DRAFT

PRIMARY CARE MODERNIZATION

Phone, Text, Email and Telemedicine

CORE CAPABILITY

Telemedicine visits, phone calls, text messages, and emails expand patients' access to primary care team for diagnosis, treatment, advice, check-ins and coaching.
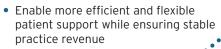
HOW CARE WILL IMPROVE

CONSUMERS CAN...

- Connect with your primary care team remotely, at your choice of time and device, more easily than traveling to the doctor's office
- Have a telemedicine visit with your primary care provider (PCP) for diagnosis and treatment, medical advice, or to determine whether you need to be seen in person
- Check in with your primary care team to get your questions answered and stay on track with your care plan and medications
- Save money compared to most office visits
- Avoid a costly emergency department or urgent care visit when it's not a medical emergency
- Take less time off work while reducing stress and worry about your health

PRIMARY CARE TEAMS CAN...

- Expand capacity for routine and urgent care via telemedicine, improve convenience and help reduce avoidable emergency department visits and hospital admissions
- Offer timely advice to patients about following care plans, adjusting medications, addressing medication problems, and determining the need for an office visit
- Connect patients with care team members such as health coaches, nutritionists and behavioral health clinicians
- Remind patients about immunizations, tests, follow-up visits, and self-management via text and email
- Enable more efficient and flexible patient support while ensuring stable practice revenue

PATIENT EXPERIENCE IN PRIMARY CARE MODERNIZATION

Jeannie is newly diagnosed with asthma. Her PCP sends her home with two inhalers and instructions on how and when to use them. Jeannie can call, email or text her PCP or her health coach if she has any questions.

After a few days, Jeannie still isn't feeling better. She's not sure she's using the inhalers properly. Jeannie calls her health coach and they arrange to have a video chat at a convenient time.

During the video chat, the health coach reviews the use of the inhalers and asks Jeannie to demonstrate. Afterwards, the health coach sends Jeannie encouraging texts and reminders to call her right away if Jeannie starts to feel worse.

The health coach and Jeannie continue to exchange texts to check in on Jeannie's progress. After a few days, Jeannie reports that she is feeling better.

OHS CONNECTICUT Office *of* Health Strategy

SIM connecticut state innovation model

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HOW

Care Team and Network Requirements

- Establish secure platforms for phone, text, email and telemedicine visits; provide technical support resources
- Design office workflows to ensure timely responses to patient questions
- Train primary care team on workflows, handoffs and escalation processes to decrease after-hours workload for primary care clinician
- Update and maintain patient contact and language preferences and, for telemedicine, confirm access to high-speed internet and technology
- Ensure that communications are in the patient's preferred language
- Ensure that all contacts are documented in the electronic health record (EHR)

Health Information Technology Requirements

- Access to common EHR platform
- Secure web-based platform (patient portal) where sensitive patient information can be exchanged between the patient and his or her care team.
- EHR or complementary platform to support secure email and text communications
- EHR protocols to ensure all interactions between patient and care team members through phone, text, email and telemedicine are documented
- EHR to support outcomes measurement and performance accountability by logging and reporting all contacts and results

MEASURING IMPACT

✓ Patient Experience
- Improved patient experience with respect to timely care, communication, coordination, access to BH care, provider support, and overall provider satisfaction
- Less time off work

★ Quality
- Improved engagement in chronic illness self-management
- Improved timely response to new symptoms or change in condition
- Reduced admissions for ambulatory care sensitive conditions
- Reduced all-cause unplanned readmissions

$ Cost
- Reduced costs associated with avoidable ED visits and hospital admissions
- Reduced out-of-pocket costs associated with in-person visits, ED and hospitals visits, and time off from work, childcare and travel

⚷ Access
- Faster, more convenient connections to culturally competent health resources
- Improved access to primary care with reduced need for travel

IMPROVING HEALTH EQUITY

Patients with lower wage jobs, limited access to childcare, disability or frailty-related mobility challenges, or living in underserved communities may find it harder to take time off from work, arrange childcare, leave the home, or get transportation to a doctor's office. To reduce this disparity, primary care will change in the following ways:

- ✓ **Offer more ways to receive care** without physically going to the office
- ✓ **For patients with internet access, use text, email and telemedicine** to build a stronger relationship with the primary care team
- ✓ **Provide more timely response** to questions and access to care for routine needs management in primary care.

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