunity

- FCC launched a telehealth program using \$200 million federal funding to improve connected health services by offering qualified providers funding for telehealth services.
- Application process [fcc.gov/covid19telehealth](https://www.fcc.gov/covid19telehealth)

CMS Update - Diagnoses from telehealth services and risk adjustment

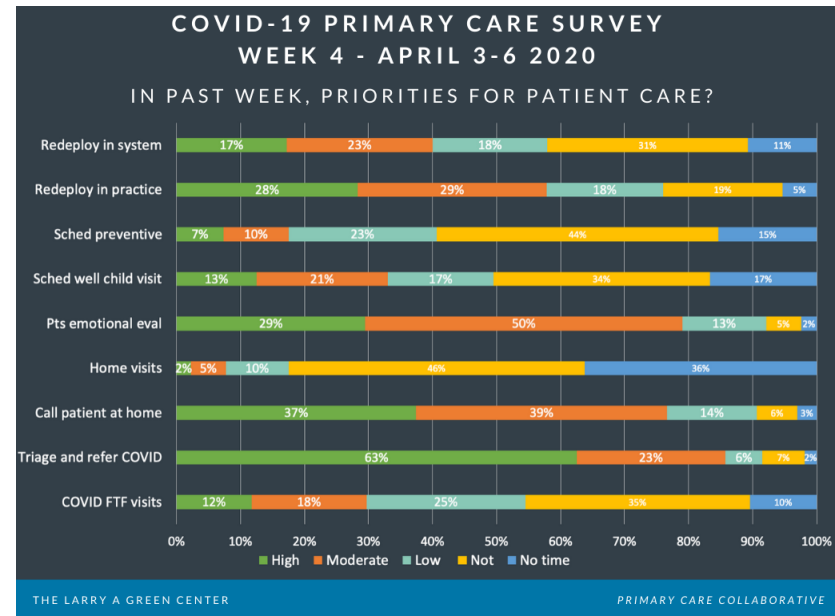
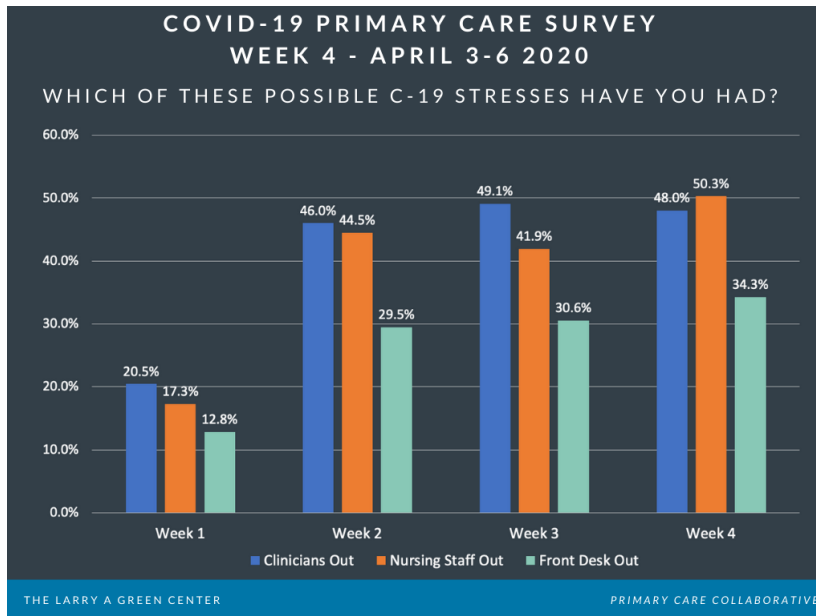
- Diagnoses for risk adjustment submissions allowed from telehealth visits when those visits meet all criteria for risk adjustment eligibility, which include being from an allowable inpatient, outpatient, or professional service, and from a face-to-face encounter.
- Full notice: [APG PDF link](#)



See CQC's COVID-19 Resource page for additional tools

calquality.org/resources/covid-19-resources

PCPCC Survey



- Primary Care Collaborative is tracking national impact on how practices are responding to COVID-19 by surveying primary care clinicians
- Please participate to help PCC better understand response and capacity of primary care practices
- Surveys open every Friday and close on the following Monday.
 - [PCPCC survey link](#)

Poll: Webinar feedback



- **The content of this webinar was helpful**
 - Strongly Agree
 - Agree
 - Neither Agree nor Disagree
 - Disagree
 - Strongly Disagree

Thank you!

Stay Connected to CQC

- Join us for our next CQC webinar,
Caring for Patients Virtually: Lessons from a Successful Virtual Primary Care Practice,
on April 30th, 2020 from 11am-12pm (PST)
([register here](#))
- Visit our **COVID-19 Resources** at
calquality.org/resources/covid-19-resources
- If you have questions, want to register for our newsletter, or would like more information,
email us at cqcinfo@calquality.org

