



Convening + Uniting + Transforming

October webinar

MAKING THE CALL

on the Best Use of
Telehealth in Primary Care

Wednesday, October 21
4:00 to 5:00 p.m. EDT





**You're
invited!**

PCC 2020 Virtual Annual Conference

CRISIS AS CATALYST

Reimagining Primary Care

November 30 to December 1, 2020

Register at <https://pcpccevents.com>



01 PCC announcements
and introductions

02 Steven J. Kravet, MD, MBA
Johns Hopkins Community Physicians

03 Beth R. Smolko, DMSc, MMS, PA-C
American Academy of PAs

04 Chuck Ingoglia, MSW
National Council for Behavioral Health

05 Moderated discussion
among panelists

06 Participant Q&A



Today's speakers

PANELISTS



**CHUCK
INGOGLIA, MSW**

President & CEO,
National Council
for Behavioral
Health, and
member of
NCQA Telehealth
Task Force



**STEVEN J.
KRAVET, MD, MBA**

President, Johns
Hopkins
Community
Physicians



**BETH SMOLKO,
DMSC, MMS, PA-C**

President,
American
Academy of PAs



**CHRISTINE
BECHTEL**

President & Chief
Strategist, X4
Health

MODERATOR



telemedicine

Primary Care Collaborative Webinar
October, 2020

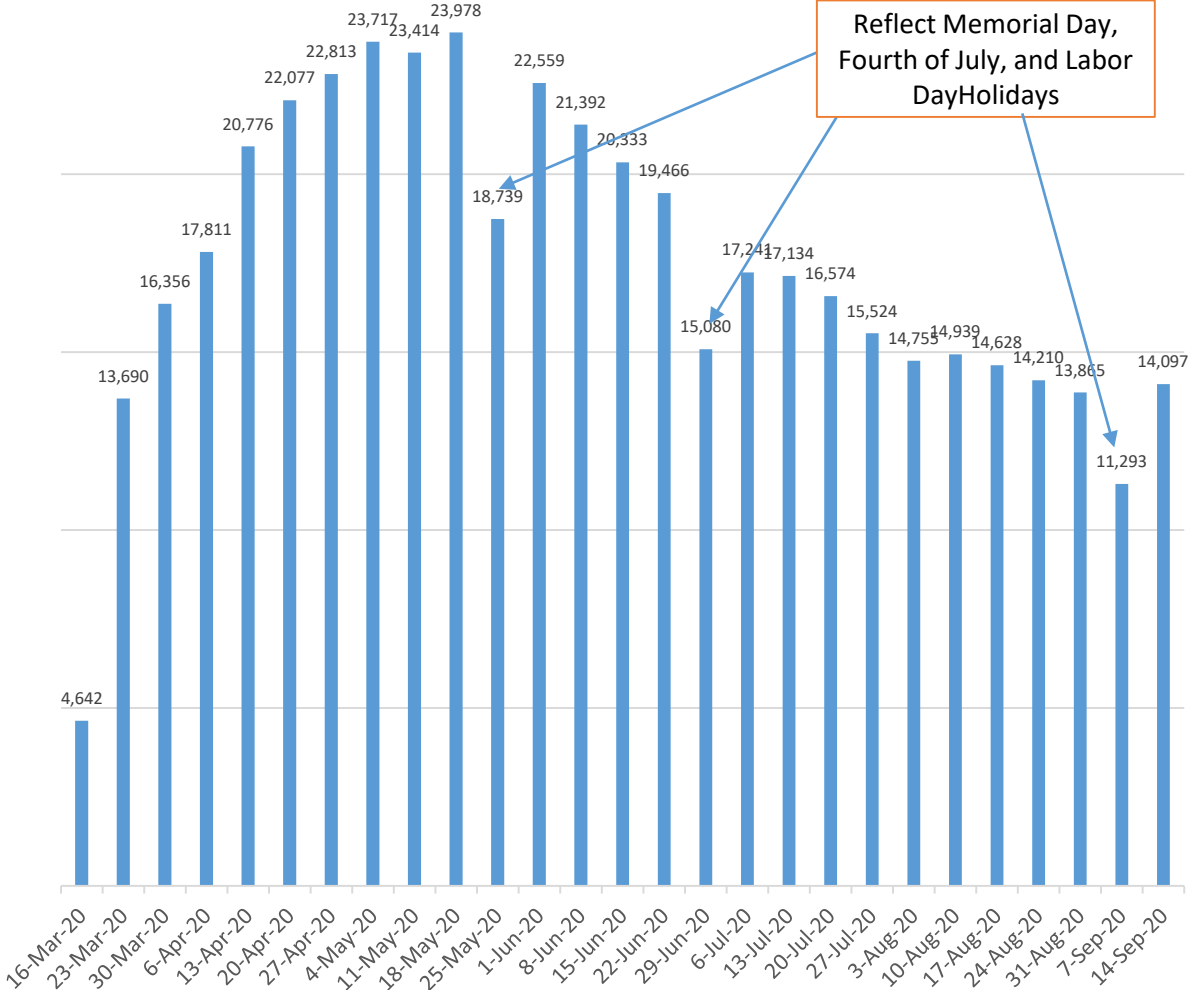
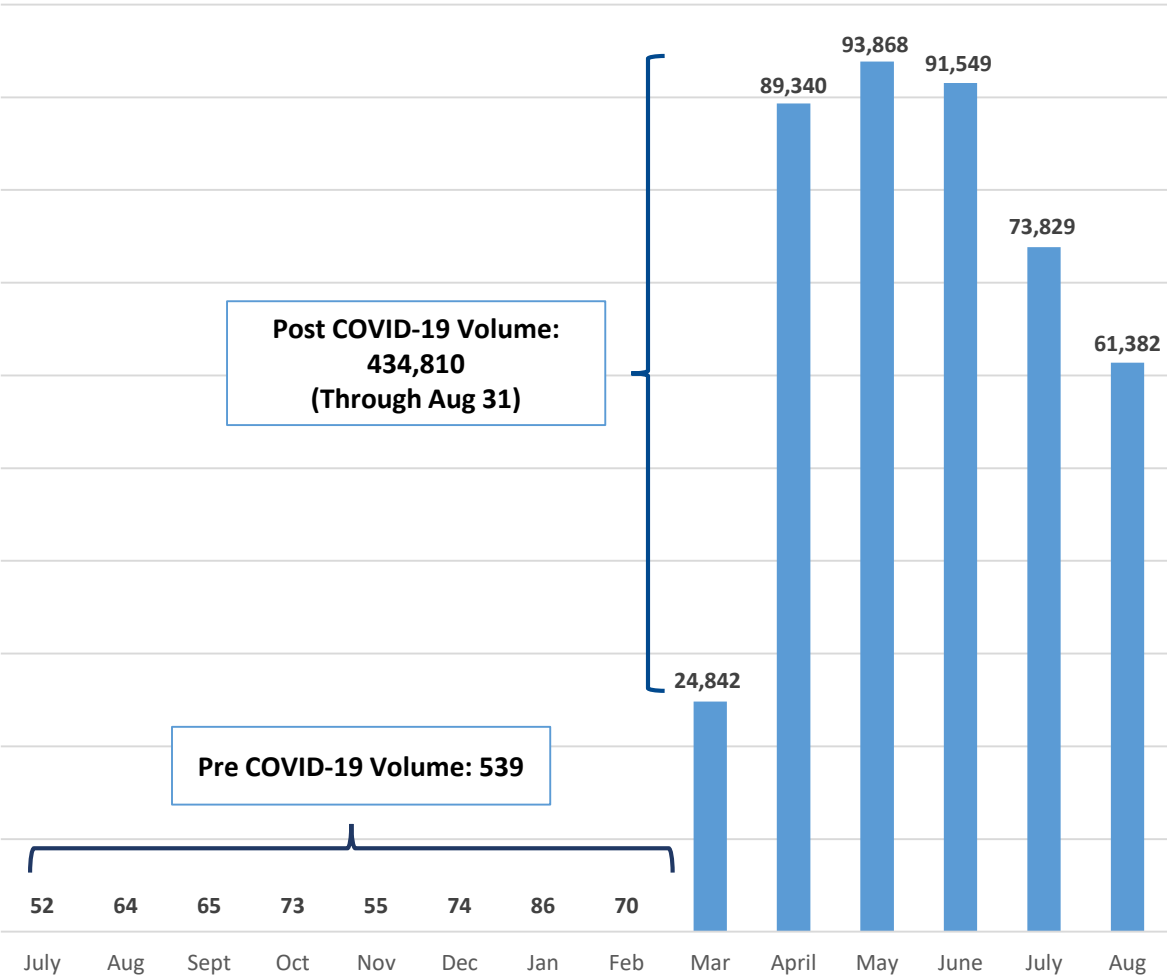
Steven Kravet, MD, MBA



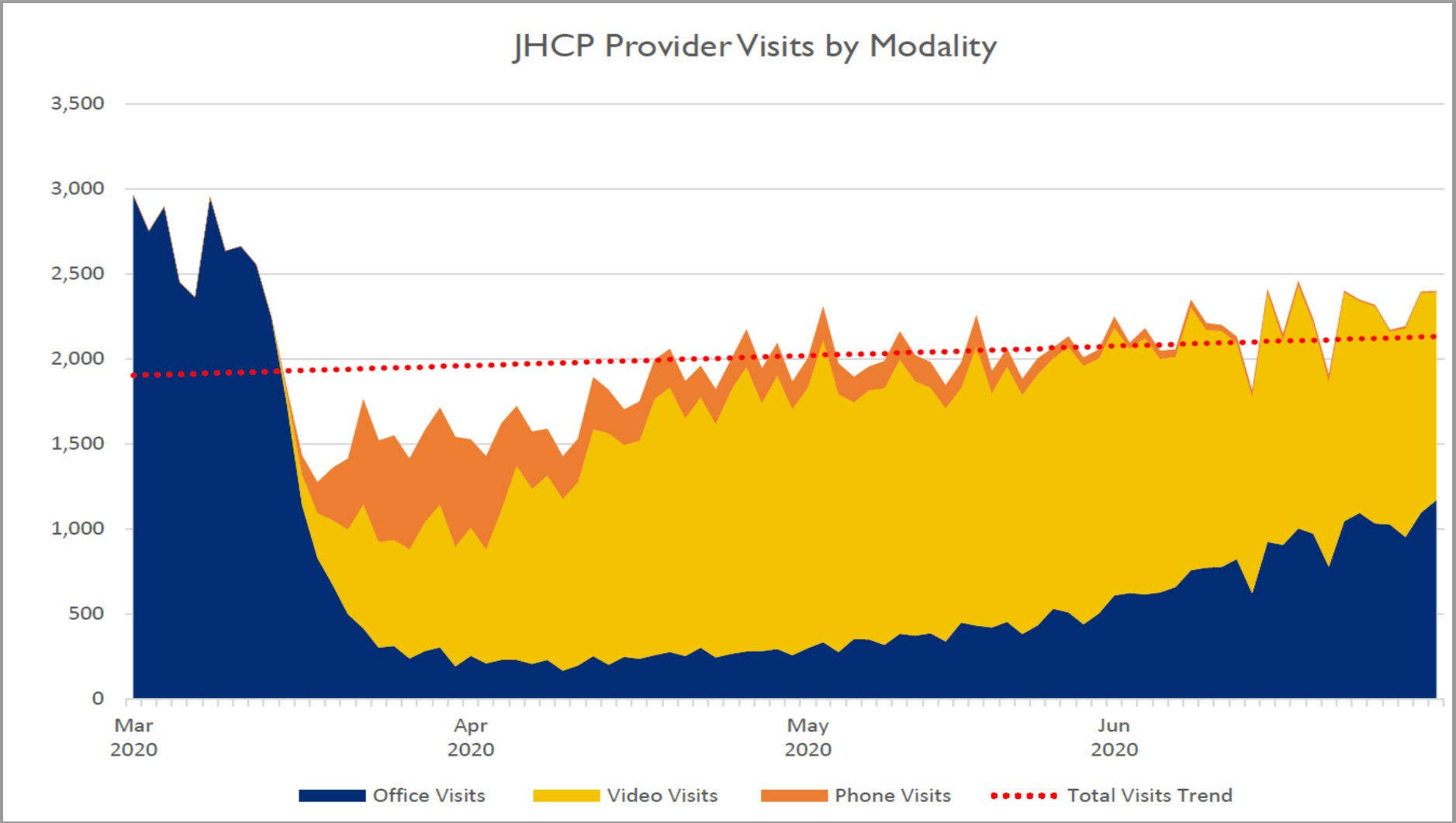
Agenda

- Adoption
- Successes and Challenges
- Patient Experience
- Risks and Mitigations

Rapid Adoption



Rapid Adoption



Successes and Challenges

Successes

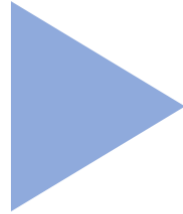
- Intense support for all stakeholders (VVST)
- Rapid pilot and reassessment of technology
- Data and dashboards to ID high performers (and low)
- Integrated team-based workflows
- Simple billing processes
- Leveraged for COVID-19 and non COVID-19 patients

Challenges

- Pediatrics and Geriatrics harder
- Variable payor policies
- Securing equipment early on
- Security and privacy

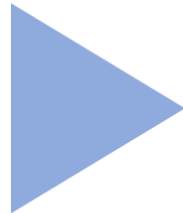
Patient Experience with Telemedicine

Satisfaction with
Provider?



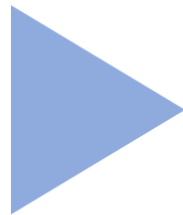
- ✓ Rating JHM providers 95/100 in over 40,000 surveys

Recommend to
Friends / Family?*



- ✓ Median response 9/10 (where 10/10 = Extremely Likely)

Important to Have
Video Visit Options?*



- ✓ 88% stated would be moderately, very, or extremely important

Risk and Mitigation: Privacy Standards

- Guidelines distributed July 27, 2020 to assure proper use of video equipment in exam rooms
- Key **privacy** and **safety** features:
 - **Recording** remains **prohibited**
 - Integrated video platforms have no recording option
 - Video visit of intimate exams is prohibited
 - In-room and outside-room large, **visible signage during the visit**
 - **Physical coverings over cameras when not in use that are clearly labeled**



Sign displayed
in and outside
room



Risk and Mitigation: Privacy Standards

telemedicine

ATTENTION PATIENTS



This exam room has a camera to enable your physician to treat patients remotely



Camera or Laptop should be **OFF** and/or **closed** when not performing a video visit.

Patients are able to clearly see if external video camera is **on** or **off**

- Physical coverings over cameras when not in use that are **clearly labeled**

Laptops with embedded cameras are **clearly labeled** and kept **closed** in exam rooms during in person exams



Beth R. Smolko, DMSc, MMS, PA-C

President

American Academy of PAs



Chuck Ingoglia, MSW

President & CEO

National Council for Behavioral Health



Panel Discussion



Q&A