



Optimizing Telehealth Utilization Through Provider Training and Strategic Support

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Conflict of Interest Disclosure

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- Speakers have no conflicts of interests

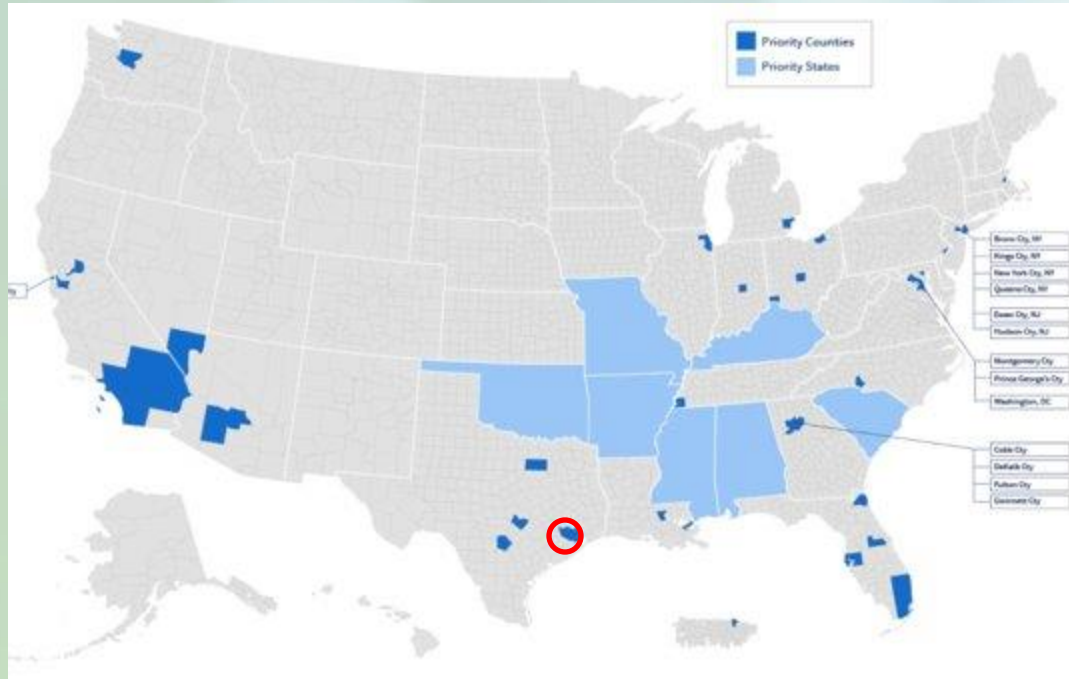
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Houston, Harris County

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- Harris County, TX a priority jurisdiction for Ending the HIV Epidemic
- > 30,000 PWH in Houston EMA
- > 1,000 new HIV diagnoses annually

2023: 4699 clients ≥ 18 years of age

THSC & QMC TH - ALL Clients

Race	Female	%	Male	%	Total
ASIAN	16	1%	53	2%	69
BLACK	900	64%	1506	46%	2406
HISPANC	384	27%	1329	40%	1713
WHITE	104	7%	394	12%	498
OTHER	5	0%	8	0%	13
Total	1409	100%	3290	100%	4699

Impact of Telehealth

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- Increased access to quality health care while reducing demand on resources (time and cost)
- Direct telehealth has been shown to result in similar positive health outcomes as “in-person” care
- Similar clinical outcomes including treatment adherence, quality-of-life, psychological and emotional status for people with HIV taking antiretroviral therapy (ART) compared to “in-person” care

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Low Utilization of Virtual Care Telehealth Visits

- In 2022, of 5,181 clients receiving HIV care at TSQM, 37% identified as Hispanic
- However, among 1,702 telehealth visits (majority telephonic), *only 17%* identified as Hispanic.

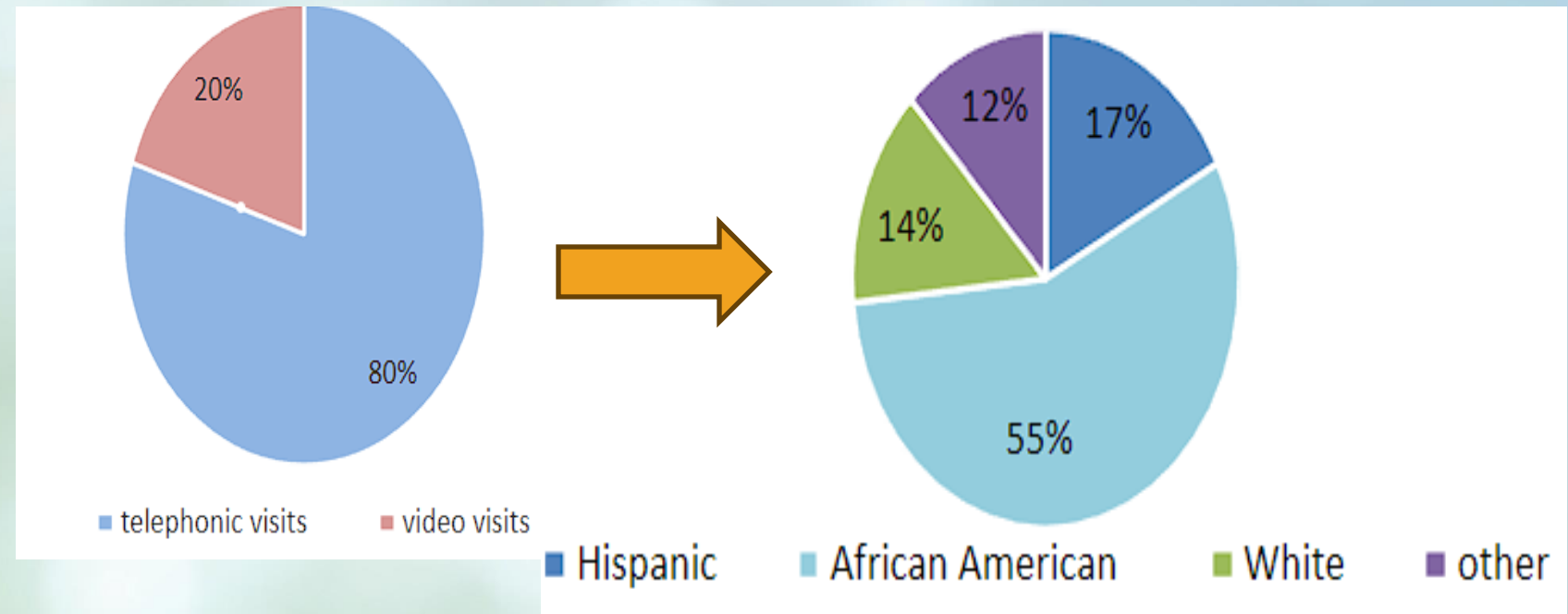


Figure 1: 1,702 telehealth visits at TSQM (80% telephonic; 20% video). Most telephonic visits - pharmacy or a medical provider, and most video visits - behavioral health therapy sessions.

Provider Engagement

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- Technological barriers and workflow disruption
- Limited training and support
- Concerns about quality of care
- Licensing, reimbursement, and compliance complexities
- Perceived increase in workload

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Providers at Thomas Street, Harris Health

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- Primary ID providers from 2 medical schools
- 34 Providers
 - Faculty and Infectious Diseases fellows
- Different providers on different days
- EPIC EMR (since 2007)



Signage

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Technology Support



Virtual Telehealth Ready Exam Rooms

Logistical Support



Provider Work/Charting Rooms



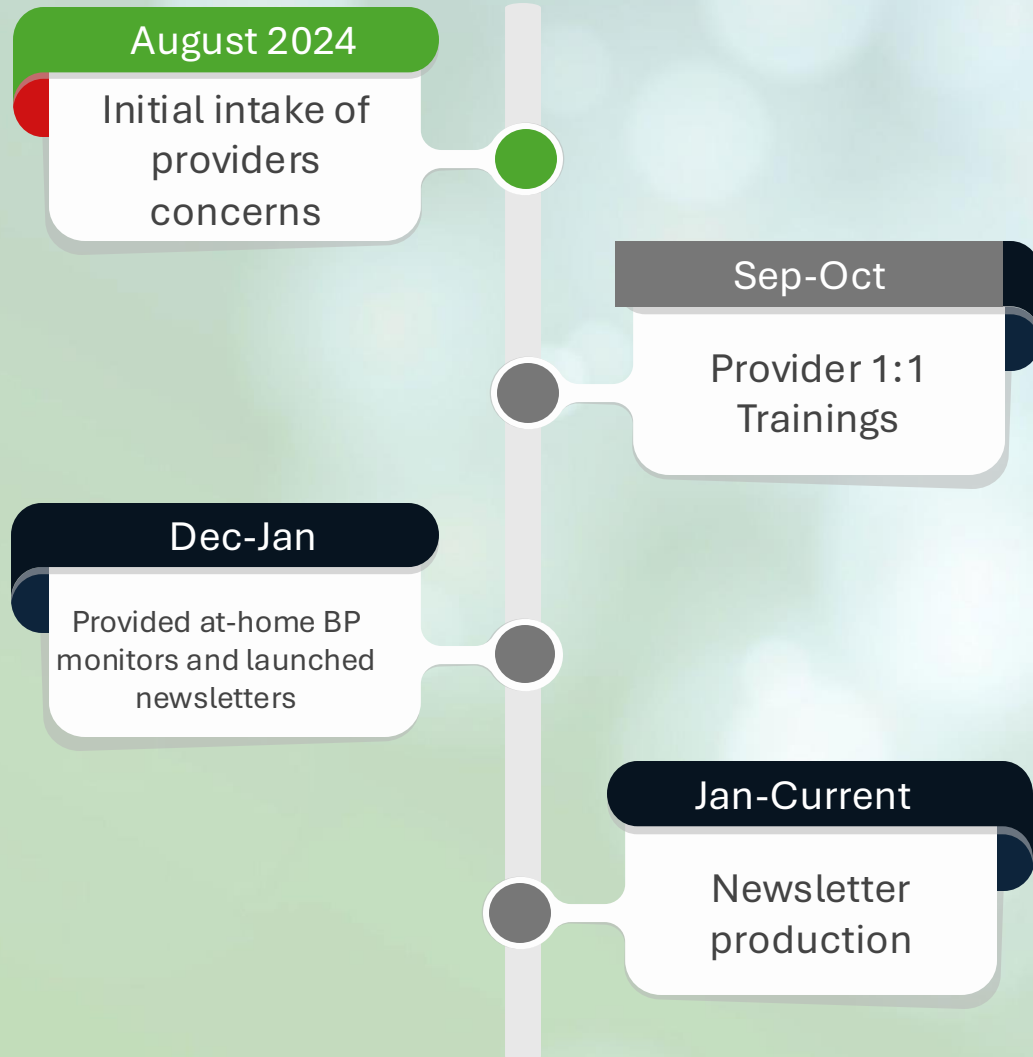
Telehealth Coordination Strategies

Staff Training and Support



Initial Intake

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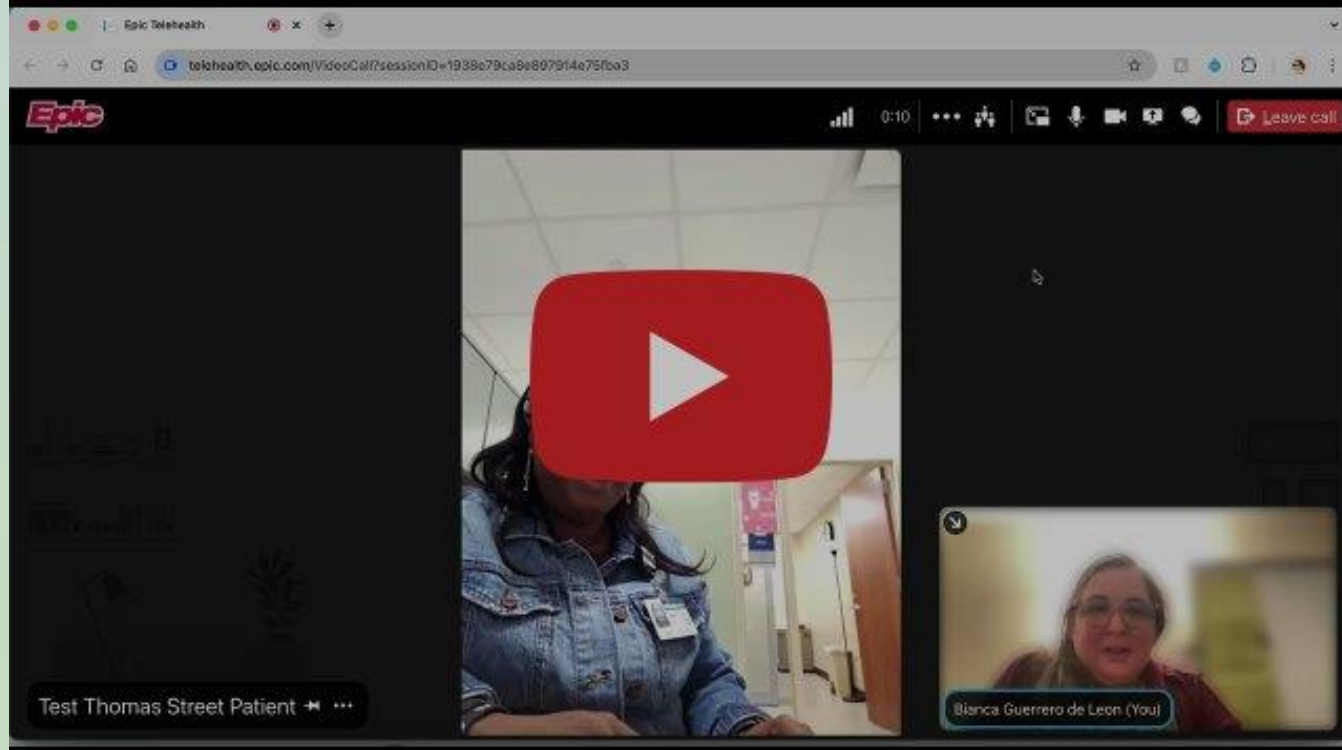


- To understand how to increase the number of telehealth visits, we surveyed the providers.
- From this open-ended conversation, we identified concerns:
 - Uncertainty with navigating telehealth services via EPIC EMR system
 - Difficulty obtaining real-time vitals, specifically BP readings

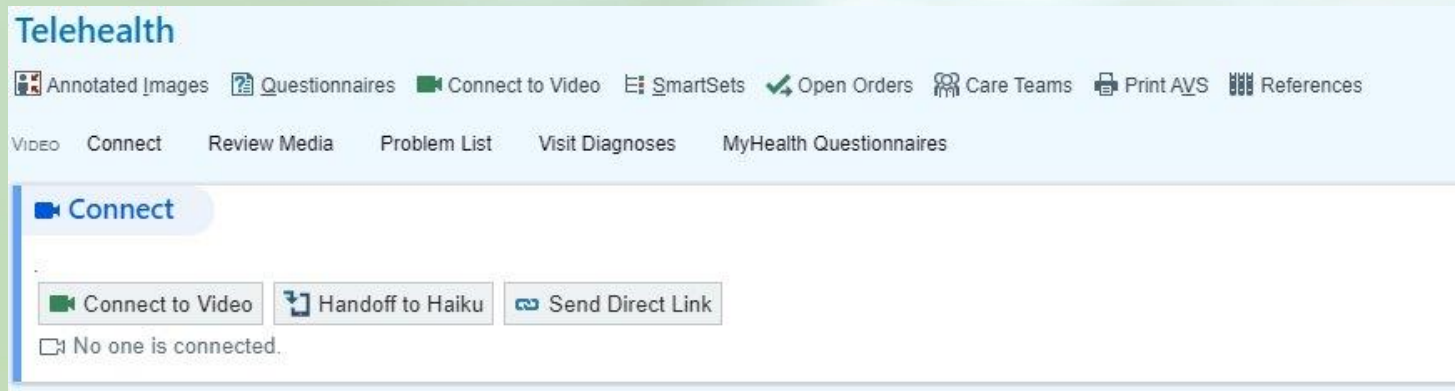


Provider Education

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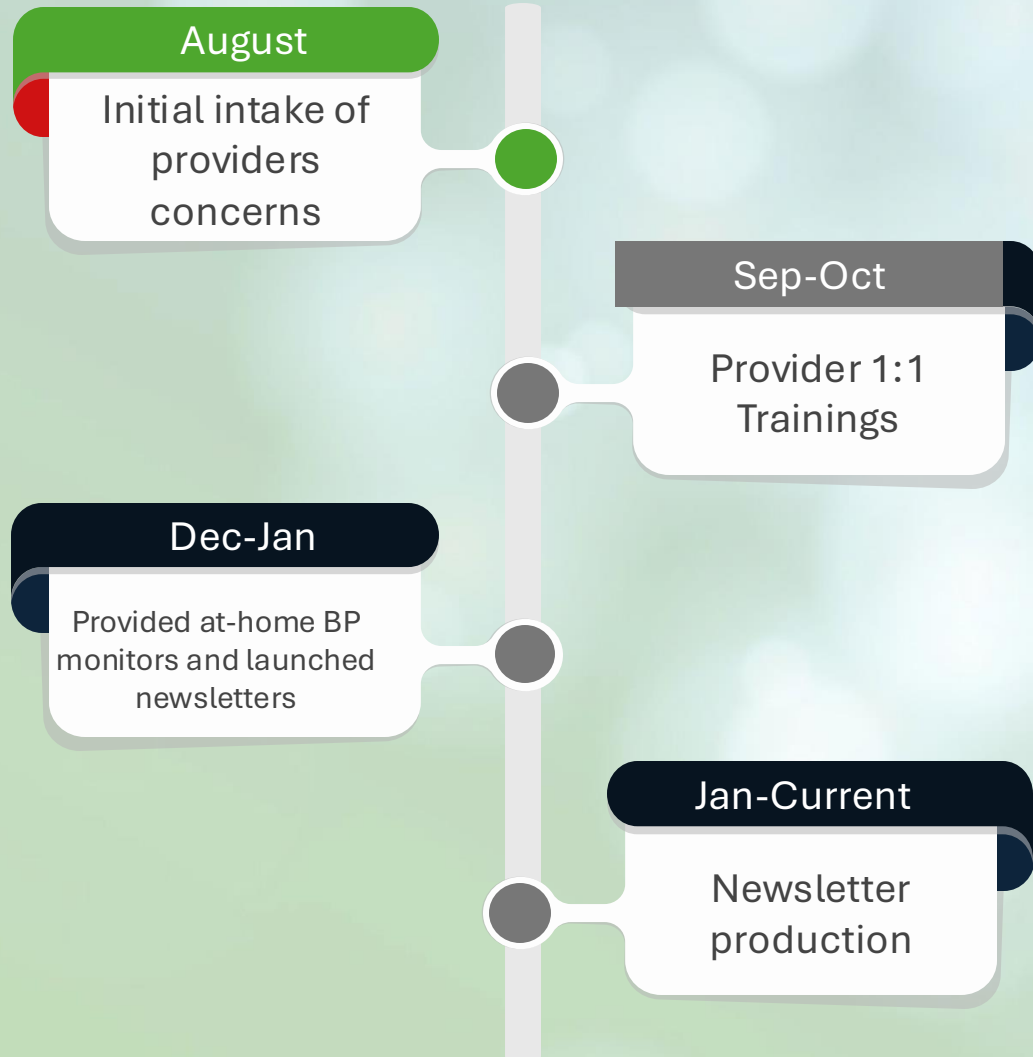
- Our Telehealth Coordinator created a step-by-step video of a mock virtual telehealth visit for providers



- Providers were offered 1:1 training and mock virtual visit practice

Addressing Blood Pressure Monitoring Concerns

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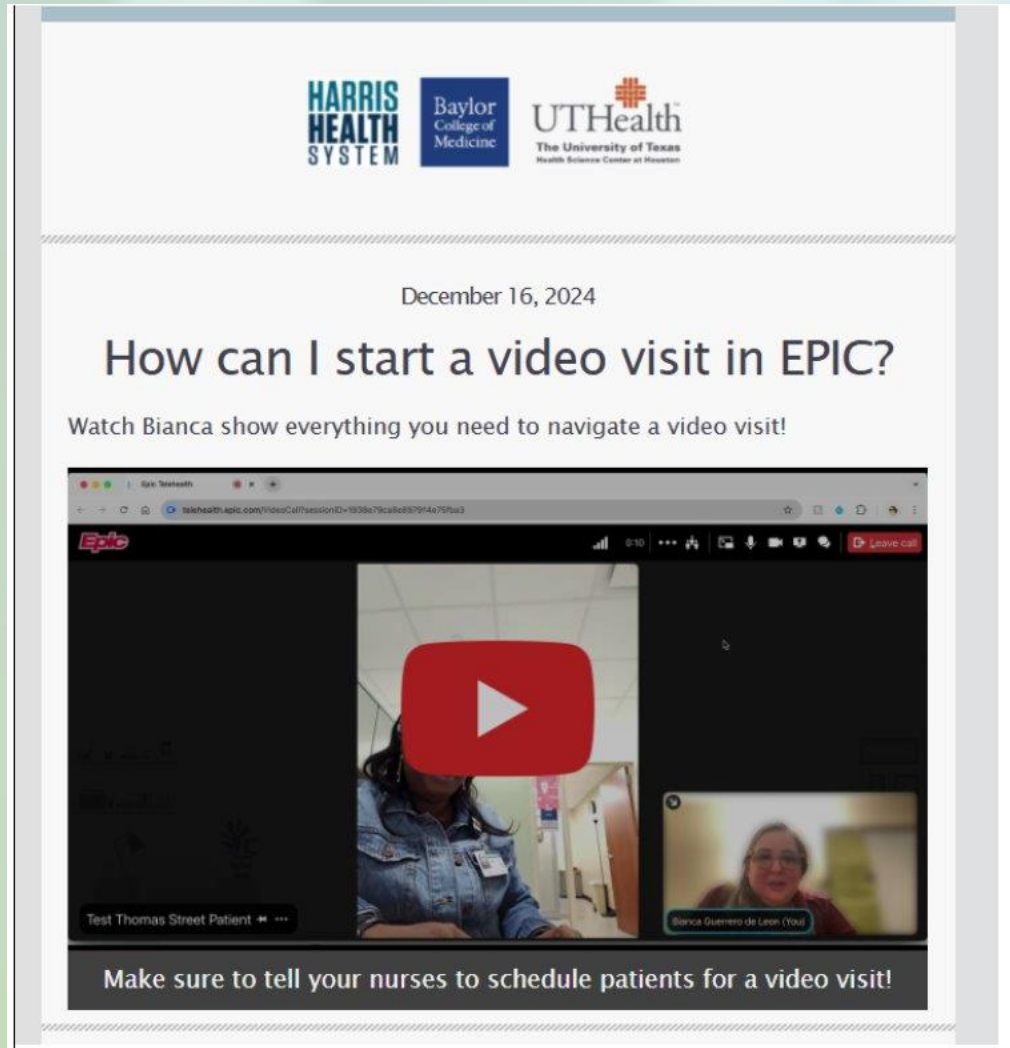
- One of the main concerns the providers shared during the initial intake was not having access to real-time data, i.e. blood pressure.
- At-home BP monitors project was initiated



Shift in cognitive workflow

Launching a Newsletter

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- Bi-weekly TSQM Telehealth Newsletter
 - educational tool
 - engagement tool
- Newsletter featured
 - training videos, surveys, guides, telehealth utilization metrics, etc.

Newsletter Content

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January 13, 2025

Hey providers, did you know you can monitor BP through video visits?

Steps to order at home BP monitor for your patients:

Order and SmartSet Search

BLOOD PRESSURE

Database is only available for Outpatient searches.

13 SmartSets (No results found)

Search panels and SmartSets by user

Outpatient Medications

Name	Code	Formulary	Coverage	Copy	Drug Type	Cos...
BLOOD PRESSURE MONITOR KIT	33084				Generic ...	
BLOOD PRESSURE CUFF	29971				Brand G...	
BLOOD PRESSURE KIT	27678				Brand G...	
BLOOD PRESSURE KIT-EXTRA LARGE CUFF	113...				Generic ...	

1. Place a 'Blood Pressure Monitor Kit' (Code 33084)

Order and SmartSet Search

REFERRAL To Clinical Case Management

13 SmartSets, Panels, & Express Lanes (No results found)

Search panels and SmartSets by user

Outpatient Medications (No results found)

Outpatient Procedures

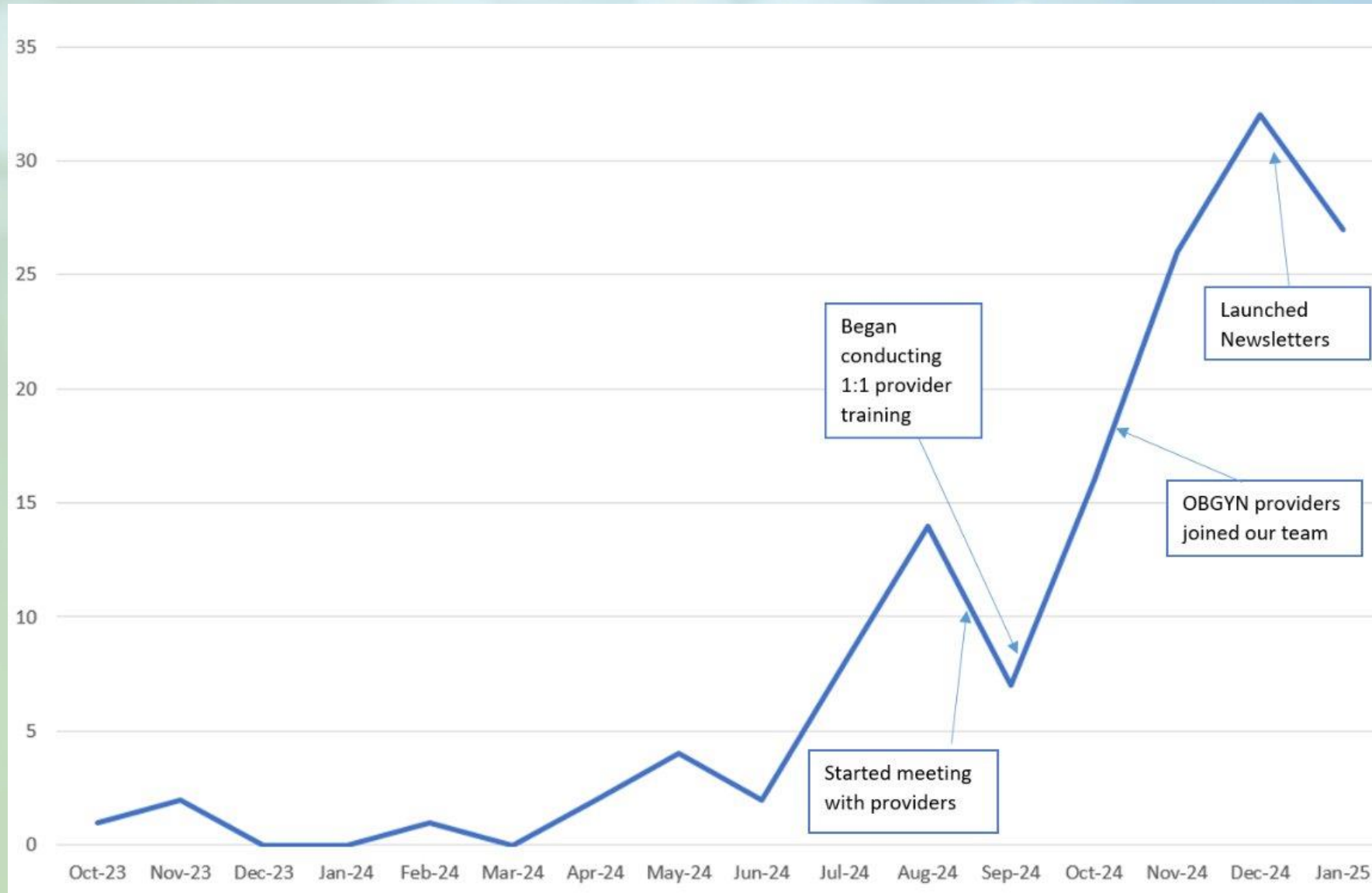
Name	Px Code	Type	Ref List	Cost to Org
REFERRAL TO CLINICAL CASE MGMT (JAMB) (aka M...)	1009155	Referral	ALL PROCEDURES	
REFERRAL TO CANCER RESOURCE CENTER (aka co...)	310095	Referral	ALL PROCEDURES	

2. Then place a 'Referral to Clinical Case management' (Code 1009155)

- Providers were also given step-by-step instructions such as how to order at-home BP monitors for patients

Telehealth virtual visits per month at TSQM

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Conclusion

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- Telehealth coordination strategies is essential to success and sustainability of telehealth.
- Challenges like technology integration, workflow change, and concerns about quality of care can hinder adoption
- Targeted solutions—such as streamlined platforms, training (group and individual), and continued support via different modalities can drive and sustain provider buy-in.

Acknowledgements

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