



**PROSPECT
MEDICAL**

DECEMBER 18, 2020

THE
PROSPECT
OF A
HEALTHIER
TOMORROW

Weekly Summary

Highlighting this past week's event with useful tips and suggestions

PROSPECT MEDICAL GRAND ROUNDS – LIVE WEBINAR VIA MICROSOFT TEAMS

CME credit opportunity

Prospect is pleased to support our physicians with an opportunity for Continued Medical Education credits. Your Prospect affiliation facilitates resources across our broader, national enterprise. Please reserve these dates and times on your calendar and expect a fax or e-mail reminder from Prospect Medical for the meeting link. If you have any questions or comments about this opportunity, please forward them to ProviderInfo@prospectmedical.com. We'd love to hear from you!

Previous Event:

- 12/17/20, 12pm (Pacific) "COVID-19 Vaccine: A Shot at Immunity?", presented by Richa Tandon, MD, FIDSA, CharterCare & Cindy Hsieh, Pharm.D., BCPS, Alta Hospitals. PRE-RECORDED LECTURE AND CME CREDIT AVAILABLE HERE: <https://www.eeds.com/em/1895>

Upcoming Events:

- 1/28/21, 9am (Pacific) "Opioid Prescribing and Pain Management"
- 2/25/21, 9am (Pacific) "Palliative Care", presented by Jenelyn Lim, MD, FACP, Chief Medical Officer, Care@Home Program
- 3/25/21, 9am (Pacific) "Dermatology for Inpatient Service"

DHCS – RECOMMENDATIONS DURING COVID-19

Telehealth: Engaging Members on Preventative Care

Please see the attached article on Steps to Improve Member Engagement on Preventative Care from the American Journal of Managed Care (2020) as shared by DHCS.

Dr. Derek Lanier, National CMO
Lourdes Alberto, SVP Nat'l Network Management

TELEHEALTH: Engaging Members on Preventive Care



Telehealth interventions that focus on lifestyle change and leverage the power of social networks, such as virtual group visits, will allow for effective chronic disease management in the COVID-19 era.

[American Journal of Managed Care](#) (2020)

STEPS TO IMPROVE MEMBER ENGAGEMENT ON PREVENTIVE CARE

Design High Quality Virtual Care

1

- ▶ Work with clinicians to clearly define what conditions can be safely managed virtually. [Use a check-list and integrate clinical workflows](#) into the virtual platform.
- ▶ Consider the following when choosing a [telehealth platform](#):
 - Applications for video visits that allow for patient-driven online appointment requests.
 - Functionality and design to work well under less than optimal network conditions.
 - Consistency of identity branding for both provider and telehealth vendor to minimize member confusion.
 - Ability to schedule appointments that can be shared across member information systems such as electronic medical record and member portals.

Engage Members to Attend Appointments

2

- ▶ Encourage members to invite a trusted friend or family member to join virtual visits to help take notes or remember what was discussed.
- ▶ Provide members with a checklist to prepare for the virtual visit.
- ▶ Before the virtual visit, review recommended tips on how to improve the [telehealth experience](#) for both members and health care providers (e.g., use of a second monitor, avoid wearing clothing with patterns to minimize interference with bandwidth, other health team members join the call).

Engage Members during Virtual Visits

3

- ▶ Review and apply helpful [communication styles](#) during the virtual visit (e.g., use of “googly eyes” or a sticky note near the camera to remind members where to look).
- ▶ Watch this video demonstrating [how to have effective virtual visits](#).
- ▶ Ensure the interaction comes to a [strong conclusion](#) through a planned follow-up and a [patient satisfaction survey](#) post virtual visit.
- ▶ Learn helpful tips when conducting [telehealth with older adults](#) (i.e., use of Age-Friendly Health Systems 4Ms Framework What Matters, Medication, Mentation, Mobility to structure calls).
- ▶ Watch this video series on tips for conducting [physical exams](#) (see *Provider Resources*) via telehealth.

TELEHEALTH: Engaging Members on Preventive Care



Telehealth interventions that focus on lifestyle change and leverage the power of social networks, such as virtual group visits, will allow for effective chronic disease management in the COVID-19 era.

[American Journal of Managed Care](#) (2020)

TIPS TO IMPROVE MEMBER PARTICIPATION IN PREVENTIVE CARE



Tips to Motivate Members

- ▶ Recognize the [quality of member motivation](#) and individuals' readiness to change behavior that can be adopted during telehealth encounters (i.e., use of peer examples and experiences to increase member confidence, provide choices, text-message based coaching, etc.)
- ▶ Use of [Bluetooth-enabled blood pressure cuffs](#) synchronized to an electronic health record with a feedback mechanism loop to members.
- ▶ [Use of virtual group visit platform](#) that also facilitates connections with local organizations and commercial platforms offering resources on self-care.

PATIENT ENGAGEMENT STRATEGY:

Use of Health Information Technology (starts with a call)

At the end of a call with a patient, the [receptionist](#) could ask the patient to hold and listen to an important pre-recorded message about the improvement of their health care services. Following this process, the receptionist could send a follow-up e-mail thanking the patient for the call and sending the patient a link to the patient [portal](#) with step-by-step instructions on how to register and access their medical record, and preventive and health education services.



MCP Practices

- ▶ Use of QR codes and bitly links to view digital educational materials prior to a scheduled face to face or virtual visit.
- ▶ Use of digital BP cuffs and glucometer monitoring tests for members to record results in an app that can be tracked remotely.
- ▶ Use of community health workers for member outreach.
- ▶ Drive through immunization and pop-up parking lot clinics.
- ▶ Members and peer virtual health education classes.

Helpful Resource Center



America's Physician Groups (APG) Response and Resources
Page: <https://www.apg.org/apg-covid-19-response-and-resources/>

Medical Group Management Association COVID-19 Resource
Center: <https://www.mgma.com/>

Telehealth Resources:

CMS Telehealth Fact Sheet: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

Center for Connected Health Policy- State Specific
Resource: <https://www.cchpca.org/resources/covid-19-related-state-actions>

Diagnosis Codes and Claims Guidelines:

ICD-10-CM Official Coding Guidelines – Supplement: Coding encounters related to COVID-19 Coronavirus Outbreak: <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Gudance-Interim-Advice-coronavirus-feb-20-2020.pdf>

New ICD-10-CM code for the 2019 Novel Coronavirus (COVID-19), April 1, 2020: <https://www.cdc.gov/nchs/data/icd/Announcement-New-ICD-code-for-coronavirus-3-18-2020.pdf>

Government Resources:

General COVID-19 information: <https://www.coronavirus.gov/>

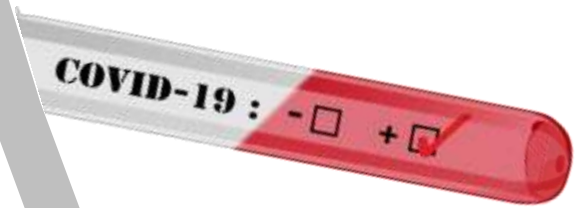
CMS Partner Toolkit: <https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

DHCS COVID-19 Resource Page: <https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-Response.aspx>

DMHC COVID-19 Resource Page: <http://www.dmhc.ca.gov/COVID-19.aspx>

Orange County Health Dept COVID-19 Center: <https://occcovid19.ochealthinfo.com/>

Los Angeles Health Dept: <http://publichealth.lacounty.gov/>



Please send us your most current e-mail address to ProviderInfo@prospectmedical.com to receive Provider Resources electronically.

Disclaimer: Information contained in this communication is for general informational purposes only. It should not be construed as medical advice or an endorsement of any site, business, or method.