

Open Door Community Health Centers (ODCHC) Maximizing Video Care During COVID-19

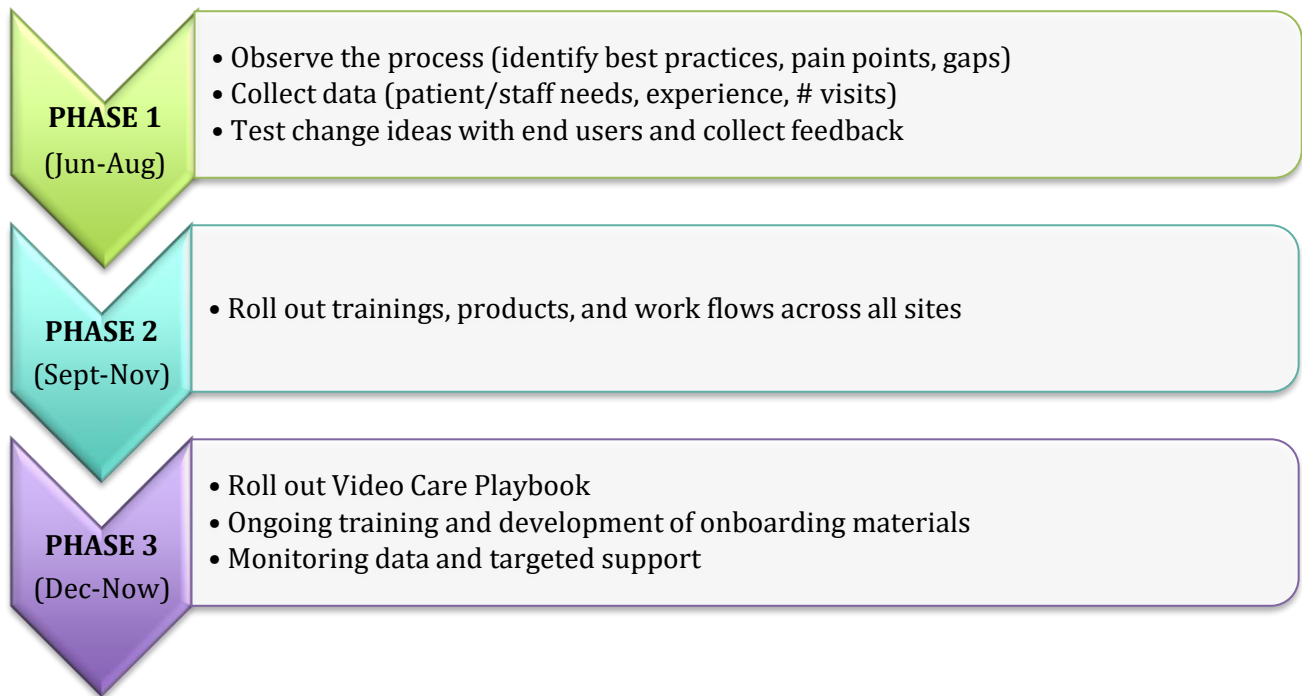
Vision: Open Door Community Health Centers removes barriers, improves access, and creates lasting and transformative change to the way they provide healthcare by equipping patients and staff with what they need for a high-quality video visit experience.

Aim: Open Door Community Health Centers (ODCHC) will increase the rate of patients receiving video care wherein 50% of all virtual visits (phone and video) will be delivered via video care by December 31, 2020.

Measure:

- Outcome Measure: % of virtual visits (phone and video visits) that are conducted via video

Changes Being Tested:



PDSAs:

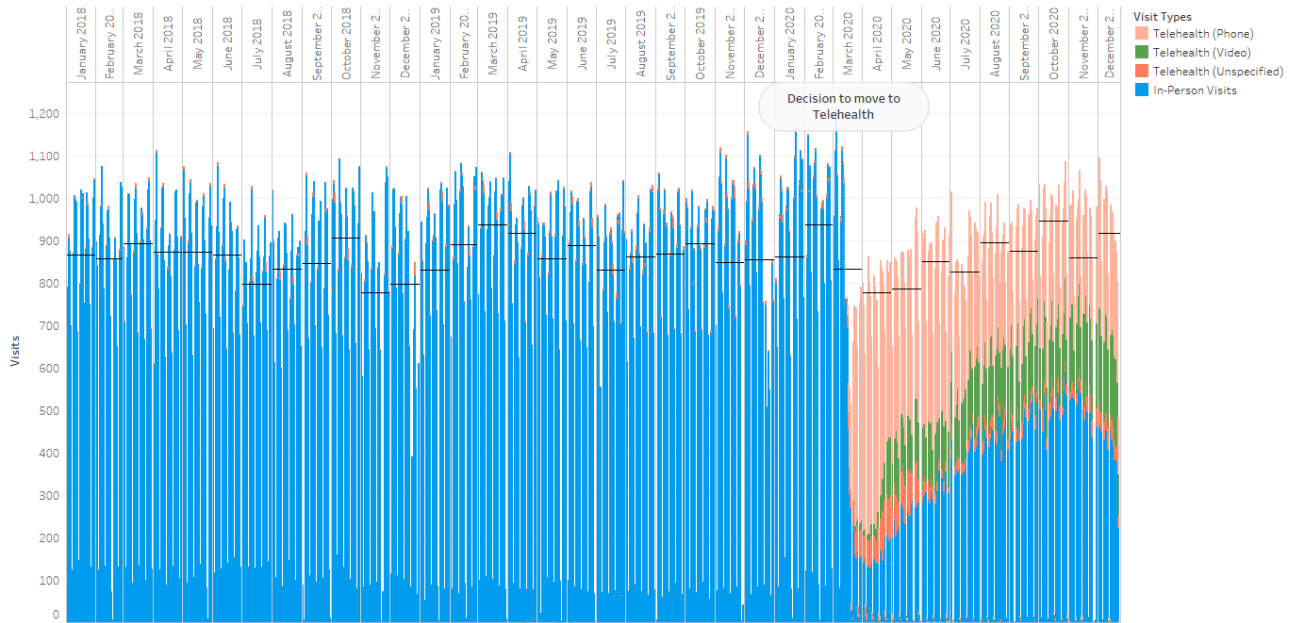
- **Equipment:** Tested and implemented the ideal location, technology, and set-up for providers and staff to deliver video care that prioritized privacy and enhanced staff and provider and patient experience (**Appendix A**). ODCHC also equipped each health center site with 1-2 tablets to conduct video care visits with patients connecting from their cars in the parking lot.
 - **Workflows:** Worked with staff conducting direct patient care and the Electronic Medical Record (EMR) team to develop workflows that were user-friendly and reportable. (**Appendix B**)
 - **Patient Video Support:** Assessed time spent with patients to get them confident and successful in preparing for a video visit (i.e. downloading Zoom, test call, audio/video troubleshooting, etc.). (**Appendix C**)
- Do

Do

- **Staff Training:** Tested and spread Video Care training that included live workflow simulation, video visit best practices, problem solving and troubleshooting, and clinical best practices. ODCHC also created a Video Care Playbook filled with job aides for care team members.
- **Patient Resources:** Developed web page and handouts for patients on downloading and navigating Zoom and Doxy.me; Created an algorithm and workflow for patients who did not have technology for video visits to be connected to case management for equipment and internet program support.

Results: Open Door reached an organizational average of 40.67% video care visits of all virtual visits (phone + video) by December 31, 2020.

All Services - Daily Visits by Type - Daily Average of Weekday Visits



**Included encounters have an end of day appointment status of arrived or completed or are posted in billing. Un-appointed encounters are excluded until posted in billing, so there is a lag.
 ** Reference lines display the average weekday visit counts for the respective month.
 **Telehealth includes encounters that have either a Telehealth appointment type, encounter type or program code attached.
 **Telehealth Video & Phone are distinguished using the appointment type and/or the encounter reason codes. Telehealth encounters without these reason codes are included as Telehealth Unspecified.

Study

Future Plans: ADOPT

Open Door Community Health Centers decided to adopt the current interventions and maintain video care as a service line for patients even beyond the pandemic. ODCHC made significant progress towards their goal; however, significant barriers still face rural communities, such as internet and broadband accessibility.

Act

Next Steps:

- Update Video Care Playbook with new changes to Epic functionality.
- Test enhanced patient video support through Scribe America
- Explore modeling for Video Care service line post pandemic

APPENDIX A – Ideal Video Care Location and Set-Up

Front Desk:

- Headsets

Medical Assistants:

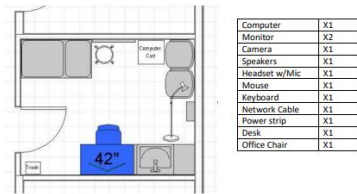
- Headsets
- Cameras
- Peacock Webaround

Providers:

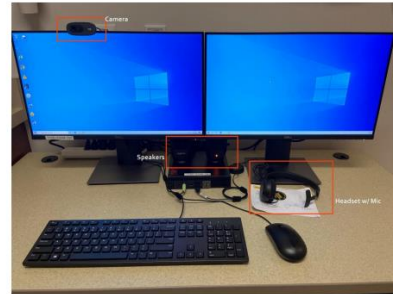
- Headsets
- Dual Screen
- Camera

Health Center Sites:

- 2 Tablets



Computer	X1
Monitor	X2
Camera	X1
Speakers	X1
Headset w/Mic	X1
Mouse	X1
Keyboard	X1
Network Cable	X1
Power strip	X1
Desk	X1
Office Chair	X1



APPENDIX B – Workflow for Video Care

Front Desk	Medical Assistant	Patient Video Support	Clinician	Case Manager	Nurse
Encourages care when appropriate	Performs schedule review and chart scrub	Supports patients in preparing for video visit	Performs schedule review to ensure appropriate scheduling	Connects patient with equipment for video care	Assesses patient confidence and ability to do video care
Assesses patient confidence and ability to do video care	Sends patient video care link	Conducts video care test visit	Performs evaluation and creates management plan	Connects patient with needed SDOH resources	Performs triage
Provides warm hand-off to patient video support, if applicable	Ensures patient video care connection		Provides warm hand-off to nurse for education, if applicable		Performs intakes
Schedules and confirms video care appointments	Confirms reason for visit and conducts rooming procedures		Finishes note and documentation		Delivers medication management and health education
Checks patients in for their visit	Obtains and documents consent		Close note		
Provides warm hand-off to MA	Provides warm-handoff to clinician				

APPENDIX C – Patient Video Support

- Front Desk assesses equipment capability and confidence with technology
- EMR Site Specialist and Support Team conducts test call with patient
- Medical Assistant ensures video and audio quality
- Patient Resources on Open Door Website