

## ***Weekly Medical Directors Briefing November 23-27, 2020***

**“There’s likely a place in paradise for people who tried hard, but what really matters is succeeding. If that requires you to change, that’s your mission.”**

**--General Stanley McChrystal**

---

### **Optimizing Office Staff Practices to Support Video Visits**

Primary care clinicians who are willing and able to use video technology to deliver care will be more successful if the office builds the necessary and critical physical and personnel infrastructure. Managers of primary care practices that have increased the amount of care delivered over video have focused their energies on operational workflows and training of office staff to help build this capacity.

Partnership HealthPlan of California (PHC) is sponsoring an educational webinar targeted to support all staff members in order to help make video visits a success. ResolutionCare, a palliative care provider serving many rural PHC counties, has built its business on optimizing video visits to connect meaningfully with patients dealing with life-limiting illness. Clinical Director Marie Guthrie and Operational team member Leanne Lynch, will remind us of why video care is superior to phone care, and share best practices gleaned from many years of experience in providing quality care over video.

**Target audience:** Front office staff (receptionists and telephone service staff), back office staff (medical assistants and nurses), office managers, and clinical leaders interfacing with operations.

**Title:** Care Through Video: Key Skills for PCP Office Staff.

**Date:** Wednesday, December 16, 2020

**Time:** Noon to 1 p.m.

**Cost:** Free for PHC Provider Offices

**[Sign-up Now](#)**

We hope this webinar will assist your practices and health centers with making the changes needed to successfully adopt video primary care visits on a larger scale. As the Institute for Healthcare Improvement states: “Not all change results in improvement, but all improvement requires change.”

### **This Week’s News**

#### **Telehealth Information for Members During COVID-19**

In an effort to help our members continue to achieve their care, and to stay safe at home during COVID, we have developed a webpage that gives our members more information on Telehealth. This is especially beneficial in a time when the telehealth benefit have been expanded to ensure our members achieve their care.

This webpage provides some general guidance on:

- How to set up a device for a telehealth appointment,
- What to do before their appointment,
- How to participate in their appointment, and
- What to potentially expect after their appointment.

We encourage that you please review this content and make your Partnership HealthPlan of California (PHC) patients aware of this information.

[Partnership's Telehealth Information for Members Webpage](#)

We are open to updating the information on this page. If you have any feedback, please outreach to [James Burke](#).

## Pharmacy Carve-Out Update – Delay

**Implementation of the pharmacy carve-out is being delayed to April 01, 2021.**

This is being done in recognition of the readiness concerns that have been repeatedly raised and continuing impacts of the pandemic.

The California Department of Health Care Services (DHCS) will be issuing press releases and related notices very soon.

More information to come, please stay tuned.

## Virtual Diabetes Specialty Clinic (VDiSC) Study

The Jaeb Center for Health Research, is conducting a one-year virtual study to see if a virtual diabetes clinic model can help adults who live with diabetes improve their diabetes management. Participants will work with a virtual clinic team who will teach them how to start and use a continuous glucose monitor (CGM) without a visit to the doctor's office. The virtual clinic team is made up of healthcare professionals like Certified Diabetes Care and Education Specialists, endocrinologists and behavioral coaches. This team will work to make change that will help patients take care of their diabetes and provide support for stress related to diabetes management.

Ideal candidates will have type 1 diabetes or difficult to control type 2 diabetes AND not already be effectively using continuous glucose monitoring.

For more information on who can participate, what the study involves and next steps, please visit the [VDiSC webpage](#). You can also contact the VDiSC Study Team via email: [VDiSC@jaeb.org](mailto:VDiSC@jaeb.org), or phone: (813) 975-8690. The VDiSC Study Team's hours of operation are Monday-Friday, 8 a.m. – 5 p.m. Eastern Standard Time.

## Simplifying Specialty Referrals for Primary Care Providers

Partnership HealthPlan of California (PHC) now offers direct specialty care telehealth services for many specialties. The patient does not need to come to a PCP office with a telemedicine unit; they can access the specialist directly from their home.

Direct specialty telehealth referrals are available for these specialties:

- Dermatology

- Endocrinology
- Infectious Disease
- Rheumatology
- Pulmonology
- Pediatric Dermatology also available for 17 and under

Direct specialty telehealth services are being provided by “TeleMed2U” for a select set of specialties but we will continue to expand these services to providers as the need for additional specialty care services arise.

Any PHC primary or secondary member 18 years and older (except as noted for pediatric services) are eligible to receive care from TeleMed2U specialists and can be referred to TeleMed2U directly.

It’s easy to refer, here’s how:

1. Login to PHC’s provider directory
2. Conduct a search for “Telehealth”, “TeleMed2U” or the “Specialty” needed
3. Locate TeleMed2U’s contact and referral information
4. Send the referral and the patient’s medical records securely by email or fax directly to TeleMed2U
5. TeleMed2U will coordinate patient scheduling
6. TeleMed2U will also send the clinical notes from the telehealth visit back to you

## **Oxygen Saturation Monitors, BP Monitors, and Thermometers – No Cost for PHC Members**

In response to COVID-19, PHC has obtained a limited supply of blood pressure monitors, oxygen saturation monitors, and thermometers to be given at no cost to PHC members. PHC would like your help in getting these supplies distributed to our members and your patients who would benefit from this medical equipment.

Interested providers will need to complete the DME Request Form on our [website](#). Complete the form and submit to [request@partnershiphp.org](mailto:request@partnershiphp.org) or fax to 707-420-7855.

Providers will be expected to connect with the selected PHC members to ensure the member can use the equipment properly.

## **PHC Educational Opportunities and Events**

### **Quality & Performance Improvement Training Events**

For up-to-date events and trainings by the Quality and Performance Improvement Department, please view our [Quality Events Webpage](#).

## Recommended Educational Opportunities Outside of PHC

### Bridging the Gap in Children's Health in the Post-COVID 19 California

Every Smile Counts! invites medical and dental providers to join for a presentation and facilitated discussions on *Bridging the Gap in Children's Health in a Post-COVID 19 California*. Low utilization of children's preventive and dental care challenged the Medi-Cal program before the COVID 19 public health emergency, but the pandemic has resulted in a steep decline in children's visits. In September, the Centers for Medicare and Medicaid Services released data showing a drastic decline in care for children compared to prior years. Missed services put the health of millions of children at risk both in the short and long term and exacerbate disparities. It is critically important for providers to work together to connect children to care. During this convening, attendees will hear updates on trends in children's health care and efforts related to increasing children's utilization of services during the public health emergency. Attendees will also engage in facilitated peer discussions to share experiences, needs, solutions, and best practices to close the gap in children's health and dental care. *This meeting is ONLY for medical and dental providers and space is limited.*

**Learning Objectives** - At the end of this webinar, you will be able to:

- Describe the latest trends on the impact of COVID 19 on children's health care utilization.
- Describe how medical and dental providers in California are adapting care delivery in response to the COVID 19 pandemic.
- Identify additional ways to integrate care with medical and dental practices and other providers.
- Identify lessons learned from other providers to increase children's utilization of services.
- Recognize upcoming policy advocacy opportunities to influence children's care.

Please select one of the following meetings to attend:

**Date:** December 02, 2020

**Time:** 12:30 p.m. – 1:30 p.m.

[Sign-up Now](#)

**Date:** December 10, 2020

**Time:** Noon – 1 p.m.

[Sign-up Now](#)

### Supporting Patients in Pregnancy: ACEs and Maternal Health

This webinar will provide information for women's health providers about the importance of ACE screening in improving maternal and child health. Speakers will share resources for providers looking to introduce ACE screening in their practice, examples of how to create a healing environment for patients, and case studies on how to respond to ACEs with trauma-informed care.

Upon completion of this webinar, participants should be better able to:

- Recognize the science and impact of ACEs and toxic stress and understand the value of ACE screening in maternal health care practice.

- Identify opportunities in pre-natal care to build trust and safety between patients and providers.
- Describe ways to create healing environments and respond to ACE screening in maternal health clinical practice.

**Date:** December 02, 2020

**Time:** Noon – 1 p.m.

[Sign-up Now](#)

## QualityImprovement+

**Update:** Courses have been moved from November 2020 to January 2021. There is still time to sign up!

**Description:** “QualityImprovement+ (QI+) is a nine-month online program that supports the unique training and staff development needs of community health centers (CHCs) to build the fundamental skills and infrastructure necessary to adapt and position themselves for current and future value-based care delivery. QI+ participants will engage participants in virtual group learning, group webinars, self-directed learning, applied project-based learning, and group technical assistance calls to support project-based learning.”

**Targeted Audience:** “Community health center staff who are responsible for leading quality improvement efforts within their organization.”

**Dates:** January 14, 2021 – August 12, 2021

**Cost:** Members, \$2,500/person; Non-Members: \$3,500/person

[Sign-up Now](#)