

## Telehealth in HBPC – Discussion Guide with Facilitator Notes

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Thank you for leading a group discussion regarding key learning points from the HCCI online education activity, *Telehealth in HBPC*. This guide is intended to help you prepare to facilitate this discussion.

### OVERVIEW

**Purpose:** The discussion’s purpose is to highlight telehealth service models that can be used in home-based primary care (HBPC).

**Audience:** This discussion is intended for learners who have successfully completed the online education activity, *Telehealth in HBPC*. The question prompts included assume that your practice is interested in telehealth but has not yet implemented it. The discussion should take no longer than 60 minutes to complete.

### Materials:

- A whiteboard or flipchart with the terms “Virtual Visits” and “Remote Patient Monitoring” written side-by-side and a line drawn separating the two terms.
- Hard copies of the *Sample Vendor Questions* handout from the Resources screen in the course.
- Hard copies of the *Next Steps* handout from the Resources screen in the course.
- *Optional:* A flipchart to capture comments and ideas to help focus discussions and/or save for future consideration.

**Instructions:** Use the question prompts provided to initiate group discussions.

### Learning objectives:

- Explain the benefits of telehealth and considerations for implementation.
- Discuss virtual visits and remote patient monitoring, including technology architecture and reimbursement requirements.

### AGENDA

#	Topic	~Minutes
1	Introduction	5 min
2	Barriers	5 min
3	Virtual Visits	10 min
4	Remote Patient Monitoring (RPM)	5 min
5	Implementation Considerations	15 min
6	Debrief	5 min

## TOPIC 1: INTRODUCTION

### Question prompts:

- What has your current experience been? What has been your teams experience with the most beneficial use cases for telehealth? Do you see virtual services a continued part of your practice model moving forward?
- What chronic diseases or patient populations would you consider an RPM program for? Is this feasible for your practice?

## TOPIC 2: BARRIERS

### Question prompts:

- The course discussed barriers to telehealth adoption (e.g. Telehealth policy & payment limitations, technology challenges for patients/caregivers, wifi access). Which barriers present the biggest challenge for your practice? What strategies have helped you overcome them?
- Do you think most of your population have the means to conduct a direct to patient model (e.g. patient uses their own smart device or computer to connect with provider in the office for a virtual visit) or would you need a facilitated approach?
- Which issues do you feel present the biggest barrier to providers and our practice and why? Brainstorm and document potential solutions to all of the barriers identified. (e.g. one solution is a plan for support staff to help educate patient/caregivers upon scheduling and set up the virtual visits for the providers)

## TOPIC 3: VIRTUAL VISITS

### Question prompts:

- Is there any information that you gather during an in-person home visit that you think would be difficult to gather through a virtual visit? Consider what information can be obtained telephonically in advance by the clinical staff to assist the provider.
- Referring to the *Telehealth during COVID-19* handout, which type of visits do you think are best for a virtual visit and which types of visits are best for in-person visits?
- The course provided a list of Telehealth CPT and HCPCS codes. It also indicated that you can see the complete list of codes on the CMS website. Are there any services or codes you have questions about? (*You may want to display the CMS website and search for/discuss the services/codes as a group.*)

#### **TOPIC 4: REMOTE PATIENT MONITORING (RPM)**

**Question prompts:**

- Clinically in home-based primary care, what do you think are the biggest advantages to using RPM?
- What is a clinical example of RPM that you could see using? Prior to the implementation of RPM consider what the workflow will look like for your team, what would you need to develop/put a process in place for? (e.g. development of care plans for RPM monitoring services).

#### **TOPIC 5: USING TELEHEALTH & EVALUATION**

**Question prompts:**

- What are the specific ways and protocols my practice will continue using telehealth in our care model?
- What do we need to change to incorporate telehealth availability in weekly schedules, do we need to document or develop any new workflows?
- How will we evaluate the effectiveness and benefits of telehealth in our practice?
- What questions should I ask telehealth technology vendors? How should I begin evaluating them?
- What variables do I want to measure for RPM? What are my RPM options?

Note: For many of these questions, you may want to have the group brainstorm answers and capture these on a flipchart. Or to save time, you may want to divide participants into pairs or small groups and assign questions for discussion. Then debrief together.

#### **TOPIC 6: DEBRIEF**

**Question prompts:**

- Refer to the *Next Steps* handout. Review and mark which steps you would like to commit to taking next. Share your ideas for implementation.