Using TELEHEALTH to Improve Care & Address Social Isolation During Covid-19

Front Porch Center for Innovation and Wellbeing
Exploring innovative uses of technology to empower individuals to live well, especially in their later years.
TELEHEALTH Pilots (Residential, Affordable Housing, SNFs)

- Remote Patient Monitoring
- Dentistry
- Podiatry
- Psychiatry / Behavioral Health
- Geriatrics
- Urgent Care
- Pharmacy
“Know Your Health!”: Teleconsultation and Remote Patient Monitoring (RPM)

GOAL: Empower community members to understand and manage their own health

OUTCOMES:
• 91 participants
• Statistically-significant decrease in blood pressure
• High satisfaction and health awareness levels
GOAL: Video conferencing and telemental health to address the mental health needs of underserved older adults

OUTCOMES:
• 31 residents and community center members
• 250 hours of virtual counseling
• 95% reported that the program addressed their emotional and mental health issues
The doctor was extremely helpful, friendly and spent as much time with me as I needed.

- Care Center Resident

This service was extremely helpful, my father has dementia and him going to the doctor creates a lot of unnecessary risks.

- Family Member

The patient didn’t think he needed to see a geriatrician, but at the end of the call the doctor was able to address other problems the resident didn’t initially mention.

- Care Staff
### Impacts of Telehealth on Patient Care
- High resident interest, engagement, and satisfaction
- Provider convenience
- Health and wellness efficacy and impact of services

### Challenges and Barriers (Pre-COVID)
- Staff adoption and engagement
- Non-reimbursable e-visits
- Chaotic mix of payers and providers

### Telehealth in COVID times (and beyond?)
- Expanding CMS reimbursements for providers
- Loosening of HIPAA enforcement for telehealth encounters
- Civil Monetary Penalty (CMP) equipment grants
TELEHEALTH During Covid-19

- PCPs schedule telehealth visits
- Providers require different devices/platforms: tablets (Zoom), iPhones/iPads (Facetime), Google Duo, patient portal apps
- Patient Zoom meetings with providers include family members
- Nurses present during appointments to advocate, assist, or answer doctors’ questions (excluding psychology/psychiatry visits)
Appointments at Fredericka Manor Care Center

• Monthly rounding with long term care residents
• Bi-weekly rounds and once/week rehab for skilled residents
• 5 to 7 additional telehealth appointments during the week for new referrals or follow ups
• Change of condition (skin wound, other injuries) triggers a physician telehealth visit
• 1,175 virtual family member visits since March; 65 weekly video chats
TELEHEALTH Lessons, in COVID Times

• Social distancing and infection control have been key drivers
• Organic, accelerated adoption of telehealth and virtual visits
• Expanded/Relaxed CMS guidelines and rules
• Continued patchwork of providers, technology devices and platforms
Lighthouse for Older Adults

“Lighthouse for Older Adults,” a CITRIS and University of California Initiative, Brings Technology-Enabled Health and Well-Being to Low-Income California Seniors During COVID Crisis

The program pilot at two affordable housing communities aims to improve older adult health and well-being

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August 11, 2020 (Berkeley, California) – Researchers at CITRIS (Center for Information Technology Research in the Interest of Society) at the University of California are launching today “Lighthouse for Older Adults” (Lighthouse), a public-private initiative to pilot access to telehealth and internet services to low-income seniors. With $3.6 million in funding and partners including affordable housing providers, technology distributors, and NGOs, Lighthouse aims to equip older adult residents of affordable housing communities with internet access, telehealth tools, and digital literacy skills they need to access information, health care services, and social connections.
Thank you!

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