

# PTO Touchbase

Wednesday May 13, 2020 at 9:00 am

## Call Instructions:

### *Please*

- Mute your phone, microphone, and speakers on your computer/device
- *Enter your name/organization in the chat box feature for attendance*
- *We encourage active participation via Chat or audio*
  - Submit questions via the chat box feature
    - *Questions will be answered as submitted*
  - *Unmute yourself to ask question and participate in discussions*

*Time to ask questions via audio will be offered for those on the phone*

\*6 - Toggle mute/un-mute

\*9 - Toggle raise/lower hand

# Agenda

- What's Happening in Practices – PFs
- ISP Program Changes – Kristin & Andrew
- Social Determinates of Health - Heather Bleacher
- RHC Update – Gillian
- Reminders/Upcoming Events
- Resources



**WHAT**

**?**

**HOW**

**WHY**

**WHEN**

**WHO**

**!**

**WHERE**

# ISP Program Changes

- Practices can now start ISP on a monthly basis (rather than waiting until July for the next start)
  - Enroll by the 15<sup>th</sup> of the month, start that month
  - Enroll after the 15<sup>th</sup> of the month, begin the next month
  - New practices added to PTO's scope of work on the 16th of each month
  - PTO leads are contacted to accept practices and then are cc'd on practice's welcome email
  - New practices added to SPLIT weekly
    - Please remember that PTO admins must assign the PF to the practice in order for the practice to appear in the PF view: [How To Guide](#)
  - Will send complete practice lists with start dates to all PTOs this Friday
    - Moving forward: on the 15th of the month for those PTOs who have had new practices added that month
- 11 practice slots remaining

# ISP CQM Survey

What CQM Reporting Quarter are you entering?

Q4  
2019  
☐

Q1  
2020  
☐

Q2  
2020  
☐

Q3  
2020  
☐

Q4  
2020  
☐

Q1  
2021  
☐

Q2  
2021  
☐

Q3  
2021  
☐

Q4  
2021  
☐

Q1  
2022  
☐

Previous

Save & Next

# ISP CQM Survey

**Estimate the number of telehealth vs in-person visits for this CQM reporting period:**

Reporting period for the questions below should match the reporting period of the CQMs being reported. Specifically, if you are reporting for Baseline the time period for Wave 1 practices will be the 2019 calendar year. If you are reporting for Quarter 1 2020, the reporting period will be January – March 2020.

\*In reporting telehealth visits, please include phone (audio only), smartphone or laptop with a shared link to enable video, or other electronic devices provided in all settings.


	Number
Estimate the number of <b><u>medical providers</u></b> conducting <b><u>telehealth*</u></b> visits	<input type="text"/>
Estimate the number of <b><u>behavioral health providers</u></b> conducting <b><u>telehealth*</u></b> visits	<input type="text"/>
Estimate the total number of <b><u>telehealth*</u></b> visits for the <b><u>entire</u></b> practice	<input type="text"/>

# ISP Field Note

**Optional Focus: Addressing Telehealth**

Describe the work completed in the last month regarding Addressing Telehealth



The background is an abstract composition of soft, out-of-focus light spots (bokeh) in shades of green and blue. Interspersed among these spots are numerous translucent, spherical shapes that resemble bubbles or droplets, some of which are in sharp focus while others are blurred. The overall effect is a dynamic, organic, and somewhat ethereal visual texture.

# Social Needs in ISP

**Heather Bleacher, MD MPH**  
**May 13, 2020**



# Zoom Meeting

Audio only



With video



Sunshine  
& CHALK

It's good to  
"see" you all  
again!

# Things your practices may be experiencing

My patients  
can't afford  
their  
medications.

I want to help  
but I don't know  
where to start....

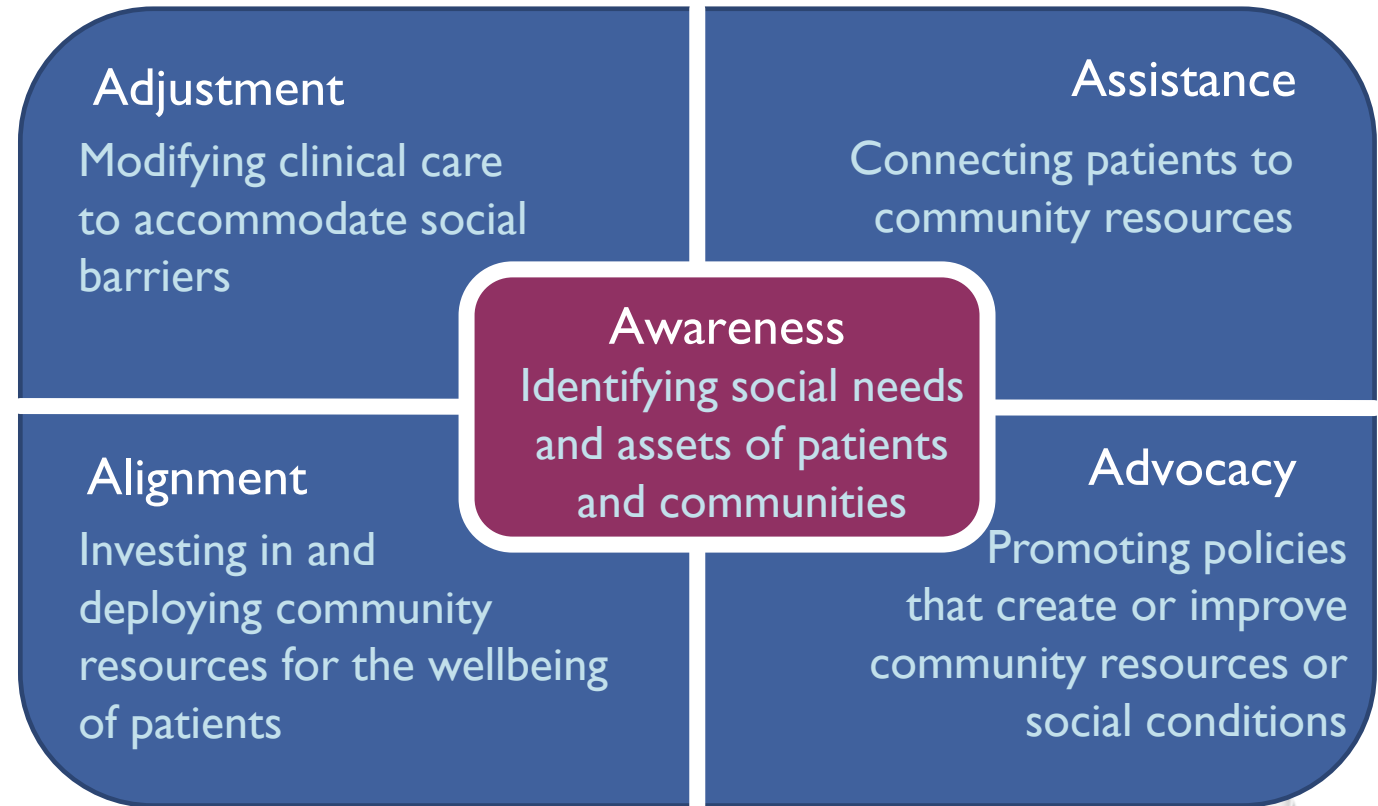
My  
patients  
don't have  
enough  
food.

My patients  
are working  
in unsafe  
conditions.

My patients are  
losing their jobs.



## Healthcare activities related to social needs



National Academies of Medicine, 2019



Which milestones Were Those Again?



**"LET IT GO!  
LET IT GO!"**

(For now)

# How We Can Help: Screening Questionnaires

## ***WellRx Questionnaire***

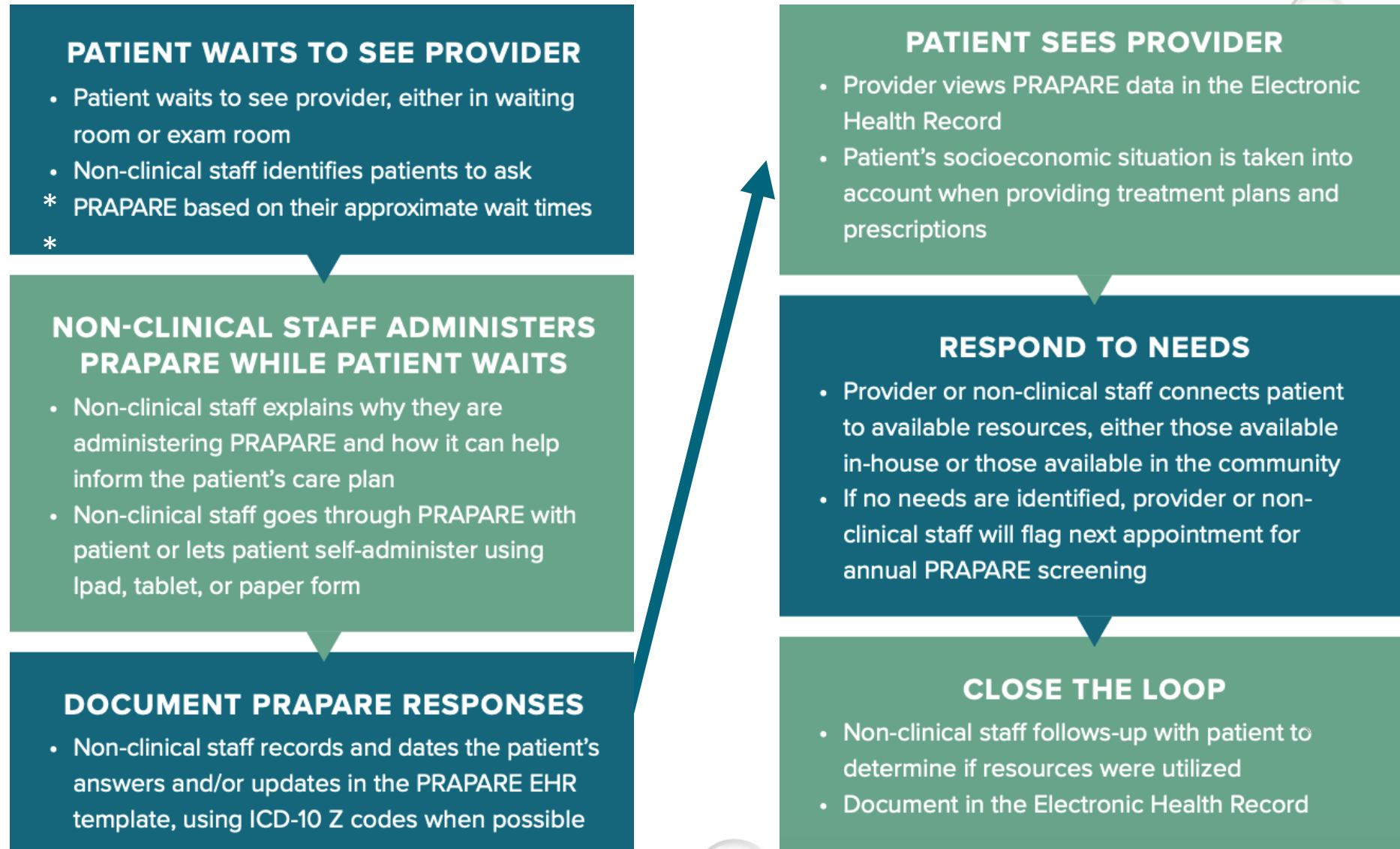
DOB \_\_\_\_\_ Male \_\_\_ Female \_\_\_\_\_

### WellRx Questions

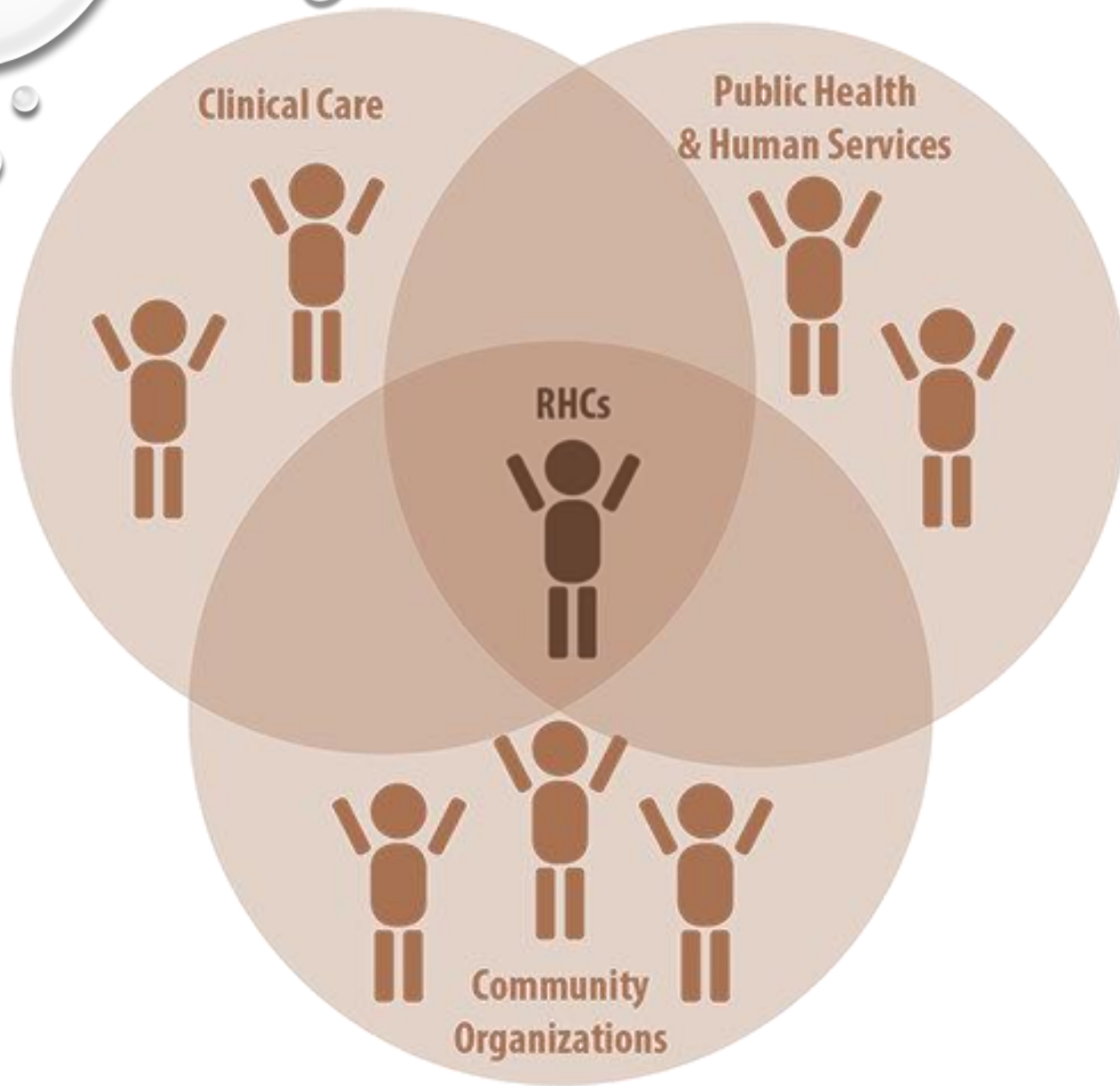
- 
- |  |         |
|--|---------|
| 1. In the past 2 months, did you or others you live with eat smaller meals or skip meals because you didn't have money for food? |         |
| ____ Yes   | ____ No |
| 2. Are you homeless or worried that you might be in the future?  |         |
| ____ Yes   | ____ No |
| 3. Do you have trouble paying for your utilities (gas, electricity, phone)?  |         |
| ____ Yes   | ____ No |
| 4. Do you have trouble finding or paying for a ride?   |         |
| ____ Yes   | ____ No |
| 5. Do you need daycare, or better daycare, for your kids?  |         |
| ____ Yes   | ____ No |
| 6. Are you unemployed or without regular income?   |         |
| ____ Yes   | ____ No |
| 7. Do you need help finding a better job?  |         |
| ____ Yes   | ____ No |
| 8. Do you need help getting more education?  |         |
| ____ Yes   | ____ No |
| 9. Are you concerned about someone in your home using drugs or alcohol?  |         |
| ____ Yes   | ____ No |
| 10. Do you feel unsafe in your daily life?   |         |
| ____ Yes   | ____ No |
| 11. Is anyone in your home threatening or abusing you?   |         |
| ____ Yes   | ____ No |
- 

The WellRx Toolkit was developed by Janet Page-Reeves, PhD, and Molly Bleecker, MA, at the Office for Community Health at the University of New Mexico in Albuquerque. Copyright © 2014 University of New Mexico.

# How We Can Help: Workflows



\*\* PRAPARE = One available social needs screening questionnaire



How We Can Help:  
Regional Health  
Connectors

# How We Can Help: Data



## 2-1-1 Colorado Statewide Weekly Summary

April 11 - April 17, 2020

Statewide Presenting Needs		Number of Interactions & Presenting Needs by County		Top 5 Presenting Needs by County	
Row Labels	Count of Needs	Row Labels	Count of Interaction and Needs	Row Labels	Count of Needs
Rent Payment Assistance	638	Adams	278	Adams	
Food/Meals	625	Alamosa	1	Rent Payment Assistance	96
Utility Assistance	379	Arapahoe	389	Food/Meals	78
Income Support/Assistance	244	Archuleta	2	Utility Assistance	46
	243	Baca	1	Health Care	28
	176	Bent	1	Income Support/Assistance	21
	171	Boulder	40	Alamosa	
	144	Broomfield	9	Rent Payment Assistance	1
	87	Clear Creek	2	Income Support/Assistance	1
	70	Colorado	1	Arapahoe	
ity Support	66	Custer	1	Rent Payment Assistance	140
Needs	66	Delta	4	Food/Meals	82
Safety Services	61	Denver	773	Utility Assistance	54
	30	Dolores	1	Income Support/Assistance	49
Services	16	Douglas	33	Health Care	30
se Disorders	9	Eagle	8	Archuleta	
	6	El Paso	348	Housing	1
	4	Fremont	7	Information Services	1
mental Health/Addictions	1	Garfield	10	Income Support/Assistance	1
Medical Clinic	1	Gilpin	1	Baca	
Need Total	3,035	Grand	1	Health Care	1
		Huerfano	1	Bent	
		Jefferson	188	Housing	1

### 2018 Grand County Community Health Assessment Top 6 Priorities

1	Access to Behavioral Health
2	Housing
3	Transportation
4	Lack of Social Support
5	Substance Abuse *
6	Preventive Health
* (#5 if combined)- Alcohol Abuse, Tobacco use, Illegal drugs, Marijuana abuse, Opioids, and Impaired Driving	



# How We Can Help: Advocacy Training



# Thank you!

Feel free to reach out:  
[heather.bleacher@cuanschutz.edu](mailto:heather.bleacher@cuanschutz.edu)





# Regional Health Connectors

- **Gillian Grant**
- **May 13, 2020**
- <https://www.practiceinnovationco.org/rhc2/>

# Practice Information

- PIPCO Coronavirus Resources

<https://www.practiceinnovationco.org/covid-19/>

- [CMS Clinician Letter](#) April 7, 2020
- [MEDICARE TELEMEDICINE HEALTH CARE PROVIDER FACT SHEET](#)
- [Video](#) on Medicare Coverage and Payment of Virtual Services

# Reminders

- PF Field Notes: due by the 8<sup>th</sup> each month

# Future PTO Events

## May 2020 (Scheduled)

- **5/20 – PF Learning Community: Response to COVID-19; 9-10 am**
- **5/20 – Denver Health MAT Learning Collaborative; Substance Emergency and Involuntary Commitment Process; Matthew Hoag ; 12:15 - 1:15 pm**
- **5/26 – Colorado QPP Coalition Office Hours webinar; Practice Support Opportunities; noon to 1 pm**
- **5/27 – FAST PTO Touchbase; 9-10 am**
- **5/28 – SPLIT Office Hours; 9-10 am**

# Resources

- Practice Innovation Program Colorado;  
<http://www.practiceinnovationco.org/>
- Events: <http://www.practiceinnovationco.org/events/>
- Innovation Support Project (ISP);  
<https://www.practiceinnovationco.org/isp/>
- PIPCO: Coronavirus Resources;  
<https://www.practiceinnovationco.org/covid-19/>
- CMS Medicare Quality Payment Program (QPP); <https://qpp.cms.gov/>





What's on  
Your Mind?



# University Practice Innovation Team Contact Information

**Practice Transformation** – [Stephanie.Kirchner@ucdenver.edu](mailto:Stephanie.Kirchner@ucdenver.edu)

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**SPLIT** – [Help Desk](#)