

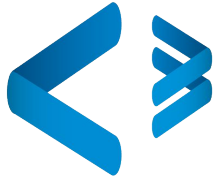
Accelerating Telehealth Implementation for Low-Income Californians during the COVID-19 Era



Hector P. Rodriguez, UC Berkeley

CHP Telehealth Town Hall
Wednesday, Sept 23, 2020

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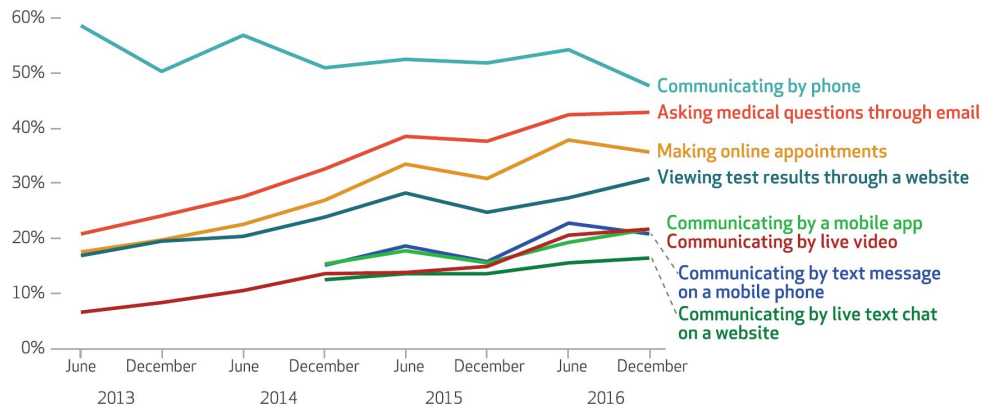
**CALIFORNIA INITIATIVE
FOR HEALTH EQUITY
AND ACTION**

OCHIN
— 20 —
YEARS



EXHIBIT 1

Rates of consumers' use of telehealth, by type of use, 2013–2016



SOURCE Authors' analysis of data from the Consumer Survey of Health Care Access of the Association of American Medical Colleges.

NOTES "Communicating" means communicating with a provider. Examples of live video are Skype and FaceTime.

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HEALTH AFFAIRS 37,
NO. 12 (2018): 2060–2068
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The People-to-People Health
Foundation, Inc.

By Jeongyoung Park, Clese Erikson, Xinxin Han, and Preeti Iyer

Are State Telehealth Policies Associated With The Use Of Telehealth Services Among Underserved Populations?

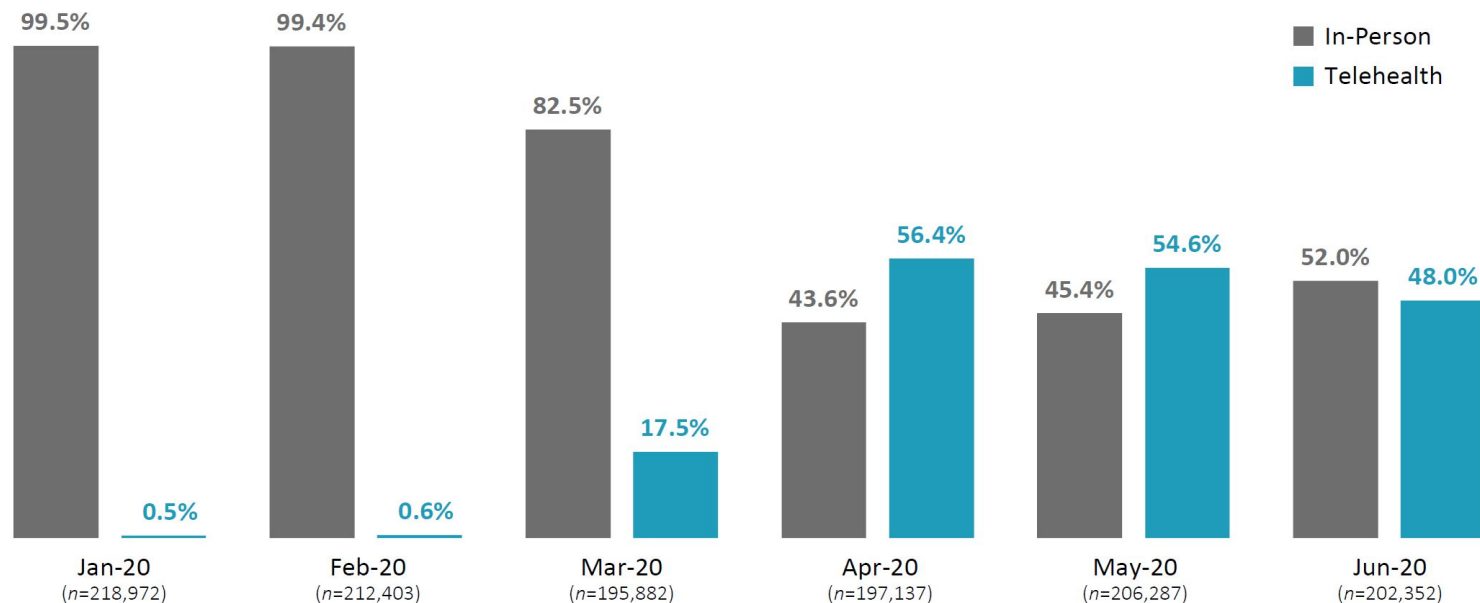
EXHIBIT 2

Selected characteristics of consumers, by use of live video communication with their provider, 2013–16

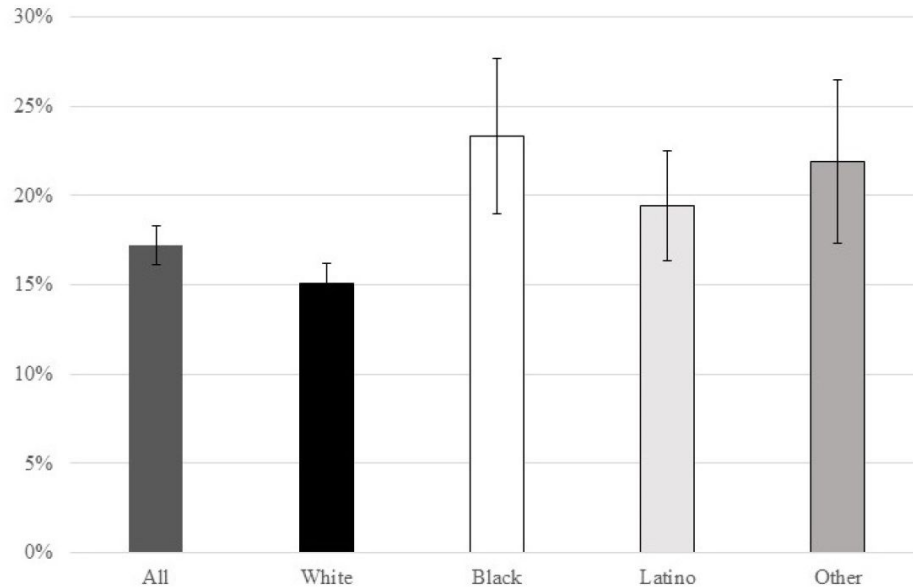
Characteristic	All (%)	Used live video communication (%)	
		Yes	No
Female	50.6	31.8	53.8
Age (years)			
18–24	10.7	12.9	10.0
25–44	36.0	71.7	29.9
45–64	32.9	14.3	36.2
65 or older	20.4	1.1	23.9
Race			
Native American	1.3	2.2	1.1
Asian	4.7	7.4	4.2
Black	13.3	17.5	12.6
Pacific Islander	0.3	0.5	0.2
White	67.0	52.9	69.9
Other	0.6	0.4	0.6
Multiple	13.0	19.0	11.5
Hispanic ethnicity	15.5	23.5	13.8
Has physical problems	43.6	54.9	41.8
Has mental or emotional problems	21.2	48.2	17.0
Type of insurance			
Private	41.6	51.5	40.2
Medicare (younger than age 65)	8.7	19.3	6.9
Medicare (age 65 or older)	16.0	0.5	18.7
Medicaid	15.6	9.8	16.5
Medicare and Medicaid	5.0	5.9	4.8
TRICARE, VA, IHS, through parent	8.0	9.2	7.6
None	5.2	3.7	5.4
Income			
Less than \$25,000	22.3	8.7	24.1
\$25,000–\$49,999	23.9	15.3	25.5
\$50,000–\$74,999	19.0	15.1	19.6
\$75,000–\$99,999	13.1	19.3	12.1
\$100,000 or more	21.8	41.6	18.7
Rural	19.6	8.3	21.6

Figure 3. Percentage of OCHIN's Completed In-Person and Telehealth Encounters, California, January 2020 to June 2020

In California, telehealth encounters increased as in-person encounters declined in response to the COVID-19 pandemic.



Nationally, Blacks and Latinos were more likely to have had a telehealth visit early during the COVID-19 pandemic.



Source: Pew Research Center's American Trends Panel 2020, which is a national, probability-based online panel of adults (18 or older) living in U.S. households.

Figure 1. Survey-weighted percentage with 95% confidence intervals of U.S. adults reporting telehealth use due to the COVID-19 pandemic by race and ethnicity

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Will the Telemedicine Boom Outlast the Pandemic?

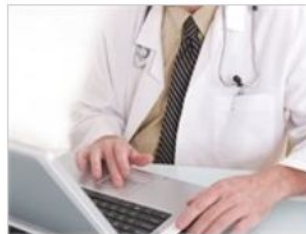
July 30, 2020, at 9:00 a.m.



By Dennis Thompson

HealthDay Reporter

THURSDAY, July 30, 2020 (HealthDay News) – Telemedicine has exploded during the COVID-19 pandemic, with the United States on track to log more than 1 billion virtual doctor visits by the end of 2020, experts say.



(HEALTHDAY)

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Preliminary Findings- Telehealth Video Visits

- Most California FQHCs have yet to implement telehealth video visits on a broad scale
 - Most rely on telephonic (**audio only**) visits
 - Video is limited to individual clinician adopters and patient subpopulations
- Barriers to video visit uptake include:
 - Perceptions of **low patient technology readiness, internet access, and digital literacy**
 - Reimbursement/payment incentives for video and audio telehealth visits are equivalent
 - Audio only visits have lower operational complexity, lower training requirements, and broader patient access
 - Uncertainty if flexibilities will continue, which is **a risk for audio only.**

Preliminary Findings- In-person encounters, reduced volume

- In-person encounters still account for ~50% of FQHC encounters
 - Telehealth visits peaked the week of April 19th, 2020 (**55% of encounters**)
 - **Telehealth remains ~40-50% of encounters**
 - Lower “no show” rate (5-10%) for telehealth compared to in-person encounters (15-20%+).
 - Documentation of audio vs. video telehealth is often not distinguished in EHR data. Claims data include distinctions, but not always reliable.
 - Remote monitoring technologies have low uptake in FQHCs
- Dramatic reduction in FQHC encounters overall (Alameda County example)
 - Week of March 8th, 2020 (right before COVID-19): 17.3K encounters
 - Week later: 11.4K encounters (**34% drop**)
 - Every week since: 10-12K encounters
 - Has led to furloughs of FQHC staff



Preliminary Findings- Organizational Learning

- California FQHCs are struggling with managing the needs of special populations. Innovation/ experimentation and more evidence to guide implementation is needed.
 - Disabled
 - Limited English Proficiency, esp., Spanish language dominant Latinos
 - Older adults
 - Individuals without reliable internet and technology access

