

Access to Care via Telehealth:

An Accountable Care Organization examines application of telehealth services in a high poverty, transient population

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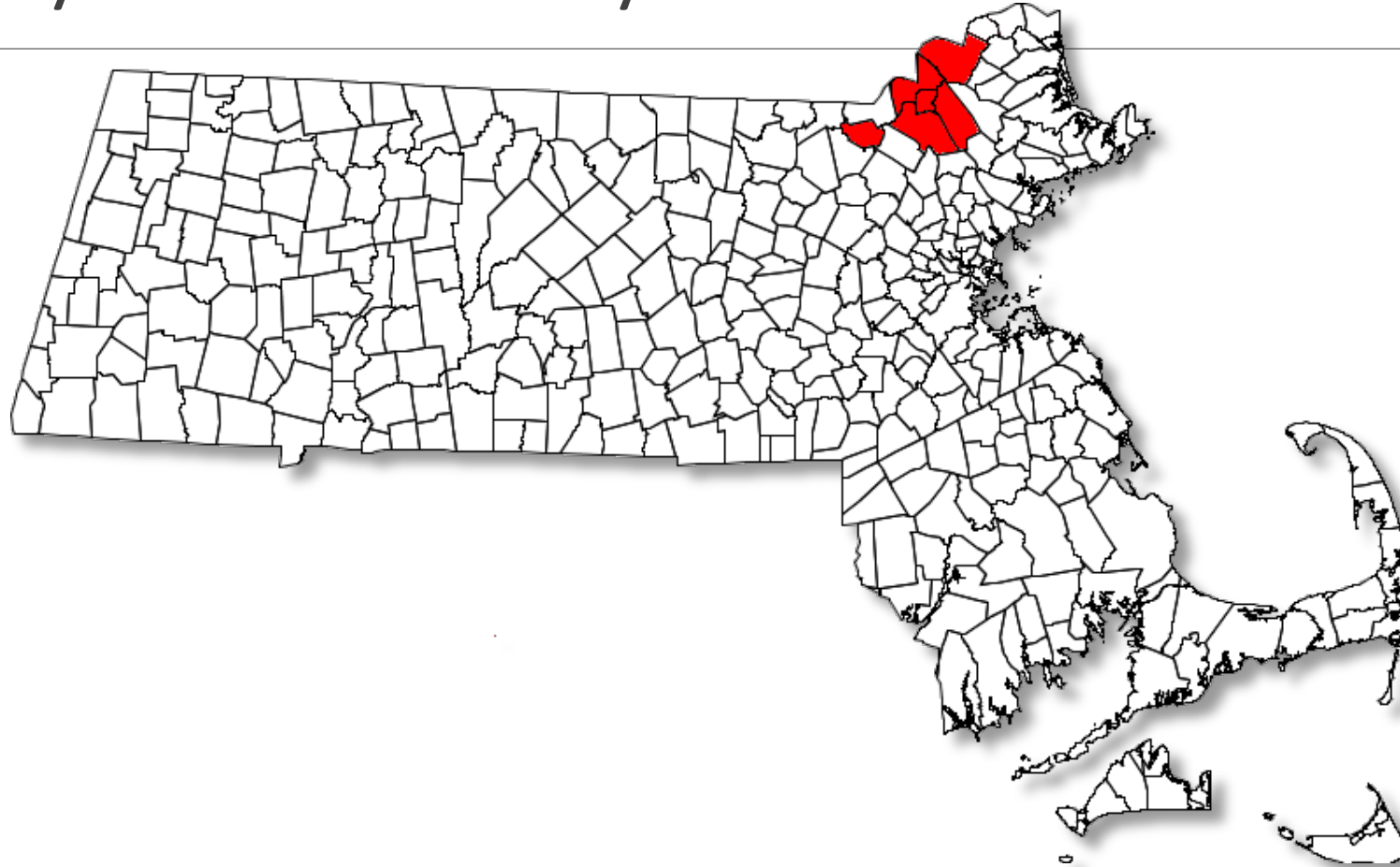
Presenter Disclosures

Candace Shaw

- (1) The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

No relationships to disclose

My Care Family Main Service Area



Communities in Massachusetts

- Lawrence
- Methuen
- Haverhill
- Lowell
- Andover
- North Andover



My Care FamilySM
MI FAMILIA DE CUIDADORES



Lawrence
General
Hospital

So good. So caring. So close.

Primary Care Partners



GLFHC Main Site



GLFHC North Site



GLFHC Lawrence High School



GLFHC West Site



Methuen Site



GLFHC Greater Lawrence Technical School



GLFHC South Site



GLFHC Community based Center

Hospital Partner



Lawrence General Hospital



Lawrence Family Medicine Residency

About My Care Family

ACO Partners

- Greater Lawrence Family Health Center
- Lawrence General Hospital
- Neighborhood Health Plan > Allways Health Partners

Care Team

- 130 Primary Care Physicians/16 practices
- Clinical Pharmacist
- Social Care Manager(s)
- Population Health Manager

Nurse Care Manager(s)

Social Worker(s)

Community Health Worker(s)

Patient Population:

- 33,880 +/- Medicaid patients

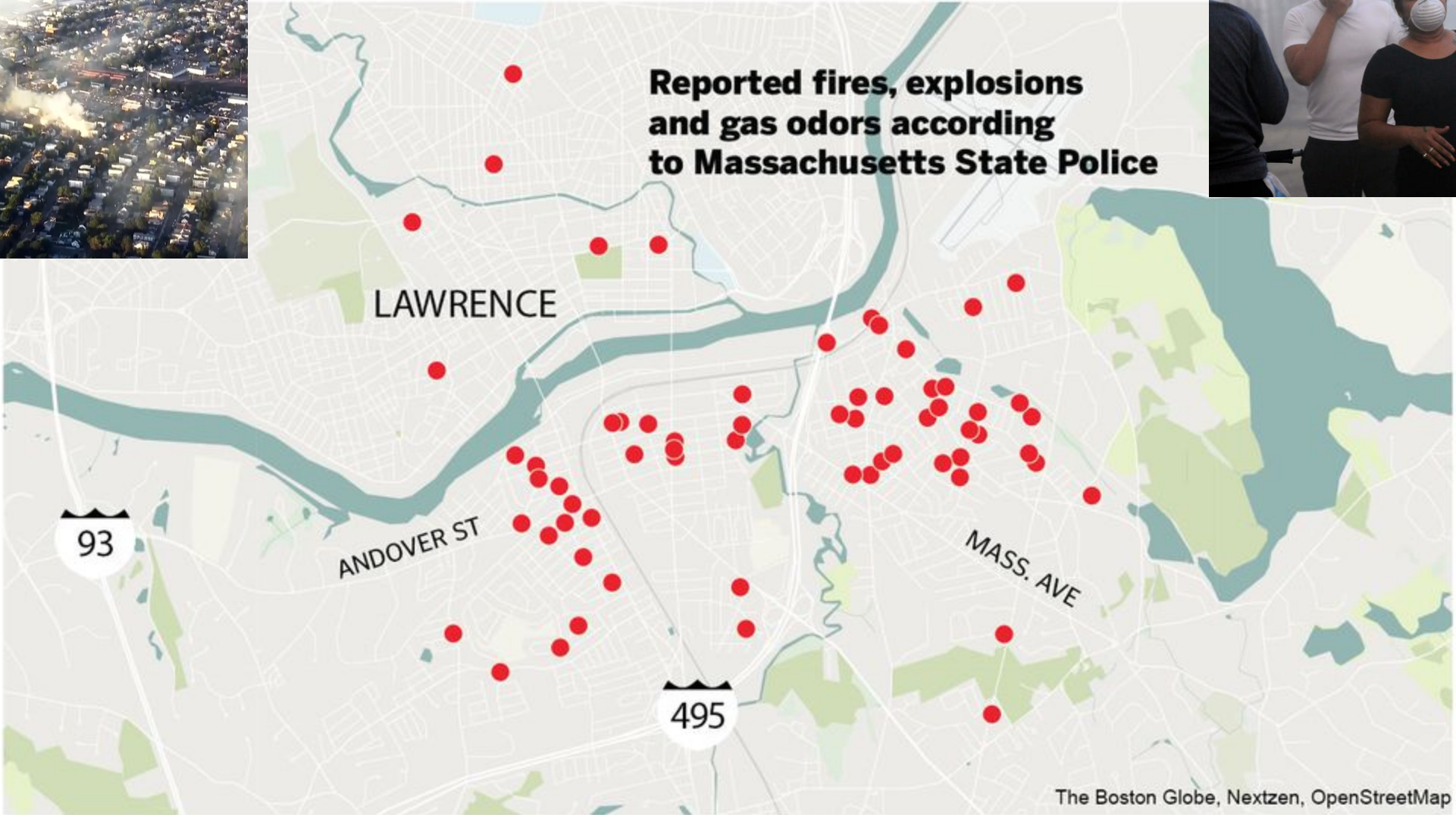


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**BREAKING
NEWS**

Multiple suspected gas explosions reported
in Lawrence, Andover and North Andover

4
WBZ
CBSBoston.com



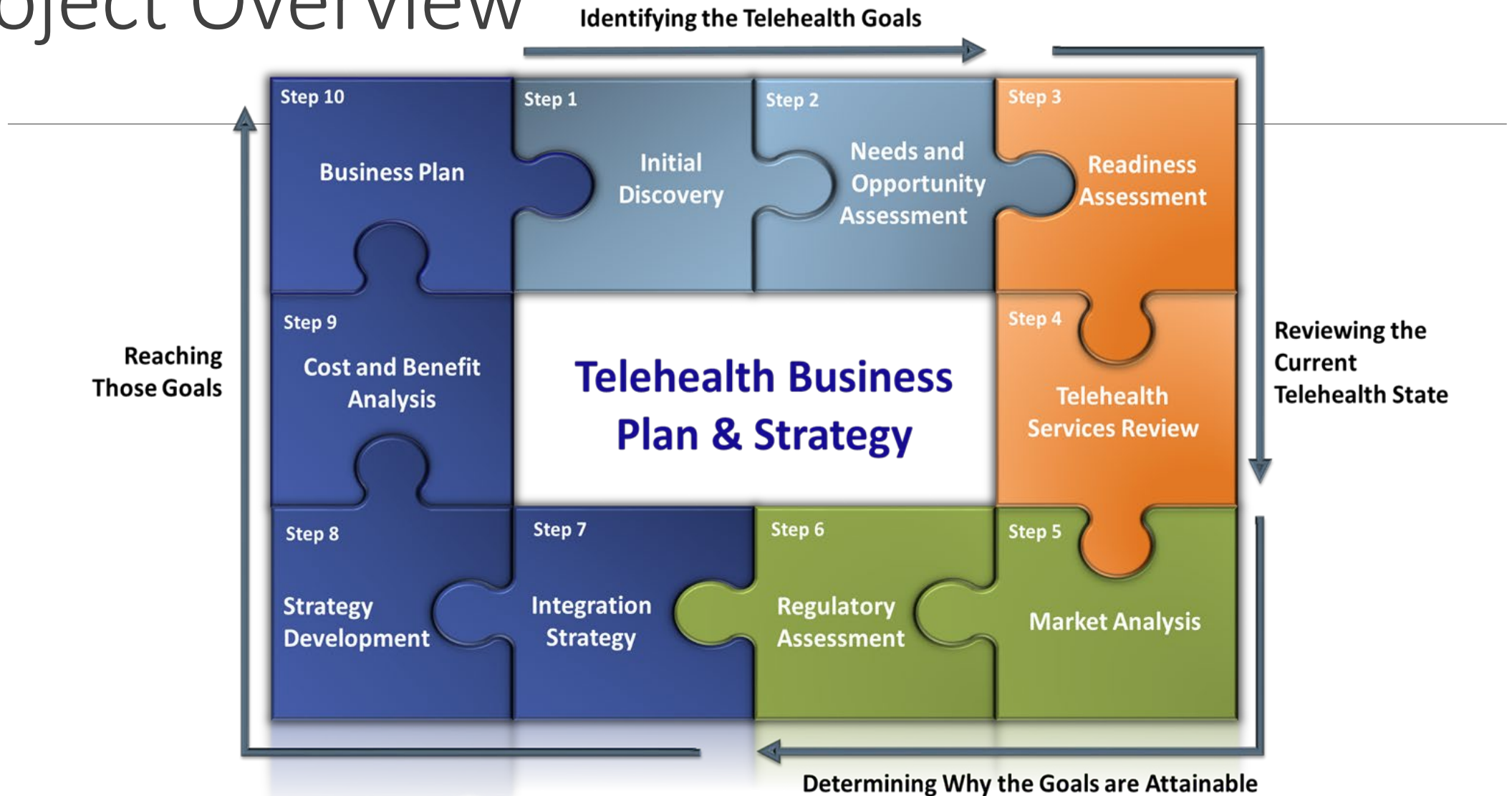
Patient Population

Transportation	Lack of easy access to transportation options
Language	70% Hispanic (multiple dialects, primarily Dominican Republic)
Culture	Traditionally seek primary care at hospital/ED
Homelessness	Transient population/ displaced by explosions
Illegal Housing	High cost of housing/shared domiciles
Fearful of Immigration enforcement	Aversion to video due to status
Communication	Lack of access: cell phone, mail, computer, etc

Telehealth Goals

- ACO – Reduce costs & maintain quality of care
- Lawrence General Hospital – Reduce Emergency Room visits that were low acuity
- Greater Lawrence Family Health Centers – Maximize care when patient with provider

Project Overview



Clinical Priorities

My Care Family Stakeholder Feedback

Close look -
next slide



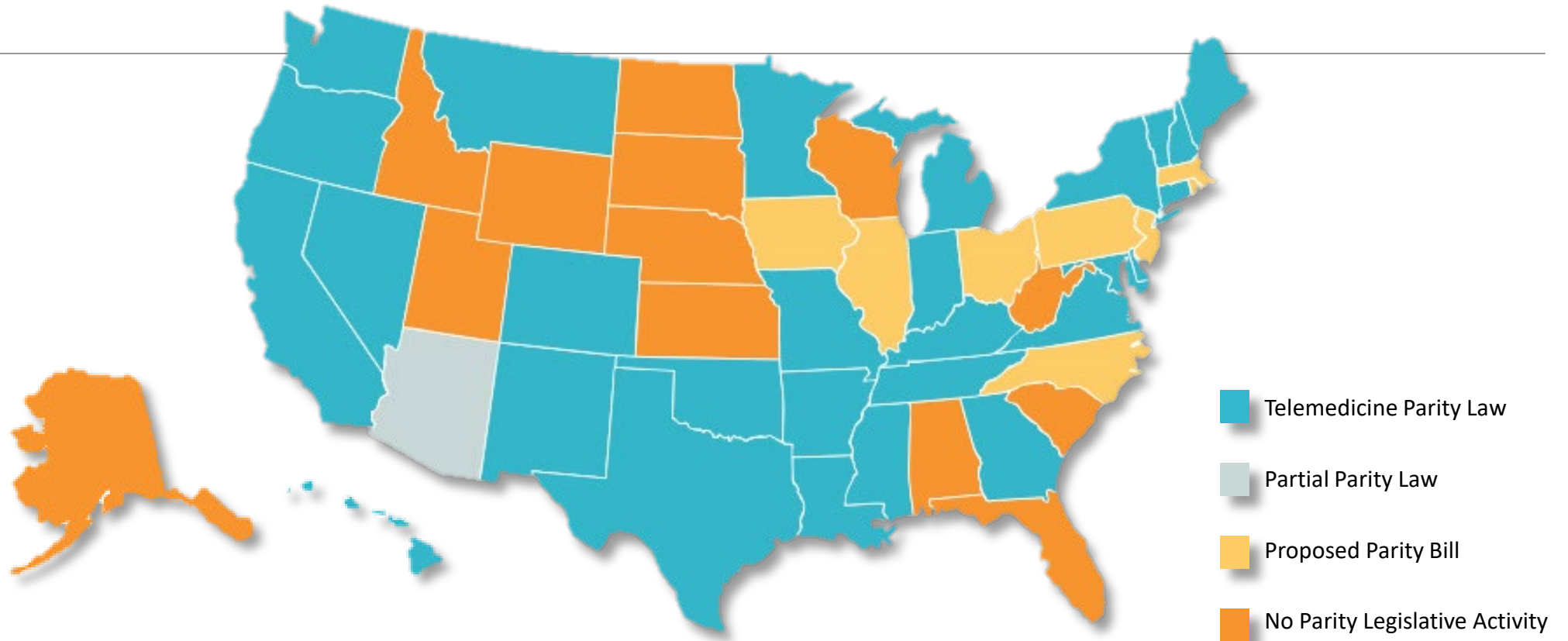
28%	<ul style="list-style-type: none"> Physician to specialist access 	Provider-to-Provider Provider-to-Patient
15%	<ul style="list-style-type: none"> Chronic disease management 	Provider-to-Provider Provider-to-Patient
13%	<ul style="list-style-type: none"> Access to primary care providers 	Provider-to-Patient
13%	<ul style="list-style-type: none"> Access to Care 	Patient-to-Provider
13%	<ul style="list-style-type: none"> Coordination of Care / Transitions of Care 	Provider-to-Provider
8%	<ul style="list-style-type: none"> Triage / follow-up (home, homeless shelter, other) 	Provider-to-Patient
8%	<ul style="list-style-type: none"> Decrease no show 	Patient-to-Provider
5%	<ul style="list-style-type: none"> Community Outreach 	Provider-to-Patient

Clinical Priorities

Access to Specialists When Needed - Detail

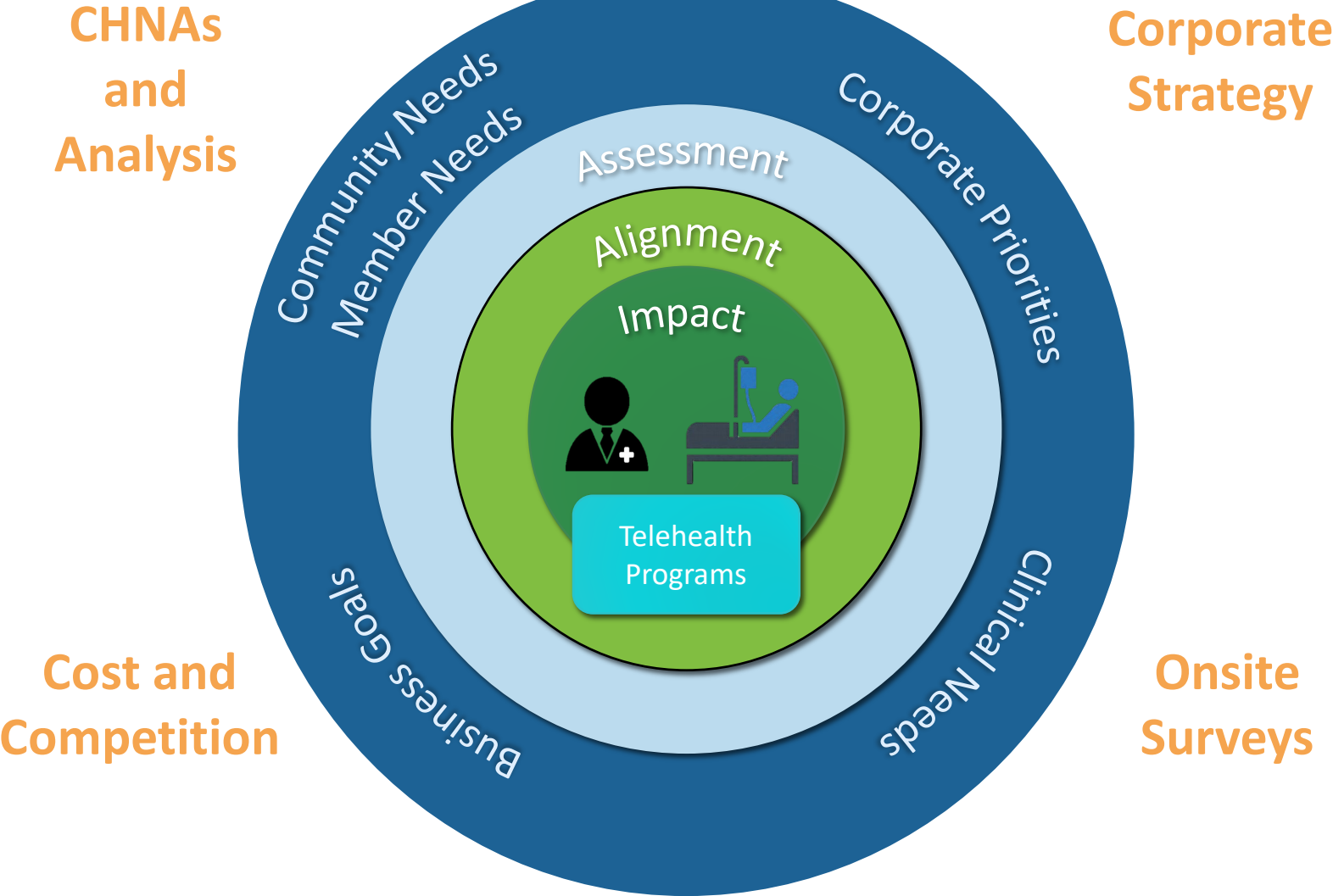
29%	<ul style="list-style-type: none">Behavioral Health
16%	<ul style="list-style-type: none">Dermatology
15%	<ul style="list-style-type: none">Endocrinology
9%	<ul style="list-style-type: none">NeurologyPediatrics
7%	<ul style="list-style-type: none">Rheumatology
4%	<ul style="list-style-type: none">CardiologyEmergency DepartmentHematology
2%	<ul style="list-style-type: none">Infectious DiseaseNephrology

Legislating Telehealth






Parity Laws require that insurers reimburse telehealth providers exactly as they would for an in-person visit. As it stands, 29 states and the District of Columbia have parity Laws.

Decision Model Blueprint



New Telehealth Programs

New program recommendations are based on data obtained during My Care Family's Needs Assessment, stakeholder interviews, research and industry experience.

Program	Meeting MCF's Needs	Meeting LG and/or GLFHC
 Telebehavioral Health*	<ul style="list-style-type: none"> Behavioral Health ranked 1st as specialist need Reduce costs with greater access to specialist 	LG - Assists with patient care when psychiatrist not at hospital GLFHC – Access to psychiatrist/behavioral health provider when patient in clinic
 Urgent Care Kiosk	<ul style="list-style-type: none"> Reduces cost through reduction of inappropriate use of ER for primary care visits 	LG – Reduces use of ER for primary care visits GLFHC – Provides after hours/weekends primary care access
 Virtual Visits – Primary Care	<ul style="list-style-type: none"> Assists with access to care, continuity of care, improved outcomes 	GLFHC - Reduces 'no show' rates GLFHC - Expands capacity and outreach

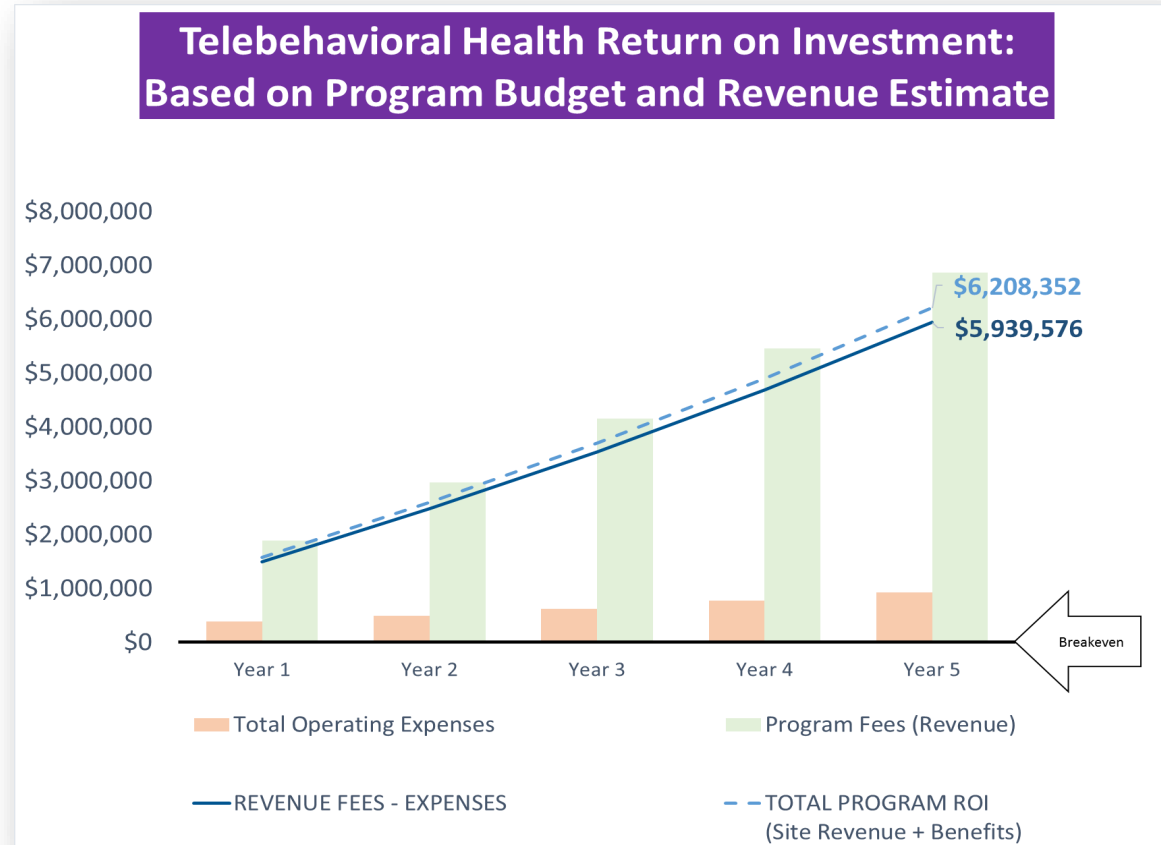
* selected for proforma cost benefit analysis

Telebehavioral Health Proforma

Estimated Total 5 Year ROI

Total ROI:
\$1.57M+
Year 1

Reaching
\$6.21M+
Year 5



- All results based on best available estimates of program costs and service fees.
- Additional benefits based on published studies. However, final program enrollment and growth estimates still needed.
- This template is only a guide for ROI assessment. Actual program data to be determined by My Care Family.

Recommendations

- ✓ Form the Telehealth Steering Committee
- ✓ Create a Telehealth Governance structure inclusive of clinical leadership
- ✓ Develop centralized internal translation service
- ✓ Develop Telebehavioral Health Service
- ✓ Integrate Telehealth into Community-based Service team collaboration and support
- ✓ Make Telehealth services mobile:
 - Homeless shelters
 - Drop in centers/ Churches
 - Mobile Clinic – parks & gathering places
 - Food Banks/Food Kitchens

My Care Family Telehealth

Telehealth Project

MAVEN Project

- Strengthened and expanded the usage of MAVEN Project (specialist telehealth visits)
- Exploring the expansion of new specialty services

Home-Based Telehealth

Virtual Visits –

- Pharmacist with patients in their home
- Asthma Intervention with pediatric population/ prescription delivery

Telebehavioral Health

Optum

- Collaborate with behavioral health provider OPTUM

Thank you

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