



quality  
impact

## Community Update Webinar

*Preparing for and Managing Care During COVID-19*

March 26, 2020

# Welcome

**Debra Simmons, MSN, RN**  
Executive Director, COSEHQ



# Agenda

- 1 Welcome & Opening Remarks
- 2 Practice Resources
- 3 Telemedicine and COVID-19 with Guest Speaker Joe Brennan
- 4 Q&A
- 5 Closing

# Key Updates & Considerations

## **CMS is waiving reporting requirements & extending data submission deadlines for providers and hospitals participating in Medicare quality programs**

1. 2019 data submission deadline is extended from March 3, 2020, to April 30, 2020
2. Clinicians who are eligible for MIPS who don't submit data by April 30 will receive a neutral payment adjustment for the 2021 MIPS payment year
3. The 2020 data submission deadline is under evaluation

+ *Adjustments to hospital quality and post-acute programs*

## **CMS and other payers are expanding coverage for telehealth**

- *Today's guest speaker, Joseph Brennan, will fill us in!*

## **Maintaining outpatient quality during and after COVID-19**

# Practices Resources

## PUBLICLY AVAILABLE RESOURCES

### UW Medicine COVID-19 Resource Site

Downloadable patient care protocols, policies, etc.

<https://covid-19.uwmedicine.org/>

### AMGA COVID-19 Resources

List of provider groups' resource portals nationwide, risk assessment and capacity planning tools

<https://www.amga.org/performance-improvement/covid-19/member-best-practices/>

## TELEHEALTH RESOURCES

### QualityImpact Telehealth Quick Tip Sheet

Summary of telehealth resources & things to know

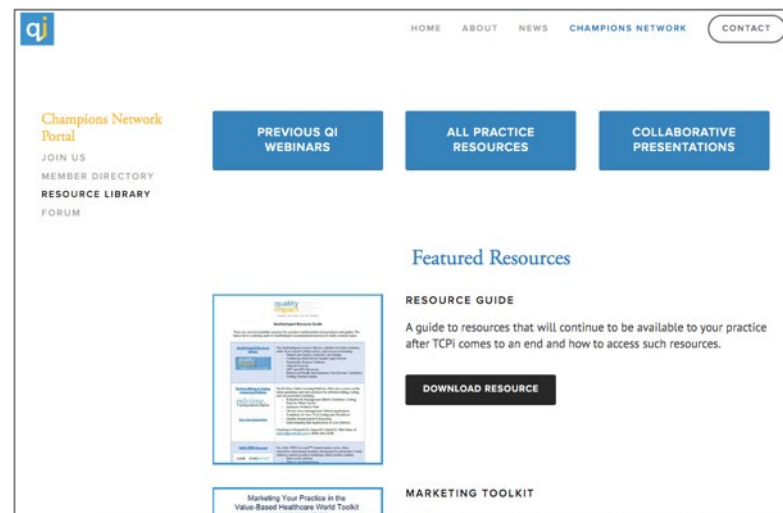
### Moonshot Health Telehealth Resources

Weekly updates & guidance for practices implementing telemedicine

## QI Champions Portal

[www.qualityimpact.org](http://www.qualityimpact.org)

- **RESOURCE LIBRARY**
- **MEMBER FORUM** (*password protected*)
- **MEMBER DIRECTORY**



# Telemedicine & COVID-19

**Joseph Brennan**  
Founder, Moonshot Health



# MOONSHOT

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## HEALTH CONSULTING

Telehealth for COVID-19

Health System Experience, Industry Perspective

# Telehealth Policy Changes and Waivers

- CMS – Medicare Sec 1135 Telehealth Waiver
- CMS – Medicare Advantage
- HHS OCR – HIPAA
- DEA – Telemedicine Prescriptions of Controlled Substances
- State Licensure Waiver
- State Medicaid Telehealth Waiver

**Detail and links provided in attachment**



# Operationalizing Telehealth Quickly

- Technology Deployment
- Clinical Considerations
- Training
- Communication
- Metrics

# Technology Deployment

- Is additional hardware needed?
- Do existing devices need to be reconfigured?
- Does a new telehealth visit type need to be created in your EMR?
- Are you setting up a dedicated telehealth space or are you allowing it to be done where and when available?

**Links to technology vendors offering free tools provided in attachment**

# Clinical Considerations

- What conditions are appropriate for video visits?
- Will these visits be scheduled in blocks or fit in between face-to-face visits?
- Are your providers allowed to do this from home?
- Are providers supported by a Medical Assistant in the process or conducting the visit themselves?

**Clinical Telehealth guides provided in attachment**

# Communication

- Have you created communication for all staff to make them aware of the implementation of telehealth?
- Have you created scripting for your schedulers to reach out to patients making them aware of your telehealth offering?
- Have you emailed or messaged your patients about your telehealth offering?
- Have you posted updates on social media about your telehealth offering?

# Training, Training, Training

- Have you created a short training video so that you can reach everyone in a short period of time?
- Do you have resources for one-on-one training if someone requires it?
- Have you created tip sheets and FAQs for your providers and staff to refer to after you are live?
- Is there a dedicated line of communication for support?

**Telehealth training resources provided in attachment**

# Metrics

- Number of total telehealth encounters
- Number of encounters by practice
- Number of cancellations and no-show rates
- Encounters by diagnosis



Questions?

# Contact Information

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# THANK YOU

*For your incredible dedication, resilience, and impact on our communities!*



**Debra Simmons,**  
**MSN, RN**  
Director



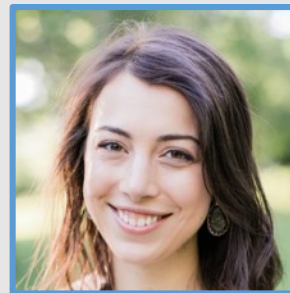
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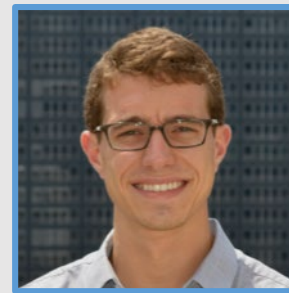
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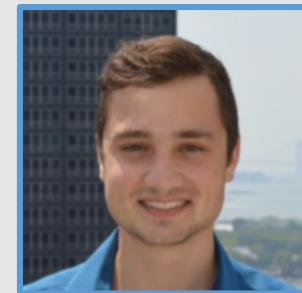
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