Optimizing Virtual Care

July 20, 2023
HRSA Funded Telehealth Resource Centers

www.telehealthresourcecenter.org

12 REGIONAL RESOURCE CENTERS

2 NATIONAL RESOURCE CENTERS

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Webinar Tips and Notes

• Your phone &/or computer microphone has been muted.
• If we do not reach your question, please contact your regional TRC. There may be delays in response time: https://telehealthresourcecenter.org/contact-us/
• Please fill out the post-webinar survey.
• Closed Captioning is available.
• Please submit your questions using the Q&A function.
• The webinar is being **recorded**.
• Recordings will be posted to our YouTube Channel: https://www.youtube.com/c/nctrc
Leinaala Kanana MSW, Chief Community Health Services Officer
Chrissy Kuahine MIS, Director of Clinical & Patient Informatics
NCTRC Webinar - Optimizing Virtual Care
July 20, 2023
Waianae Coast Comprehensive Health Center

- Established 1972 as a community-driven response to the lack of health care providers available on the Waianae coast
- Grown from one doctor office to the 2nd largest and oldest of 15 FQHC’s in Hawaii
- Largest employer on the Waianae coast with over 600 employees – most of them residents of the community
WAIANAE COAST COMPREHENSIVE HEALTH CENTER

OUR SERVICES

- Adolescent Health
- Adult Day Care
- Behavioral Health
- Case Management
- Dental
- Diabetes Intervention
- Emergency Room (open 24 hours)
- Family Planning
- Fitness Gym & Programs
- Health Education
- Health Professions Career Training
- Health Emergency Liaison Program
- Homeless Outreach
- Imaging
- Institutional Review Board for Research
- Integrative Weight Management Program
- K&WIC (Walk-in Clinic)
- Laboratory
- Makeke (Farmers & Green Market)
- Native Hawaiian Healing
- Nutrition Counseling
- Pain Management
- Patient Assistance Services
- Perinatal Case Management
- Pharmacy (Waianae & Kapolei)
- Primary Care Clinics:
  - Adult Medicine
  - Family Practice
  - Pediatric Health
  - Women’s Health
- Mammography
- Restaurant
- School-Based Health Centers
- Specialists:
  - Cardiology
  - Dermatology
  - Endocrinology
  - General Surgery
  - Nephrology
  - Obstetrics/Gynecology
  - Orthopedics
  - Ophthalmology
  - Optometry
  - Podiatry
- Substance Abuse Treatment
- Transportation
- Vision Care
- Women, Infants and Children Program (WIC)

Visit us at www.wcchc.com

Telehealth Visits

Telehealth Video & Phone Visits Available

Get your medications, virtual care, and assistance with social services in one place...

THE COMP
AT TAMURA SUPER MARKET
Pharmacy • Comp Health Connect

Open 7 days a week | (808) 697-3200
Population We Serve

• In 2022, the Health Center served 35,217 patients through 122,834 in-person visits and 78,661 virtual visits

• Patient Demographics:
  Native Hawaiian (47%); Asian & other Pacific Islanders (26%); and Caucasians (11%)

• Patient Socio-economic Status:
  At or below 100% of the federal poverty level (71%); uninsured (3%); receiving coverage under Medicare & Dual Eligible (10%); and receiving coverage under Medicaid/QUEST (60%)
Socio-Economic Indicators

• People Living 100% Below Poverty Level:
  • Waianae (22.4%); Honolulu County (8.7%); and State of Hawaii (9.9%)

• Households Receiving SNAP:
  • Waianae (34.3%); Honolulu County (9.7%); and State of Hawaii (11.1%)

• Per Capita Income:
  • Waianae ($21,084); Honolulu County ($35,202); and State of Hawaii ($32,621)

• Households with Children Receiving Assistance:
  • Waianae (55.0%); Honolulu County (22.4%); and State of Hawaii (25.3%)

• People 25+ with No High School Degree Diploma:
  • Waianae (7.2%); Honolulu County (4.2%); and State of Hawaii (4.4%)
HAWAII COST OF LIVING IN 2023

1.4M+ POPULATION

$200k+ COMFORTABLE LIVING WAGE

$53.9K AVERAGE HAWAII SALARY

$54.1k AVERAGE U.S. SALARY

MEDIAN HOME PRICES

<table>
<thead>
<tr>
<th>ISLAND</th>
<th>HOME</th>
<th>GARAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAWAII</td>
<td>$481,700</td>
<td>$910,000</td>
</tr>
<tr>
<td>MAUI</td>
<td>$1,092,500</td>
<td>$777,000</td>
</tr>
<tr>
<td>OAHU</td>
<td>$1,000,000</td>
<td>$510,000</td>
</tr>
<tr>
<td>KAUAI</td>
<td>$1,488,000</td>
<td>$749,000</td>
</tr>
</tbody>
</table>

$500,000 in Hawaii
2 beds 1 bath 644 sqft (Lot: 3,489 sqft)

$500,000 in Arizona
4 beds 2.5 baths 3,066 sqft (Lot: 0.36 acres)

$500,000 in Hawaii

$500,000 in Arizona

Median home prices in Hawaii and Arizona are significantly different, with Hawaii having higher prices for similar living conditions.

Are Youna Kea!

A group of people protesting, holding signs that read "Are Youna Kea!"
Adoption of emerging technologies & challenges

- Adopted Electronic Health Records in 2003
- Developed custom EHR templates that capture full scope of services including care enabling codes and socioeconomic characteristics
- A lead agency in developing the PRAPARE SDOH instrument used to track socio economic conditions
- Poverty is prevalent and the ability of health center users to afford broadband instruments or data plans is problematic
- Patient population is predominately low income Native Hawaiian with an average family income of $18,000 per year
- Health Center has found a way to rapidly transform to remote visits while systematically analyzing the barriers to further telehealth adoption
Digital Inclusion is known as the “Super Social Determinant of Health”, according to an article published by Nature Briefing in 2021, because of how important it has become to address other social determinants of health.

“health systems should partner with community organizations with expertise in training in digital literacy skills and facilitating connectivity.”
• **Provider TeleVIDEO Training**
  - MEND Telehealth Platform – Ad Hoc Function
  - Trained 102 Providers in 10 days (3/25 – 4/6)
  - Completed 170 Providers by August 2020
  - NextGen & Mend Appointment Integration

• “Experience MEND as a Patient” Sessions

• Demo TeleVIDEO during in-person visits

• Telehealth Patient Education Specialist
Envisioning a Virtual Care Model

1 OF 29 HEALTH CENTERS AWARDED THE HRSA OPTIMIZING VIRTUAL CARE GRANT

Awards will enhance telehealth, digital patient tools, and health information technology to support underserved communities

OUR GOAL

Increase access to care, reduce access barriers to primary care, improve clinical quality outcomes in a manner that utilizes emerging technology and is SUSTAINABLE post grant
<table>
<thead>
<tr>
<th>OVC Strategy</th>
<th>Activity Detail</th>
</tr>
</thead>
</table>
| Development of Telehealth Service  | • Partner with community to open 3 telehealth service kiosks in low income rural communities as access points to virtual care services  
| Kiosks                             | • Conduct telehealth education training for residents to utilize virtual services including home monitoring equipment                                                                                         |
| Telehealth Support Services        | • Develop workflow to integrate care enabling support services through telehealth kiosks, virtual care program                                                                                                 |
| Remote Patient Monitoring          | • Implement a Virtual Care Program to provide care management/care coordination services to support consistent engagement in treatment plan                                                                             |
| Develop and launch “Comp Health    | • Virtual health home mobile app  
| Connect”                           | • Create a community based app linking health and social services  
|                                    | • Expand patient portal into “Comp Health Connect”                                                                                                                                                           |
| HIT Innovation - Integrate Advanced | • Engage and collaborate with Health Plans to integrate virtual care in payment programs focusing on value based care  
| AI analytics and ML                | • Identify high risk patients that would most benefit from virtual care using social determinants of health and other risk factor data                                                                       |
Telehealth Adoption & Reasons for Telephone Visits

### Telehealth Adaptation

**Table:**

<table>
<thead>
<tr>
<th>Cat</th>
<th>Week</th>
<th>Telephone</th>
<th>TeleVideo</th>
<th>In Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>Last Week</td>
<td>4%</td>
<td>18%</td>
<td>77%</td>
</tr>
<tr>
<td></td>
<td>Prev 3 Wk Avg</td>
<td>5%</td>
<td>16%</td>
<td>78%</td>
</tr>
<tr>
<td></td>
<td>Same Wk Last Yr</td>
<td>10%</td>
<td>25%</td>
<td>65%</td>
</tr>
<tr>
<td>BH</td>
<td>Last Week</td>
<td>18%</td>
<td>59%</td>
<td>24%</td>
</tr>
<tr>
<td></td>
<td>Prev 3 Wk Avg</td>
<td>18%</td>
<td>59%</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>Same Wk Last Yr</td>
<td>26%</td>
<td>59%</td>
<td>15%</td>
</tr>
</tbody>
</table>

**Chart:**

- **Month:**
  - May 2022
  - Patient has poor internet connectivity: 49.3%
  - Patient does not have camera enabled device: 13.5%
  - Patient declined televideo visit: 14.5%
  - Patient has no internet access: 11.9%
  - Provider poor internet connectivity: 6.2%
  - Patient does not know how to use video app: 4.6%
  - Total: 100%

- **June 2022**
  - Patient has poor internet connectivity: 50.8%
  - Patient does not have camera enabled device: 12.3%
  - Patient declined televideo visit: 13.6%
  - Patient has no internet access: 10.8%
  - Provider poor internet connectivity: 5.6%
  - Patient does not know how to use video app: 6.0%
  - Total: 100%

- **July 2022**
  - Patient has poor internet connectivity: 52.4%
  - Patient does not have camera enabled device: 14.9%
  - Patient declined televideo visit: 10.8%
  - Patient has no internet access: 12.3%
  - Provider poor internet connectivity: 6.9%
  - Patient does not know how to use video app: 2.7%
  - Total: 100%
Developed telehealth enabling services for those unable to access full telehealth services including education, training in use of systems, and when necessary, distribution of home monitoring equipment.

<table>
<thead>
<tr>
<th>Telehealth Education</th>
<th>X5505</th>
<th>Health education on use of telehealth devices. Conducting telehealth demonstration and education on the use and enrollment in the patient portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telehealth Resources</td>
<td>X5506</td>
<td>Assistance provided to acquire telehealth device, remote digital device, remote manual device, internet connectivity, WiFi, hotspot</td>
</tr>
<tr>
<td>Telehealth Referral</td>
<td>X5507</td>
<td>Referral to obtain internet connectivity, referral to RPM program</td>
</tr>
</tbody>
</table>
Telehealth & PAS Kiosks

- SBHC Remote Exams
- Ewa Kiosk in Child and Family Services
- Waianae Kiosk in Tamura Grocery Store
- Potential Strategic Partnership with **UH West Oahu**
Waianae clinic bringing virtual health care to patients in Tamura Super Market

By Kristen Consillo  Apr 7, 2023 Updated Apr 7, 2023  0

Complement existing Long-range Wi-Fi at the WCCHC campus

Extend coverage towards Maili connecting a multi-family affordable rental housing complex

Additional services for:

- Telehealth Services for the immediate communities near WCCHC facilities
- Affordable Connectivity Program Services to underserved and unserved Waianae Communities
- Distance Learning and Education over Wi-Fi internet
- Economic Development and Workforce Development in the West Oahu communities
Kupuna Computer Training and Partnerships

- Digital literacy courses for kupuna community
- Local partnerships
  - Digital Ready Hawaii
  - Hawaii State Public Library
  - Hawaii Pacific Basin Area Health Education Center
  - Kamehameha Schools
  - Lanakila Pacific - Kupuna "U"niversity Digital Events

Eldest Kupuna Student Energetic and Akamai 91 yrs young

Proud Kupuna Student - Owner of his 1st laptop and 1st time (on his own) joining a Zoom meeting

WCCHC Outreach Navigators
Chair Yoga for the Brain
Virna Cheung, Director of Decision Support and a yoga teacher, has been teaching yoga classes at the Comp for staff and patients since 2015. She now offers gentle chair yoga class with focus on brain health for the Kupuna U community virtually. These 30 minutes classes will stretch and strengthen your breath, body, and brain!

Comments from class participants:
Jacqueline: My knee felt locked up this morning when I woke up, and it is all better by the end of the class.

Myrna: After 3 months of attending this class, I could do my own laundry (hanging clothes on the lines) for the first time in two years! My friend commented that my gait and posture looked better too.
Affordable Connectivity Program Outreach Events

The Affordable Connectivity Program
Connecting Hawaii Households to the Internet

Your household qualifies if at least one member:
- Qualifies for the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Medicaid, Federal Public Housing Assistance, Veterans and Survivors Pension Benefit, or Lifeline program.
- Received benefits under the free and reduced-price school meal lunch program.
- Received a Federal Pell Grant in the current year.
- Meets eligibility criteria for a participating provider’s existing Lifeline program.

For more information, visit broadband.hawaii.gov/ACP
@digitalequityhawaii @digitalequityhawaii @digitalequityhi

For assistance with completing the ACP application, please contact or refer your patients to PAS for assistance by calling (808) 697-3405
Care Coordination with Remote Patient Monitoring

Patient will be monitored for the following:

- HTN
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes Mellitus
- Heart Failure (HF)

Benefits

- Delivers state-of-the-art technology devices to help better manage health condition(s) at home
- Improves access to health education and provides tracking tools encouraging engagement
- Improves delivery of care plan by the health care team
- 24/7 monitoring supported by CareConnect Clinical services
Comp Health Connect Mobile App

Deliverables
- CHC Web & Mobile App
  - iPhone
  - Android
- Contributor’s Website - content is gathered from community partners

Initial content possibilities
- Community access to WCCHC and Elepaio Social Services
- Patient access to patient portal and patient self-scheduling, telehealth appt via customized user interface
- Link to community partners
Augmented Intelligence Analytics Initiatives

**Foresight Health Solutions Mission** - *Develop AI-driven analytic solutions to accurately predict and promote optimal health for vulnerable populations using diverse data sources*

- AI embedded with core systems to improve effectiveness and impact of clinical and social interventions
- Collect data from diverse sources including claims, EMR, care management notes, SDOH surveys
- Using proprietary models to accurately predict health risks, costs, adverse outcomes and health disparities
- Identify the most effective actions to mitigate and reverse adverse outcomes, costs and disparities
Use AI-driven analytic solutions to predict, promote and preserve health for the vulnerable
Results After 1-Year

WCCHC’s Experience
SDoH Risk Contributors

TOP SDoH RISK CONTRIBUTORS

- Unemployment: 1.158, 1148
- Homelessness: 1.117, 537
- Living alone: 1.104, 518
- Transport Issue: 1.298, 387
- Food Issue: 1.089, 264

Risk Coefficient vs. Patient SDoH Factor Count

Foresight Health Solutions & WCCHC
Medical Risk Contributors

TOP DIAGNOSTIC GROUP RISK CONTRIBUTORS

- Depressive/Bipolar Disorders Diabetes w/Complications: 0.546
- Obesity: 0.307
- Drug/Alcohol Dependence: 0.262
- COPD: 0.368
- CHF: 0.305
- Schizophrenia: 0.31
- Patient Diagnostic Group Count: 500

Risk Coefficient

Foresight Health Solutions & WCCHC
Uncovers SDoH Locked-Away in EMR notes
## Savings Due to Enabling Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Pre (monthly)</th>
<th>Post (monthly)</th>
<th>Annual Savings (individual)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication</td>
<td>$442.7</td>
<td>$260.96</td>
<td>+$2,180.88</td>
</tr>
<tr>
<td>Crisis Stabilization</td>
<td>$442.7</td>
<td>$347</td>
<td>+$1,148.40</td>
</tr>
<tr>
<td>Transportation</td>
<td>$442.7</td>
<td>$365.82</td>
<td>+$922.56</td>
</tr>
<tr>
<td>Telephone Contact</td>
<td>$442.7</td>
<td>$373.22</td>
<td>+$833.76</td>
</tr>
<tr>
<td>Follow-Up Monitoring</td>
<td>$442.7</td>
<td>$413.42</td>
<td>+$351.36</td>
</tr>
<tr>
<td>Linguistic Services</td>
<td>$442.7</td>
<td>$424.75</td>
<td>+$215.40</td>
</tr>
<tr>
<td>Advocacy</td>
<td>$442.7</td>
<td>$497.27</td>
<td>-$854.84</td>
</tr>
</tbody>
</table>
Cost Savings Health Plan A

Change in Total Costs

$13,345,426

$1,737,528 Savings

$11,607,900
The above chart is not inflation-adjusted.

Cost Savings Health Plan B

Change in total cost

Baseline period (2020) vs. Study year June-21 to May-22

- $7,823,990
- $1,728,289 Savings*
- $6,095,701

* The above chart is not inflation-adjusted.

Foresight Health Solutions & WCCHC
The Patient Experience and Quality of Care

- Patient experience with telehealth connectivity ease of access
- Comparison of core questions for telehealth versus in-person visits

**Mean average for Ease of Connecting with Care Team for Q2 2022 period = 85.5**

**Mean average for Ease of Connecting with Care Team for Q1 2023 period = 89.5**

**Q1 2023 Satisfaction Scores by Encounter Method**

<table>
<thead>
<tr>
<th>Overall Satisfaction</th>
<th>MEAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Courtesy &amp; Helpfulness</td>
<td><img src="image" alt="Graph" /></td>
</tr>
<tr>
<td>Provider Listening</td>
<td><img src="image" alt="Graph" /></td>
</tr>
<tr>
<td>Provider Explanation</td>
<td><img src="image" alt="Graph" /></td>
</tr>
<tr>
<td>Provider Knowledge of Health History</td>
<td><img src="image" alt="Graph" /></td>
</tr>
<tr>
<td>Overall Quality of Care</td>
<td><img src="image" alt="Graph" /></td>
</tr>
</tbody>
</table>

- Telehealth Video
- Telephone
- In-Person
Mahalo!

@WCCHC

Waianae • Nanakuli • Kapolei • Ewa • Waipahu

Waianae Coast Comprehensive Health Center
Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Telehealth Topic: The Crystal Ball Project: Telehealth Technology In 3-5 Years

Hosting TRC: National Telehealth Technology Assessment Center (TTAC)

Date: August 17, 2023

Times: 11 AM – 12 PM (PT)

*Please check the NCTRC website for more information on the upcoming webinar.
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https://www.surveymonkey.com/r/XK7R72F