

COVID-19 Webinar 12

Digital Delivery: A New Approach to Healthcare

April 9, 2020

Speakers





Tony Makarich

Director of Medicare



Holly Adams

Director of Applications



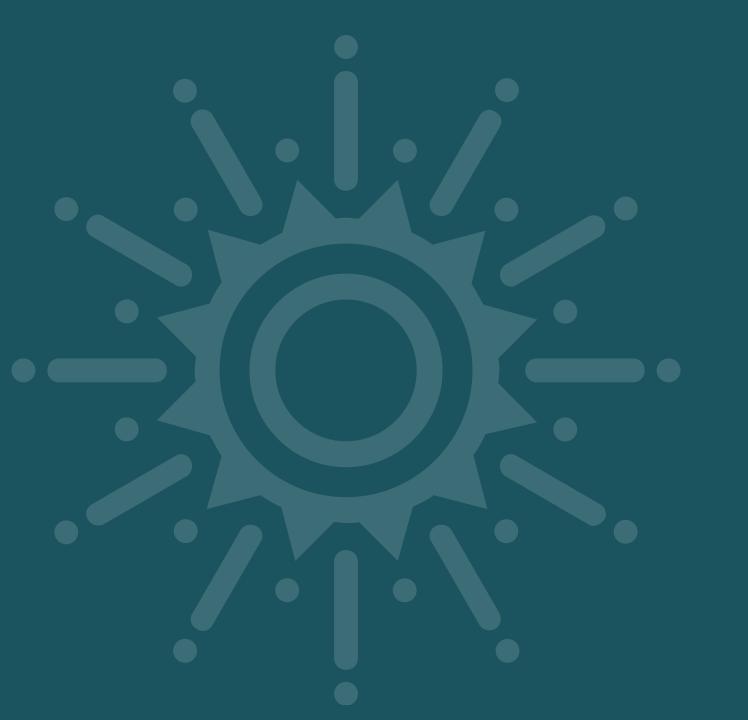
Stephenie Tollett

Director of Revenue Cycle

Opportunities of Telehealth in Primary Care



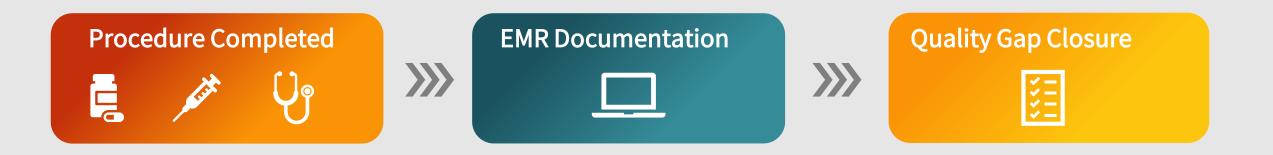
- Practice Transformation
- Increased Patient Engagement
- Better Quality Outcomes
- Revenue Generation Gainshare



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			
Med Adherence Diabetes	Yes				
Med Adherence Hypertension					
Cardiovascular (CVD) Statin					
Statin Use for Persons with Diabetes	Yes	Yes			
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

		Protocol Results		
Patients a "Proble OR a "Problem	etic (Catalyst)": of either sex with an age m" coded "E11.9" " coded "E11.65"		an 18 years	
	" which contains the strin			
OR a "Problem	" which contains the strin	g "E10.65"		
Should ha	ve the following:			
	Schedule	Last Done	Last Ralt	Status
MICROALB URN	Every 12 months			Due Now
DIAB EYE EX	Every 12 months Every 12 months Every 12 months			Due Now
DIAB FOOT CK	Every 12 months	07/23/2014	ves	Due Now
HGBA1C	Every 12 months		7.0	Due Now
Female pa Should ha	le 40-49 (Catalyst)" : tients with an age of grea ve the following:			
Test	Schedule	Last Done	Last Rslt	Status
MAMMOGRAM	Every 12 months			Due Now
PAP SMEAR	Every 12 months Every 3 years			Due Now
rotocol "Tdap	. :			
Should ha	of either sex with an age ve the following:			
	Schedule		Last Rslt	Status

Colorectal Cancer Screening	
Dilated Eye Exam by Optometrist/Opl	hth alm
Flu Shot	itriaini
Follow Up Plan BMI Management	
Foot Exam	
Hemoglobin A1c	
- LDL-C	
Urine Protein Screening (microalbumi	in)
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 US	
Screening Mammogram-DO NOT US	E
- Annual PE-DO NOT USE	
ActHIB-DO NOT USE	
Tasks	
Creatine Kinase, Total, Serum, CBC Wit	is nitt





Measures without a Virtual Barrier



QUALITY MEASURE	MEASUREMENT	CONSIDERATIONS	
Medication Adherence	Compliance with medication >80%	 Outline patient adherence expectations Specific instructions (e.g. Avoid using 1-2 tablets) Utilize Catalyst Health Rx for Medication Management Delivery, MedSync, and ongoing personalized pharmacy support 	
Statin Utilization	Submitted pharmacy claim for a statin	 Ensure diabetic and CVD patients have an active statin prescription Discuss the importance of compliance 	
	BP reading < 140/90	 NEW NCQA Guidelines! BP readings taken by the patient during a telehealth visit via a digital home monitoring device, while visible to the provider, are acceptable 	
	mmHg	 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

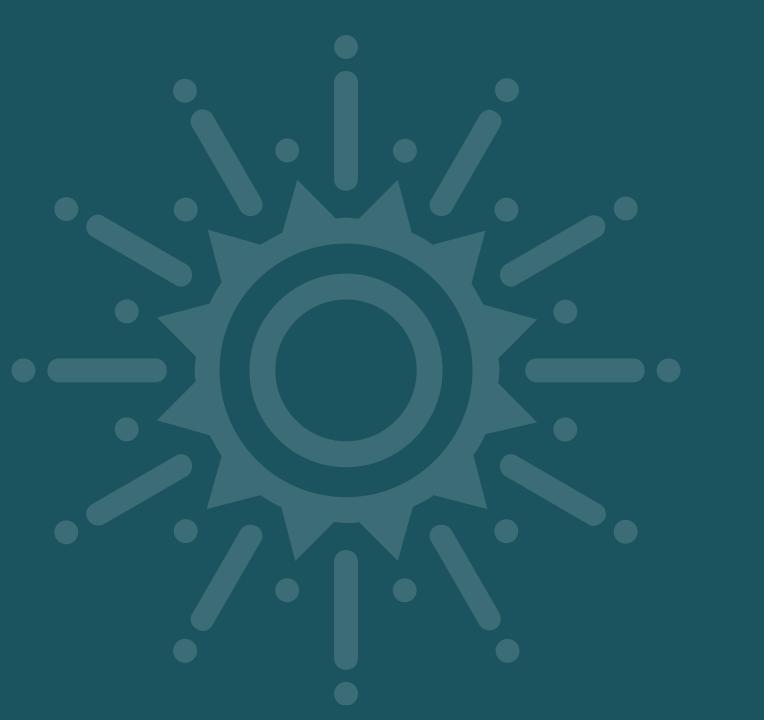


QUALITY MEASURE	PROCEDURE ALREADY COMPLETED	COMPLETION CONSIDERATIONS	
Breast Cancer/Cervical Screening	1. Proactively Identify Gaps	Solis Texas Health Medical City	In-House OB/GYN
Colon Cancer Screening Diabetic Eye	2. Ask and Discuss3. Request Records4. Document Specifically	*FOBT – BioIQ *FIT – Cologuard Colonoscopy In-House Equipment	
Exam		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

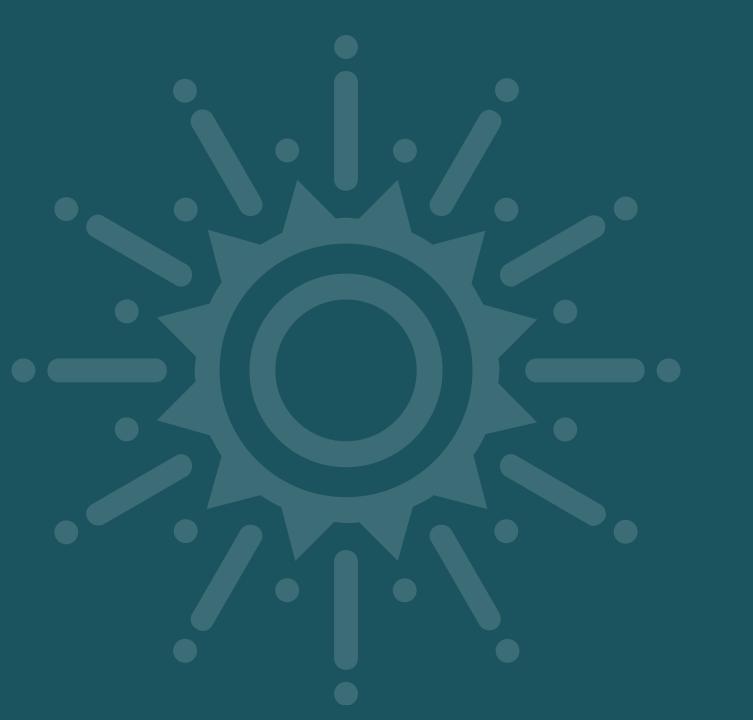


CURRENT SOLUTIONS

- 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

Care Team Overview





Referral Coordination

Ensuring patients see the right specialist at the right time.



24/7 Care Advice

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

How We Help



Medication Management

Helping patients understand and optimize medications.



Quality Gap Closure

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



Chronic Disease Support

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



Transition of Care

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



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