



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

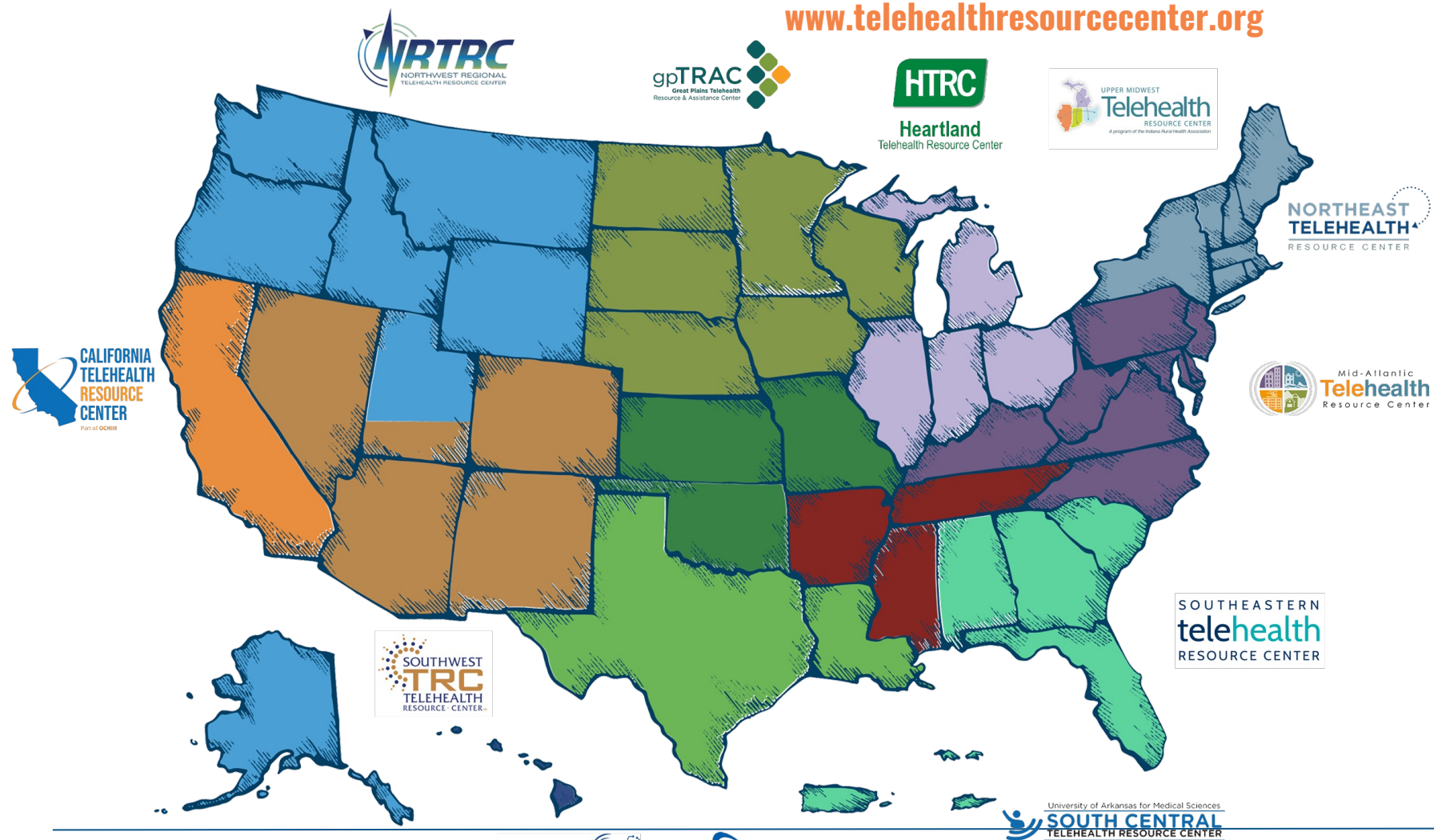
Optimizing Virtual Care

July 20, 2023



HRSA Funded Telehealth Resource Centers

www.telehealthresourcecenter.org



NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC
12 REGIONAL RESOURCE CENTERS		

 TTAC TelehealthTechnology.org	 CCHP
2 NATIONAL RESOURCE CENTERS	



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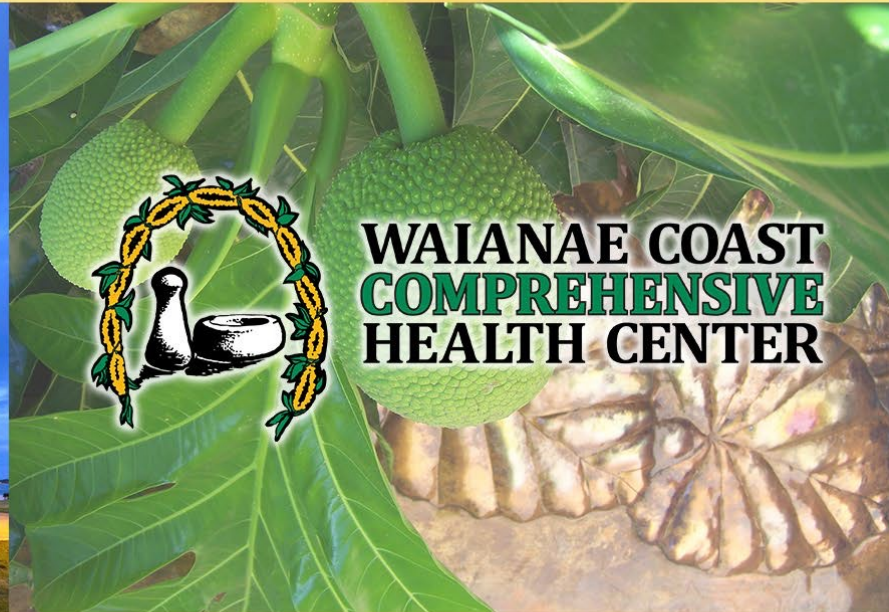


Webinar Tips and Notes

- 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>



WCCHC Optimizing Virtual Care



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



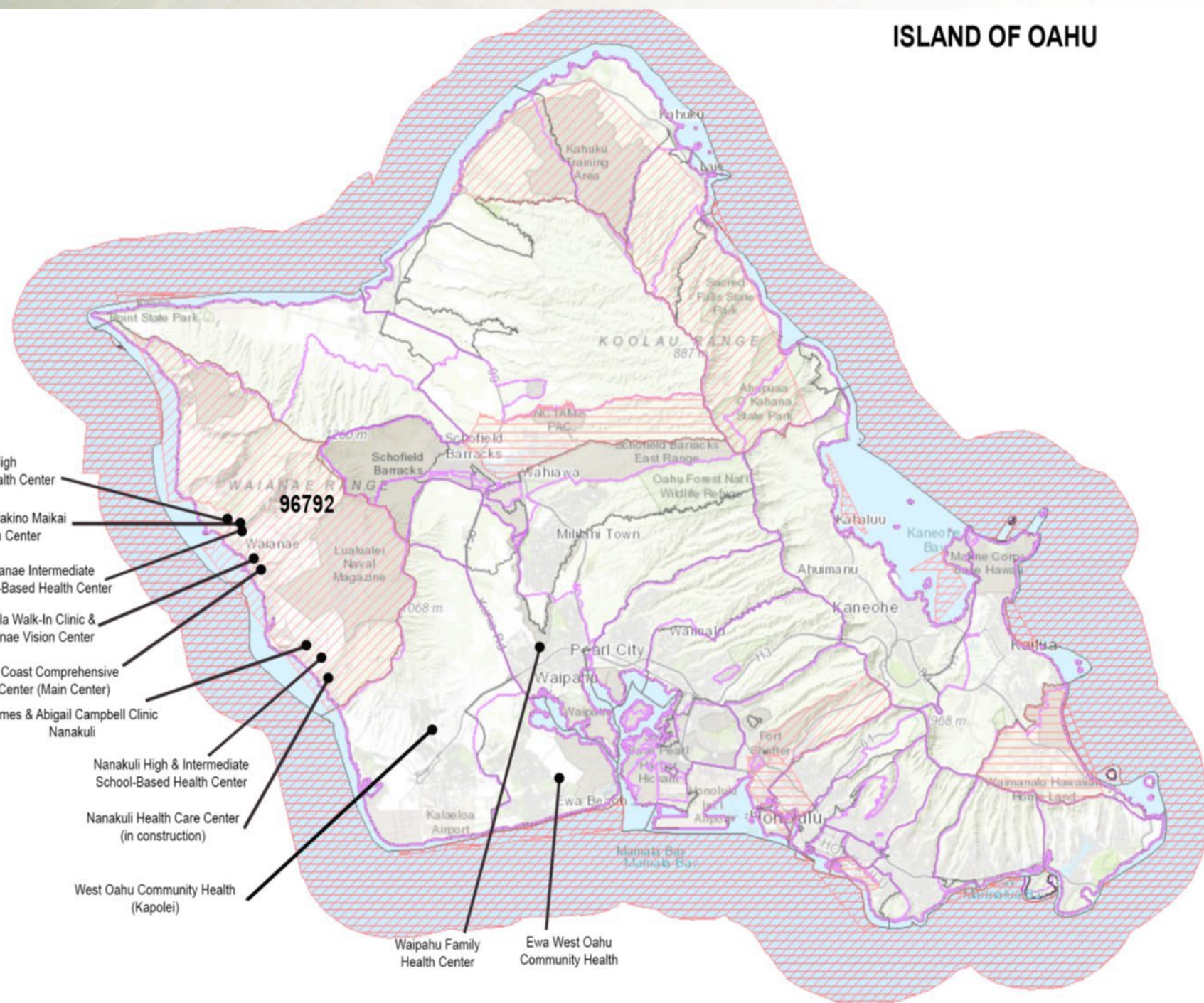
ISLAND OF OAHU

- Waianae High School-Based Health Center
- Kamaile Olakino Maikai Health Center
- Waianae Intermediate School-Based Health Center
- Waiola Walk-In Clinic & Waianae Vision Center
- Waianae Coast Comprehensive Health Center (Main Center)
- James & Abigail Campbell Clinic Nanakuli
- Nanakuli High & Intermediate School-Based Health Center
- Nanakuli Health Care Center (in construction)
- West Oahu Community Health (Kapolei)

96792

Waipahu Family Health Center

Ewa West Oahu Community Health



Serving with Aloha since 1972



**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
- KWIC (*Walk-in Clinics*)
- Laboratory
- Mākeke (*Farmers & Green Markets*)
- Native Hawaiian Healing
- Nutrition Counseling
- Pain Management
- Patient Assistance Services
- Perinatal Case Management
- Pharmacy (*Wai'anae & 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

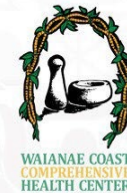


Telehealth Visits



**Telehealth Video & Phone
Visits Available**

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



WAIANAE COAST
COMPREHENSIVE
HEALTH CENTER

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



MEDIAN HOME PRICES

ISLAND		
HAWAII	\$461,700	\$610,000
MAUI	\$1,092,500	\$777,000
OAHU	\$1,100,000	\$510,000
KAUAI	\$1,468,000	\$749,000

dwell



\$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)

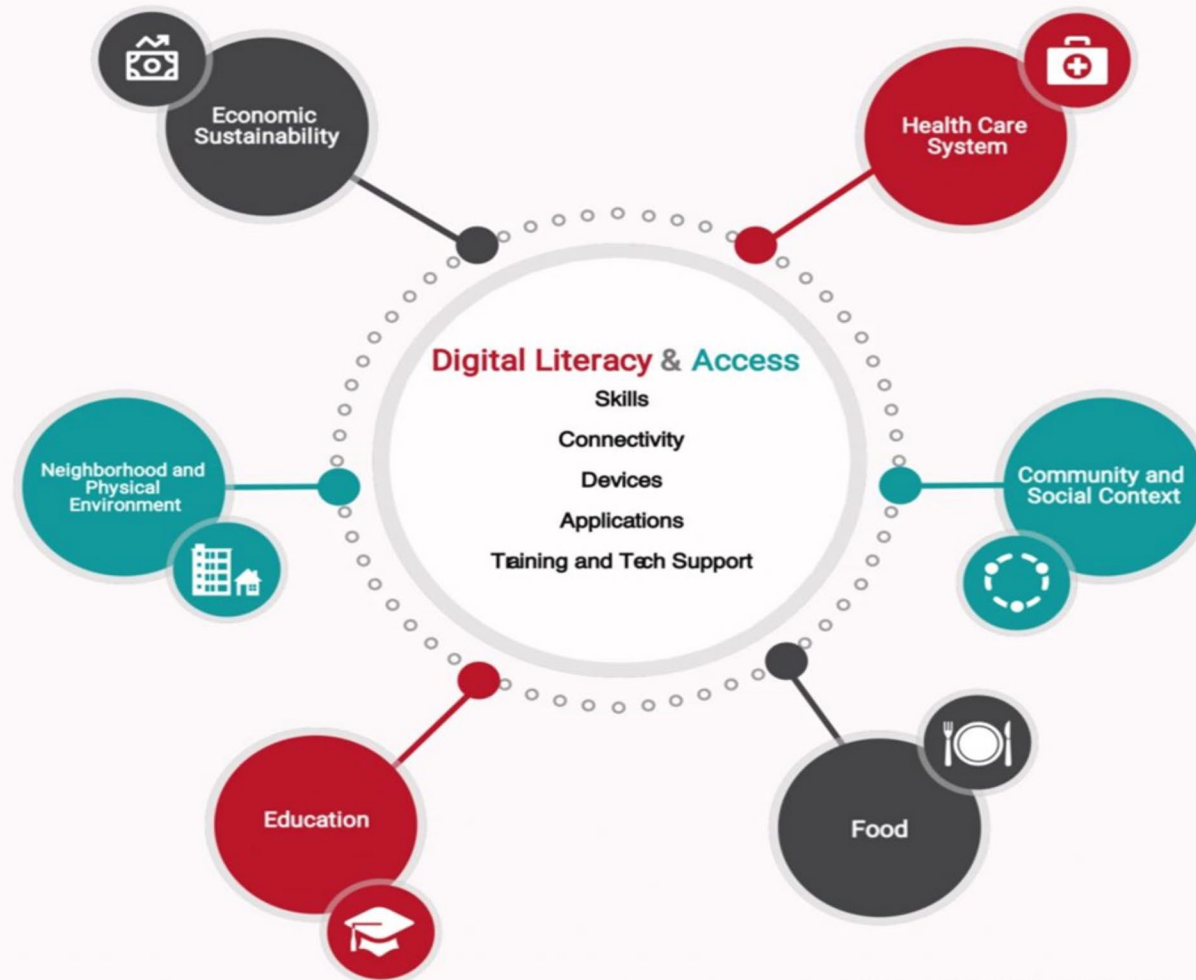


Adoption of emerging technologies & challenges

- 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

Super Social Determinant of Health

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



npj Digital Medicine (npj Digit. Med.) ISSN 2398-6352 (online)

“health systems should partner with community organizations with expertise in training in digital literacy skills and facilitating connectivity.”

Telehealth Adoption History

- **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

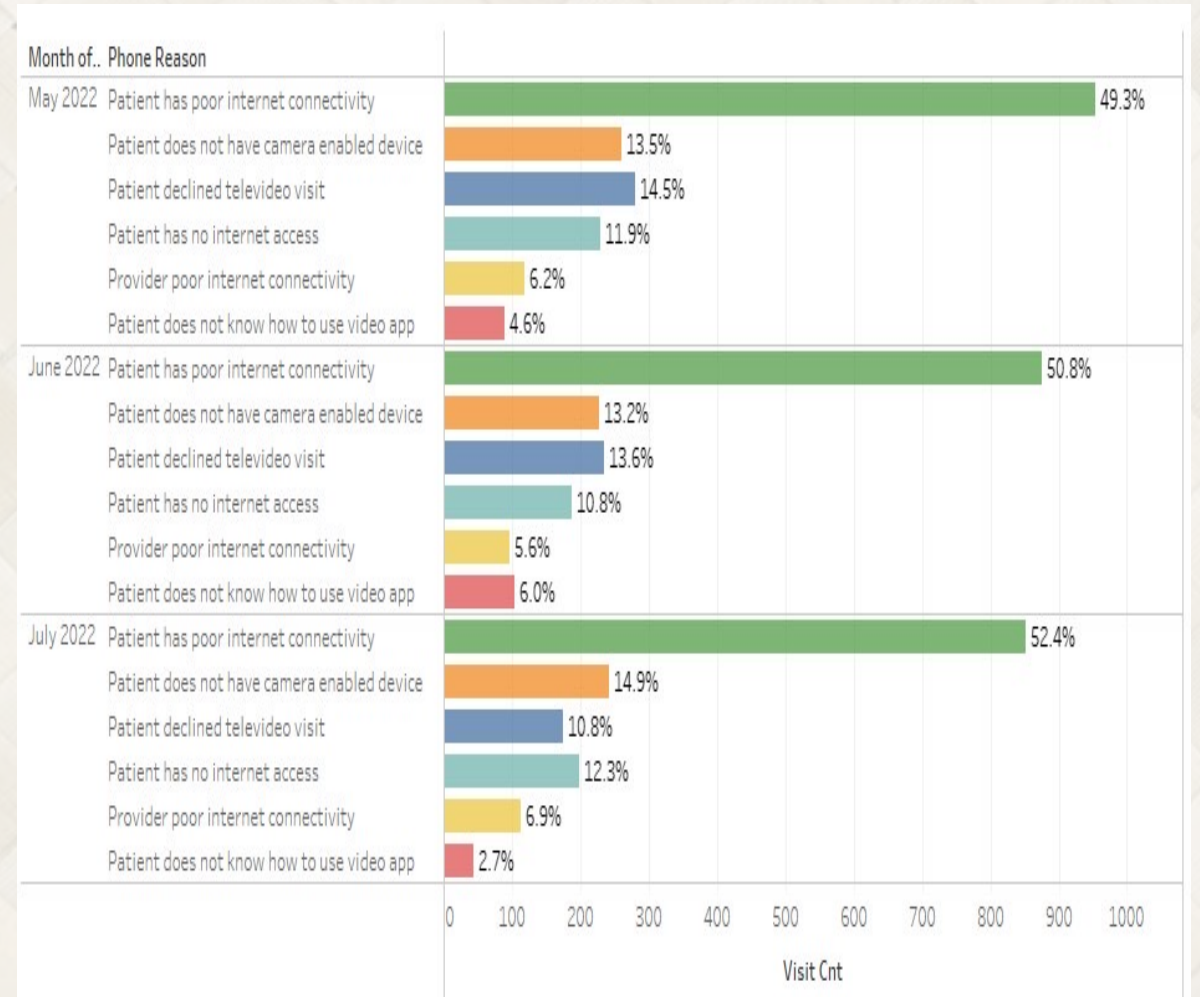
Increase access to care, reduce access barriers to primary care, improve clinical quality outcomes in a manner that utilizes emerging technology and is SUSTAINABLE post grant

OVC Strategy	Activity Detail
Development of Telehealth Service Kiosks	<ul style="list-style-type: none"> • Partner with community to open 3 telehealth service kiosks in low income rural communities as access points to virtual care services • Conduct telehealth education training for residents to utilize virtual services including home monitoring equipment
Telehealth Support Services	<ul style="list-style-type: none"> • Develop workflow to integrate care enabling support services through telehealth kiosks, virtual care program
Remote Patient Monitoring	<ul style="list-style-type: none"> • Implement a Virtual Care Program to provide care management/care coordination services to support consistent engagement in treatment plan
Develop and launch “Comp Health Connect”	<ul style="list-style-type: none"> • Virtual health home mobile app • Create a community based app linking health and social services • Expand patient portal into “Comp Health Connect”
HIT Innovation - Integrate Advanced AI analytics and ML	<ul style="list-style-type: none"> • Engage and collaborate with Health Plans to integrate virtual care in payment programs focusing on value based care • 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

Cat	Week	TelePhone	TeleVideo	In Person
Medical	Last Week	4%	18%	77%
	Prev 3 Wk Avg	5%	16%	78%
	Same Wk Last Yr	10%	25%	65%
BH	Last Week	18%	59%	24%
	Prev 3 Wk Avg	18%	59%	23%
	Same Wk Last Yr	26%	59%	15%



Tracking and Coding

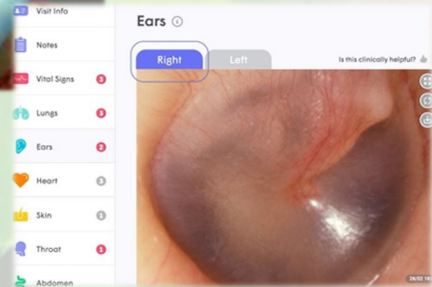
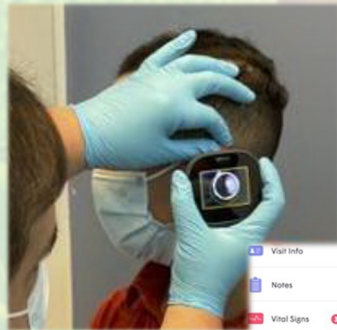
Developed telehealth enabling services for those unable to access full telehealth services including education, training in use of systems, and when necessary, distribution of home monitoring equipment

Telehealth Care Enabling Codes Tracked and Auditable

Telehealth Education	X5505	Health education on use of telehealth devices. Conducting telehealth demonstration and education on the use and enrollment in the patient portal
Telehealth Resources	X5506	Assistance provided to acquire telehealth device, remote digital device, remote manual device, internet connectivity, WiFi, hotspot
Telehealth Referral	X5507	Referral to obtain internet connectivity, referral to RPM program

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**



Telehealth & PAS Kiosks



NEWS WATCH VIDEO WEATHER SPORTS KĀKOU ISLAND LIFE KIKU CONTACT



Waianae clinic bringing virtual health care to patients in Tamura Super Market

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



https://www.kitv.com/news/waianae-clinic-bringing-virtual-health-care-to-patients-in-tamura-super-market/article_060d32e8-d5c1-11ed-a447-071f19608f92.html

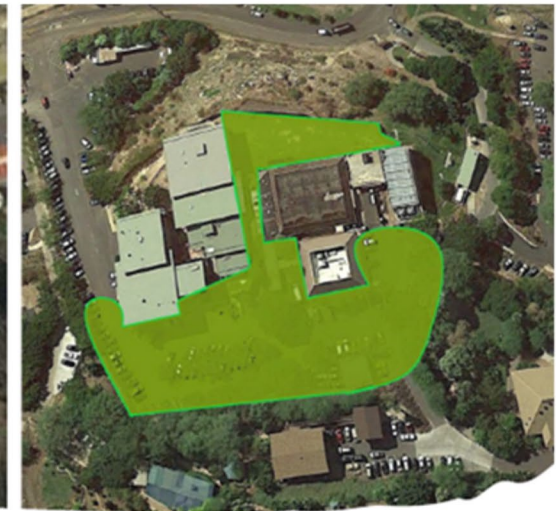
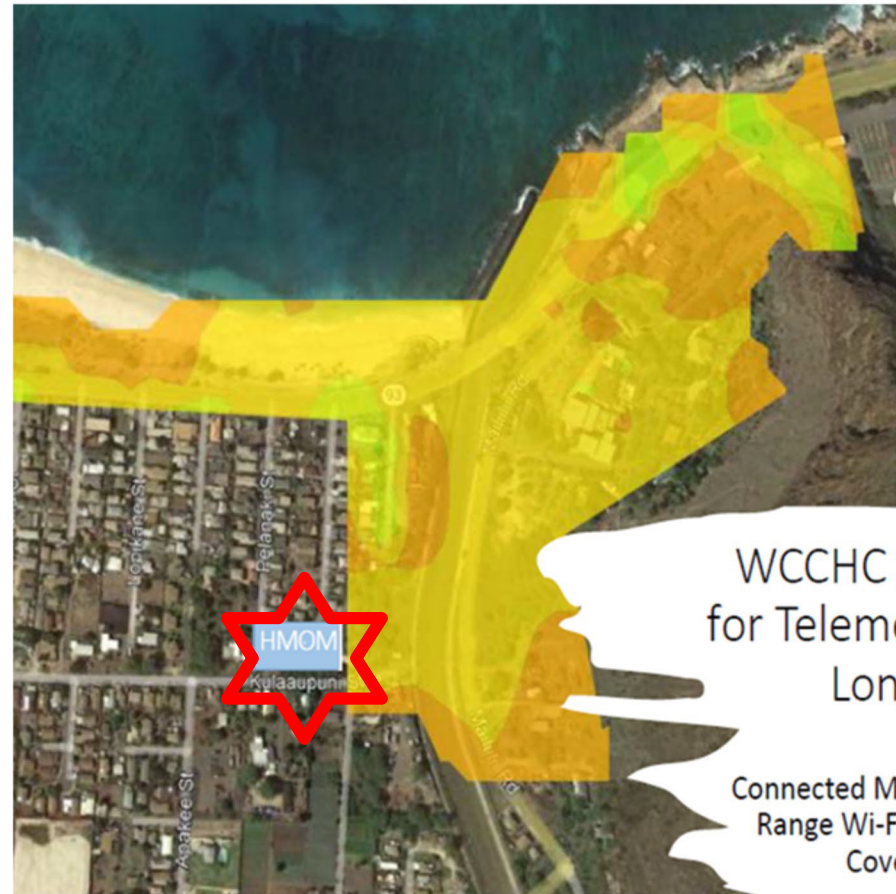
WCCHC - SGB Long-Range Wi-Fi Expansion


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



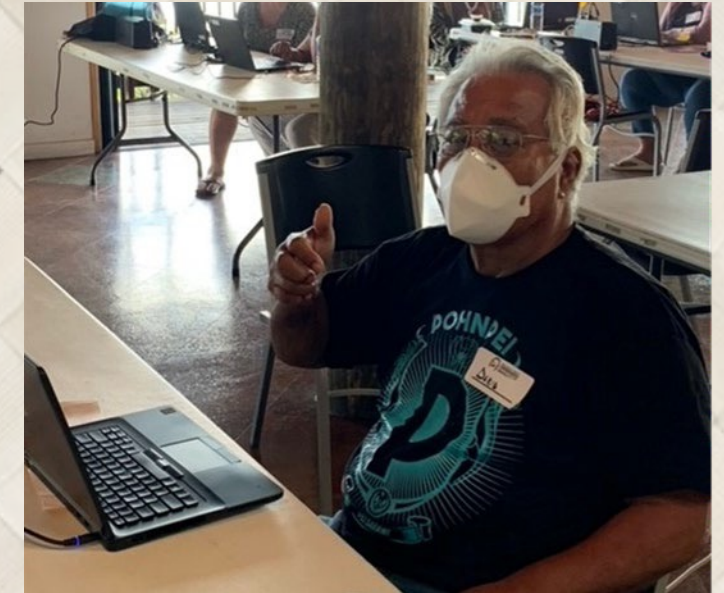
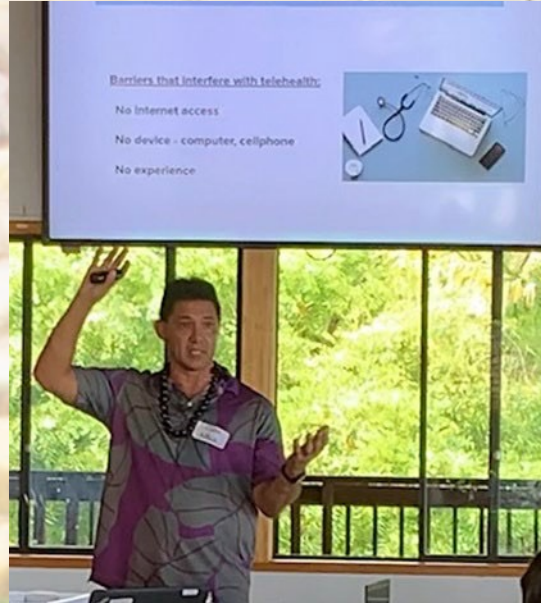
WCCHC 1-Mile Wi-Fi Coverage Area
for Telemedicine with Advanced Super
Long-Range Wi-Fi System) 

Connected Mobile Community using only 6 Fixed Long-
Range Wi-Fi antennas from Sun Global Broadband.
Coverage in Green and Yellow areas.

Kupuna Computer Training and Partnerships



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

- 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

Kupuna Computer Training and Partnerships

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.



Residents of Pohulani, a senior apartment facility, practice chair yoga in a hybrid class led by Virna Cheung. (Courtesy: Lanakila Pacific Meals on Wheels/2023)

Residents of a senior apartment facility practice chair yoga in a hybrid class led by Virna Cheung (Courtesy: Lanakila Pacific Meals on Wheels 2023)

Affordable Connectivity Program Outreach Events

THE AFFORDABLE CONNECTIVITY PROGRAM
CONNECTING HAWAII HOUSEHOLDS TO THE INTERNET

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

Up to \$30 a month towards broadband service from a participating provider

Up to \$75 towards broadband service for households on Hawaiian Home Lands

A one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet

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 reduce-price school breakfast or lunch program
- Received a Federal Pell Grant in the current year
- Meets eligibility criteria for a participating provider's existing low-income program

For more information, visit broadband.hawaii.gov/acp

@digitalequityhawaii

WAIANAE COAST COMPREHENSIVE HEALTH CENTER

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



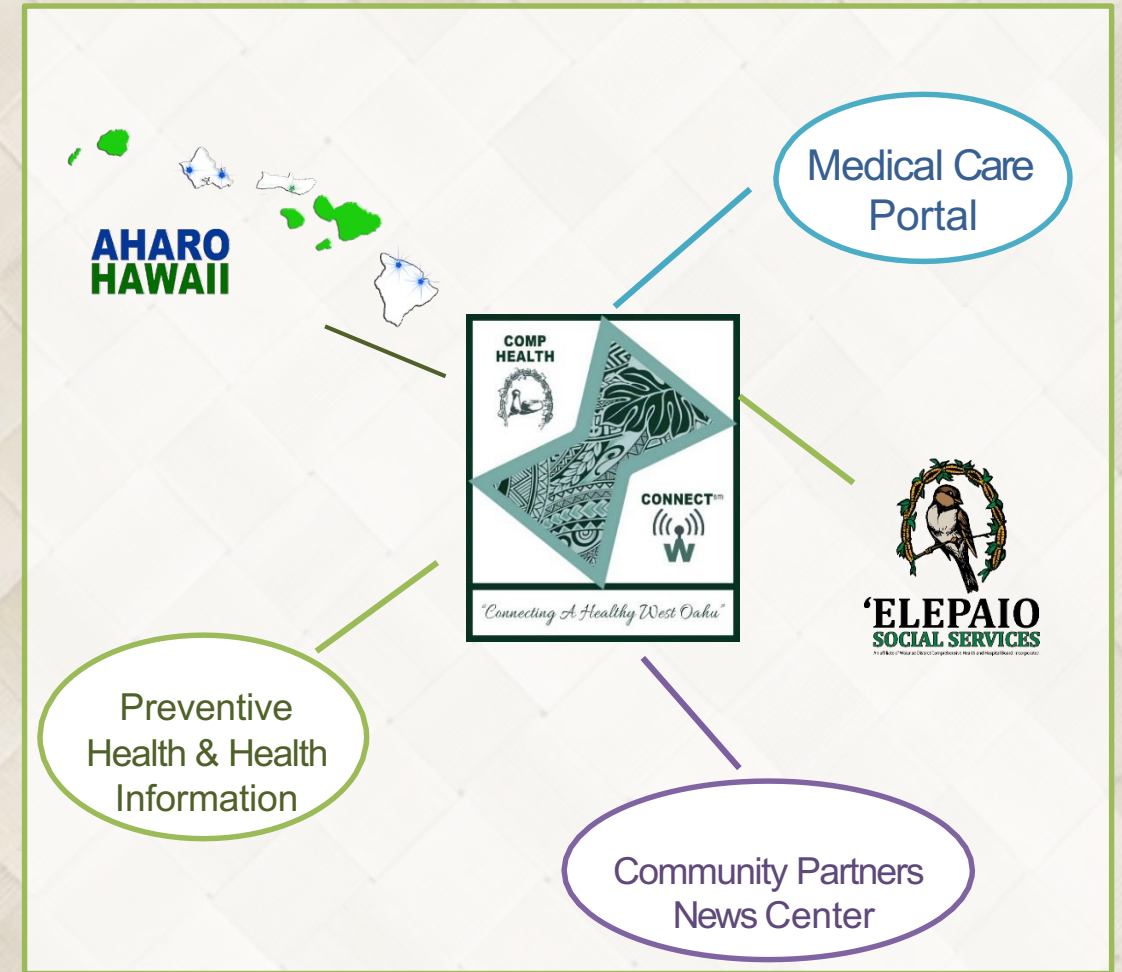
Comp Health Connect Mobile App

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



HIT Innovations Sustainability



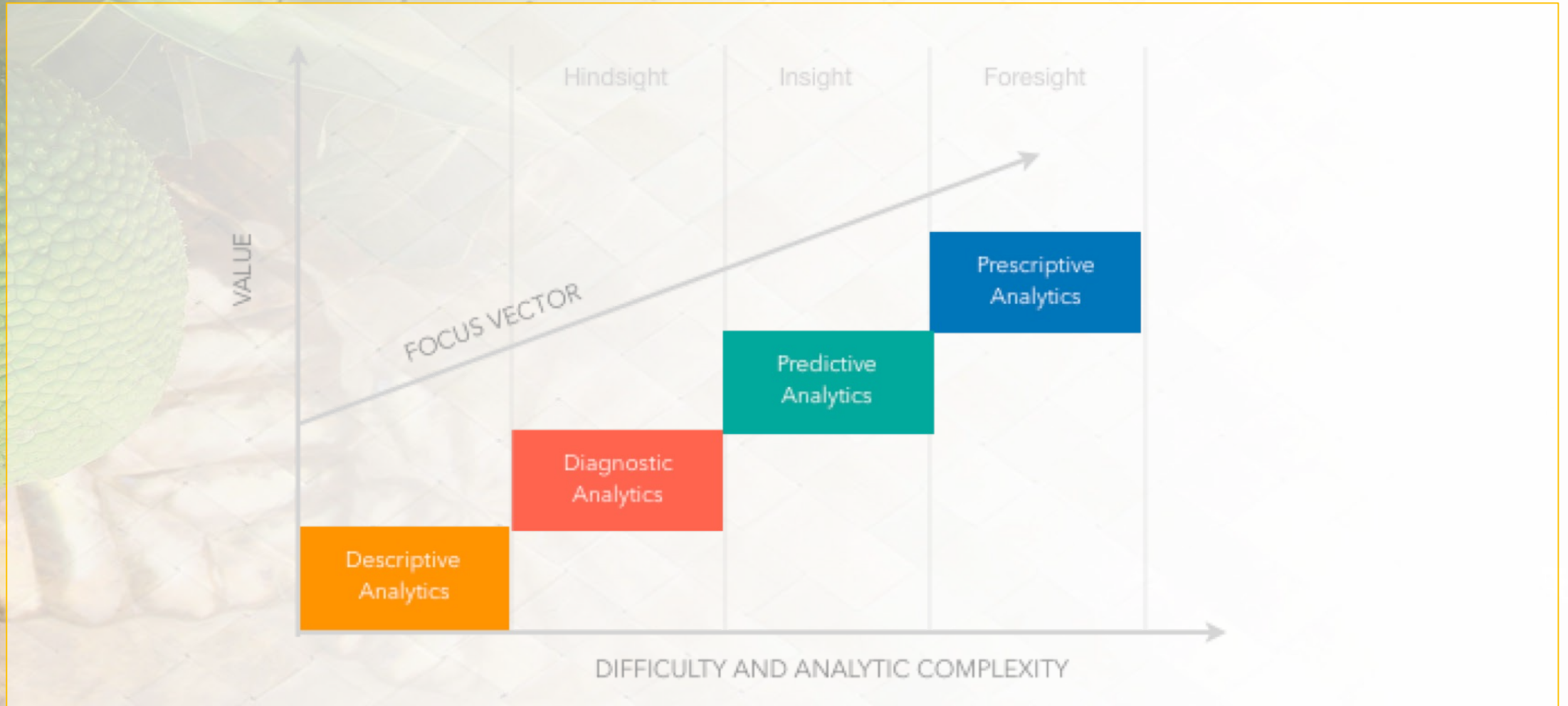
Augmented Intelligence Analytics Initiatives

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

Foresight Health Solution AI Focus

Use AI-driven analytic solutions to predict, promote and preserve health for the vulnerable

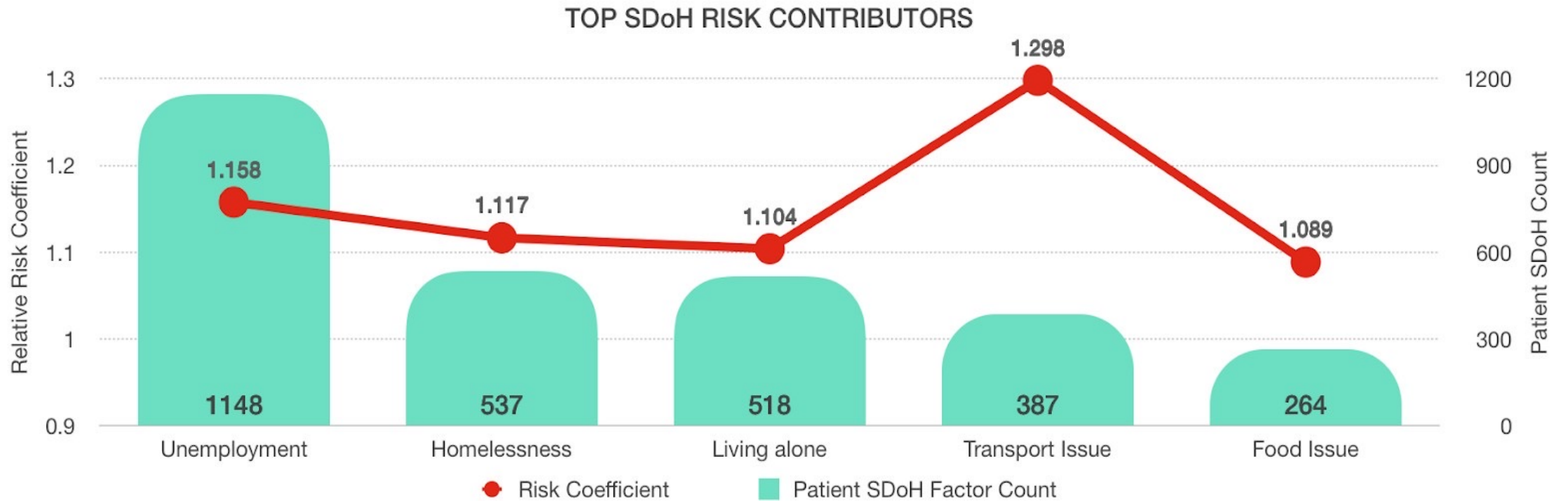


The background of the slide features a close-up photograph of a green, bumpy-textured fruit, possibly a jackfruit, on the left side. A hand is visible holding a large green leaf that partially covers the fruit. The rest of the background is a light, neutral-toned surface with a subtle, repeating diamond-shaped pattern.

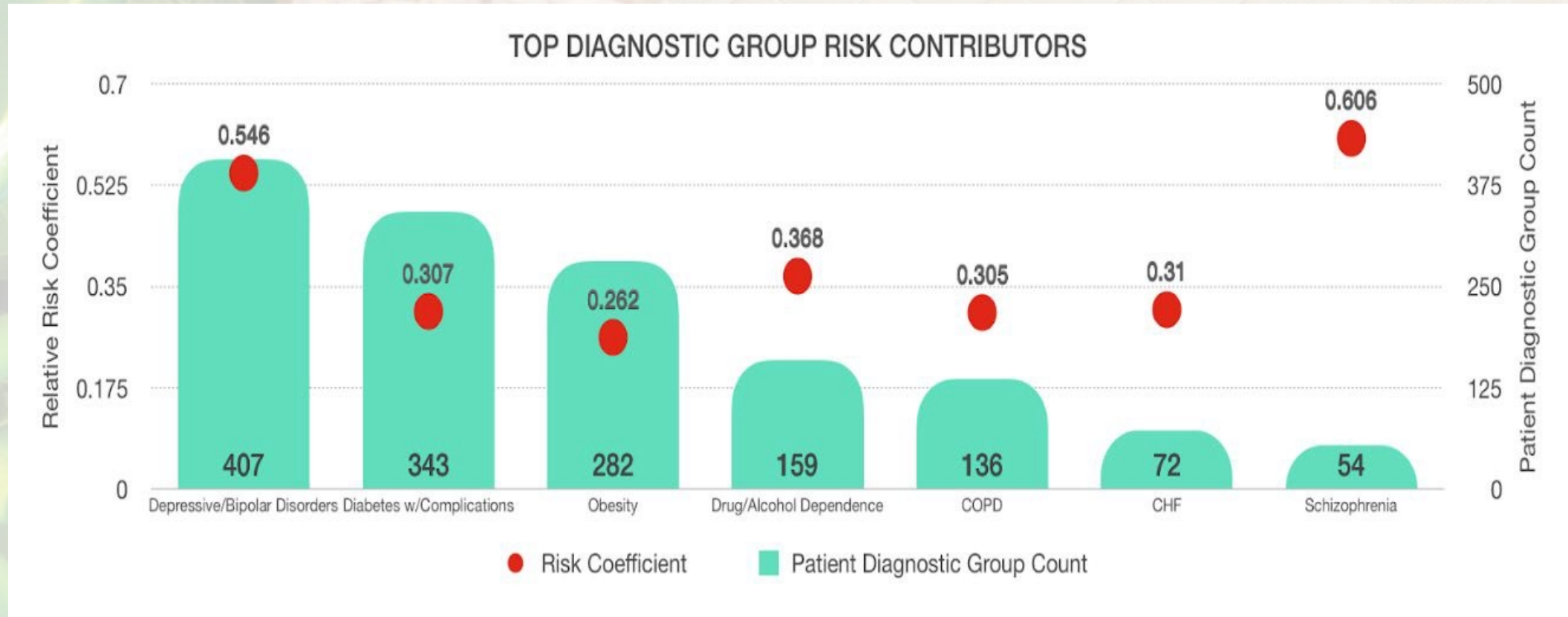
Results After 1-Year

WCCHC's Experience

SDoH Risk Contributors

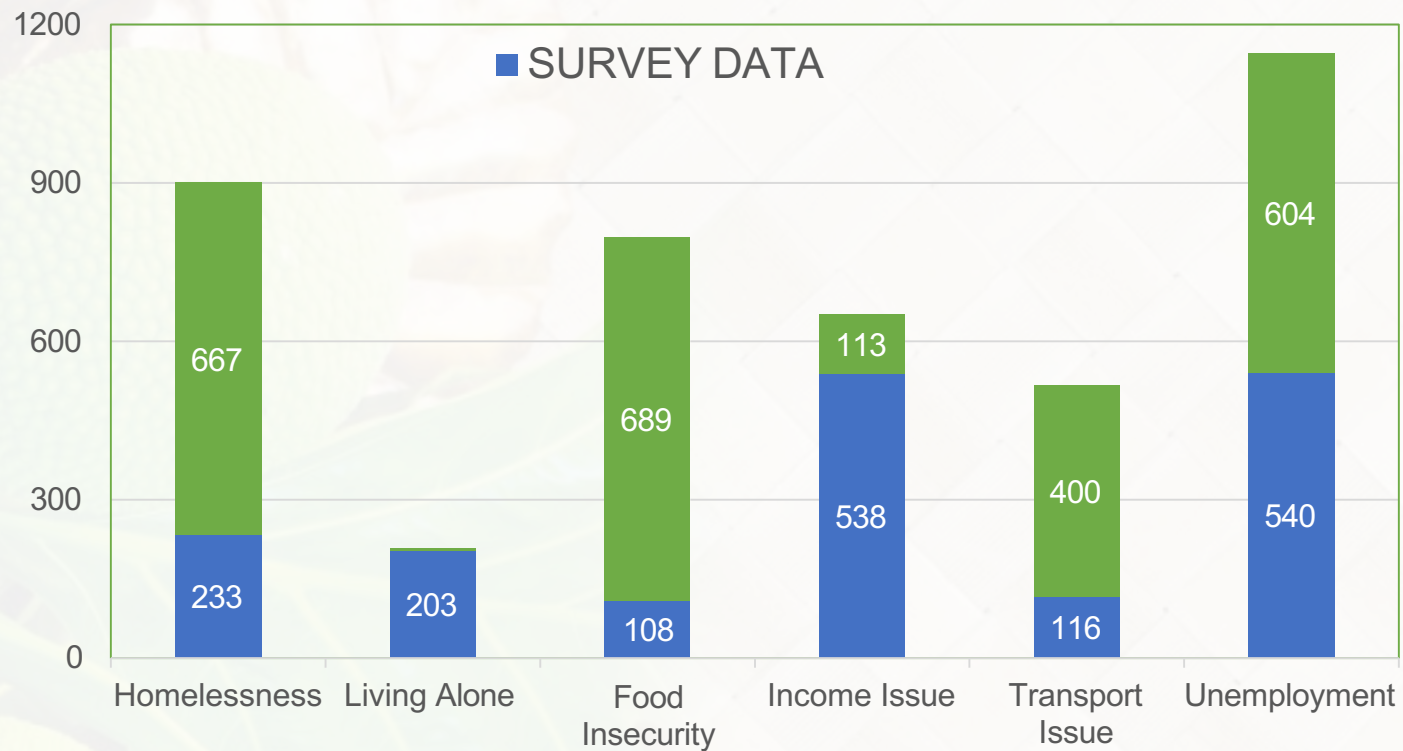


Medical Risk Contributors

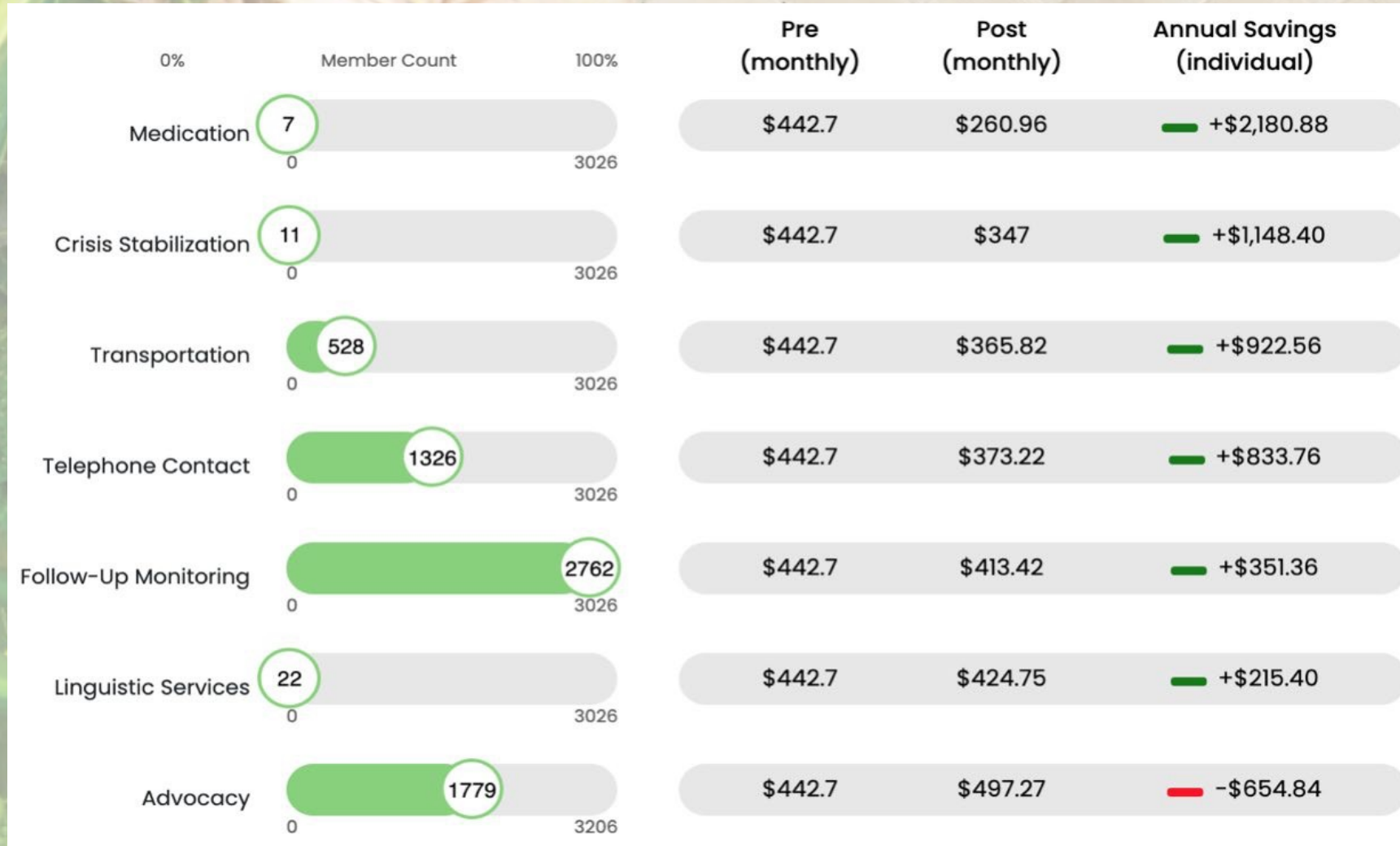


Natural Language Processing (NLP)

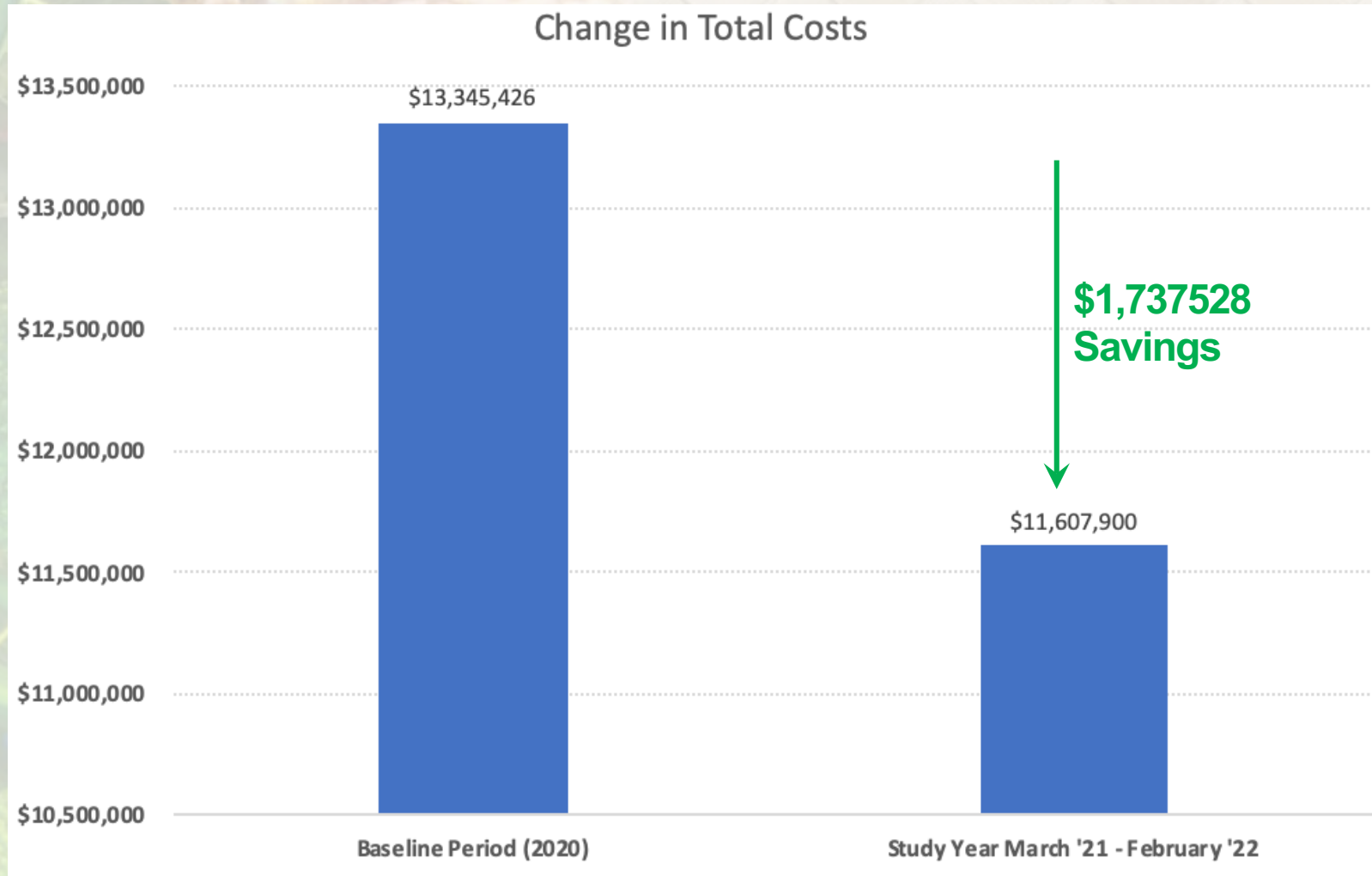
Uncovers SDoH Locked-Away in EMR notes



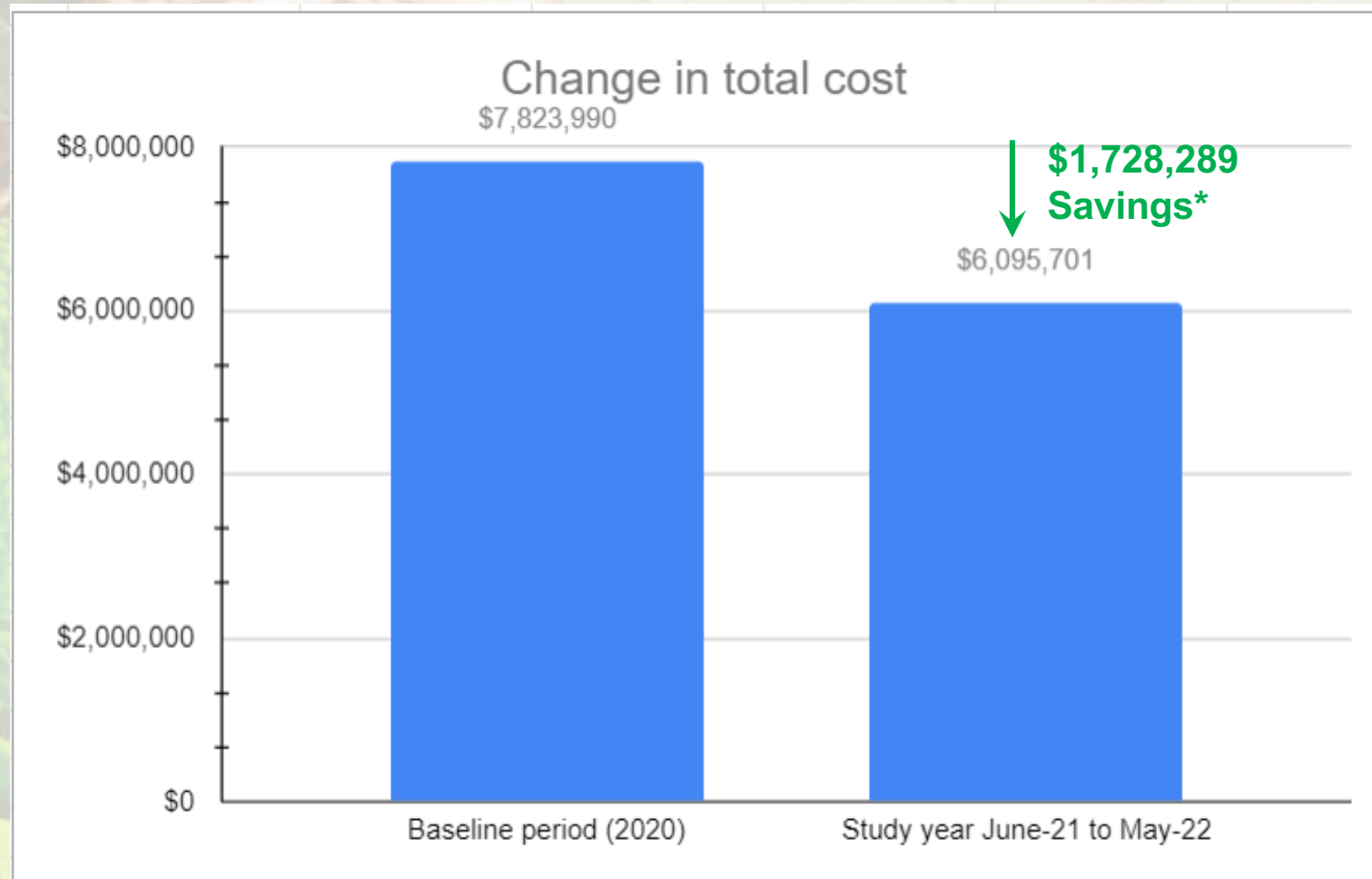
Savings Due to Enabling Services



Cost Savings Health Plan A



Cost Savings Health Plan B



* The above chart is not inflation-adjusted.

Foresight Health Solutions & WCCHC

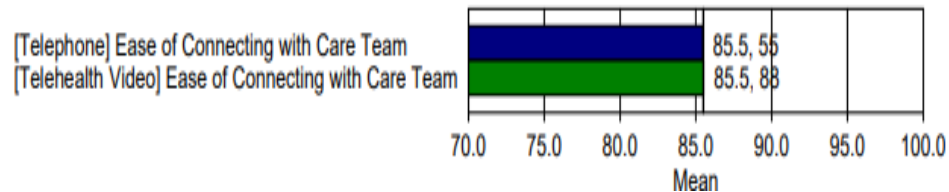
The Patient Experience and Quality of Care

- 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

Q2 2022

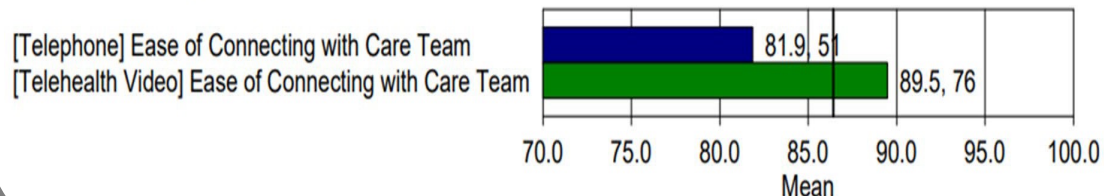
Ease of Connecting with Care Team



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

Q1 2023

Ease of Connecting with Care Team



Q1 2023 Satisfaction Scores by Encounter Method

Overall Satisfaction

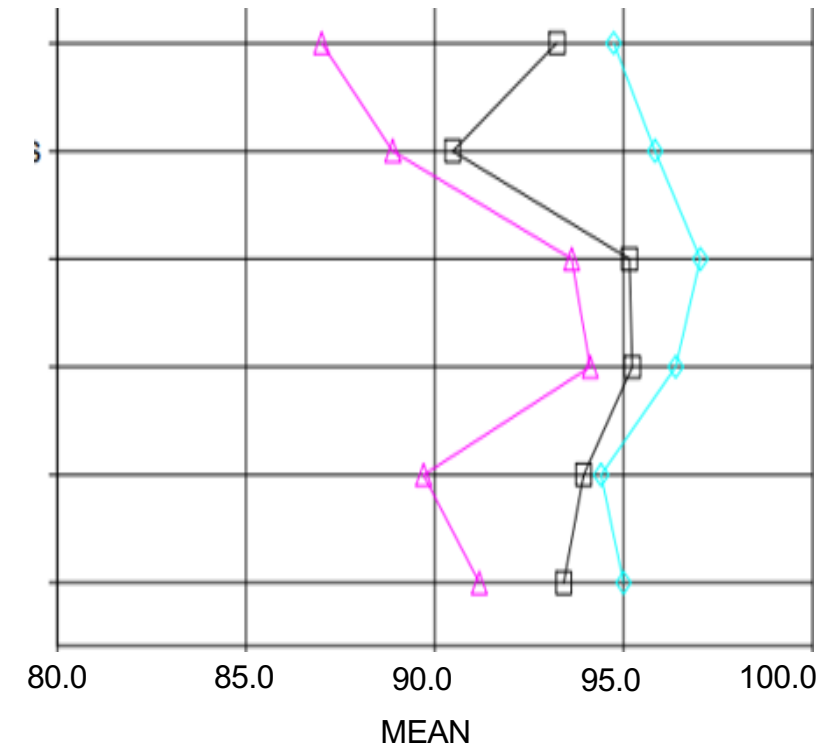
Phone Courtesy & Helpfulness

Provider Listening

Provider Explanation

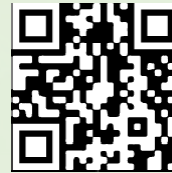
Provider Knowledge of Health History

Overall Quality of Care



■ In-Person ▲ Telephone ◆ Video

Mahalo!



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.**



Please Complete Our Survey

Your opinion of this webinar is valuable to us.

***Please participate in this brief perception survey
(will also open after webinar):***

<https://www.surveymonkey.com/r/XK7R72F>

