

## Telehealth & Network Adequacy

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# eConsult/Live Video Summary



## Potential Benefits

- Address key Alliance strategic priority: Access
- Build capacity in specialty care.
- Improve timeliness and efficiency of referrals.
- Improved effectiveness of primary care.
- Improved equity in provision of specialty expertise.

# eConsult Evidence



[J Am Board Fam Med](#). 2015 May-Jun; 28(3):394-403.

▮ **Impact of and Satisfaction with a New eConsult Service: A Mixed Methods Study of Primary Care Providers.**

[Liddy C](#)<sup>1</sup>, [Afkham A](#)<sup>2</sup>, [Drosinis P](#)<sup>2</sup>, [Joschko J](#)<sup>2</sup>, [Keely E](#)<sup>2</sup>.

High satisfaction was expressed with quick response times, helpfulness of responses, and reassurance reported. Most PCPs felt eConsult had a positive impact on patient care by also providing reassurance to patients, reducing burden of time and travel, and offering educational opportunities to PCPs applicable to future cases.

[Endocr Pract](#). 2016 Oct;22(10):1145-1150.

**eCONSULTS TO ENDOCRINOLOGISTS IMPROVE ACCESS AND CHANGE PRIMARY CARE PROVIDER BEHAVIOR.**

[Tran CS](#), [Liddy CE](#), [Liu DM](#), [Afkham A](#), [Keely EJ](#).

**RESULTS:**

A total of 180 PCPs submitted 464 eConsults to endocrinology during the study period. Specialist median response time was 7 hours, with 90% of responses occurring within 3 days. PCPs received a new or additional course of action in 62% of submitted cases. An unnecessary face-to-face referral was avoided in 44% of all eConsults and in 67% of cases where the PCP initially contemplated requesting a referral.

# eConsult Evidence



[Int J Circumpolar Health](#). 2017;76(1):1323493. doi: 10.1080/22423982.2017.1323493.

## **Improving access to specialists in remote communities: a cross-sectional study and cost analysis of the use of eConsult in Nunavut.**

[Liddy C](#)<sup>1,2</sup>, [McKellips F](#)<sup>1,2</sup>, [Armstrong CD](#)<sup>3</sup>, [Afkham A](#)<sup>4</sup>, [Fraser-Roberts L](#)<sup>5</sup>, [Keely E](#)<sup>6</sup>.

The most popular specialties were dermatology (16%), cardiology (8%), endocrinology (7%), otolaryngology (7%), and obstetrics/gynecology (7%). Specialists provided a response in a median of 0.9 days (IQR=0.3-3.0, range=0.01-15.02). In 35% of cases, PCPs were able to avoid the face-to-face specialist visits they had originally planned for their patients. Total savings associated with eConsult in Nunavut are estimated at \$180,552.73

# CCAH- Medi-Cal MCP for Santa Cruz, Monterey, Merced Counties



- Santa Cruz – 68,402 members, 1 in 4 residents
- Monterey- 157,383 members, 1 in 3 residents
- Merced – 127, 346 members, 1 in 2 residents

\* Membership increased by 25-30% with ACA expansion in 2013-2014

# Merced- San Joaquin Valley



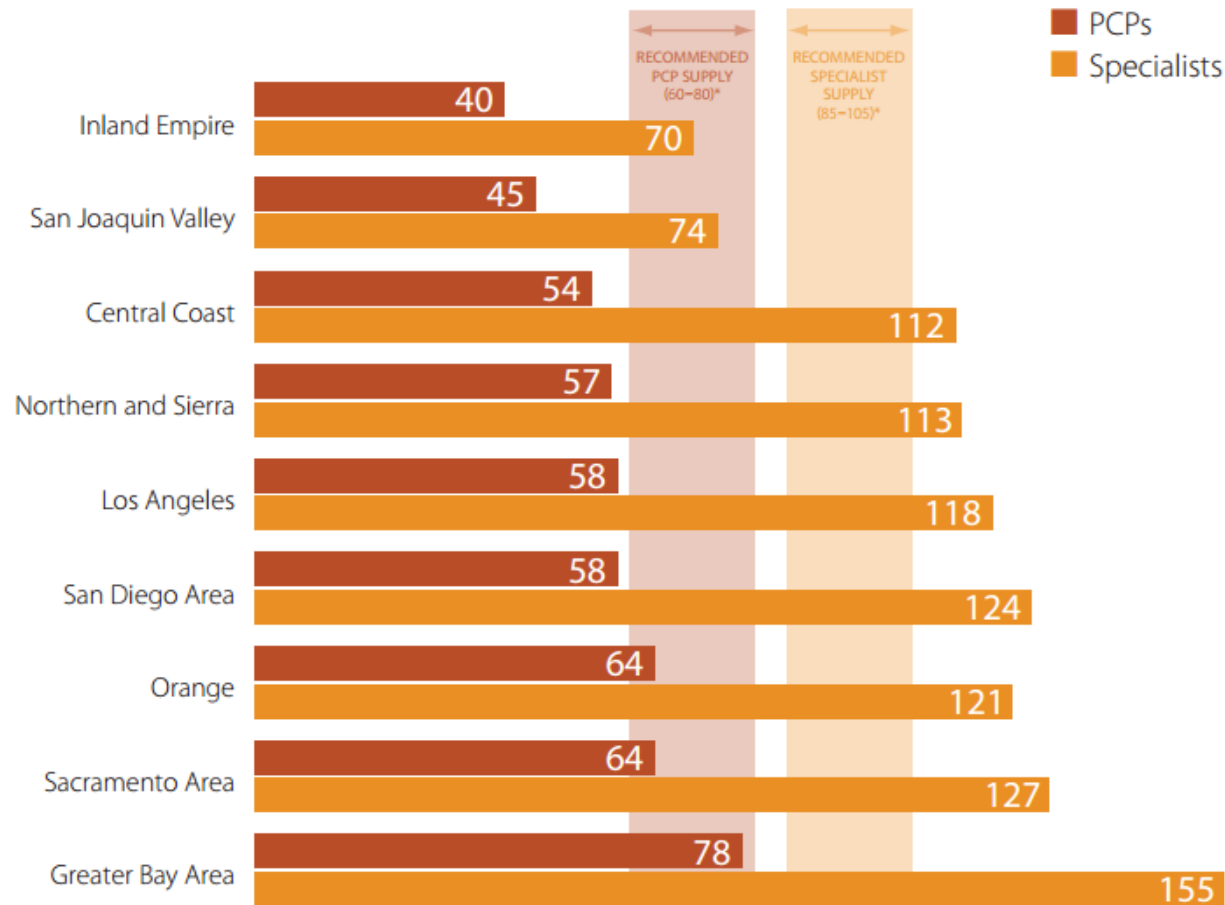
# Santa Cruz, Monterey- Central Coast



# Specialist Access - Merced and Monterey



Active PCPs and Specialists per 100,000 Population,  
California Regions, 2008



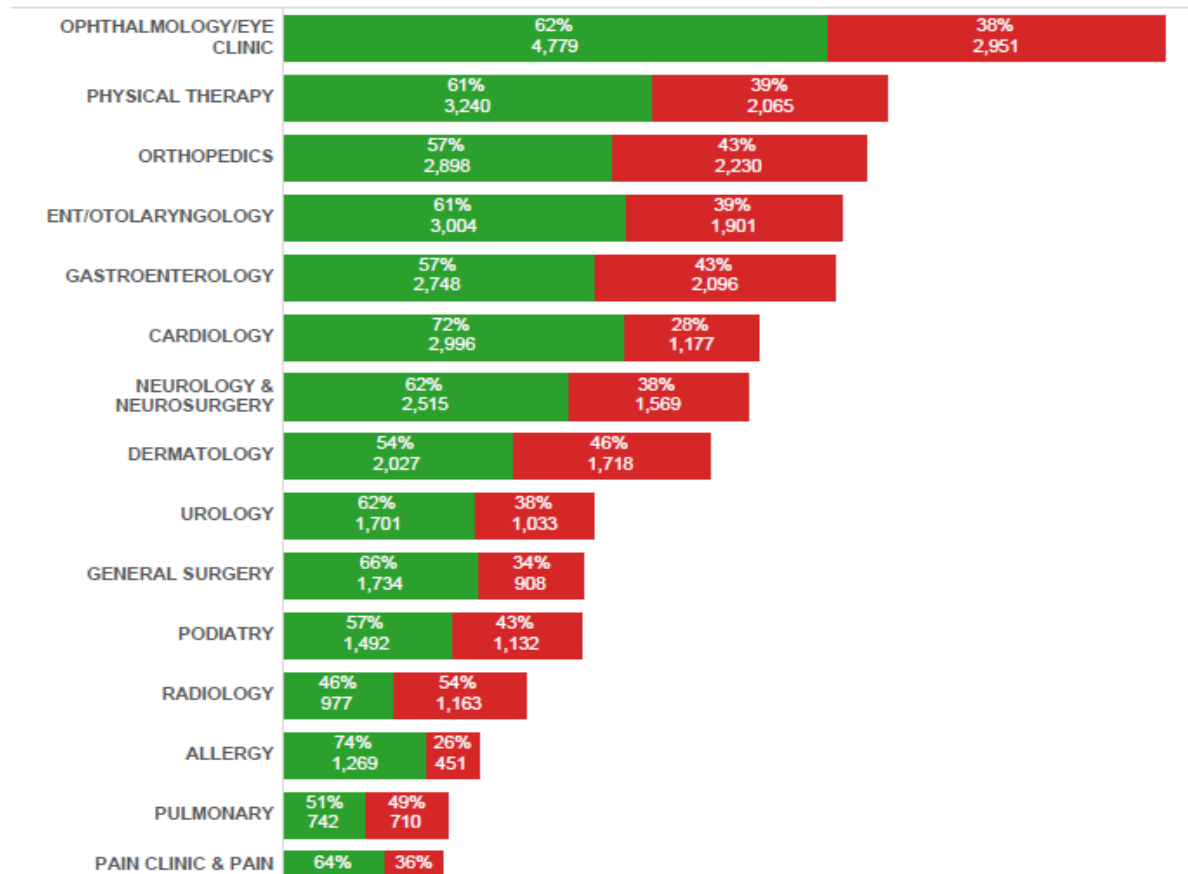


# Specialist Network Adequacy



## Referral Summary

**Determination Date:** Oct 2015-Mar 2016 **LOB County:** All **Sub-Class:** All  
**Requesting Provider:** All **Servicing Provider:** All  
**Expired Flag:** All **Continuous Eligibility Flag:** All **Currently Eligible Flag:** All  
**Data Refresh:** 9/9/2016 3:48:37 PM



# Merced Specialist Availability



Dermatology- none

Pain Management –injection only- no medication (including MAT) or other modalities addressed

Rheumatology 8-10 month wait, Stanford refusing, UCSF will take

Ear Nose Throat surgery (ENT) 8-10 month wait

Pulmonology 8-10 month wait

Endocrinology 1 year wait

Neurosurgery- none

Neurology- none that will take Traumatic Brain Injury, Parkinson's or Multiple Sclerosis

Trauma surgery- none

Eye Surgeons (Ophthalmology) – none for corneal problems or cataracts, retinal problems only in Modesto

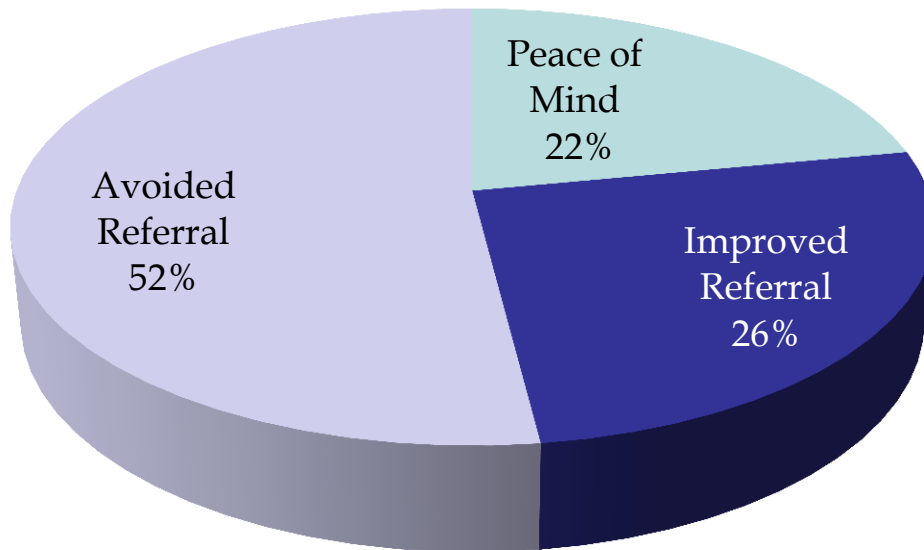
Hepatology (Liver Disease) - none and no GI specialists in County will take liver disease patients

Cardiothoracic surgeons (heart or lung) - none

Physical Medicine and Rehabilitation specialists- none (our second highest unfilled referral type)

Hand Surgery- none

# Outcomes by Consult



*n* = 102

Average provider  
satisfaction rating:  
4.8 out of 5

*n* = 161

*Data collected 7/1/16-1/30/17*



# DirectDerm Outcomes – Increased Access to Dermatology

- In Merced County in the first 6 months of 2016 the County average for completing dermatology referrals was a **29%** completion rate. DirectDerm pilot site Apex Medical Group had a **82%** dermatology referral completion and Golden Valley , using Telederm much less than Apex, had a **42%** completion rate. In Monterey County, where the average dermatology referral completion was **41%** in the first six months, Plazita Medical Clinic had a **100%** completion, using Telederm almost exclusively, and Big Sur Clinic had a **77.8%** completion rate for dermatology referrals.

# eConsult/ Live Video: Member Satisfaction



- **Have your patients had any reaction to your use of eConsult?**
  - “Positive due to quick response and avoiding having to go to another physician.”
  - “Very appreciative.”
  - “They seem pleased that I was concerned.”
  - “Very satisfied.”
  - “Appreciate it.”

# Provider Identified Limitations



- **What prevents you from sending eConsults more frequently?**
  - When ongoing specialty care is required
  - When patient needs face to face consult
  - Trouble using eConsult platform
  - Don't like the user interface
  - Length of time to compose a consult

# eConsult ROI and Added Value



- **For every 10 specialty referrals:**
  - **Option 1:** 10 in-person specialist referrals @ \$X/referral
  - **Option 2:** 5 eConsult referrals @ \$Y/referral + 5 eConsults w/ specialty referral @ \$X/referral
- **Net savings of \$230 or 10.6%\* per 10 consults**

\*Based on assumption of \$Y per eConsult, no need for follow up consult for an in-person specialist referral, and \$X per in-person specialist referral. Does not include transportation costs.

## Value Considerations:

- Timeliness of needed referrals- eConsultant response time in hours, in-person referral can take weeks for appointment and completion of specialist's report- **possible delay of care**
- Burden to members for transportation costs, childcare, lost work time
- **"No shows"** may result in loss of specialist opportunity

# eConsult: Staff Assessment



- eConsult has the potential to increase specialty care access for members and to meet timely access standards.
- eConsult is cost effective under a fee for service model @ \$X per consult.
- eConsult may lead to intangible benefits of provider education, resulting in increased quality of care and improved diagnostic accuracy that could result in decreased ED utilization and hospitalizations.
- eConsult may remove transportation barriers for members who would otherwise need to travel to see a specialist.



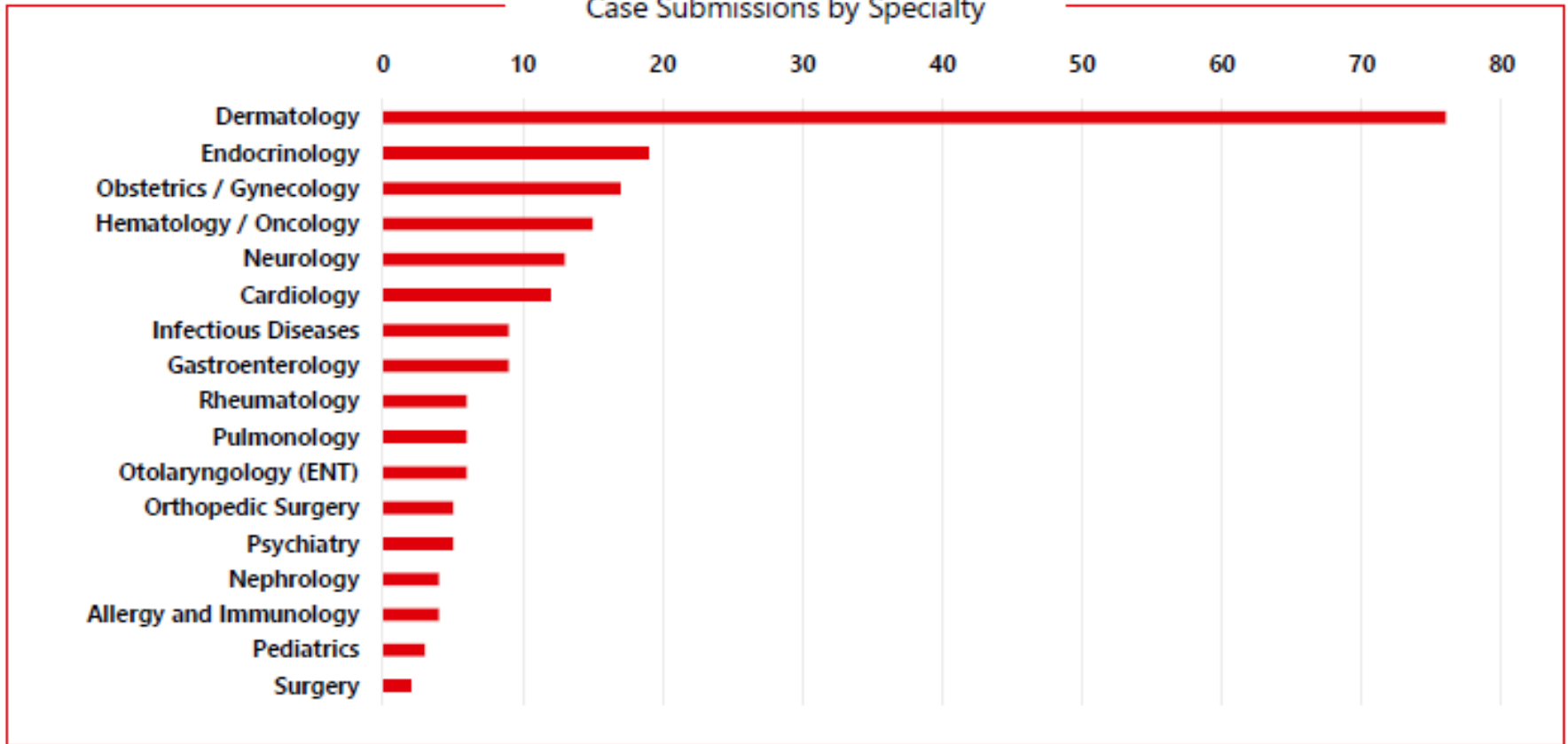
Questions?



# eConsult Pilot Utilization



Case Submissions by Specialty



Data collected from 7/1/16 - 1/30/17