

# CCHP E-Consult Workgroup Webinar

## April 5, 2018

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Webinar: <https://zoom.us/j/543957183>  
Dial in: 16699006833,,543957183#

blue  of california  
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# Agenda

Agenda Topic	Speaker	Time (min)
Welcome, Recent and Upcoming Activities	CCHP and BluePath Health	5 minutes
Scott Shipman and AAMC CORE Program Update	Scott Shipman, AAMC	20 minutes
Profile of a Managed Care Plan E-Consult Program	Mark Schweyer, California Health & Wellness	20 minutes
Update on Kaiser Permanente E-Consult Planning	Diana Camacho, Kaiser Permanente	5 minutes
Wrap-up and Next Steps	All	10 minutes

Update on CMMI CORE Program  
Scott Shipman, MD, MPH  
Director of Clinical Innovations,  
Primary Care Initiatives and Workforce Analysis,  
Association of American Medical Colleges (AAMC)

Overview of a Managed Care Plan  
E-Consult Program  
Mark Schweyer, BSN, MBA  
Director of Telehealth Programs  
California Health & Wellness  
Health Net of California

# DMHC Electronic Consultation Overview

*March 19, 2018*

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# California Health & Wellness Telehealth Program

## Electronic Consultation Workflow:

Primary Care Provider (PCP) creates electronic consultation asking specialist a clinical question

PCP utilizes “*native*” clinic referral mechanisms to send clinical data

Specialists review clinical questions resulting in one of three outcomes:

1. Clinical need is resolved by treatment or further workup recommendations
2. Telemedicine visit is recommended along with any necessary diagnostic studies to prepare for visit and any interim therapeutic care when appropriate
3. “Brick-and-Mortar” appointment is recommended along with any necessary pre-visit studies and any interim therapeutic care when appropriate

PCP receives specialist recommendations within 2 business days via native clinical data processes



# California Health & Wellness Telehealth Program

## *Access*

- How does e-consult result improved timely access rates of compliance for the patients who receive FTF visits?

## *Network*

- How do you show that use of e-consult does not result in a narrower network (fewer local specialists for FTF)?

## *Quality*

- How do you demonstrate that e-consult improves the quality of care delivered to the patient?

## *Effectiveness*

- How do you determine which specialty care needs are effectively addressed via e-consult?

# California Health & Wellness Telehealth Program



## Access:

### Specialist Response Times for Electronic Consultations

- Less than 48 Hours: 92.3%
- Less than 24 Hours: 72.3%

Patients get better and faster care when PCP's have electronic consultations available

Specialty care begins in the primary care setting

### Patients are better prepared for Face-to-Face Visits

- Reduces the barriers of travel/time away from work
- Reduces no-show rates



# California Health & Wellness Telehealth Program



## Network:

### Electronic consultations

- Extend but do not replace specialty care resources
- Are not used to manage utilization
- Do not influence contracting decisions for brick-and-mortar specialty care network standards

# California Health & Wellness Telehealth Program

## Quality:

### Metrics:

Time from PCP Submission to Specialist Response

### Clinical Outcomes

- PCP Recommendations (Care remains in PCP Setting)
- Referral to Telemedicine
- Referral to Brick and Mortar
- Specialty Change

Overall PCP Satisfaction

PCP Concordance with Specialist Recommendations

# California Health & Wellness Telehealth Program



## Effectiveness:

Measured by:

PCP/Specialist clinical recommendation concordance

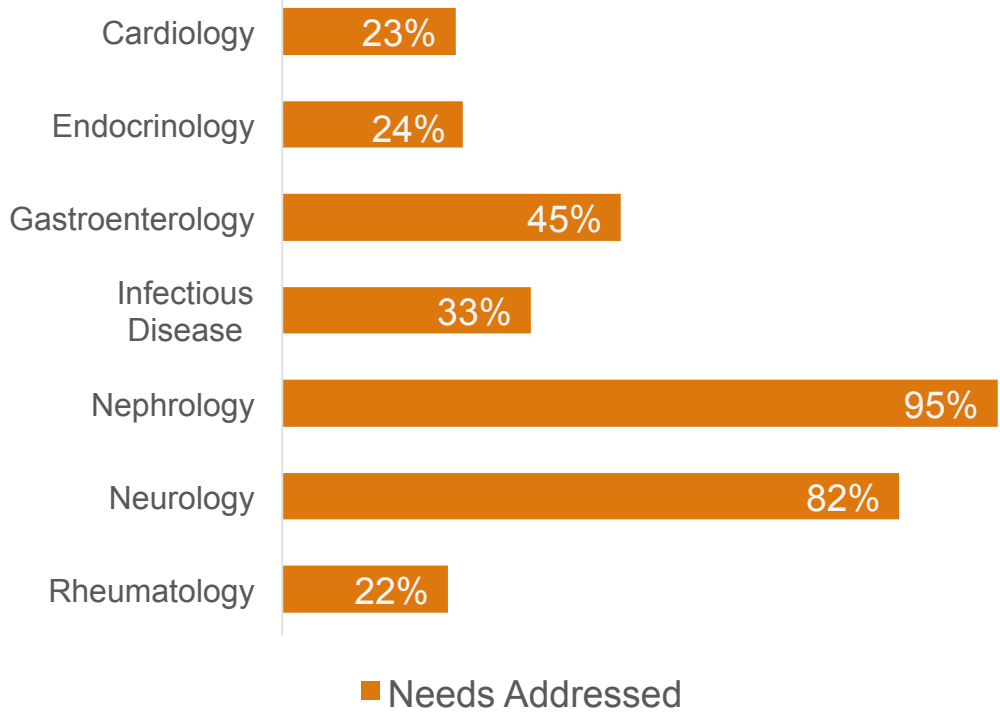
Timeliness in specialist and PCP responses

Two question PCP Survey:

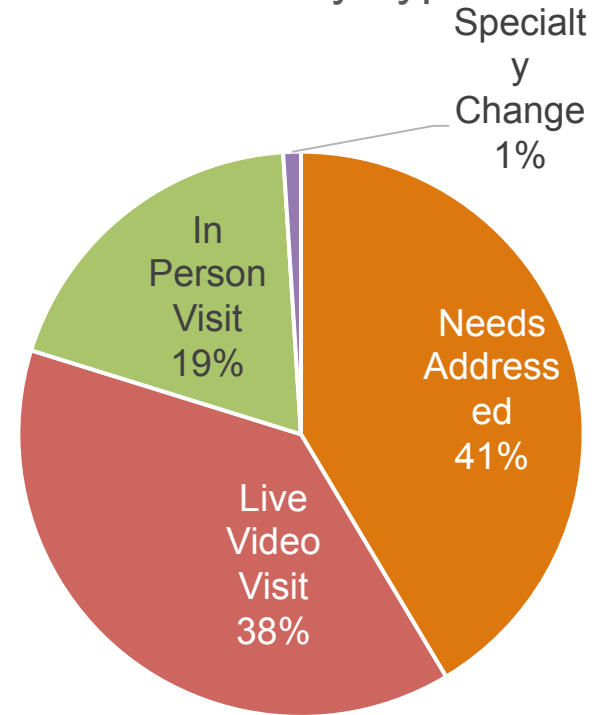
- How satisfied were you with the specialist's response to your clinical question?
- Did you follow through with the specialist's recommendations?  
If not, why not?

# California Health & Wellness Telehealth Program

Percent of Cases Closed without Specialty Visit Needed



Outcomes by Type





california  
health & wellness.



# Questions

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# Update on Kaiser Permanente E-Consult Planning Effort

Diana Camacho, MPH, Senior Project Manager  
Kaiser Permanente National Community Health

# Next Steps

- Upcoming Managed Care Plan Network Adequacy Subgroup meeting at DMHC (dial-in available) April 13, 2-3 PM
- May CCHP E-Consult Workgroup Date