



Operationalizing eConsults

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eConsults

- Improve access to specialty care
- Reduce burden and expense for patients
- Expand primary care scope
- Save money
- Are paid for by a growing number of payers

Why is everyone not doing them?





eConsults can create more work for the PCP

1. More work submitting the consult
2. More work acting on the consultant's recommendation

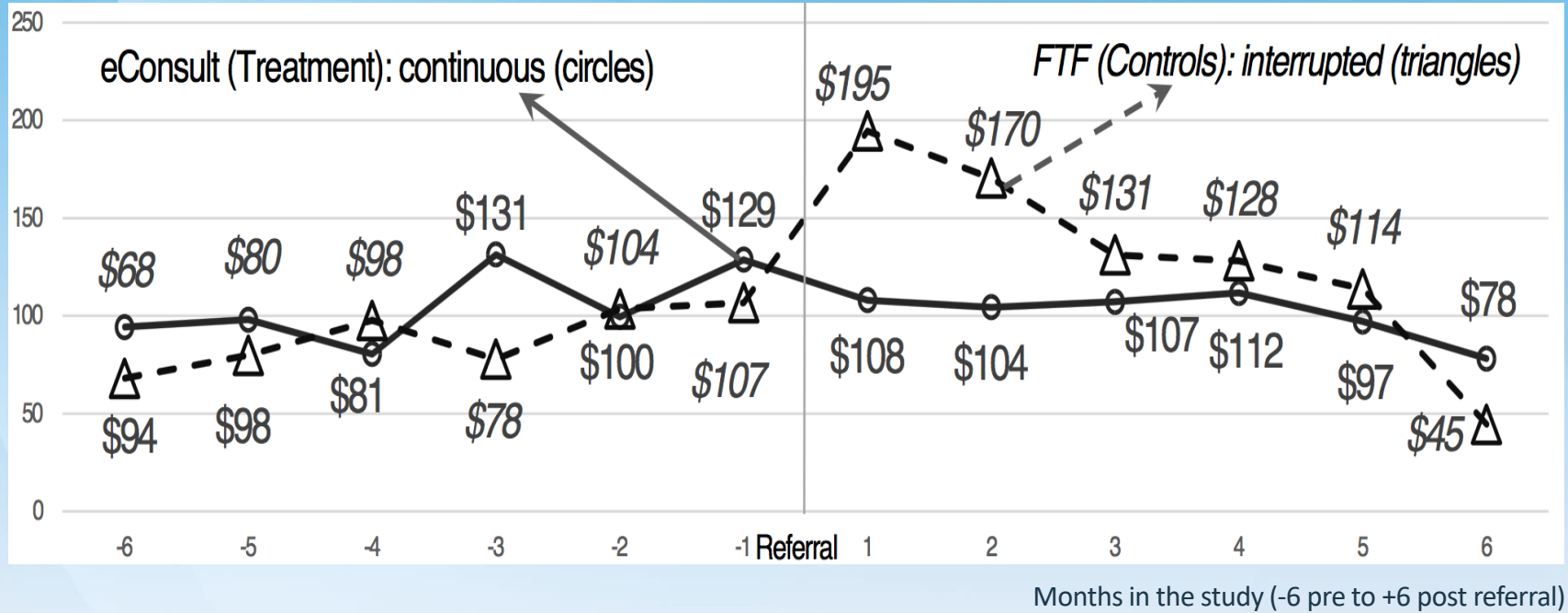


POINT #1: WE HAVE TO MOVE BEYOND ACCESS AS THE DRIVER TO COST SAVINGS, EFFICIENCY, AND PATIENT EXPERIENCE



Monthly Costs of Claims per Patient: eConsult vs. Face-to-Face (FTF)

Thousand \$US
(unadjusted)
per patient



POINT #2: ECONSULTS WILL NOT BE SPREAD NATIONWIDE BY MAKING THEM MANDATORY





In non mandatory model the PCP has to:

- 1) Remember that eConsults are available (may depend on payer and specialty)
- 2) Decide that they want an eConsults (lots of variability)
- 3) Take extra steps to order the consult



Tips for non-mandatory models

1) Don't rely on memory: Utilize a standing order “default” for eConsult submission



Tips for non-mandatory models

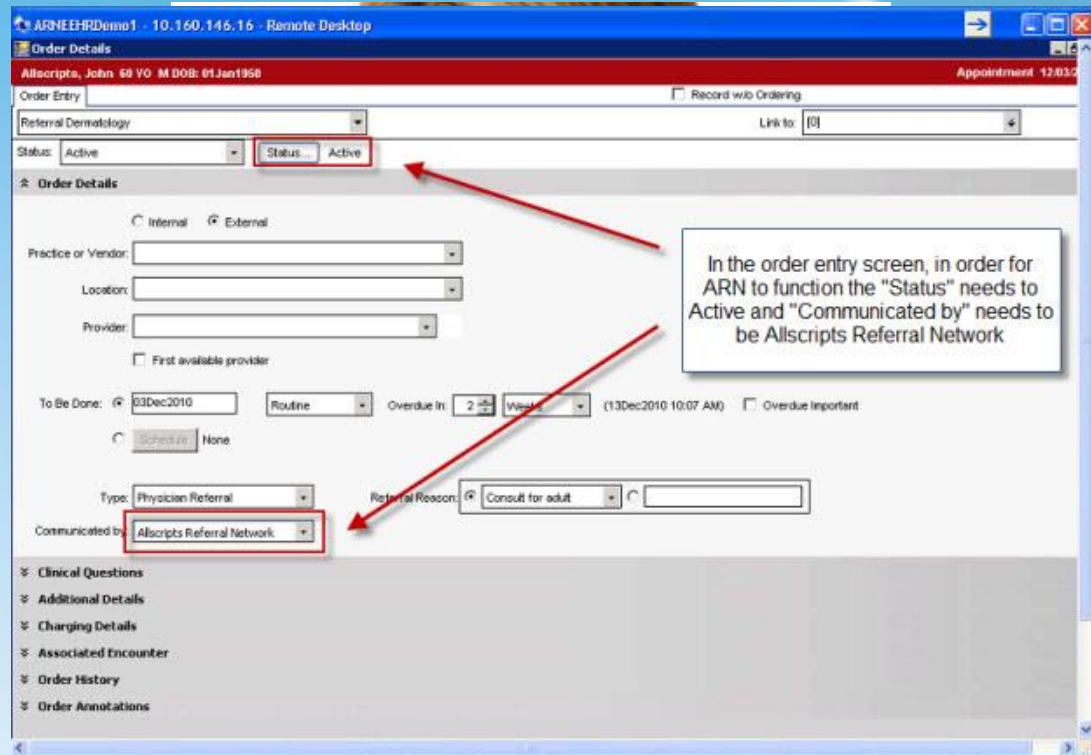
2) Limit reasons for not ordering an eConsult
(exclusion criteria)



Tips for non-mandatory models

3) Make the process easy:

- a. Keep the PCP in their own EHR
- b. Capitalize on existing referral workflow



Tips for non-mandatory models

3) Make the process easy:

- a. Keep the PCP in their own EHR
- b. Capitalize on existing referral workflow
- c. Utilize referral coordination staff to submit the eConsult



Tips for non-mandatory models

4. Active management of the process:
 - a. Audit and feedback
 - b. Payment/incentives



As of: 31-Oct-2019

Volume = 1049

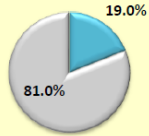
To Patients with eConsults

To Dashboard Page 2

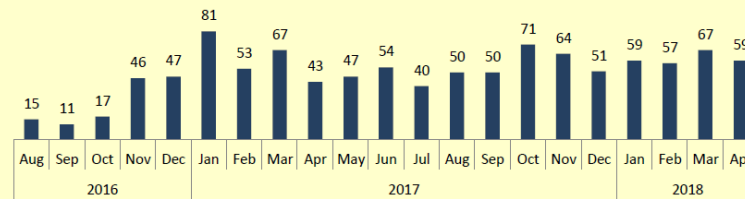
Click to go to data table

Count of Consult ID

F2F Non F2F



Client eConsults Over Time



Practice

- Org_A
- Org_B
- Org_C
- Org_D

PCP Site

- ClinicA1
- ClinicA10
- ClinicA11
- ClinicA12
- ClinicA2
- ClinicA3
- ClinicA4

Specialty

- Cardiology
- Endocrinology
- Gastroenterology
- Infectious Disease
- Nephrology

Questions?

Specialist

- Specialist27
- Specialist3
- Specialist4
- Specialist5

Payer

- Payer_A
- Payer_B
- Payer_C
- Payer_D

F2F Non F2F

- F2F
- Non F2F

Client eConsults by Sites

