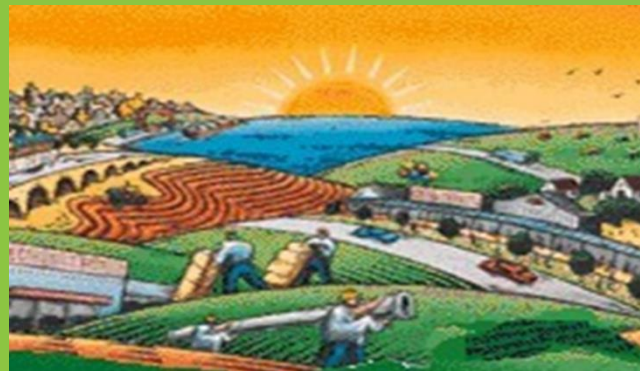




Finger Lakes

COMMUNITY HEALTH

TELE-DENTISTRY REACHING OUT WITH TECHNOLOGY



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Objectives For Today

- Why Telehealth?
- Key elements to a successful telehealth program.
- Using teledentistry to provide access to dental care.



A Little Bit About Finger Lakes Community Health

- Community & Migrant Health Center (FQHC)
 - Serving mostly rural communities
 - Providing comprehensive medical, dental, mental health, SUD, Nutrition, Care Management, Advocacy services to the communities we serve.
- Agricultural Worker Voucher Program in 42 Counties of NYS
- 8 Full Time Health Center Sites
 - Community Portable Dental (schools, Head Starts, Jails)
 - Mobile Medical Program (22 Counties)
 - Extensive Care Management Services
- 2018 Stats (UDS):
 - 28,123 Total Users
 - 9,013 Ag Workers
 - 63% of patients want to be seen in a language other than English



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Who We Serve



Challenges in Rural Communities

- Language differences
- Cultural beliefs
- Cost of health care services
- Uninsured/Underinsured
- Lack of trust in health care system
- Poverty
- Stigma
- Transportation barriers

“In any given year, 3.6 million Americans miss at least one medical appointment because of transportation problems.”

(WSJ 2017).



Why Telehealth?

Integrating telehealth technologies into our model of care allows us to:

- Eliminate geographical barriers by bringing many specialty care providers into our health centers virtually
- Reduce stigma (Integration of BH into FQHC's using telehealth)
- Addresses workforce shortages
- Allows for more collaborative care between primary care team and specialists. New relationships between providers/specialists
- Extensive educational opportunities for our providers
- An important tool in Value Based Care
- **Will be a key player in sustainability of FQHC's!**

Are You Ready for the Millennials?

- Biggest generation (born 1980 – 1995)
- Make up 25% of the U.S. population
- 27% of consumer discretionary purchases (over 1 trillion \$\$)
- 37% of millennials state that they are willing to purchase a product or service to support a cause they believe in, even if it means paying a bit more
- Millennials are more than 2.5 times more likely to be early adopters of technology than any other generation
- 56% of millennials report that they are among the first group to try out new technology
- For millennials, new technology must serve a purpose in order to be considered

Our Experiences with Telehealth

- Telehealth must be integrated fully into your existing clinical processes in order to be sustainable, both financially and clinically.
- Our work in telehealth has helped us to develop some great partnerships with other healthcare providers and organizations.
- Our data shows that providing care using telehealth technologies has led to:
 - Better patient outcomes, with more access to care outside our own walls
 - Our providers have developed added skills by learning from specialists
 - Reduced costs for care by keeping our patients in the primary care setting
 - Care management and technology are our “sweet spot”!

Cost Benefit Analysis for Telehealth

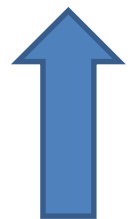
For Patients/Community:

Decreased:



- *transportation issues/costs
- *lost work/unpaid time
- *Emergency Dept. visits
- *time to treatment
- *Stigma

Increased:



- *Continuity of care
- *Access to behavioral health services
- *Simultaneous communicate with PCP and Specialist
- *Access to Language Services via video
- * High patient satisfaction!



4 Buckets to Consider...

- **Broadband (Internet):** Do you have enough? What other processes are utilizing your broadband?
- **Equipment:** what platforms are available to connect, what peripherals will you want/need?
- **Program Development:** This is where you'll spend the most time and effort as it is the most critical piece to a successful telehealth program. Are you prepared to make the appropriate commitments of staff and investment of time?
- **Legal/Regulatory:** What does your state licensure allow? What are the rules of the road in terms of reimbursement? Are there federal implications?



Broadband



Equipment



Program Development



Legal

Best Practice: Organizational Assessment



Perform an organizational assessment to determine your readiness in the adoption of telehealth technologies...

Be sure that:

- There is 'buy in' from your leadership team
- There is a commitment to the additional work involved in developing your capabilities
- You know what your State licensure allows
- You have appointed a Team Leader that understands their role as an agent of change
- You understand that it will take time to build telehealth technologies into your clinical process
- Telehealth forces change...make sure your team is on board!

Best Practice: Plan, Plan, Plan



Set measurable goals for your telehealth program that include program design, equipment needs, staffing requirements, financial costs, and program outcomes.

- Start small! Build a program that allows you to “pilot” it at one site, work out the issues, and then when that site is successful, roll it out. Every clinical site operates a bit differently, even within one organization.
- Technology can be challenging to staff. Plan to have staff continually practice their skills with the equipment to keep them up to speed.
- Build a strong training program that is continual. A “one and done” approach just doesn’t work.
- Plan to make your electronic health record system an integral part of your program so that data can be tracked effectively.
- Understand HIPPA privacy and security rules!!!

Best Practice: Know Your “Why”



What services are most needed in your organization? Make sure that your choices of telehealth programs are in line with your particular goals and objectives. Will your choices reflect your mission and vision?

- Learn about the various telehealth modalities...visit other providers/practices using telehealth. This is a good opportunity to learn from others in order to minimize problems in your own implementation.
- Makes sure your team is on board with the choices made.
- Understand any legal or regulatory issues when choosing what telehealth programs you might choose. There are different rules for live telemedicine visits versus “store and forward” visits.

Some Organizational Challenges

- Teaching providers/staff how to use a high definition video camera and software as well as peripherals (digital otoscope, exam camera, stethoscope, etc.).
- Integrating telemedicine into the daily routine of the health center.
- Importance of a "Provider Champion".
- Keeping everyone sane while adding more tasks for clinical staff. Staff needs to "buy in" to use of telehealth for better access.
- Physical setup of equipment and usage is very important! Needs to be easily accessed and consistent throughout your health system

Uses For Teledentistry

- Screenings
- Exams
- Urgent Care
- Specialty Care Consults
- Pre and Post-Operative Care
- Follow-up
- Distance Learning



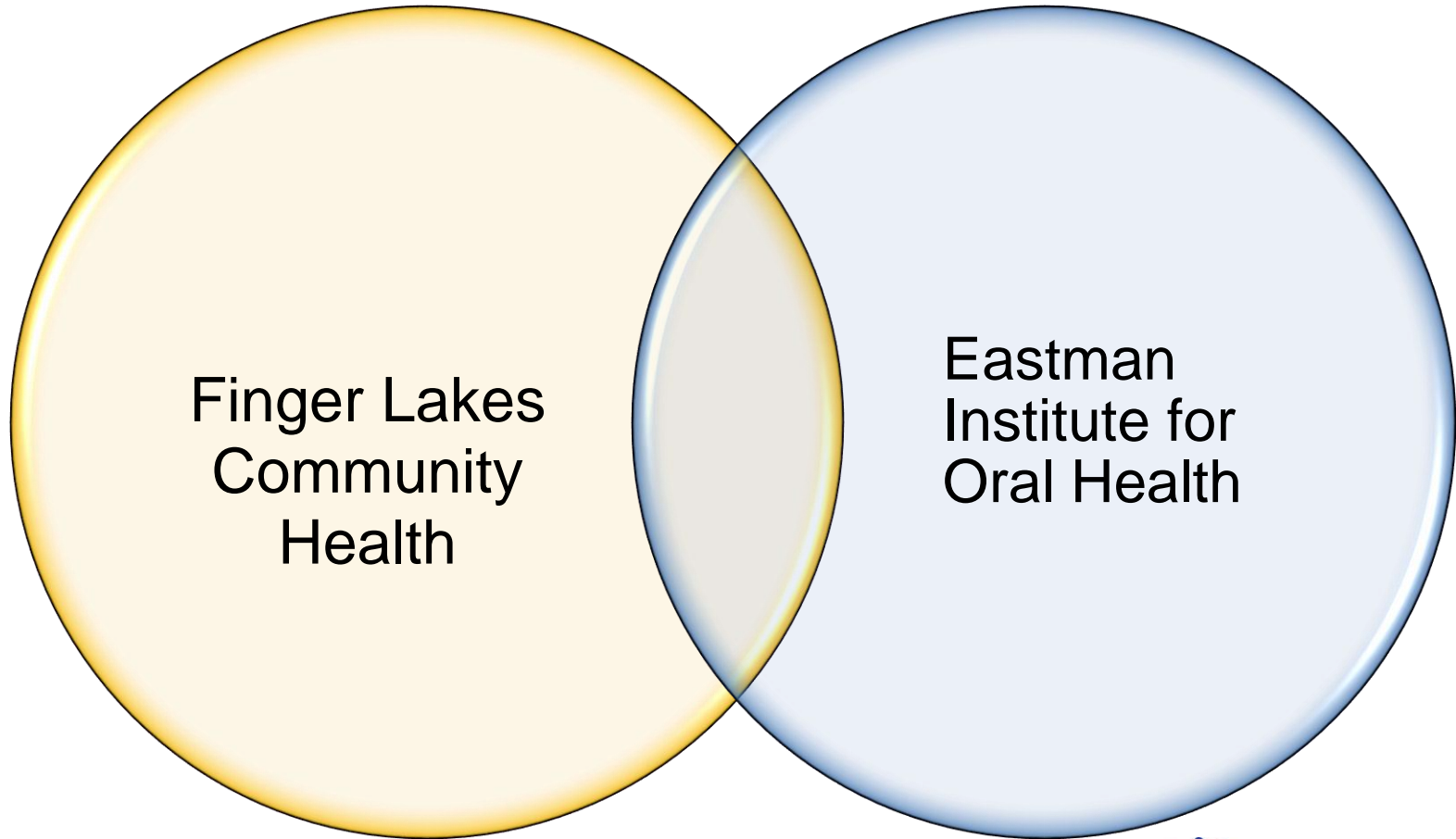
FLCH TelePeds Dental – The Problem

- **Identify the problem:** FLCH patients from 3-10 yrs old were referred, but not able to access Pediatric dental services in Rochester (Eastman Dental). Several barriers to care.
- **Baseline data:**
 - Our data showed that about 38% of children in Head Start & school based dental programs that we served had caries, many with severe decay.
 - Initially, we found that there was a **15% completion rate** of treatment on children referred to pediatric dentistry program in Rochester.
 - Wait time from consult with Eastman to treatment day was 7-8 months
 - Transportation was a major barrier to accessing care at Eastman Dental.



What strategies would address this problem and help get these children treatment?

TelePeds Dentistry



Purpose of TelePeds Dental Consult

- Compile medical history
- Assess child behavior and temperament
- Observe child's response to surroundings and non-invasive oral procedures
- Assess parental style
- Discuss findings with family
- Plan future treatment with behavior guidance.



Behavior Strategies With Dentistry

- **Non-Pharmacologic Strategies**
 - *(Tell show do, positive reinforcement, modeling, imagery, desensitization, voice control, parental presence)*
- **Nitrous oxide / Oxygen inhalation**
- **Office-based Sedation**
- **General Anesthesia**
 - Surgery Center
 - Hospital



Our Approach...

- ✓ Dental consults done through telemedicine
- ✓ A Community Health Worker (CHW) was assigned to each patient:
 - Assisted with scheduling of appointments
 - Followed up with parents when children missed appointments
 - Assisted with navigating between different health systems
 - Provided interpretation services if needed
 - Provided insurance enrollment and assistance
 - Provided referral to, or actual transportation to Rochester for care
- ✓ Monthly case conferences with Eastman Dental, our Dentist and CHW's.
- ✓ Use of a dental registry to track data and outcomes.

Teledentistry at Finger Lakes



More Components For A Successful Program

Care Coordination:

- Scheduling
- Pre-Visit Requirements
- Concurrent Chart Review
- Coordinate with PCMH Team/Specialty Team
- Quality Assurance Reports

Case Conferencing:

- Providers
- Care Managers
- Patient Navigators

Quality Improvement Activities:

- Data Collection
- Monitor and Report Outcomes
- Continuous Quality Improvement
- Regularly Evaluate Program



Benefits of Care Management on Team

- Assess and address barriers to care
- Outreach
- Assist with navigating health care system
- Arrange/provide transportation
- Language/cultural interpretation
- Education
- Case management

Relationships = Trust



FLCH Outcomes for TelePeds Dental Program

- Reduced the number of visits to Pediatric Dental Center from 4 or 5 visits down to 1 or 2 visits.
- Current wait time for treatment – about 3 weeks.
- Our dental team has increased its ability to treat children in house due to coaching and peer to peer learning through this program.
- **Most importantly - Children with completed treatment plans now at 83%.**



Patients in the TelePeds Dental Program

2010: 10 children total

2011: 61 children total

2012: 65 children total

2013: 110 children total

2014: 122 children total

2015: 118 children total

2016: 151 children total

2017: 196 children total

2018: 135 Children Total

Total Number of Kids who have COMPLETED Treatment: 801

Challenges Continue in Telehealth Adoption

The “R” Word:

- **Reimbursement**, both government and private, continues to create the most significant obstacles to success, accounting for the top four unaddressed challenges to telemedicine.
- Challenges related to EMR systems also create significant obstacles to success.
- In spite of the ongoing challenges related to reimbursement and EMR systems, healthcare providers continue to actively plan, implement and expand telemedicine programs.



Challenges to Telehealth Sustainability

- Lack of consistent telehealth reimbursement policies between Federal, State and private payers
- Difficulty in developing clinical and staff champions within the program, must see the benefits of the program for patients.
- Lack of State-supported Telemedicine Infrastructure
- Seamless integration of Layer 1 – Broadband, Layer 2 – Systems & Equipment and Layer 3 – Applications and Program Development into a cohesive and sustainable model
- Legal Considerations

Some Lessons Learned...

- The largest expense with telehealth technology is the initial investment in the equipment needed – **beware of consultants, as they are very eager to spend your money on things you may not need!**
- Conduct extensive due diligence about what is needed for a successful program (**learn from others who have adopted telehealth programs or form a collaborative**)
- **Patients give high satisfaction scores for services via telehealth.** They like to convenience and reduction of time spent in a waiting room.
- **Our patients are becoming more empowered consumers.** With higher out of pocket costs, patients will demand better quality, high value, convenient care and a good patient experience.
- **In a value based world, telehealth will be an important tool for improving quality and access to care.**
- **Don't wait for reimbursement for telehealth to be in place...in a value based world, it won't matter.**
- **TELEHEALTH WILL HELP FQHC's REMAIN COMPETITIVE!**

WXXI – Need To Know Segment

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Remember...

- Don't practice until you get it right. Practice until you can't get it wrong.
- Telehealth is not about fancy equipment and technology. It's a **tool** used to improve access and enhance quality of care.
- Implementing telehealth is a **process**, not a destination.

Thank You!

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