

# WCCHC OPTIMIZING VIRTUAL CARE



*Waianae Comp Home Campus*

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President & Chief Executive Officer



**WAIANAE COAST  
COMPREHENSIVE  
HEALTH CENTER**  
Healing • Learning • Innovation

**George Beha,**  
Chief Technology Officer

**The 31<sup>st</sup> Best Practices Forum – Rio Mar, Puerto Rico**  
**Tuesday, June 14, 2022**



# STRATEGIC CONSIDERATIONS – VIRTUAL CARE GRANT

## **MARKET CONDITIONS – STRATEGIC PLAN**

- Everyone wants our easy patients – Costco, Walmart, CVS
- Few want our complex patients – Strategic avoidance, limited risk adjustment
- Post pandemic telephonic reimbursement is uncertain – 10% factor

## **HAWAII VALUE-BASED CONTRACTS**

- PPS Plus vs APM
- High-risk Co-hort vs Total Risk Pool Attribution
- Plan prospective investment as value-based payment

## **INNOVATION NETWORKS**

- AHARO Hawaii
- The “HIT Festival”
- AAPCHO
- Best Practices

# STRATEGIC CONSIDERATIONS – VIRTUAL CARE GRANT

## 1 OF 29 HEALTH CENTERS AWARDED THE HRSA OPTIMIZING VIRTUAL CARE GRANT

Awards will enhance telehealth, digital patient tools, and health information technology to support underserved communities

### OUR GOAL

Increase access to care, reduce access barriers to primary care, improve clinical quality outcomes in a manner that utilizes emerging technology and is SUSTAINABLE post grant



# THE GRANT AWARD WILL HELP SUPPORT

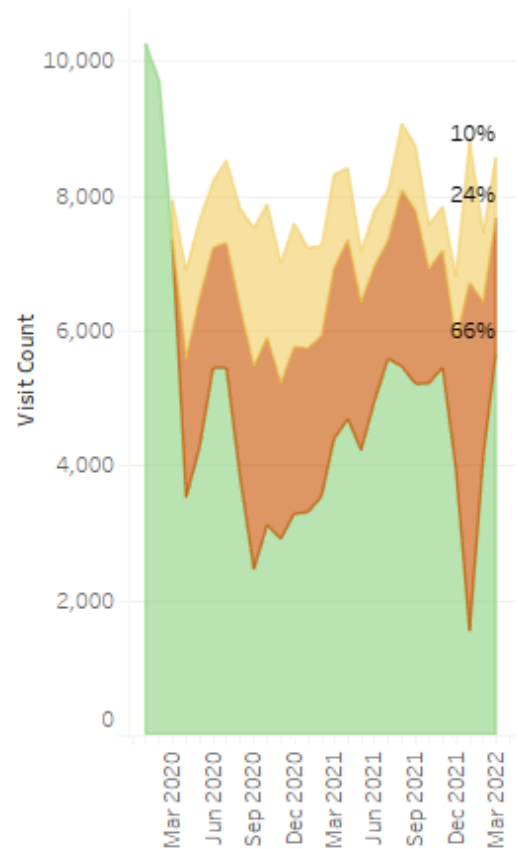
<b>INCREASED ACCESS</b>	<ul style="list-style-type: none"><li>• Reduce Cultural and Economic Disparities in Telehealth Adoption</li></ul>
<b>CREATING DIGITAL NETWORK OF SERVICES – EXPANDING SOCIAL SERVICES</b>	<ul style="list-style-type: none"><li>• Restructuring social services networks</li><li>• Easier access to basic primary care</li></ul>
<b>VALUE-BASED CARE</b>	<ul style="list-style-type: none"><li>• Identify medical/social competency in our population</li><li>• Prove our value</li><li>• Create new incentives to address quality and avoidable cost</li></ul>

# DESCRIBING THE CHALLENGE

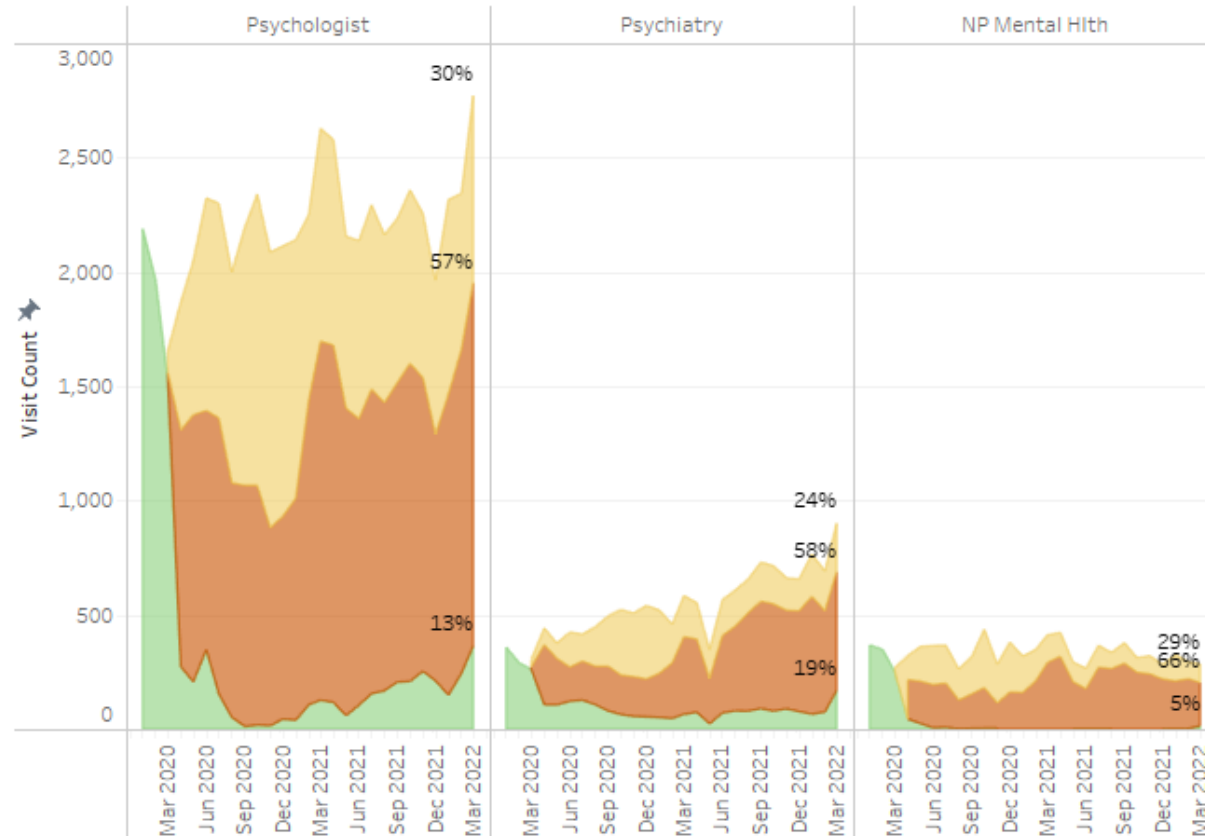
## MEDICAL AND BEHAVIORAL HEALTH TELEHEALTH VISITS

### Adoption curve on Televideo in relation to Telephone and In Person visits

Primary Care



Behavioral Health



TelePhone  
TeleVideo  
In Person

Telehealth Adaptation 4/10/2022 - 4/16/2022

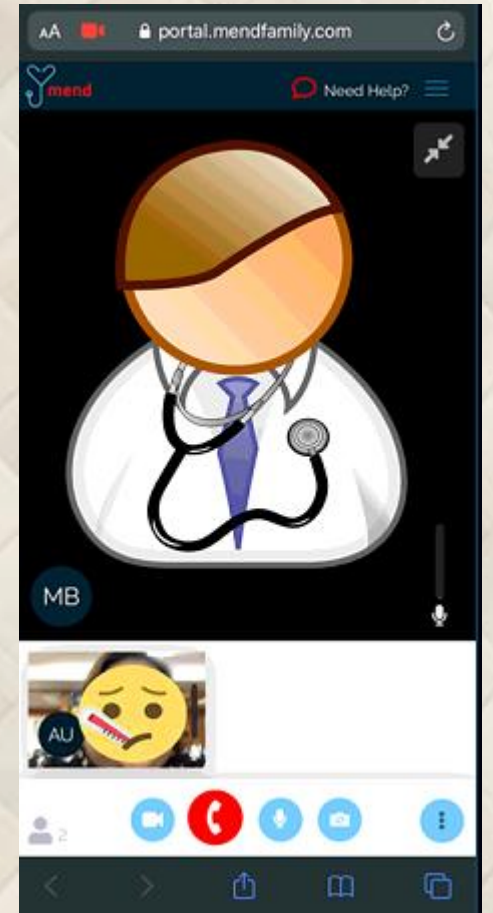
Cat	Week	TelePhone	TeleVideo	In Person
Medical	Last Week	10%	18%	72%
	Prev 3 Wk Avg	10%	19%	70%
	Same Wk Last Yr	13%	28%	59%
BH	Last Week	27%	56%	17%
	Prev 3 Wk Avg	26%	60%	15%
	Same Wk Last Yr	34%	60%	6%



# TELEHEALTH ADOPTION HISTORY

## FAST TRACK VIDEO VISITS

- ✓ **Provider TeleVIDEO Training**
  - MEND Telehealth Platform – Ad Hoc Function
  - Trained 102 Providers in 10 days (3/25 – 4/6)
  - Current Completed 133 Providers
  - NextGen Integration
- ✓ **“Experience MEND as a Patient” Sessions**
- ✓ **Demo TeleVIDEO during in-person visits**
- ✓ **Telehealth Patient Education Specialist**



# RECORD AND TRACK REASONS FOR TELEPHONE VISITS

**Adult Primary Care OV**

Telehealth Visit ☒ Telephone ☐ Video

Provider Location:  Total Time Spent (minutes):

Reason preventing video visit:

Enc: Telephone Visit Reason

PCP:

Patient declined televideo visit

Patient does not have camera enabled device

Patient does not know how to use video app

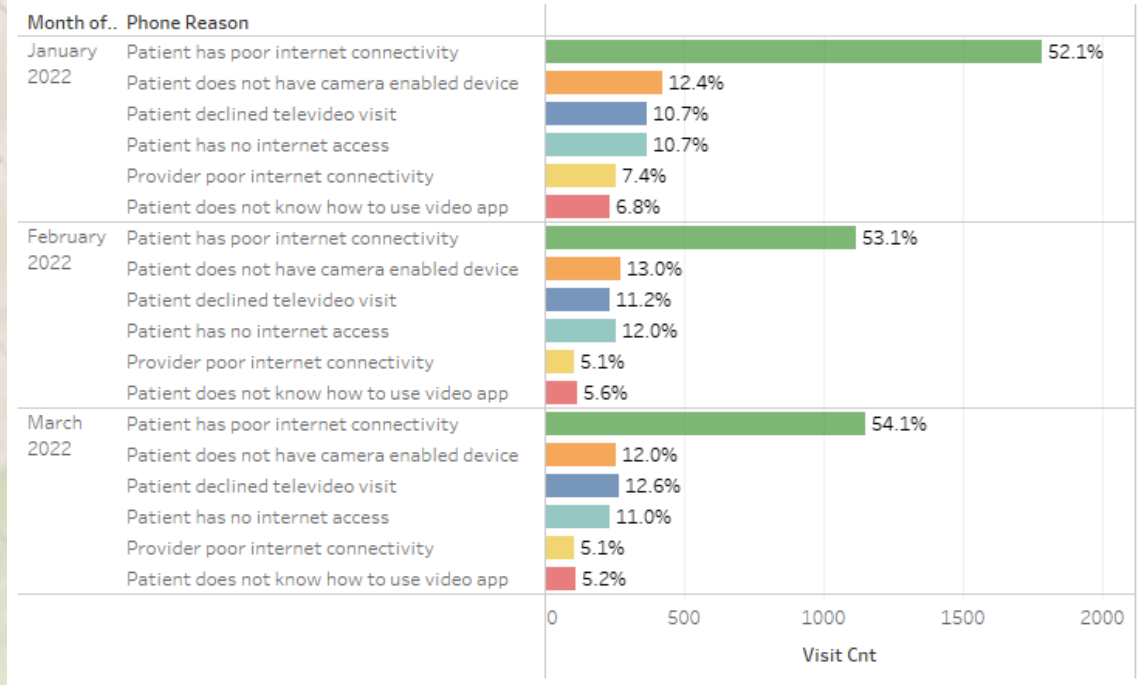
Patient has no internet access

Patient has poor internet connectivity

Provider poor internet connectivity

Close

## Telehealth with Phone Reason



## Patient Satisfaction & Experience Survey – Visit Method Telehealth - Individual Patient Narrative

- I liked the telephone encounter. It's very convenient. I don't have to go out there and wait around. I got all the answers I needed. I'd rather do it this way, unless I need to be checked physically.*
- I like the fact that I can do a telephone encounter rather than going in due to my mental and physical condition.*
- My line is bad, I'm way in the back of Waianae, and so it's really hard to get good internet or cell service.*
- Sometimes my phone doesn't connect to the video, but it worked during this last visit- connection depends on my WIFI.*
- I am blind, so it is really difficult to connect to the video with all the links they send. It's hard to know what options to choose.*



# SEEKING SOLUTIONS

## Tracking and Coding

- Health Centers develop telehealth enabling services to those unable to access full telemedicine services including education, training in use of systems, and when necessary, distribution of home monitoring equipment.

### Telehealth Care Enabling Codes – Tracked & Auditable

<b>Telehealth Education</b>	<b>X5503</b>	Health education or provision of materials on telehealth device use including but not limited to a cell phone, PC and/or tablet. Conducting a telehealth demonstration and education on the use and enrollment in the patient portal.
<b>Telehealth Resources</b>	<b>X5505</b>	Assistance provided to acquire telehealth devices including but not limited to a remote digital device, a remote manual device (thermometer, pulse ox, etc.), internet connectivity, Wi-Fi connector/hotspot source (public or private).
<b>Telehealth Referral</b>	<b>X5505</b>	Referral provided to obtain internet connectivity or referral to a remote patient monitoring program.



# ESTABLISH TELEHEALTH AND SOCIAL SERVICES IN UNDERSERVED COMMUNITIES THROUGH KIOSKS AND TRAINING

- Telehealth visits
- Social Service Provider
  - Financial/Food Stamp
  - Hawaii Public Housing
  - Advance Healthcare Directives
  - Enroll in ACP and Spectrum 100 Program
    - Free Internet
  - Complete Med-Quest applications via patient cell phone
- WiFi hot spot

## COMP HEALTH CONNECT

Creating more access to WCCHC's comprehensive health services using digital technology!



*"Connecting A Healthy West Oahu"*

Telehealth & Social Service Kiosks available to connect with a WCCHC provider and/or an eligibility worker.

### *Telehealth & Social Service Kiosk Locations*

<b>COMPREHENSIVE PROFESSIONAL PHARMACY</b> Located in the Waianae Tamura Super Market 86-032 Farrington Hwy., Waianae (808) 697-3200	<b>EWA-WEST O'AHU COMMUNITY HEALTH</b> Located in the Child & Family Services Building 91-1841 Fort Weaver Rd., Ewa Beach (808) 697-3281
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# TELEHEALTH COMMUNITY OUTREACH

- **TELEHEALTH NAVIGATOR** - assist patients in preparing to connect electronically for upcoming telehealth appointment
- Support, education and televideo test runs
- Allowed us to understand the community better and how we could adjust our telehealth services to meet needs
- Complete PRAPARE screen for SDOH and offer social services
- Capture work via enabling codes



# 'ELEPAIO SOCIAL SERVICES



**'ELEPAIO**  
**SOCIAL SERVICES**

An affiliate of Waianae District Comprehensive Health and Hospital Board, Incorporated

## MISSION STATEMENT

'Elepaio Social Services' mission is to provide communities with coordinated culturally proficient social services in a manner that promotes community self-direction and self-sufficiency, with a goal of establishing health and economic equity.

## VISION STATEMENT

- Developing a response to community needs and connecting community to services.
- Serving in the spirit of community health.
- Advocating for community health and social needs.
- Building on our strengths in community wellness.
- Lifting each other-strengthening our base.
- Improving overall economic conditions of communities served.

'Elepaio Social Services, LLC, is an affiliate of the Waianae District Comprehensive Health and Hospital Board, Incorporated, dba Waianae Coast Comprehensive Health Center, and functions as its counterpart in providing much needed social services to communities on the Waianae Coast.

# SUSTAINABILITY AND HEALTH PLAN ADOPTION

## ADOPTION PROCESS - 4 HAWAII MEDICAID PLUS – 5 FQHCs

- |                              |   |
|------------------------------|---|
| <b>First Tier Adoption:</b>  | Identify high-risk co-hort provide financial data.  |
| <b>Second Tier Adoption:</b> | Manage high-risk co-hort support and implement care coordinate.   |
| <b>Third Tier Adoption:</b>  | Establish baseline financials incentive improvement over baseline.  |
| <b>Grand Bargain:</b>        | We will help you address your health plan deliverables and provide evidence of our impact. In exchange we share savings proportionally. |

*Partnership with Foresight Health Solutions*



# ABOUT FORESIGHT HEALTH SOLUTIONS

## FORESIGHT MISSION

*Develop AI-driven analytic solutions to accurately predict and promote optimal health for vulnerable populations using diverse data sources*

## OUR LINK TO THE ISLAND COMMUNITY

- Creator of the care management platform used by two Medicaid health plans in Hawaii for 10+ years
- Experience with Hawaii's FQHCs through work with WCCHC and the AHARO FQHC network
- Focus on SDoH data from the PRAPARE pilots in 2015 to the development of an AI-based medical-SDoH predictive risk model currently used for value-based contracts with MCOs

# HEALTH PLAN PILOT AND RESULTS PROJECT EXPERIENCE

## *Dr. Vija Sehgal & Team*

### PILOT CONTRACT DEVELOPMENT

- Value-based contracts implemented with 2 Health Plans on March 1, 2021
- Cohort populations of identified for each Health Plan
- Baseline risk levels and cost measured for cohorts for 2020
- Monthly claims combined with EMR data analyzed monthly to guide care coordination teams and monitor progress



# BASELINE

## CO-HORT SIZE

- Health Plan A – 891
- Health Plan B – 931

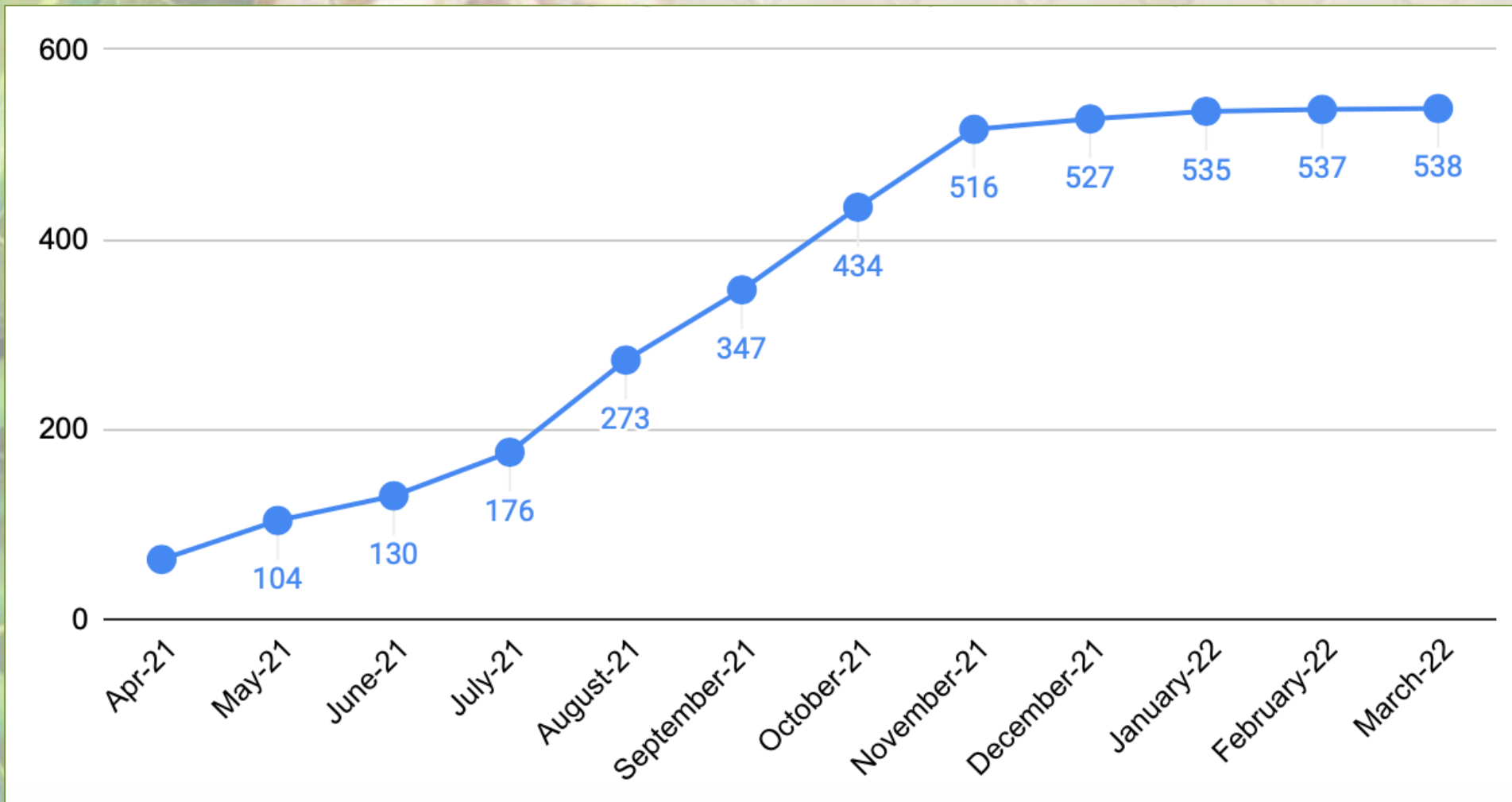
## BASELINE COSTS IN 2020

Health Plan A – Total cost of \$13,353,669 or PMPM cost \$1,248.9

Health Plan B – Total cost of \$7,801,521 or PMPM cost \$698.3

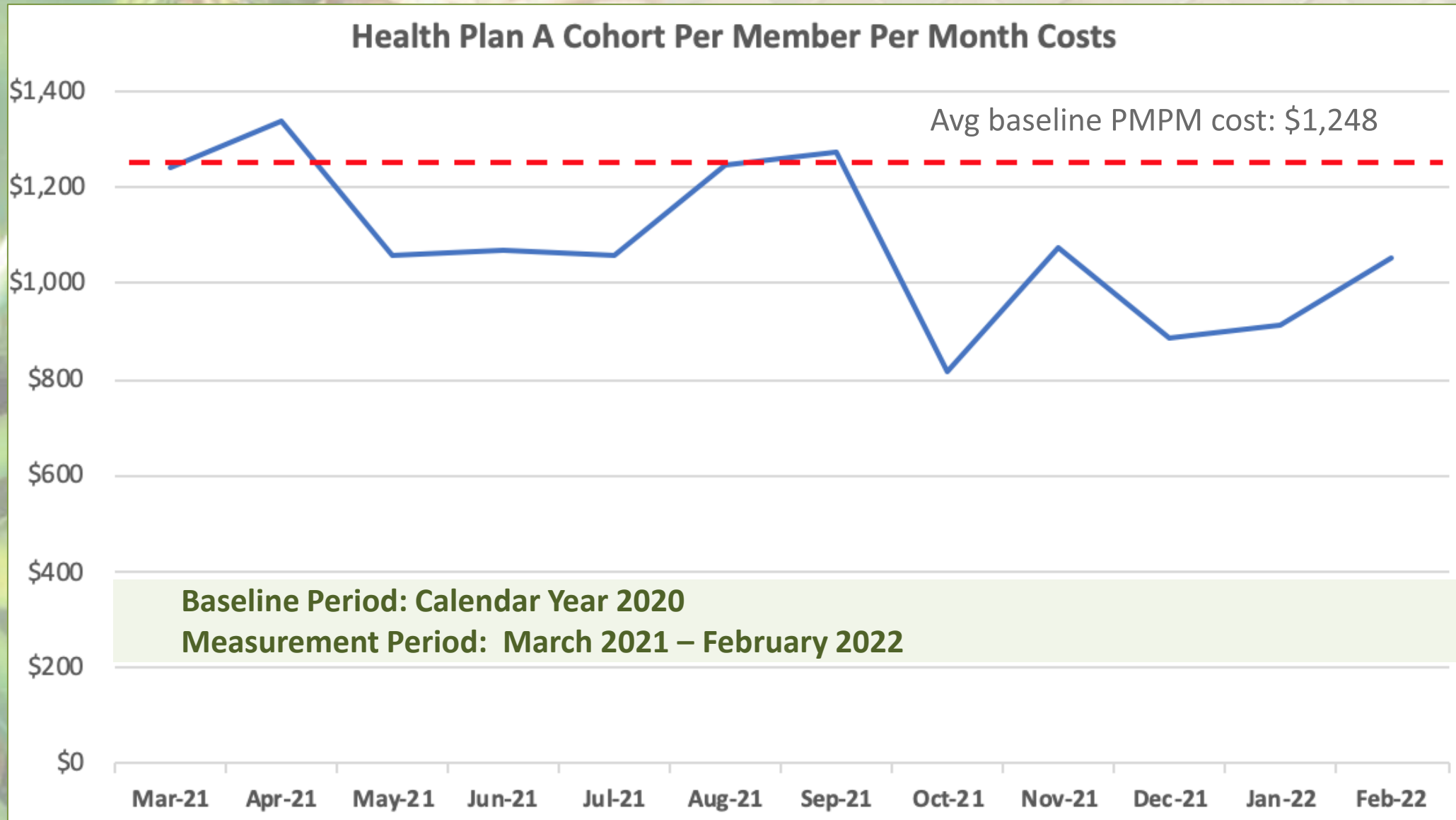
# PATIENT ENGAGEMENT – HEALTH PLAN A

**PATIENT ENGAGEMENT RATE: 60.4% (538 out of 891)**

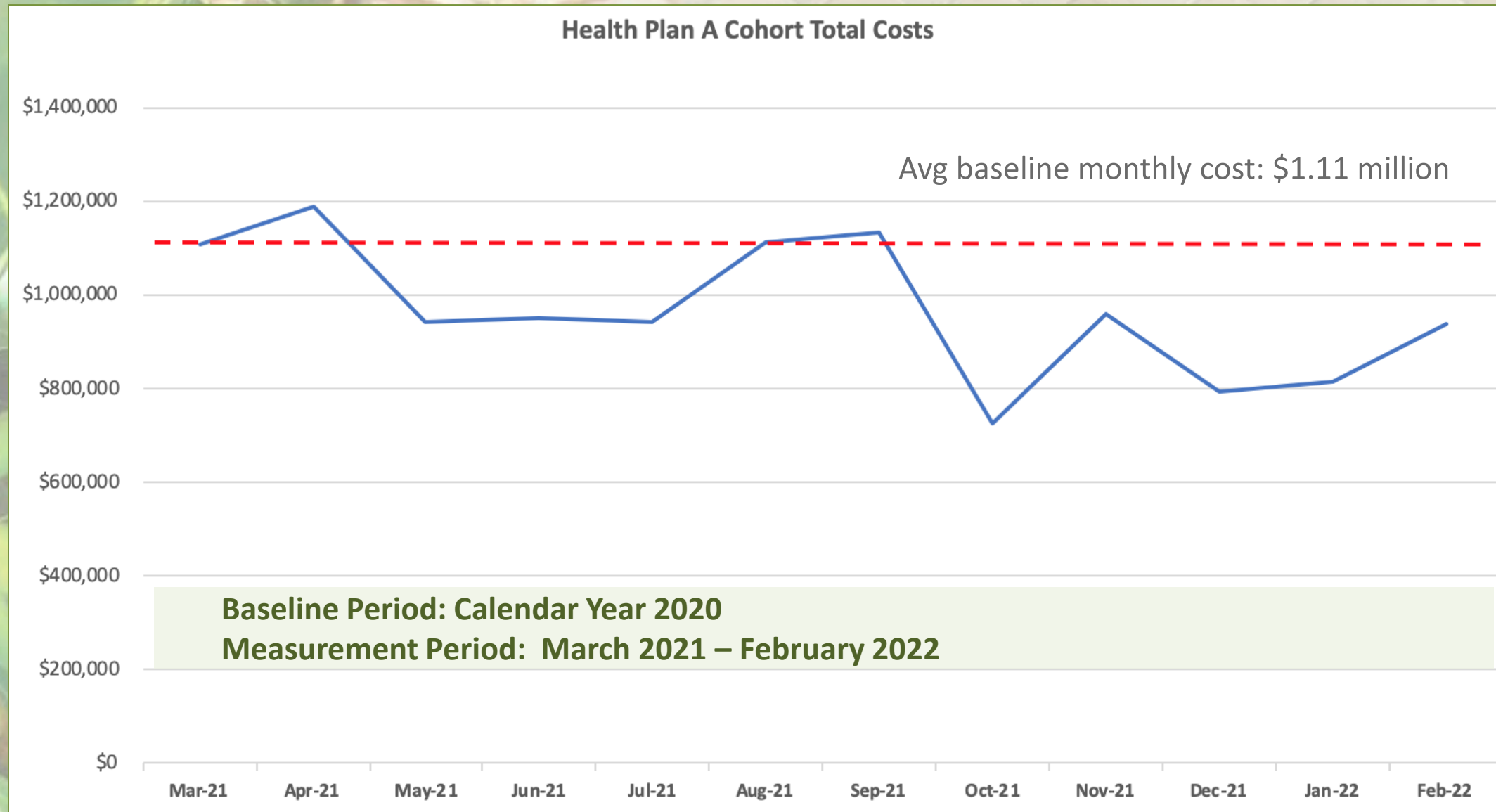




# COHORT PMPM COSTS – HEALTH PLAN A

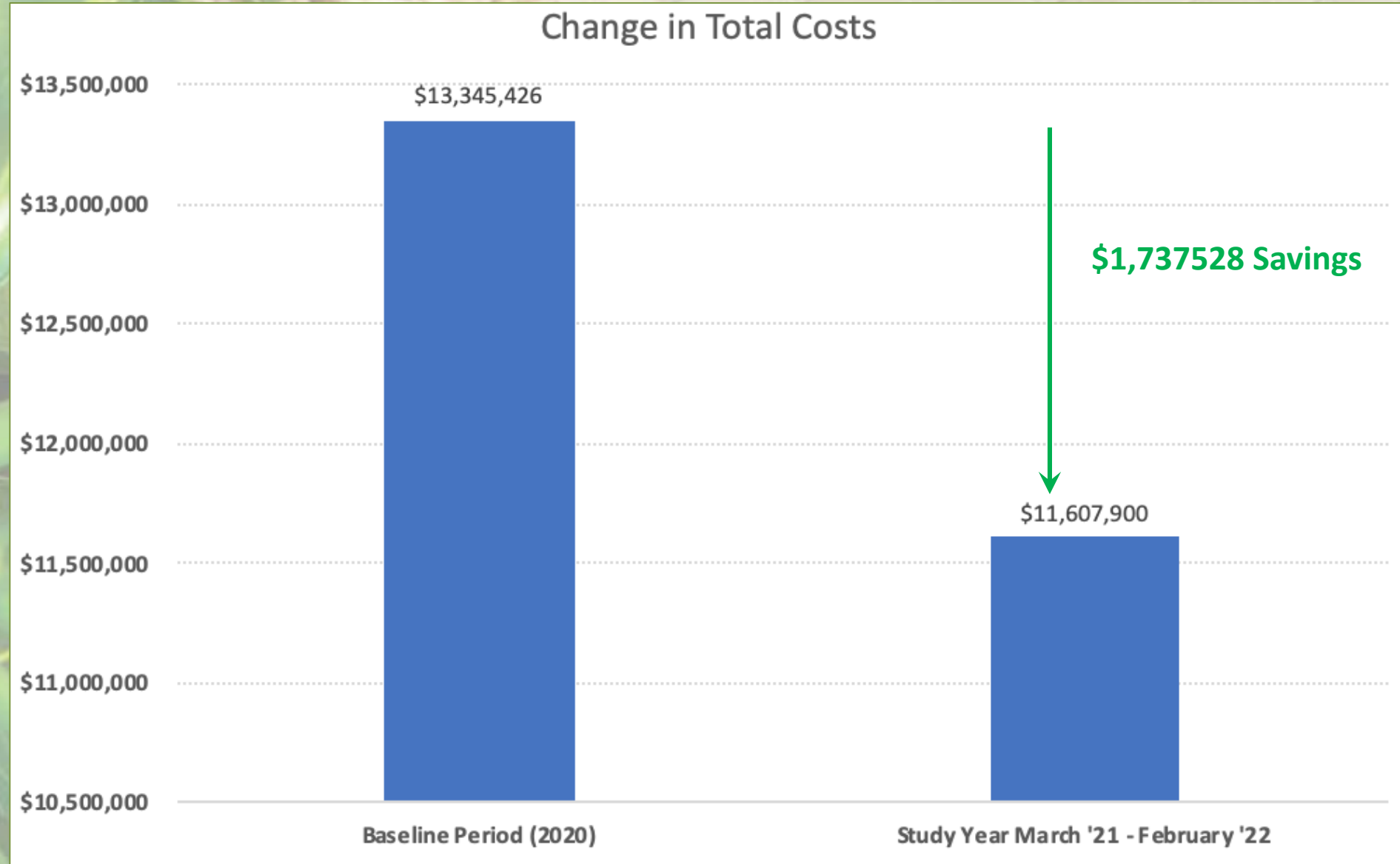


# COHORT TOTAL COSTS – HEALTH PLAN A





# COST SAVINGS – HEALTH PLAN A



# Mahalo



*Save the Date*  
**December 2, 2022**

**Waianae Coast Comprehensive Health Center celebrates**



**YEARS OF HEALTHCARE**

*"e ho'olaule'a ana i kanalima makahiki o ka mālama ola kino"*

