Session 4

Program Goals and Measuring Success:

Case Presentation

APRIL BOYD & BRANDON WOLLERSON

Texas Health Action (Kind Clinic)

TEXAS HEALTH ACTION

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Texas Health Action (Kind Clinic)

- April Boyd, Director of Telemedicine

- Brandon Wollerson, Director of Clinical Operations

- Four locations in Austin & San Antonio

- Community Based Private/Non-Profit

- Primary Service Area: STI/HIV

- Patient Population: Evenly split insurance statuses

- Number of Patients Served: About 3,050 including HIV, STI, PrEP, and Gender Care patients between September 2019 – August 2020. Up to 1,367 of these patients were served via TeleKind.

Texas Health Action (Kind Clinic)

- Telemedicine from a Programmatic Perspective
  - Rural STI healthcare initiatives

- Revisiting telemedicine from Clinical Perspective
  - What has changed since March?
  - What are some lessons learned?

- Future of Telemedicine
  - Program Goals
  - What works? What doesn't?
  - Measurements of success from a practical implementation standpoint

Discussion

Additional Resources

Implementation

- **AMA Telehealth Playbook**

- **ASTHO Resources for Implementing Telehealth**

- **CMS Toolkit**

- **National Consortium of Telehealth Resource Centers Toolkit**

HHS and CDC Dear Colleague Letters

- *STD Treatment (April 6, 2020)*

- *EPT update and clarification to April 6 letter (May 13, 2020)*

- *Test Shortage (September 3, 2020)*

Clinic Resources (Policies, Waivers, Fact Sheets, etc.)

- **HHS.gov COVID and Telehealth Guidance**

- **NCSD's COVID Command Center – Telehealth Resources**

- **NFPRHA Member Telehealth Strategies**

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Additional Resources

Peer Reviewed Articles on Telehealth Implementation

- *Virtually Perfect? Telemedicine for Covid-19*

- *Novel Coronavirus (COVID-19): telemedicine and remote care delivery in a time of medical crisis, implementation, and challenges*

- *Telemedicine — maintaining quality during times of transition*

- *The role of telehealth during COVID-19 outbreak: a systematic review based on current evidence*

Past Webinars & Other Resources

- **Best Practices for Telemedicine: The Provider and Patient Experience"** *(past webinar and additional information)*

- **"NCTRC Webinar – Telehealth and COVID-19"** *(past webinar and slides)*

- *Variations in Telemedicine Across the World: Q&A with Tiago Cravo Oliveira Hashiguchi (Q&A Interview)*

- *Patient Experience with Telehealth Services and Health Education*

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Save the Date: Final Peer-to-Peer Session

Thursday, December 17
11:30-12:30 pm CT

What are the peer-to-peer sessions?

- Discussion based on key topics following the ECHO sessions

- Opportunity to connect with colleagues and share successes and challenges

- *No CE offered*

- *More information will be emailed to ECHO participants*

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Thank You!

Please complete the evaluation to receive CNE and CME credit, and to help us improve future sessions.

https://www.surveygizmo.com/s3/5764018/STI-Telemedicine-Technical-Assistance-ECHO-Series-Evaluation

Note: This link is available inside the Zoom chat. It will also be emailed to participants within 24 hours of this session.

Instant access QR Code