Deploying Virtual Care within the most Vulnerable Population

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The OCHIN Mission

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

- Empowering communities and patients through movement and use of data
- Driving clinics to be outcome leaders
- Executing a new vision of health care delivery

Enabling a healthier future for every community
OCHIN’s Offering is Focused on Innovation and Transformation

**Technology**
Best-of-breed technologies targeted to the needs of the safety net and health care transformation

**Data Analytics**
- Electronic Health Records
- Networking & Broadband
- Telehealth

**Research**
Research focused on improving the health of underserved populations, enhancing quality of care and informing health policy

**Chronic Pain & Opioids**
- Diseases Affecting the Safety Net
- Health Equity & Health Policy
- Social Determinants of Health

**Services**
Professional services that range from clinic operational support to strategic planning

**Billing**
- Compliance & Security
- Technical Assistance
- Staff Augmentation
Supporting 500+ Organizations Nationwide and Growing

OCHIN Offerings

- **OCHIN EHR Technology & Telehealth**
  134 Electronic Health Records, 183 Broadband

- **OCHIN Research & Analytics**
  32 Partners; 44 Clinics

- **OCHIN Technical Assistance**
  422 Organizations

This map is a representation of the overall products and services provided to OCHIN members and their clinics. (June 2018)
The Population OCHIN Serves

6.4 Million Active Patients

56% Female

29% Children

30% Hispanic Ethnicity

18% Spanish as Primary Language

52% At or Below Federal Poverty Level

5% Homeless

Payer Mix

- Medicaid: 51%
- Medicare: 16%
- Private Insurance: 22%
- Other: 10%
- Uninsured: 1%

170K Obese & Diabetic

300K Diabetic

1M Obese

300K Obese & Diabetic
OCHIN takes a multifaceted approach to innovating Virtual Care and Telehealth within the Safety Net

- Broadband and Networking
- Integration in the EHR
- Clinic Workflows
- E Consults
- Video Conferencing

Supporting the Safety Net and Improving Patient Care

- Research
- Clinical Decision Support
- Advocacy
- Consulting
- Interoperability
- Virtual Care
- Technology
- Telehealth
2018 State policy trends
Need to Expand Virtual Care within the Safety Net

• Aging Society

• Consumers are demanding care where they are – especially in rural communities

• Access: Health Care provider shortages are growing

• Growth in remote patient monitoring
Policy Challenges in Expanding Virtual Care within the Safety Net

• Access to reliable high speed internet
• Every state is different
• State Licensing issues
• Reimbursement
  – Covered currently when delivered at a clinic site or at a site where a health practitioner is available to participate
  – Lack of reimbursement for E Consult Programs
  – FQHC limitation of one bill per patient per day
  – Health plan telehealth policies vary dramatically
  – Medicare's rural requirement
  – Parity
2018 National State Legislative Trends

2018 State Legislation

- Broadband: 19%
- Licensing: 16%
- Miscellaneous: 13%
- Medicaid Reimbursement: 11%
- Pilots: 11%
- Prescribing: 11%
- Practice Standards: 6%
- Private Payer: 4%
- Worker's Comp: 8%
Other Policy Issues

- Allowing schools to be originating sites
- Prohibiting insurers from limiting reimbursement to a specific technology
- Allowing telehealth to meet network adequacy standards
- Pilots related to incorporating telehealth into substance use treatment programs
OCHIN’s Telehealth/Virtual Care Learnings

Infrastructure Foundation
Subsidized broadband or reliable high-speed internet is required to providing virtual care in rural and underserved areas.

Telehealth = Virtual Care = Healthcare Access for the most Vulnerable
Policy Makers need to continue to enable all aspects virtual care and encourage its adoption to ensure access to care and relieve pressure due to provider shortages.

Workflows & E Consults
Telehealth only works if the service is built in the workflow of the clinic. E Consult services should be encouraged and supported.

Research
Data and analytics are key to successful telehealth and virtual care use. Policy makers should fund research to know what works in virtual care.
State Policy Recommendations
Policy Recommendation: Broadband Infrastructure

• Support policies to increase access for rural broadband/high speed internet deployment
Policy Recommendation: Treat Telehealth/Virtual Care the same as all other healthcare services

- Partner with your state’s Telehealth Resource Center to develop a full state package of policies expanding access and deploying to telehealth services
  - Continue to support and scale electronic consultation, asynchronous and live-video telehealth programs
  - Reimbursement Parity for Services
  - Licensing
Policy Recommendation: Encourage Telehealth Research and Analytics within the Safety Net

- Develop state supported programs for 3rd party researchers to access All Payer All Claims data sets and Medicaid data for research purposes
- Deploy innovation projects within your state
Thank You!

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