

Pediatric and Primary Care Perspective on Telehealth

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Telehealth at RFHC pre-COVID

- Not a care delivery strategy prior to the pandemic.
- Digital health strategies included:
 - NextGen Patient Portal – approximately 60% had “enrolled,” but usage rates closer to 5%
 - CareMessage – unidirectional, limited to appointment reminders, annual Flu vaccine reminder
 - Limited secure documentation/file sharing between clinical teams and patients

Timeline of Telehealth adoption

Presidential **emergency declaration** (3/13/20)

RFHC conversion of all non-essential clinic visits to **telephone encounters** (3/16/20)

Governor Newsom issues statewide **Stay at Home Order** (3/19/20)

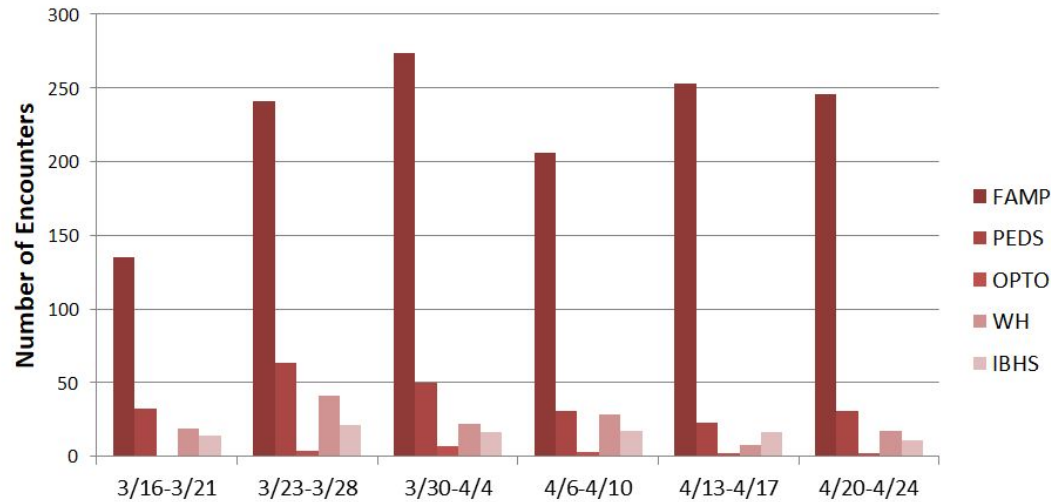
Telephone visit workflows distributed (3/18/20) and new EMR templates installed (3/30/20)

First clinic-wide video platform account generated (4/3/20) for **video visits**.

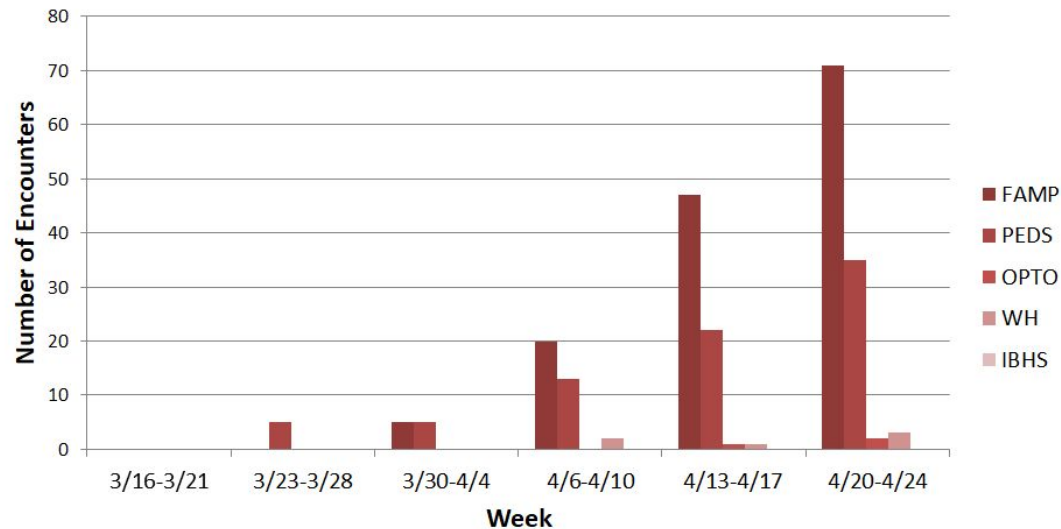
Telehealth video visit workflow guidance distributed to clinical teams (4/7/20)

Timeline of Telehealth adoption

RFHC Telehealth PHONE Encounters



RFHC Telehealth VIDEO Encounters



Telehealth Challenges

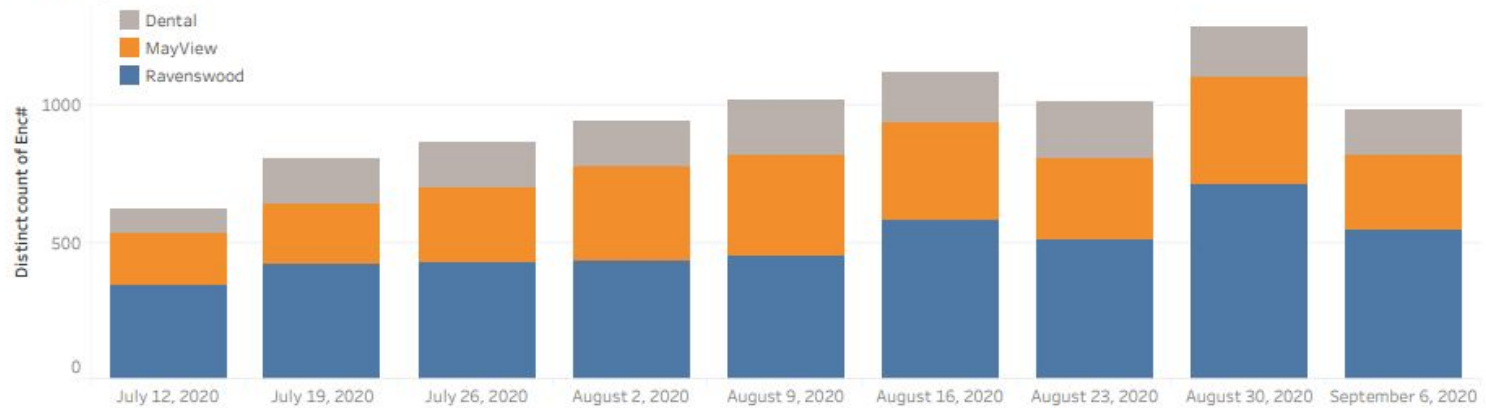
- Concurrent organizational merger with Mayview Community Health Center – April 2020 (RFHC now **RFHN**)
- Concurrent organizational change of electronic health record system (EHR) – July 2020
- Coordinating teams remotely
- Navigating and following policy changes at state and federal level
- Providing instructions for and managing expectations of patients remotely

Telehealth at RFHN post-COVID

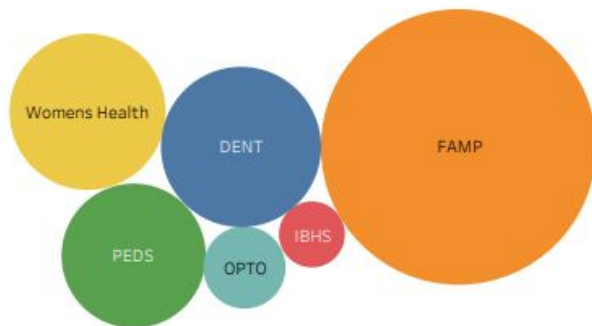
Ravenswood Family Health Network Sept 6-12 Visit Report

Telehealth	In Person	Grand Total
313	665	978

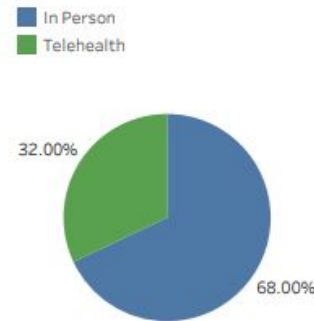
Visits by Week



Department



Visit Type



Department	Count
RFHC MAIN CLINIC PC	250
RFHC RFD DENT	139
RFHC MAIN CLINIC WH	121
RFHC SUNNYVALE PC	112
RFHC MOUNTAIN VIEW PC	108
RFHC MAIN CLINIC PED	107
RFHC MAIN CLINIC OPT	42
RFHC MOUNTAIN VIEW WH	30
RFHC MAIN CLINIC BH	27
RFHC MOUNTAIN VIEW P..	22
RFHC MAIN CLINIC DENT	20
Grand Total	978

Telehealth at RFHN post-COVID

- During COVID19:
 - Initially 65-70% medical care via Telehealth, currently at 32% of ALL care
 - **Increased text messaging** (previously CareMessage, now Well): frequent, targeted communications re: schedule changes, resource availability, up-to-date recs re: COVID19, soon bidirectional interaction with Call Center
 - **Secure document/file sharing** through MyChart patient portal, telehealth platform

Telehealth Perspectives

- What benefit does this offer RFHN patients?
 - **Patient Telehealth Survey**
 - 78.7% of patients likely or very likely to have another Telehealth visit
 - 65% interested or very interested in an app to help manage their health
 - 55.6% “not worried at all” about privacy or security of Telehealth
 - 100% of respondents had access to a device with camera and microphone, but only 80% had reliable internet at home
 - Transportation to clinic: 10% walk, 9% bus, 13% need to find a ride
- Will care teams/providers utilize these digital tools?
 - **RFHN survey Providers** (Mayview, IBHS, Med, Peds, Opto):
 - 86% (n=27) agree/strongly agree PHONE and VIDEO visits will be important after COVID
 - 73% (n=26) felt they could spend a quarter of their clinical time on PHONE/VIDEO care
 - 15% desired no time on virtual visits

Telehealth Perspectives

- **Are we providing the same level of care...**
 - ...when adapting physical exams to virtual visits
 - ...for acute management
 - ...for chronic disease management
 - ...for preventive care
- **Risk management**
 - Standards of care
 - Documentation
 - Regulatory compliance (location of patient, location of provider)

Telehealth Strategic Goals

- Provide telehealth care opportunities **at the level needed by our patients**, as clinically appropriate.
 - *Congruent with current social norms for interaction*
 - *Adaptable to rapidly changing public health/civic regulations*
- **Communicate** with patients in the manner most effective for them.
 - *Portal-style email messages*
 - *Bidirectional texting*
 - *Phone*
- *Build adaptable care teams to incorporate digital care* so that we embed versatility in health care practice and **adapt to future challenges**.
- Improve the **care team experience** by *training and supporting them to use* digital care tools and empowering team members.
- **Support the mission of Primary Care by advocating for appropriate reimbursement for telehealth services.**

Thank you for this opportunity!
Please send **ideas** or **feedback** to:

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