Fresno County-Wide E-Consult Collaboration Roundtable

November 20, 2020
# Fresno County E-Consult Roundtable Agenda

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Time</th>
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<tbody>
<tr>
<td>Partner Introductions</td>
<td>Fresno program stakeholder introductions</td>
<td>10 minutes</td>
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</table>
| Program Overview               | • Goals and objectives for Fresno County program  
• Program Approach  
• Roles and Responsibilities                                                                                                                                                                             | 10 minutes |
| Project Milestones             | • Landscape assessment  
• Provider organization engagement  
• Dashboard of program metrics  
• Spread of payer collaboration to additional counties                                                                                                                                               | 10 minutes |
| Provider Engagement and Support Needs | Provider perspectives: Family HealthCare Network  
Key tenets:  
• Specialty access needs  
• Workflow and technology needs  
• Organizational support needs  
• Provider user engagement                                                                                                                                                                           | 30 minutes |
| Measures of Success: Dashboard | • E-consult data to drive program participation  
• Examples of payer success  
• Patient engagement and equity  
• Community-wide measures of success                                                                                                                                                                 | 20 minutes |
| Roundtable Vision and Next Steps | Monthly Roundtables to engage Fresno County providers – provider engagement, outreach and alignment                                                                                                     | 10 minutes |
Partner Introductions

Provider Organizations
• Camarena Health
• Clinica Sierra Vista
• Community Regional Medical Center
• Family HealthCare Network
• Omni Family Health
• United Health Centers

IPAs and Networks
• CCIPA
• Central Valley Health Network
• First Choice/Babylon
• La Salle Medical Associates
• Sante Health

Health Plans
• Anthem Blue Cross
• CalViva
• Health Net

ConferMED
• Daren Anderson, MD
• Agi Erickson
• Maryann McGuire

Project Management
• BluePath Health
Roundtable Objectives

- Establish key stakeholder commitment for Fresno community-wide effort
- Commit to key program principles and desired outcomes
- Identify other organizations who should be at the table
- Discuss provider readiness and rollout phases
- Identify provider champions
- Determine how we can measure success
Program Overview: Approaches to E-Consult Collaboration

Vision: Transform specialty care through e-consult

County-wide collaboration aims to incorporate e-consult as a first step towards a routine, non-urgent specialty referral across Medi-Cal providers in Fresno county.

Collaborating with existing e-consult programs

E-consult programs exist across California but have not yet been scaled to maximize impact. This collaboration will complement existing e-consult systems to improve access for Medi-Cal managed care members.

Implementing new e-consult programs

Many providers have not implemented e-consult despite evidence that shows it can improve access and reduce costs. The initiative aims to engage payers to scale a platform and provide county-wide support.

Aligning payment and incentives for e-consult sustainability

Payer reimbursement and incentive alignment initiative will lead policy and systems transformation to promote e-consult sustainability and overall improvements in access.

Sustainability of e-consult programs will be achieved through collaboration between plans to standardize program components.
Fresno County E-Consult Collaboration Project Milestones

*The Fresno County-Wide E-Consult Collaboration effort will engage providers to launch e-consult in 2020-2021, holding monthly Round Tables to increase engagement, and reporting county-wide activity using a shared dashboard.*

|-------------------------------------------|-------|-------|--------|--------|--------|-------|-------|--------|--------|--------|-------|--------|--------|--------|     |     |     |
| **Project Kickoff**                       |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| **County Landscape Assessment**           |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| Synthesize findings and share to develop rollout plan |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| **Payer Engagement**                      |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| Develop county-specific E-Consult Strategy and Engagement Plan |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| **Provider Engagement**                   |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| Collaborate with vendors to launch provider sites |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| **County-Wide Round Tables**              |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| Hold monthly stakeholder engagement sessions to address challenges |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| **County-Wide Dashboard**                 |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
| Develop dashboard of shared county-wide metrics for program success |       |       |        |        |        |       |       |        |        |        |       |        |        |        |     |     |     |
Fresno E-Consult Collaboration: Program Stakeholder Roles

- Identify specialty access needs
- Cover specialty consults for plan members regardless of payer or platform
- Offer preferred e-consult platforms to providers where needed
- Communicate and promote program to providers
- Engage provider users, identify program champions and engage local specialists
- Consider and align primary care provider incentives
- Participate in Roundtables to track progress and problem solve

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<tr>
<th>Payer Organization</th>
<th>Provider Organization</th>
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FQHC Perspective – Family HealthCare Network

Matt Miller
Managed Care Manager
Family HealthCare Network
Project Engagement and Support Needs

What does the Fresno program need?
- Engaged leadership
- Established relationships between PCPs, specialists
- Intuitive technology
- Attention to workflow
- Dedicated project management team
- Funding mechanism

What challenges will the program address?
- Clinician resistance
  - PCP workload
  - PCP workflow
  - Specialist reviewer workload
- Lack of integration with EHR
- Liability concerns
- Lack of systems support
- Lack of reimbursement

Tuot, BMC Health Services Research, 2016.
Patient and Member Needs: E-Consult and Equity

Important to Consider…
- Provider-patient relationship & trust
- Communication mode (phone, virtual, in-person)
- Language access
- Health literacy
- Patient-centered strategies
- Patient preferences
- Shared decision making

To promote equity, you should center and support the provider-patient relationship, the patient, and communication

My patient needs to see a specialist about a specific clinical issue.

ENHANCED REFERRAL

I appreciate having a clear clinical question and relevant data in the EMR to help make the most out of this in-person visit.

I have a clear clinical question for a specialist to help me manage my patient’s care plan.

eCONSULT

I reply to the PCP with my recommendation and next steps for the patient so that the PCP can continue managing the patient’s care.

Source:
Denise Payan, PhD, UC Merced, E-Consult Workgroup Presentation 2020
https://www.aamc.org/news-insights/econsults-reduce-need-specialty-referrals
The Fresno County E-Consult Collaboration is Unique among California Managed Care Organizations’ Programs
Measures of Success: E-Consult Programs Deliver Efficiency, Cost Savings and Satisfaction

- **Specialist response times improve** ranging from half a day to three business days.

- **Patients with eConsults are scheduled for face-to-face visits more quickly.** Wait times for patients with eConsults range from 5 to 34 days, compared to 65+ days without...an average of 89.2% reduction in specialty care wait times.

- **Unnecessary face-to-face visits are reduced.** eConsult programs have resulted in a 54.6% reduction of inappropriate referrals. An average of 69.2% of eConsult questions are resolved virtually.

- **No show rates are reduced.** Visit completion rates following eConsult range from 64-88% as compared to 60-70% with traditional referrals.

- **PCP satisfaction is high** with 70-100% of primary care providers expressing satisfaction with eConsult advice and patient care.

- **Specialist satisfaction is high** with 50-95% of specialists satisfied with eConsult use.

- **Patient/member satisfaction is high** with 78-96% of patients satisfied with eConsult quality, access and safety.

Econsults: A Triple Win for Patients, Clinicians and Payers, A Thielke, V King, June 2020
https://www.confermed.com/#how-works 2020
Inland Empire Health Plan: Local Specialist Engagement

Multi-County E-Consult Initiative (MCEI)

<table>
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<tr>
<th>Metric</th>
<th>Current Number</th>
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<tr>
<td># of eConsults</td>
<td>77,542 / 80,877</td>
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<tr>
<td>Clinic Sites</td>
<td>93</td>
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<tr>
<td>Specialties/Services</td>
<td>44</td>
</tr>
<tr>
<td>Primary Care Providers</td>
<td>569</td>
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<tr>
<td>Specialist Reviewers</td>
<td>100</td>
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Program measurement timeframe: July 2019 - October 2020

Membership: ~300k lives

Percent of eConsults Referred Non Face-to-Face (IEHP)

*Does not include ophthalmology eConsults and requests for GI procedures. eConsult Non Face-to-Face calculation only includes: face-to-face, specialty change, pending diagnostic, pending therapeutic trials, patient needs addressed and patient declined care. Does not include drafts.
Partnership Health Plan: E-Consult to Live Video

Breakdown of eConsult Close Codes

- 54% patient needs addressed without referral
- Patient time to care – average 4 days vs 51 days for traditional specialty appointment
- Reduced travel out of area and travel cost
- Reduced cost of care - 25% cost of traditional out of area specialty services
- PCP/Patient relationship – patient history and local care
- Referrals for face to face visits based on assessed need (pull versus pushed referrals)
  - Continuity of care – same specialist for eConsults as live video
  - More productive clinic
- Opens capacity for specialty face to face visits through improved referral management
- HIPAA compliant platform and specialist network costs paid directly by PHC

eConsult First

Requested F2F

Live Video
California Health & Wellness: Resolution of E-Consults

Average resolution of eConsults 2019 YTD

- 84.1% of referrals = no specialty care needed
- August 2019 100% of referrals returned within 48 hrs.
- 100% of PCP referrals go to eConsult first

2020 Updates

- 653 eConsults
- 64.6% closed as PCP recommendations
- 98.1% of eConsults returned within 3 business days

Chapa-De metrics YTD 2019

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<th>Provider response time &lt;24</th>
<th>63.4%</th>
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<tr>
<td>Provider response time &lt;48</td>
<td>90.2%</td>
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| Resolution rates | 84.1% |

Chapa-De metrics since inception (2016)

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<th>Provider response time &lt;24</th>
<th>73.1%</th>
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<tbody>
<tr>
<td>Provider response time &lt;48</td>
<td>91.6%</td>
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| Resolution rates | 56.9% |
Community Dashboard Vision: Discussion

What can be tracked initially across Fresno county provider organizations?

- PCP users engaged
- Specialists engaged
- E-consult volume per organization (by month, over program)
- E-consult volume per user (PCP and specialist, by month, over program)
- E-consult volume by payer
- Avoided unnecessary face-to-face visits
- Specialist advice within 5 calendar days (ConferMED averages 17 hours)
- HEDIS measures
- CAHPS scores
- E-Consults by specialty (e.g. select “top 10” to track):
  - Cardiology
  - Dermatology
  - Endocrinology
  - Gastroenterology
  - Infectious Disease
  - Nephrology
  - Neurology
  - Pain management
  - Psychiatry
  - Rheumatology

Reporting Goals:
Patient/Member and Primary Care Provider Satisfaction
Key Metric of PRIME Programs using E-Consult to Achieve Access Goals

Percentage of requests for specialty care expertise, regardless of patient age, for which an individualized response was sent to the referring provider and/or the referring provider’s care coordination team within 5 calendar days.
Roundtable Vision and Next Steps

What are future topics for monthly stakeholder roundtables?

▪ How do we think of consult as a result of the COVID-19 pandemic?
▪ Provider-to-provider communications improvement
▪ Addressing gaps in care
▪ Improved quality of care

Next Fresno County-Wide E-Consult Roundtable
Tentative Date: December 15, 11:30-1
Join us for the December 16 E-Consult Workgroup Webinar

The December E-Consult Workgroup webinar will feature Amber Larson, MHA and James (Jesse) Wheeler, DO, presenting their NEJM publication, E-Consult Innovation: A Middle-Ground Model To Enhance Adoption and Improve Care.

E-Consult Workgroup Webinar
December 16, 12-1 PT
https://us02web.zoom.us/j/9689264532

https://econsultworkgroup.com/
Appendix
E-Consult Program Data Transmission and Reporting: Vision for Provider and Payer Collaboration to Streamline Access to Specialty Care

Prefixes used when PCP generates e-consult to identify payer