



PCMH User Group Highlights 4/21/2020

Slides from presentations are attached to email and on website (slides and highlights under PCMH User Group)

Kris Elliot- NPO, Quality Director: Question and Answer: What is working, What could use more help, and What does the future look like?

- **What is working:**
- Telehealth:
 - The General consensus is that Telehealth is working well and for the most part is the majority of what practices are doing at this time.
 - One practice reported performing about 15 telehealth visits a day
 - Some practices have Medical Assistances reaching out to patients prior to the visit to assist with technology needs and patients getting connected.
 - Some practices are performing AWV as this is a good source of revenue at this time. Vitals cannot be obtained so it is documented as such. It is reported that these visits are going well.
 - Patients seem to be enjoying the telehealth experience!
 - Please contact Kris Elliott if your practice is struggling with Telehealth or has any needs at: kelliott@npoinc.org.
- **What isn't working:**
- Telehealth:
 - Some practices are struggling with certain phone types: For example- with androids and or older phones, issues arise because the patients can't get their audio and or video to work. It is hard to pinpoint the actual issue. This issue came from an eClinicalWorks practice using Healow
 - One practice gave advice: Doximity; is an app for providers. They are now allowing all staff to use. It uses the providers smart phone but blocks the providers number and syncs with the practice number. The patient does not have much set-up. If using a video, they will receive a text (looks like its from the practice) and all they need to do is click the link provided in the text.
 - This is used when eClinicalWorks/ Healow is not working for the patient and seems to work well with little to no issues.
 - Utilizing templates and questionnaires
 - How can patients review their personal history through template use? Participants did not have any suggestions for this issue.
 - PHQ: Does anyone have suggestions for totaling the PHQ scores on the questionnaires? (eClinicalWorks practice)
 - Some eClinicalWorks practice have been able to utilize automatic scoring and others have not. Participants did not have any suggestions for this issue.
 - ***NPO did follow up with Deb Schepperley and Dr. Laura Hill from Thirlby regarding these questions and an email was sent to the ecw User Group 4/22/2020. Please contact NPO if you need further information.***
- **What does the future look like?**

- Hope Telehealth stays and payment continues
 - This will be a great opportunity for patients in the winter who do not want to drive. It would be great for simple follow-ups.
 - NPO has been talking with payers
 - BCBSM is planning for telehealth to stay but payment will need to be worked out. NPO has been sharing this information with BCBSM, Priority and Michigan State Medical Society (MSMS) who is lobbying the legislature in order to advocate.

- Plans for reopening
 - Some practices reported planning to continue with precaution: PPE for staff and patients, screening symptoms and having designated areas for symptomatic patients
 - One practice had cloth masks made for patients that do not have their own masks. The masks will be washed as needed and re-used.
 - It is an option to have patients wait in their vehicles to manage the number of patients in the practice at once in order to keep social distancing
 - Depending on how the payers deal with telehealth moving forward, patients that can receive care and follow-up through telehealth will remain that way in order to limit the number of those coming in the office.
 - If patients need to have an office visit, limiting visitors with them will be important.
 - Some practices are worried about bringing staff back because they are making more with unemployment. This issue is dependent on the practice; some practices did not need to lay employees off but cut hours.

2020 meeting dates:

- Wednesday 6/17/20- 11:30-1:00 PM VIRTUAL
 - Management of Care Management – survey results and discussion
 - Updates
- Thursday 8/20/20- TBD 11:30-1:00 PM @ NPO Offices
- Tuesday 9/22/20- TBD 11:30-1:00 PM @ NPO Offices
- Wednesday 10/21/20- TBD 11:30-1:00 PM @ NPO Offices
- Thursday, 11/19/20 – TBD 11:30- 1:00 PM @ NPO offices