TeleHealthHIV

Technical Assistance Session:
Optimizing Client Access to Telehealth

Thursday, November 18th at 5:00pm Eastern

Overview

This session will provide an overview of client access to telehealth. Presenters will identify common barriers to client access, such as client access to the internet/phones, the "digital divide" and tech literacy among key populations, as well as information about how to optimize telehealth implementation for your clients.

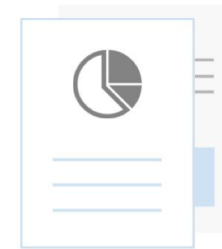*Submit questions through the Q&A chat box. Questions will be facilitated at the end of the session.*

TeleHealthHIV

TeleHealthHIV Overview

CAPACITY BUILDING

WEBINARS

RESOURCES

HealthHIV.org/TeleHealthHIV

Introductions - Speakers

Brian Wood MD, Medical Director, MW AETC ECHO
Telehealth Program and Associate Professor, Department of
Medicine, Division of Allergy & Infectious Diseases

Javeed Siddiqui MD, MPH,
Infectious Diseases, Chief Medical Officer, TeleMed2U

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Brian R. Wood, MD

**Associate Professor of Medicine, UW & Mountain West AETC
Chair, IDSA Telehealth & Emerging Technologies Work Group
Co-Chair, UW Digital Health Equity Collaborative
Medical Director, UW Project ECHO HIV Telehealth Program**

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UW Medicine
UNIVERSITY OF WASHINGTON
MEDICAL CENTER

Disclosures

I have no financial disclosures or conflicts of interest.

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Benefits of Video Visits
Many Advantages and Should Remain an Option

- Reduced risk of exposure to infectious illness
  - Avoid public transportation, waiting rooms, etc.
- Reduced access barriers
  - Transportation challenges
  - Missed work, child, or other family care needs
- Added insights
  - See the home environment
- Overall high patient satisfaction, lower cost to patients*

*Sources:
Vosburg RW et al. Telemed J E Health . 2021 May 17.
Andrews E. Int J Nurs Stud Adv . 2020 Nov;2:100008.
Nanda M, Sharma R. Telemed J E Health. 2021 March 12.
COVID-19 Healthcare Coalition Telehealth Impact Survey. https://c19hcc.org/telehealth/

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Recent Explosion in Video and Audio-Only Phone Visits
Data from California Federally Qualified Health Centers

Figure. Primary Care and Behavioral Health Visits per 1000 Patients by Visit Type From February 2019 Through August 2020

Uscher-Pines L et al. JAMA 2021.
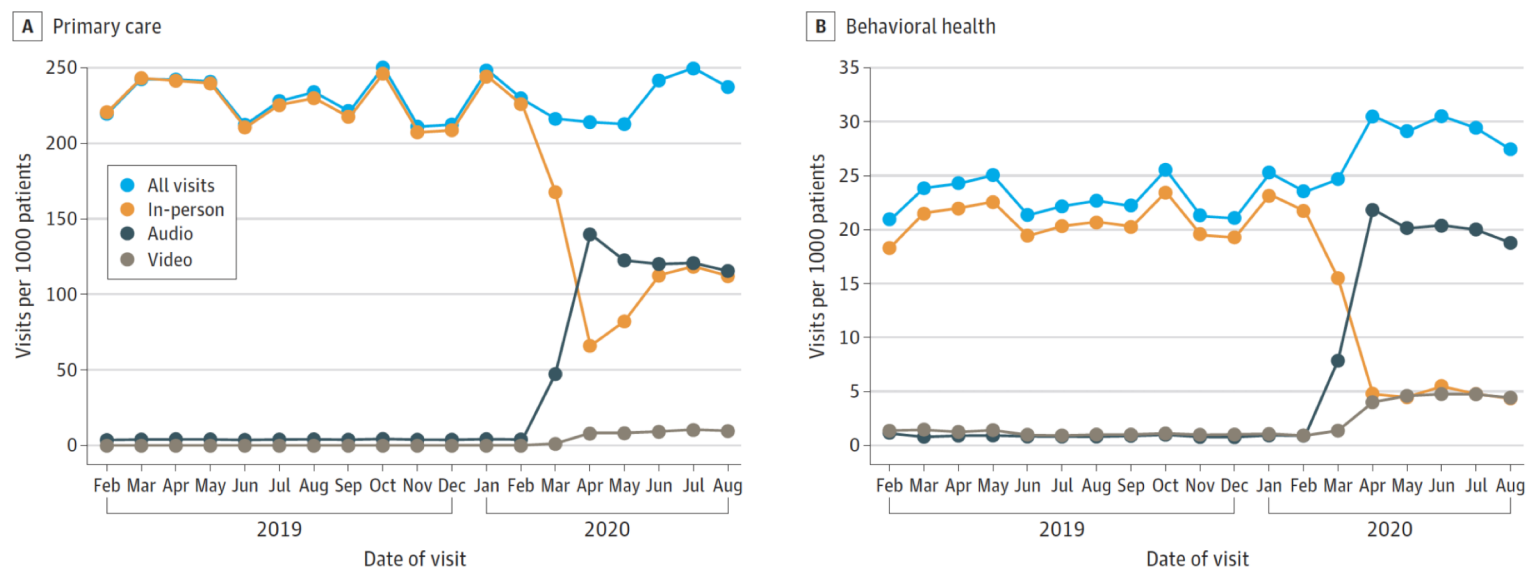
Recent Explosion in Video and Audio-Only Phone Visits
Data from Seattle's Ryan White HIV Clinic

Wood BR et al. OFID 2021.
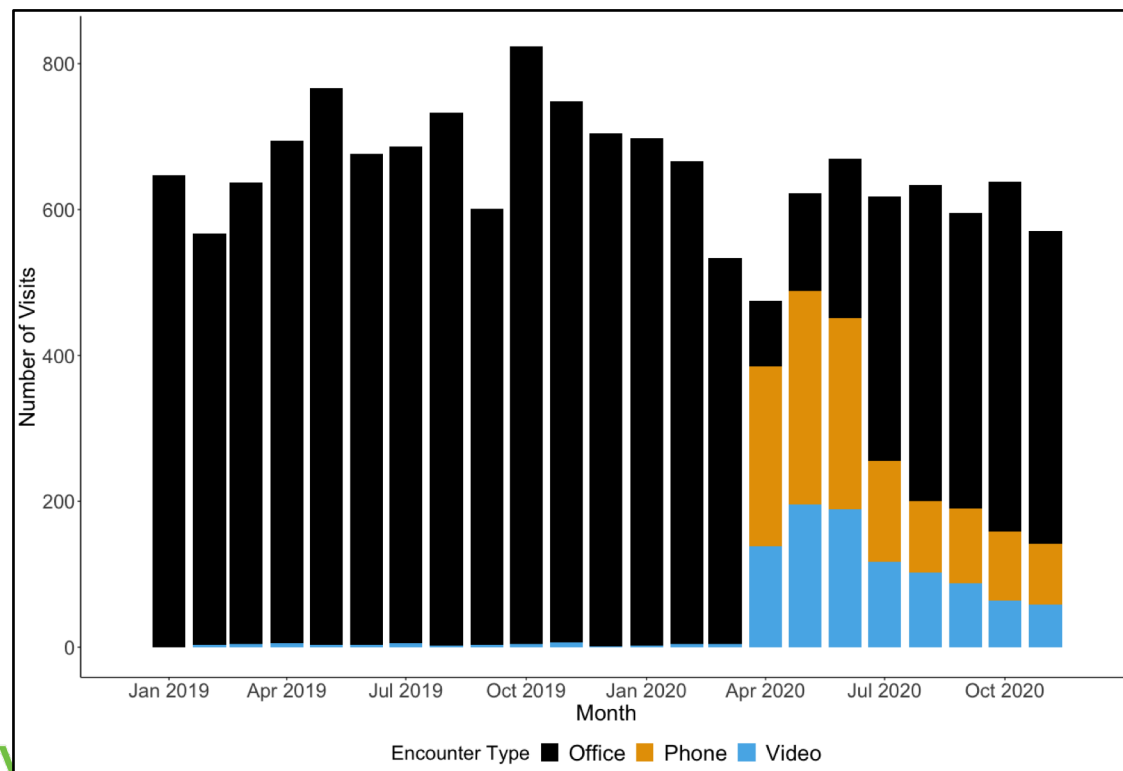
Disparities in Telehealth Access
The "Digital Divide"

- <u>Digital Divide</u>: "the gap that exists between individuals who have access to modern information and communication technology and those who lack access"

Network Modeling Analysis in Health Informatics and Bioinformatics   (2021) 10:26
https://doi.org/10.1007/s13721-021-00300-y

SHORT COMMUNICATION

Telehealth and the digital divide as a social determinant of health during the COVID-19 pandemic

Camille A. Clare[1]

Received: 23 October 2020 / Revised: 5 March 2021 / Accepted: 22 March 2021
© The Author(s), under exclusive licence to Springer-Verlag GmbH Austria, part of Springer Nature 2021

Definition from: The Digital Divide Council (digitaldividecouncil.com); Clare CA. Netw Model Anal Health Inform Bioinform. 2021.

Video Visit Risks
The Digital Divide & Other Risks

- Widening of the Digital Divide: gap between individuals who have access to modern information and communication technology and those who lack access
- Exacerbating implicit biases
- Less personal care/less rapport or trust
- Reduced quality of clinical care
  - Limited physical exam
  - Challenge coordinating labs
- Added administrative burden

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Video Visit Needs
Social Determinants of Digital Health

- Device with sufficient data
- Reliable broadband
- Technical literacy
- Language proficiency
- Privacy
- Social support

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**Wood BR et al. CID 2020.
Image from cnn.com (Aug 2020).**

Early Pandemic Telemedicine Uptake Uneven
Real World Clinical Data

- UPenn primary care & subspecialty outpatient visits[1]
  - Less telemed: older, Asian, limited English proficiency (LEP)
  - Less video: older, female, Black, Latinx, lower income
- UPenn Cardiology & GI clinics[2,3]
  - Phone not video: Black, female, older, lower income, LEP
  - Less online portal use: Black, older
- MGH Cardiology[4]
  - Less video: older, lower income, public insurance, Black, Latinx

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1. Eberly LA et al. JAMA Netw Open 2020. 2. Eberly LA et al. Circulation 2020. 3. Serper M et al. Gastroenterology 2020. 4. Brown et al. Eur Heart Journal 2021.

Data from Seattle Ryan White Clinic
Factors Associated with Completion of at least 1 Video Visit

Variable	Unadjusted OR	Adjusted OR	Adjusted OR lower CI	Adjusted OR upper CI	P value
Age, years					
35 to 50	0.89	0.90	0.68	1.19	0.400
50 to 65	0.72	0.75	0.57	0.99	**0.025**
Above 65	0.56	0.56	0.35	0.88	**0.010**
Race					
Asian or Pacific Islander	0.70	0.71	0.48	1.03	**0.045**
Black	0.70	0.81	0.65	0.99	**0.018**
Other	0.46	0.50	0.23	0.99	0.055
Unknown	1.80	1.71	0.07	44.31	0.690
Patient portal login	2.04	1.80	1.48	2.19	**<0.001**
Insurance status					
Medicaid	0.65	0.73	0.58	0.91	**<0.001**
Medicare	0.75	0.92	0.70	1.20	0.410
Self-pay	0.96	1.01	0.69	1.47	0.948

Wood BR et al. OFID 2021.

Risk but also Opportunity: Promote Awareness, Quantification, & Interventions to Reduce Disparities

Clinical Infectious Diseases

IDSA FEATURES

IDSA — Infectious Diseases Society of America

hivma — hiv medicine association

OXFORD

Advancing Digital Health Equity: A Policy Paper of the Infectious Diseases Society of America and the HIV

ONLINE FIRST | FREE

ld J. Vento,[6] Shireesha Dhanireddy,[1] Kay J. Moyer,[7] Javeed Siddiqui,[8]

Viewpoint | COVID-19: Beyond Tomorrow

March 26, 2021

Bridging the Digital Divide to Avoid Leaving the Most Vulnerable Behind

Nicholas W. Eyrich, MS[1]; Juan J. Andino, MD, MBA[1]; David P. Fessell, MD[2]

» Author Affiliations | Article Information

JAMA Surg. Published online March 26, 2021. doi:10.1001/jamasurg.2021.1143

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Wood BR et al. CID 2020.
Eyrich NW et al. JAMA Surg 2021.
Velasquez D, Mehrotra A. Health Affairs 2020.

HEALTH AFFAIRS BLOG

RELATED TOPICS:
ACCESS TO CARE | COVID-19 | TELEHEALTH | TECHNOLOGY | INTERNET | PUBLIC HEALTH | PANDEMICS

Ensuring The Growth Of Telehealth During COVID-19 Does Not Exacerbate Disparities In Care

David Velasquez, Ateev Mehrotra

MAY 8, 2020   10.1377/hblog20200505.591306

Telehealth in 2021
Where Are We Going?

- Advocating for permanent policy changes:
  - Home can be originating site
  - No geographic restrictions
  - Payment parity for video visits
  - Coverage for audio-only visits
  - Treatment across state lines
- Assessing patient preferences and barriers
  - Surveys, focus groups, community input, quantifying uptake and barriers as well as solutions
- Quality improvement interventions to improve access

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Opportunities to Advance Digital Health Equity
Clinical & QI Interventions

- Standardize telemedicine checklists; test visits beforehand
- Give devices with data plans or hotspots; also headphones
- Telemedicine stations at accessible locations
- Telehealth training kiosks; telehealth interpreters/navigators
- Make sure interpreters (including sign language) integrated
- Instructions in multiple languages; simple platforms (SMS)
- Include telehealth usage/gaps as key performance indicators

Checklist for Telemedicine Visit

☐ Denote patient details and location for visit

Name: _____   MRN: _____

Patient plans to join encounter from: _____
(specify location)

☐ Determine language needs

English | Spanish | Other: _____   ☐ Interpreter needed
(circle one)   (specify language if Other)

☐ Identify hardware and software needs

Telemedicine Software: _____   EHR | External Portal
(select how patient will connect)

Connectivity: Internet | Broadband   ☐ Headphones needed
(circle one)

Device: Desktop | Laptop | Tablet | Smartphone
(circle one)

☐ Test hardware and software   ☐ Test call completed
Conduct test call and then fill out the video and audio assessments below

Video Quality: Acceptable | Poor   Issues: _____
(circle one)   (describe any issues you experienced)

Audio Quality: Acceptable | Poor   Issues: _____
(circle one)   (describe any issues you experienced)

☐ Denote any additional assistance needs
(e.g. family memeber, telemedicine navigator, other)

[   ]

Completed By: _____   Date/Time: _____/_____
(print name)   (mm/dd/yyyy) (hh:mm)

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Sample
telemedicine
checklist

Wood BR et al. CID 2020.

Conclusions
Telehealth is Public Health

- As a community, we need to consider telehealth access as a social determinant of health and commit to promoting digital inclusion to mitigate worsening disparities

- It is important to acknowledge and better understand the risks of telehealth, so that together we can turn this era into an opportunity to improve healthcare access

- Closing the digital divide will take collaborative effort between numerous key stakeholders along with policy changes, research, advocacy, and community engagement

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Resources

- IDSA Telehealth Resources: https://www.idsociety.org/clinical-practice/telehealth/telehealth/

- Center for Care Innovations (CCI) Telemedicine Health Equity Toolkit: https://www.careinnovations.org/resources/telemedicine-for-health-equity-toolkit/

- UCSF S.O.L.V.E. Health Tech: https://solvehealthtech.ucsf.edu/

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Javeed Siddiqui, MD MPH

**Infectious Diseases
Chief Medical Officer
TeleMed2U**

Disclosures

- I have NO financial disclosure related to this lecture
- I do make a living practicing medicine

- I believe in telemedicine and teleHealth
- Actively practicing Telemedicine based ID since April 2002

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TeleMedicine In The Age of SARS-CoV-2

HR 6074 and CMS Public Health Emergency
CMS Regulatory and Legislative Efforts in response to the Global Pandemic

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Utilize Telemedicine to Mitigate the Exposure of Patients and Healthcare Workers to COVID-19[1]

Many Telemedicine Requirements Have Been Lifted

Restrictions

- Emergency funding legislation HB 6074 waived many of the long-standing restrictions to the use of telehealth for Medicare recipients, including
  - Rural area requirements for originating sites (ie, patient location)
  - Allowing phones with 2-way, real-time interactive audio and visual capabilities to be used
  - Allowing the provider to conduct a telemedicine encounter from his/her home
- CMS has temporarily waived the Medicare and Medicaid requirements that physicians and nonphysician practitioners be licensed in the state where they are providing services[2]
- Issues regarding crossing state lines are potentially waived; see local regulations

Penalties

- The U.S. Department of Health & Human Services Office for Civil Rights announced that it would not impose penalties for the good faith provision of telemedicine during the COVID-19 public health emergency, even if remote communication technologies used for such services may not fully comply with the requirements of the HIPAA rules

Reimbursement

- Medicare will reimburse telephone and telemedicine visits for both new and established patients
- Providers can bill for telemedicine visits at the same rate as in-person visits

HIPAA=Health Insurance Portability and Accountability Act.
1. AASLD.org. https://www.aasld.org/sites/default/files/2020-05/AASLD-COVID19-ClinicalInsights-May142020-FINAL-v2.pdf. Accessed May 21, 2020. 2. CMS.gov. https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet. Accessed May 30, 2020.

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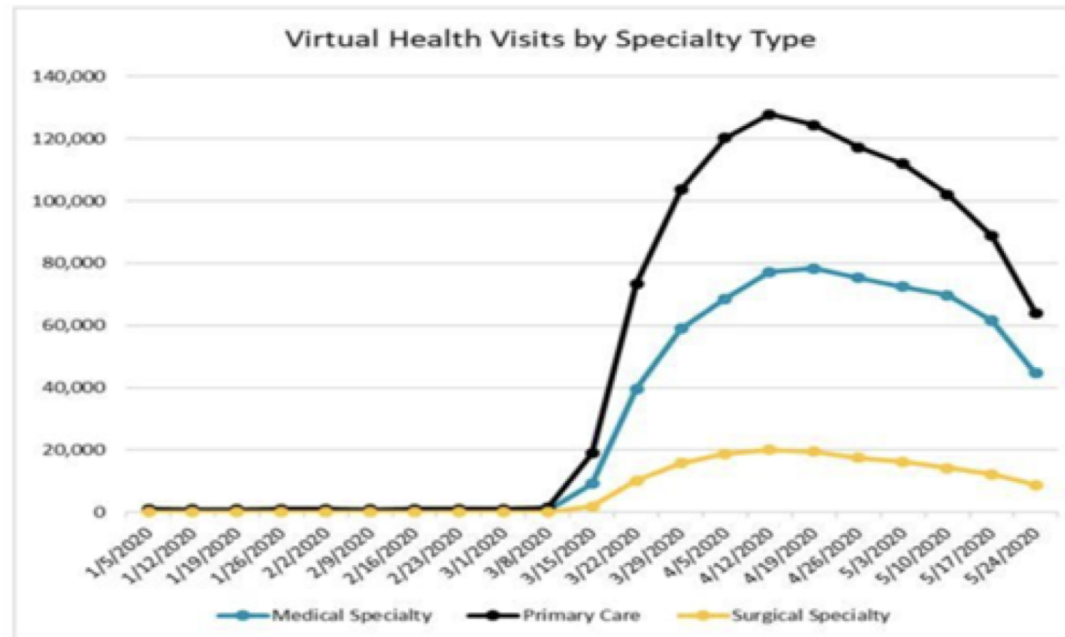## CMS emergency provision COVID-19 Public Health Emergency

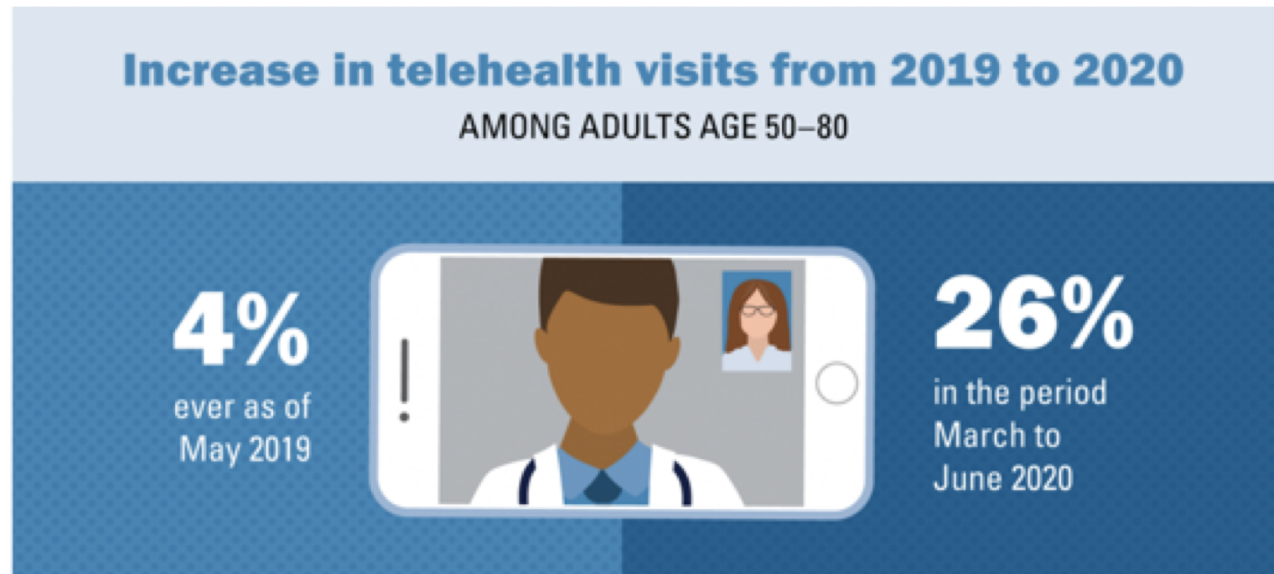## Home as an originating site of care

Suspended the Metropolitan Service Area exclusion rule

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Do You Practice TeleMedicine?

TeleHealth**HIV**

Virtual visits to ambulatory settings hit record usage during the first wave of the COVID-19 pandemic, increasing 149X in aggregate between March and May, compared to the prior nine-month, pre-pandemic weekly average.

Increase in telehealth visits from 2019 to 2020

AMONG ADULTS AGE 50–80

4% ever as of May 2019

26% in the period March to June 2020

One in four older Americans had a virtual medical visit in the first three months of the COVID-19 pandemic, most of them by video, a <u>new telehealth poll finds</u>.

TeleHealthHIV   https://www.healthyagingpoll.org/report/telehealth-use-among-older-adults-and-during-covid-19

TeleMedicine

Basics

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Technology

- Out-Patient / In-Patient
- HiTECH / HIPAA compliant
- Hardware requirements
- Compatibility
- Easy of Use
- Home based or Clinic based Telemedicine
- Interoperability
- Cost Model

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Hardware

- Computer
- Smart Phone
- Tablet
- iOS / Windows / Android
- Headphones

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Broadband

- The term **broadband** commonly refers to high-speed Internet access that is always on and faster than the traditional **internet** service.
- **Broadband** includes several high-speed transmission technologies such as: Digital Subscriber Line (DSL) Cable Modem and Fiber.

- Frames per Second:
- HD = 24 FPS
- 16-20 FPS can have a characteristic "jerky" appearance.

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Privacy

- Key Issue for health care
- Especially important in Infectious Diseases – HIV, Hepatitis C, etc
- Home based TeleMedicine
- Patients who need WiFi

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Privacy

Our Patients

Digital Literacy: Providers

- Training
- What types of patients are you seeing?
- EMR Access
- Hardware
- Broadband
- Headphones
- Camera
- Lighting
- Microphone
- Digital Presence

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Digital Literacy: Providers
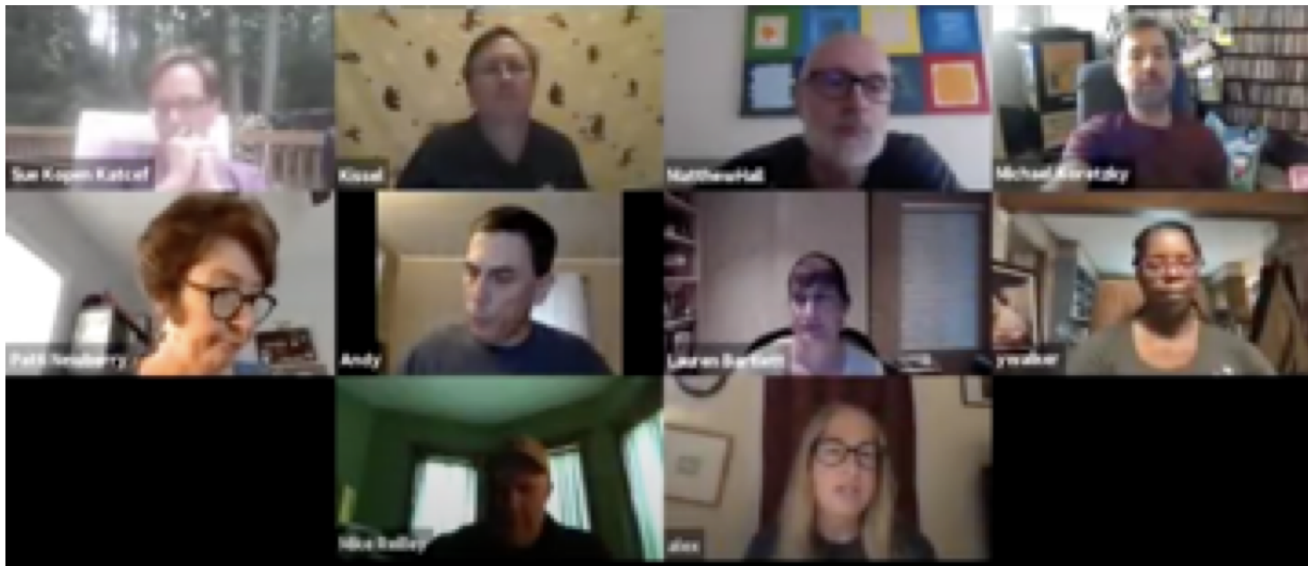
Digital Presence:
➢ Lighting background
➢ Audio
➢ Avoid windows
➢ Patterns in clothing
➢ Comfort level with the medium

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Digital Literacy: Providers

Digital Literacy: Patients

- Training
- Where is patient been seen: Home / Clinic
- Hardware
- Broadband
- Headphones
- Camera
- Lighting
- Microphone
- Digital Presence

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Building Rapport

- If you are not comfortable that will show on screen
- If you are not comfortable, the patient will not be comfortable
- Take time to address patient questions and concerns
- Common Questions:
  - Is this being recorded
  - Can anyone else hear me
  - Is there anyone else in the room

- At the end of the visit ask the patient what their experience was like
- "Would like to see me through telemedicine again?"
- Explain your new practice paradigm

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How Often To See the Patients

- Individual decision
- Practice structure
- Examples:
    - Reviewing laboratory data
    - Follow up on specific issues or treatment
    - Triage

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Physical Exam

At Home

In a Clinic

Equipment

The Telemedicine Musculoskeletal Examination
Edward R. Laskowski, MD et.AL

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Physical Exam

Hospital Based

- Equipment: Digital Statoscope
- 20 - 40X optical zoom
- Hand-Held ultrasounds
- Physician extenders

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Physical Exam

Clinic Based

- Equipment: Digital Statoscope
- 20 X optical zoom
- Dermatoscope
- Physician extenders

Telemedicine Resources

CMS Telemedicine Health Care Provider Fact Sheet[1]
- Key takeaways on Medicare telehealth visits, virtual check-ins, and e-visits

CMS General Provider Telehealth and Telemedicine Tool Kit[2]
- Helpful information for implementation of telehealth practice

CMS Telehealth Frequently Asked Questions (FAQs)[3]
- Answers to frequently asked questions on Medicare telehealth during the COVID-19 pandemic

AMA Quick Guide to Telemedicine in Practice[4]
- Steps for expediting the implementation of telemedicine

Patient Resources: CDC COVID-19 Communication Resources website

The CDC website provides free patient communication resources (including videos, fact sheets, and posters) in both English and Spanish
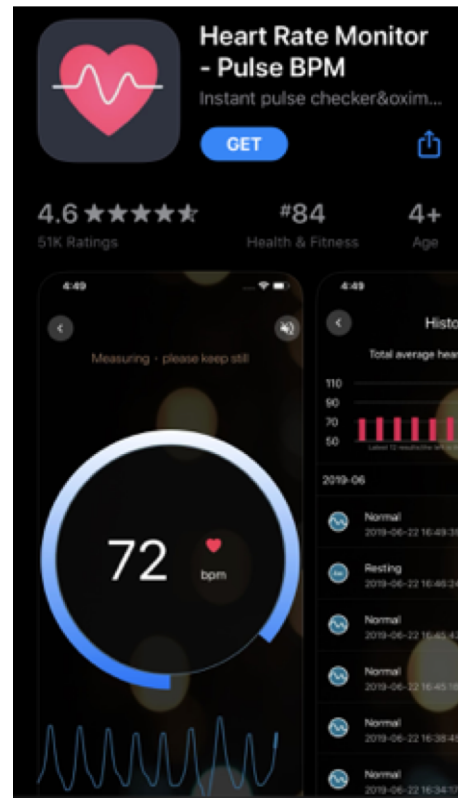
AMA=American Medical Association.
1. CMS.gov. https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet?uid=003X00000012nUZAA. Accessed May 21, 2020. 2. CMS.gov. https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf. Accessed May 21, 2020. 3. CMS.gov. https://edit.cms.gov/files/document/medicare-telehealth-frequently-asked-questions-faqs-31720.pdf. Accessed May 21, 2020. 4. CMS.gov. https://www.ama-assn.org/practice-management/digital/ama-quick-guide-telemedicine-practice. Accessed May 21, 2020.
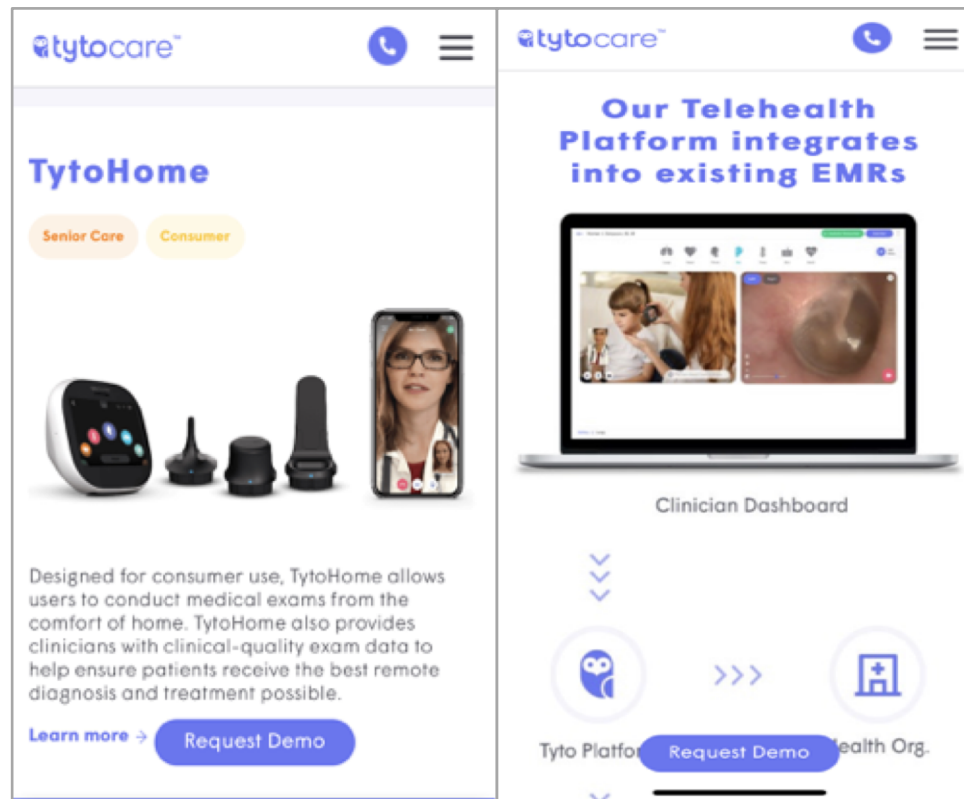
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Physical Exam

Home Based

- Equipment: Limited to None
- Temperature / BP / HR
- Inspection

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Physical Exam

Physical Exam
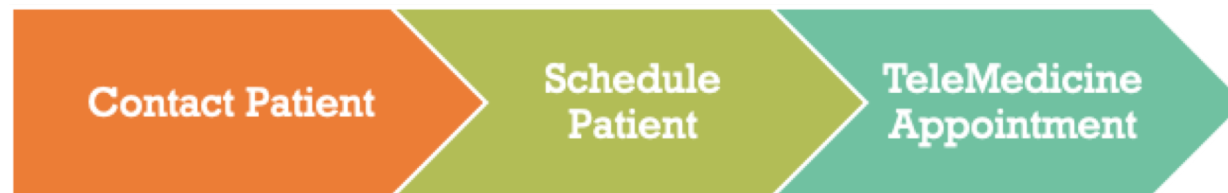
Physical Exam

TeleMedicine WorkFlow

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Next Phase of Clinical Practice

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TeleHealthHIV Program Updates

Webinar #2: "Lessons Learned and the Future of HIV Telehealth in 2022"
- Tuesday, December 7th, 1pm - 2pm ET
- Speakers:
  - Nicki Perisho, BSN, RN, Northwest Regional Telehealth Resource Center
  - Reetu Grewal, MD, UF Health Family Medicine and Pediatrics – Baymeadows
- Register in advance for this webinar:
  https://event.on24.com/wcc/r/3517927/971875264908C2EA6B3A2608A1D53BD9

TA Session #3: "Optimizing the HIV Client's Telehealth Experience"
- Thursday, December 16th, 3:30pm - 4:30pm ET
- Speakers:
  - Dima Dandachi, MD, MPH, Medical Director of the HIV/AIDS Program, University of Missouri Health Care
  - Aleeshba Basil, Telehealth Navigator, University of Florida - Jacksonville
- Register in advance for this meeting:
  https://us02web.zoom.us/meeting/register/tZYqf-6sqDgvG9RD2s2yg2eIuT3FDLqr8LbR

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