

# Practical Policy Solutions for Lawmakers to Advance Telehealth within the Safety Net

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WE ARE **OCHIN**



# Our Mission

OCHIN is a nonprofit health care innovation center designed to provide knowledge solutions that promote quality, affordable health care for all.

**OCHIN**

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# In Sum: OCHIN, Telehealth, & Safety Net Community



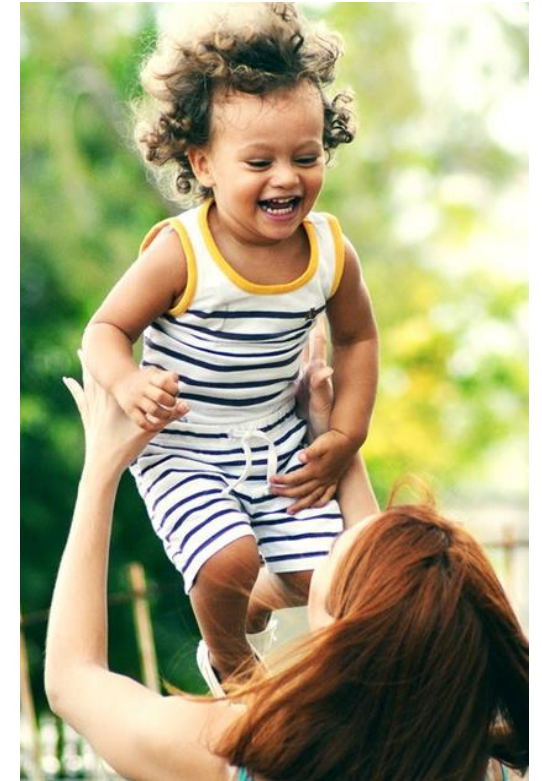
Access to Healthcare  
for Underserved:  
1 in 12 seen in a  
health center



Connectivity –  
Affordable & Secure  
Broadband



Technical Assistance,  
Training & Workflows:  
Make it work



Healthier  
Communities, Better  
Outcomes, Lower  
Costs





# OCHIN

## A driving force for health equity

### Health Information Technology

Data Analytics

Electronic Health Records

**Networking & Broadband**

**Virtual Care**

### Research Collaborative

Chronic Pain & Opioids

Diseases Affecting the Safety Net

Health Equity & Health Policy

Social Determinants of Health

### Support Services

Billing

Compliance & Security

Technical Assistance

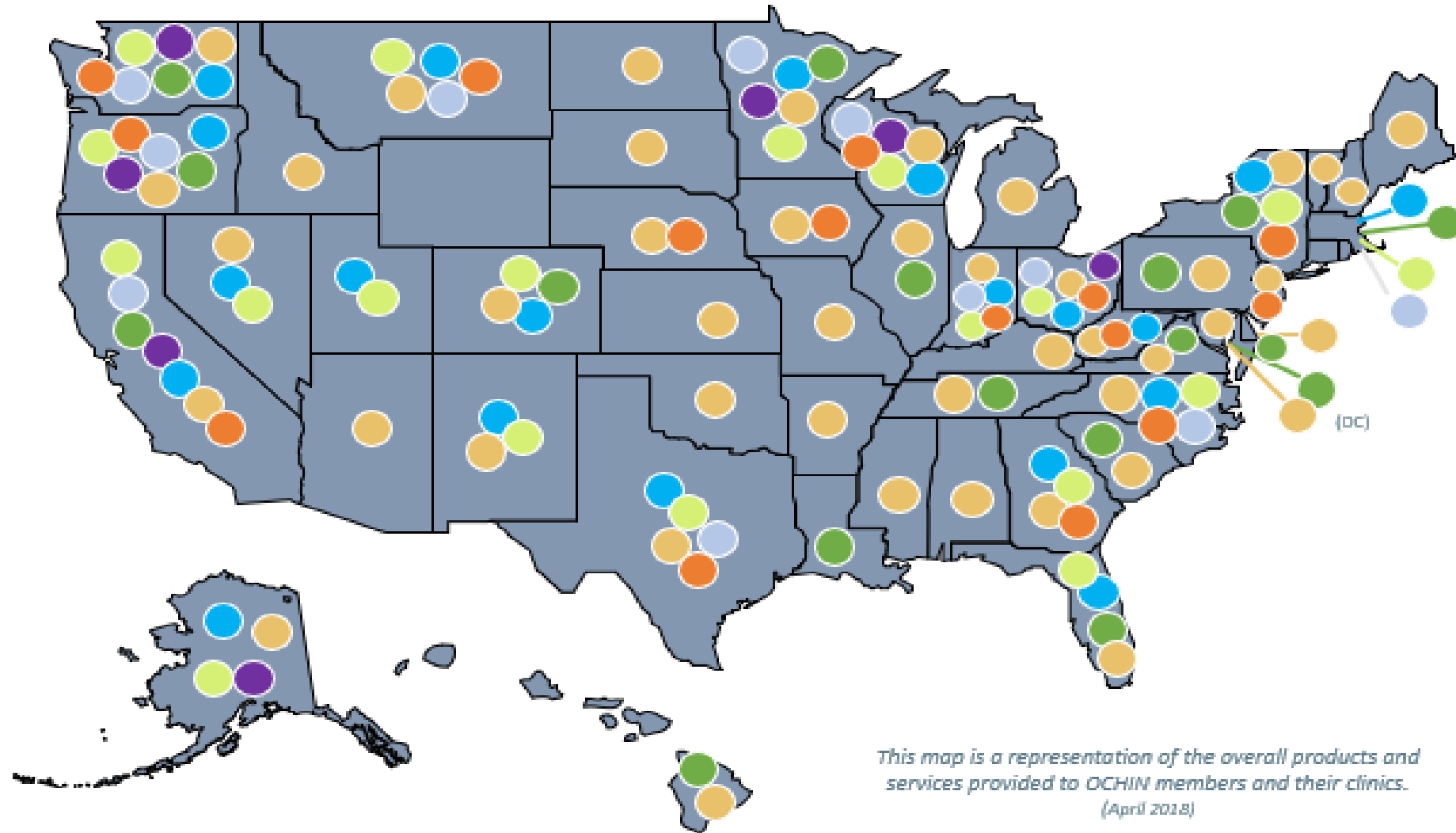
Staff Augmentation

# OCHIN takes a multifaceted approach to innovating Virtual Care and Telehealth within the Safety Net

- Operate the California Telehealth Network and the California Telehealth Resource Center
- Broadband and Networking
- Integration in the EHR
- Clinic Workflows
- eConsults
- Live Video Conferencing



# OCHIN Supports Over 500+ Organizations Nationwide and Growing



# The Population We Serve

**5.1M** Active Patients

**70%** Female | **18%** Children

**46%** At or Below Federal Poverty Level

## Diversity

**42%** Racially Diverse | **27%** Hispanic

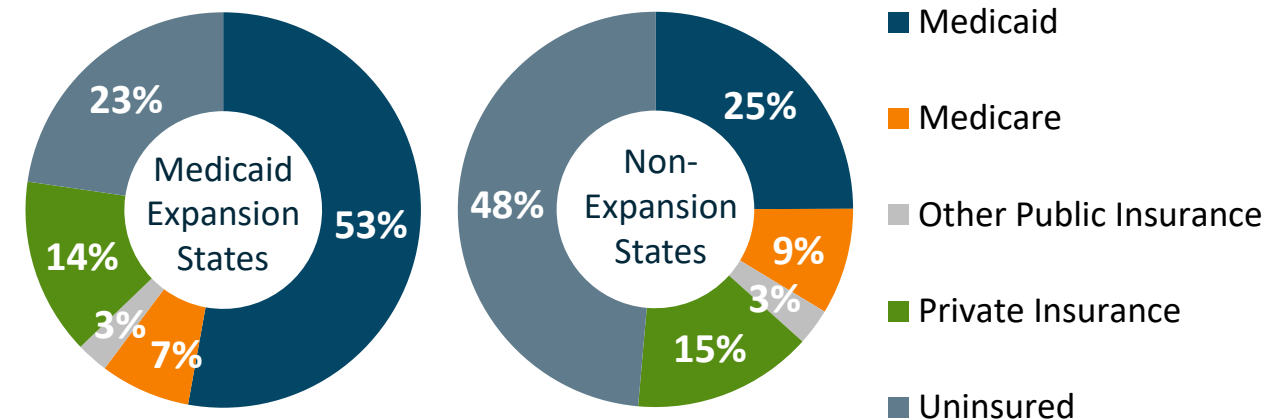
**29%** Best Served in a Language Other than English

## Chronic Conditions

**70%** Have at Least One Chronic Condition

**52%** Have Two or More

## Payer Mix



Migrant/Seasonal Workers

43K

Homeless

41K

Incarcerated

40K

School-Based

37K

Veterans

22K

Foster Children

13K

# Why OCHIN is driving virtual care



**Access:** Spanning rural and urban communities, virtual care, OCHIN meets patients and providers where they are.



**Clinical Quality and Care Coordination:** Supporting solutions that reduce fragmentation and reinforce patient centered primary care



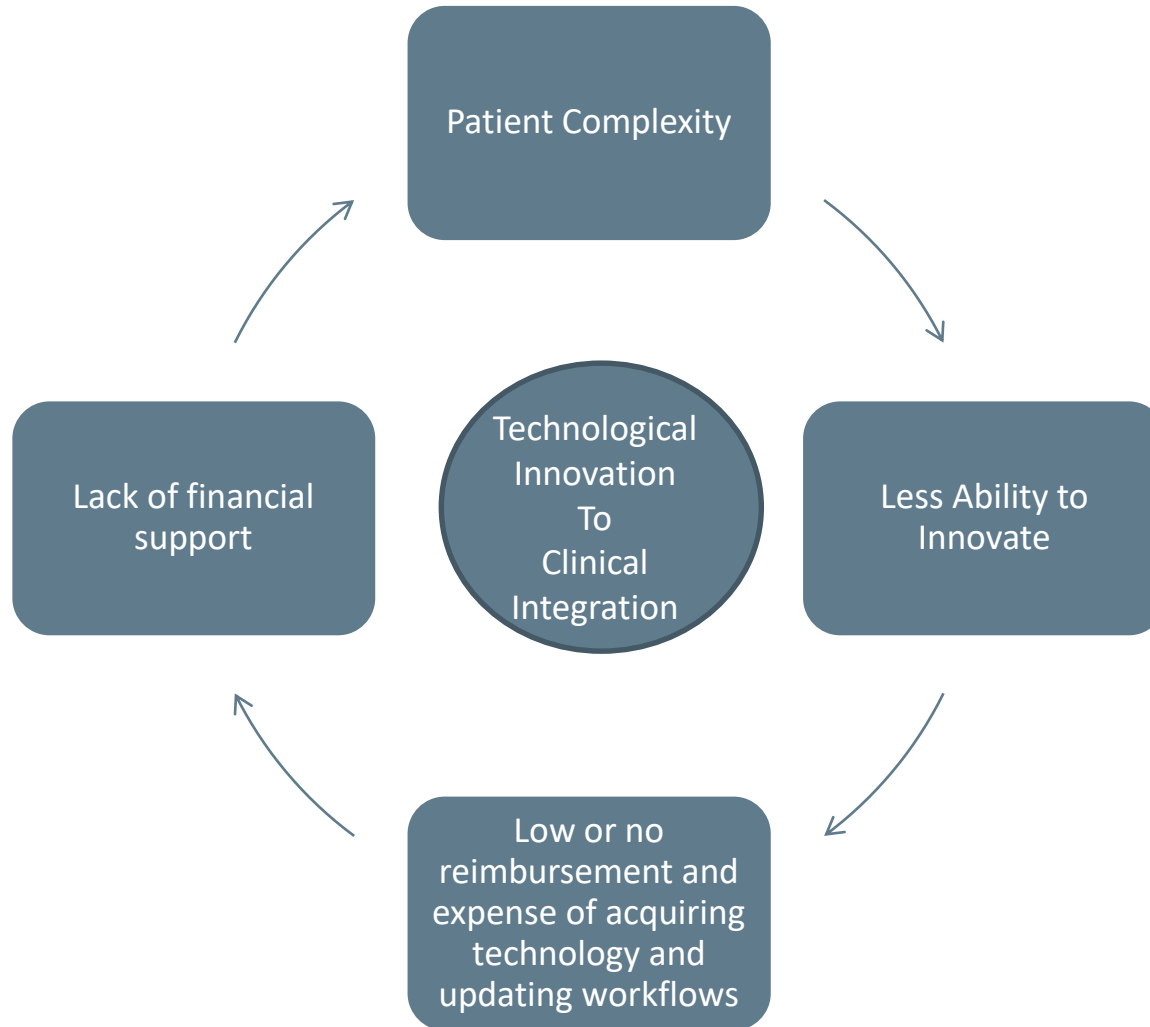
**Provider and Patient Engagement:** Bringing tools that promote patient-driven care, connect providers to support tools, reduce provider burden



**Data privacy and security:** Driving for the movement of standardized data and seamless integration to meet industry standards and patient expectations



# Challenges for Health Centers: Innovation to Integration

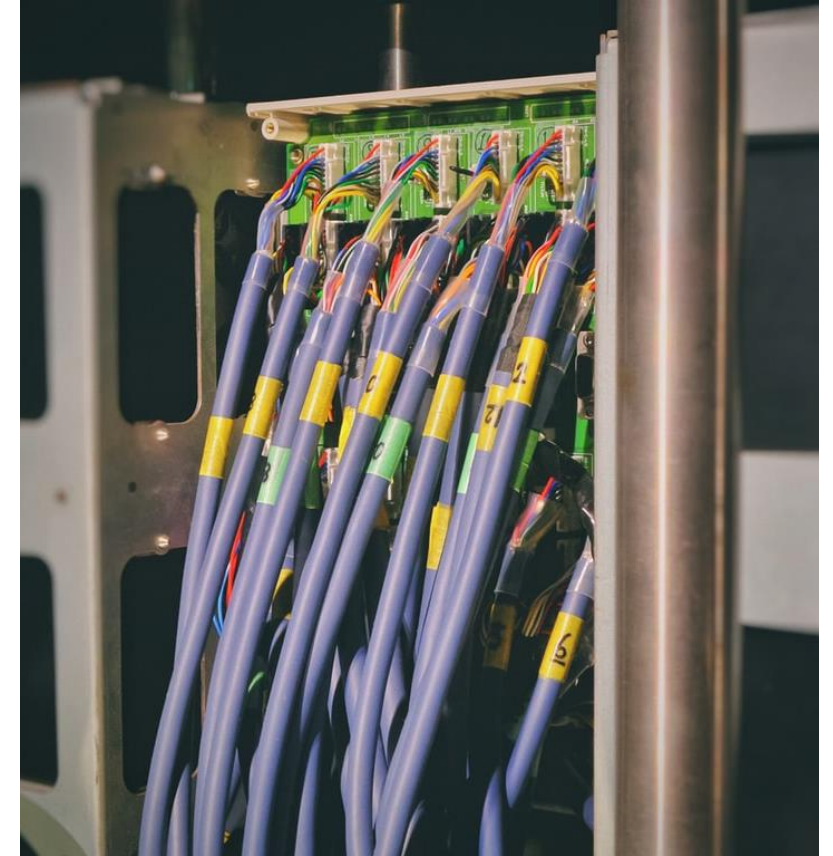


## Telehealth Barriers for Safety Net Providers

- Start-up and maintenance costs
- Reimbursement
- Transformation challenges
- Risks of value-based care
- Health centers non-eligible for reimbursement as distant site if provider is located there
- Access to reliable, secure broadband

# OCHIN Learning #1: Broadband Support is Foundational

- For healthcare delivery, broadband should:
  - Be community based and thoughtfully deployed for future needs
  - Reach the home
  - Be affordable, redundant and secure
- Programs to support Healthcare
  - FCC Programs
    - Rural HealthCare Connect Fund
    - Connected Care Pilot Program
  - USDA Distance Learning & Telemedicine Grants



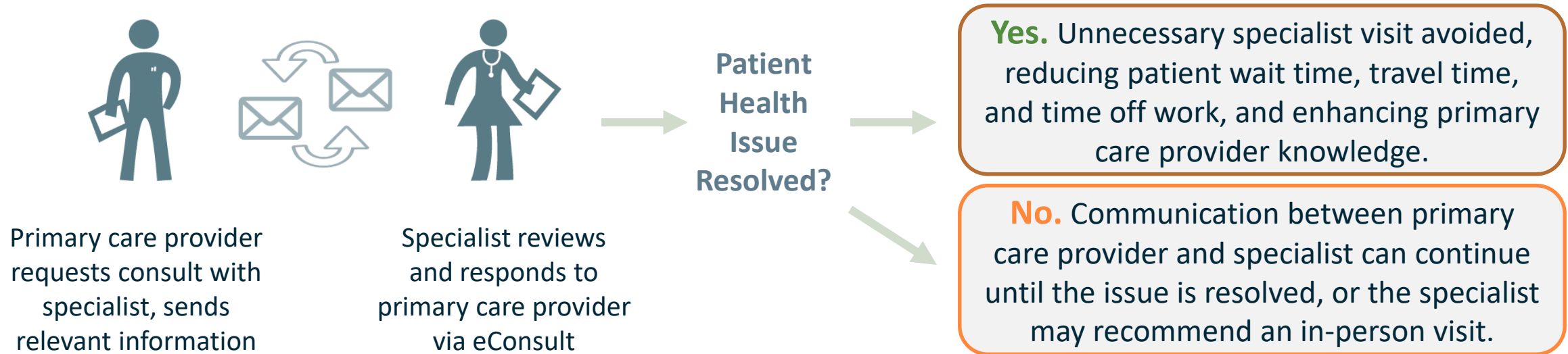
## OCHIN Learning #2 – Use Virtual Care to help solve a state health care problem

- Telehealth can help policy makers solve many problems
  - Aging population in rural communities
  - Lack of specialty care especially behavioral health and SUD providers
  - Expansion of school based health centers to deliver more care to more kids
- Demonstration projects can help prove concepts

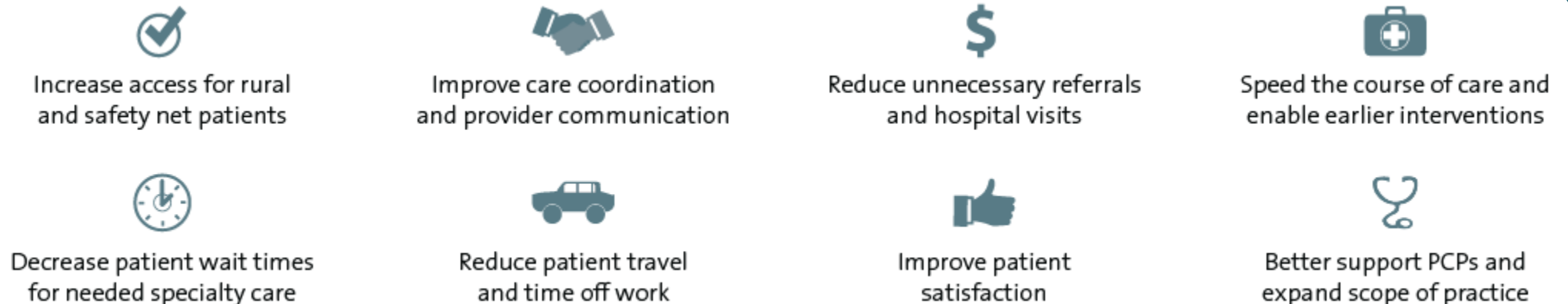


# **Use Case for Virtual Care: Using eConsults to bridge specialty care gaps**

# Using eConsult to Improve Outcomes



## eConsult Benefits



# eConsult Case Study: Open Door Community Health Center

Open Door partnered with Partnership HealthPlan of California, a Medicaid payer, to **reduce specialty visits and referrals**

In 2018, Open Door delivered:

**600+** eConsults | **1,400+** Telehealth video visits

## Outcomes:

- In 2018, reduced specialty referrals by 49%, reduced hospital admissions
- Significantly higher provider & patient satisfaction
- Reduced wait time for specialty care

“eConsult and telehealth address the barriers that often come with care in the rural setting. Utilizing eConsult, we’ve seen a reduction in travel and wait times for our patients; a significant drop in the number of days the patient’s health care needs are addressed; and a reduction in face-to-face specialty visits.”

— Dr. Willard Hunter, CMO, Open Door CHC



# OCHIN Learning #3 – Innovation isn't easy

- Incorporating telehealth platforms are hard work for providers, especially those in the safety net
  - Must be integrated into the electronic health records
- States must support primary care and health centers financially integrate virtual care
  - Technical Assistance, Workflow Engineering, Staff training
  - Must provide reimbursement
  - Technologies are not “out-of-box” ready
- Early projects are very promising
  - Seeing significant cost savings and expansion

# Policies for State Legislators to Consider

- Change Medicaid reimbursement policies
  - Regardless of modality/Payment Parity
  - Increase access to specialty care – certification process
  - Don't fix telehealth by "body part"
- State strategic development of broadband into rural communities
  - Federal Subsidies & state match
- Solve for specific use cases
  - School based health centers
  - Expansion to Behavioral Health/SUD treatment
  - Maternal and Pediatric Care
  - Application to FQHCs
- Support eConsults or other demonstration projects
- Support evaluation and research

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