



Catalyst
HEALTH NETWORK

COVID-19 Webinar 12

Digital Delivery: A New Approach to Healthcare

April 9, 2020

Speakers



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Opportunities of Telehealth in Primary Care



- Practice Transformation
- Increased Patient Engagement
- Better Quality Outcomes
- Revenue Generation - Gainshare



Quality & Telehealth

Closing Quality Gaps



Common Quality Measures

MEASURE NAME	TELEHEALTH (AUDIO + VIDEO)	TELEPHONE (AUDIO ONLY)
Screening/Prevention Measures		
Breast Cancer Screening	No	No
Comprehensive Diabetes Care – Eye Exam	No	No
Colorectal/Cervical Cancer Screening	No	No
Chronic Disease Management		
Controlling High Blood Pressure	Yes	No
Comprehensive Diabetes Care – A1c	No	No
Medical Attention for Nephropathy	Yes	No
Medication-Related Measures		
Med Adherence Cholesterol	Yes	Yes
Med Adherence Diabetes		
Med Adherence Hypertension		
Cardiovascular (CVD) Statin	Yes	Yes
Statin Use for Persons with Diabetes		
Miscellaneous Measures		
Medication Reconciliation Post-Discharge	Yes	Yes

Using Your EMR

- Clinical Decision Support (CDSS)
- Appointment Reminders
- Health Reminders
- Protocols
- Treatment Deficiencies
- Patient Specific Alerts
- HEDIS®
- Clinical Quality Reporting
- Query/Registry

Health Reminders Due

- Colorectal Cancer Screening
- Dilated Eye Exam by Optometrist/Ophthalm
- Flu Shot
- Follow Up Plan BMI Management
- Foot Exam
- Hemoglobin A1c
- LDL-C
- Urine Protein Screening (microalbumin)

Immunizations Due




- Td
- Influenza
- PCV (Pneumovax 23)
- Hep A, adult
- PPD TB TST
- Hep B
- Influenza H1N1-DO NOT USE
- DO NOT USE
- anal pap_DO NOT USE
- cervical pap-DO NOT USE
- Quantiferon TB gold-DO NOT USE
- Screening Colonoscopy- DO NOT USE
- Screening Mammogram-DO NOT USE
- Annual PE-DO NOT USE
- ActHIB-DO NOT USE

Tasks








- Creatine Kinase,Total,Serum, CBC With Diff

Right Panel data last modified on: 02/25/2020 02:45 PM

▼ CDSS Alerts

- A1C testing 
- Allergy List Verification 
- Antithrombic tx (IVD or DM) 

▼ Practice Created Alerts

- [G]Date of Last Physical   
- [Mul]Diabetic Foot Exam  
- [Mul]Last PE Date  

Protocol Results

Protocol "Diabetic (Catalyst)" :
Patients of either sex with an age of greater than 18 years.
a "Problem" coded "E11.9"
OR a "Problem" coded "E11.65"
OR a "Problem" which contains the string "E10.9"
OR a "Problem" which contains the string "E10.65"

Should have the following:

Test	Schedule	Last Done	Last Rslt	Status
MICROALB URN	Every 12 months			Due Now
DIAB EYE EX	Every 12 months			Due Now
DIAB FOOT CK	Every 12 months	07/23/2014	yes	Due Now
HGBA1C	Every 12 months			Due Now

Protocol "Female 40-49 (Catalyst)" :
Female patients with an age of greater than 40 years, and less than 50 years.
Should have the following:

Test	Schedule	Last Done	Last Rslt	Status
MAMMOGRAM	Every 12 months			Due Now
PAP SMEAR	Every 3 years			Due Now

Protocol "Tdap" :
Patients of either sex with an age of greater than 18 years.
Should have the following:

Test	Schedule	Last Done	Last Rslt	Status
TD BOOSTER	Every 10 years			Due Now

QUALITY 

Measures without a Virtual Barrier

QUALITY MEASURE	MEASUREMENT	CONSIDERATIONS
<p>Medication Adherence</p>	<p>Compliance with medication >80%</p>	<ul style="list-style-type: none"> • Outline patient adherence expectations • Specific instructions (e.g. Avoid using 1-2 tablets) • Utilize Catalyst Health Rx for Medication Management <ul style="list-style-type: none"> ○ Delivery, MedSync, and ongoing personalized pharmacy support
<p>Statin Utilization</p>	<p>Submitted pharmacy claim for a statin</p>	<ul style="list-style-type: none"> • Ensure diabetic and CVD patients have an active statin prescription • Discuss the importance of compliance
<p>Blood Pressure</p>	<p>BP reading < 140/90 mmHg</p>	<p style="text-align: center;">NEW NCQA Guidelines!</p> <ul style="list-style-type: none"> • BP readings taken by the patient during a telehealth visit via a digital home monitoring device, while visible to the provider, are acceptable • Documentation must state the reading was taken by an electronic device, and results were transmitted/interpreted by the provider via telehealth • EMR-Linked home blood pressure machines

Measures with Virtual Barriers

QUALITY MEASURE	PROCEDURE ALREADY COMPLETED	COMPLETION CONSIDERATIONS	
Breast Cancer/Cervical Screening	<ol style="list-style-type: none"> 1. Proactively Identify Gaps 2. Ask and Discuss 3. Request Records 4. Document Specifically 	Solis Texas Health Medical City	In-House OB/GYN
Colon Cancer Screening		*FOBT – <i>BioIQ</i> *FIT – <i>Cologuard</i> Colonoscopy	
Diabetic Eye Exam		In-House Equipment Ophthalmologist Third-Party Vendors	
Hemoglobin A1C	--	Lab Order Tracking Blood Sugars <i>In-Home A1C</i>	

Documentation Considerations

- Date of Procedure – Strive for Specifics!
 - Year
 - Month/Year
 - Age at Time
- Location of Procedure
- Completing Provider
- **Specialist Records**



Process Implementation

Forward Thinking: Quality Gaps Closure

CURRENT SOLUTIONS

- In-office Visits
 - Clean Room
 - Sick/Well Visit Schedule
- Telehealth Visit with Lab Order
 - CPL, Quest, etc.
 - Solis, Key Whitman, etc.
 - In-Home Testing

POTENTIAL FUTURE SOLUTIONS

- Drive-Up Testing
 - Similar logistics to COVID testing
 - BP, A1C, DM-Eye
- In-Home Gap Closure
 - Practice Staff
 - Home Health Partnership (HealPros, payer-sponsored solutions)



Care Team

How We Help



Referral Coordination

Ensuring patients see the right specialist at the right time.



Medication Management

Helping patients understand and optimize medications.



Chronic Disease Support

Supporting patients in maintaining a healthy lifestyle when facing chronic disease.



24/7 Care Advice

Providing care advice in understanding where and when to seek medical care - 24/7.



Quality Gap Closure

Supporting patients in the completion of preventative screenings to maintain a healthy lifestyle.



Transition of Care

Helping patients transition from the hospital or care facility to a home setting.



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