

HAWAI'I PRIMARY CARE ASSOCIATION
MĀLAMA I KE OLA HEALTH CENTER

TELEHEALTH IN A COVID WORLD



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HEALTH CENTER

TELEHEALTH IN A COVID WORLD
SPEAKERS



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HAWAI'I PRIMARY CARE ASSOCIATION

Robert Hirokawa, DrPH
Chief Executive Officer

Navya Karkada
*Program Manager,
Population & Health Systems Improvement*

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Daniel Nead, PhD
Integrated Health Director

WHO WE ARE

OUR THEORY OF CHANGE



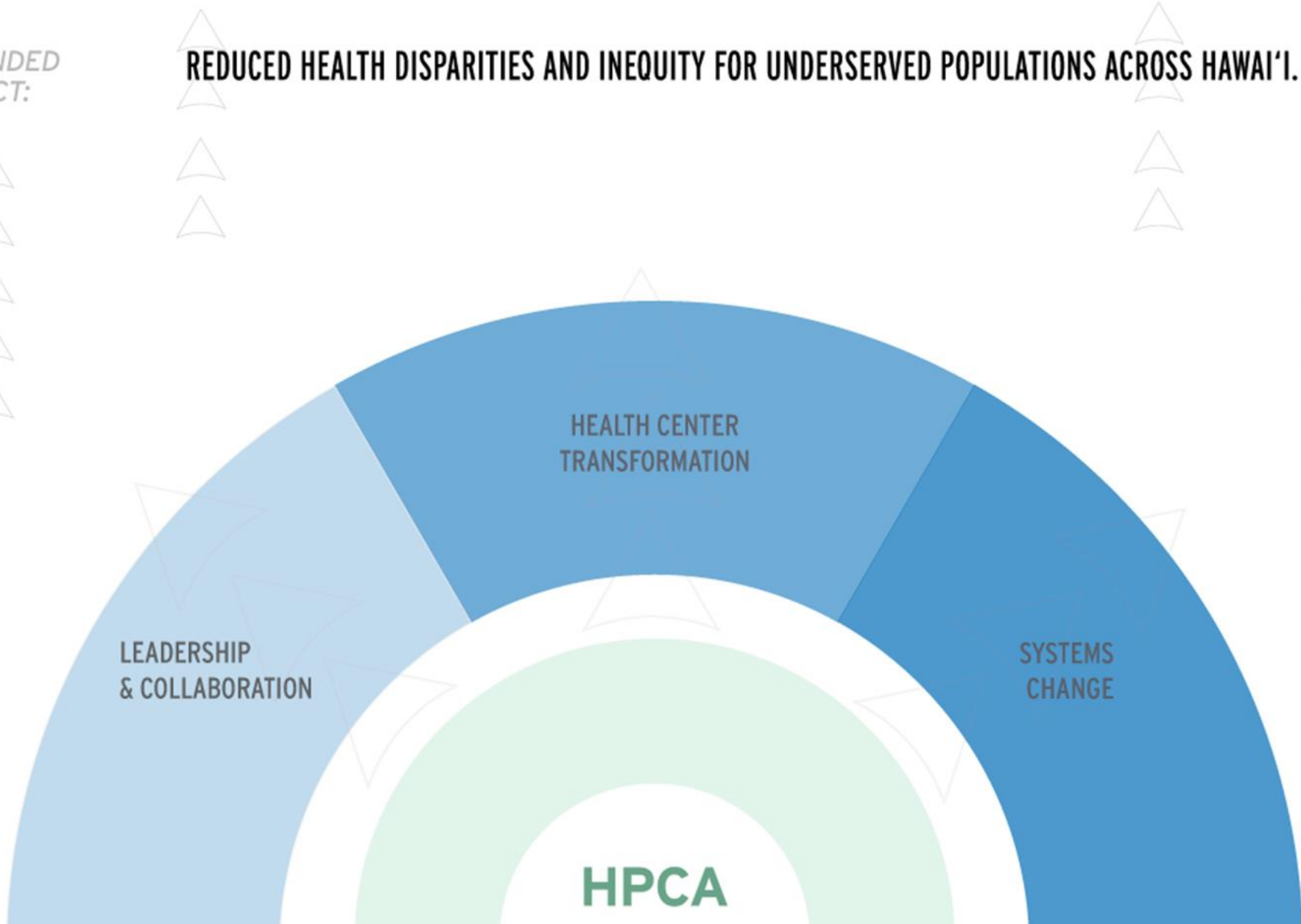
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ULTIMATE
SOCIAL GOAL:

THRIVING, HEALTHY COMMUNITIES THAT PROMOTE HEALTH EQUITY, EQUALITY, AND ACCESS FOR ALL.

INTENDED
IMPACT:

REDUCED HEALTH DISPARITIES AND INEQUITY FOR UNDERSERVED POPULATIONS ACROSS HAWAI'I.



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COMPREHENSIVE APPROACH

CARE DELIVERY

PCMH, CQI, Transformation

SYSTEMS FOCUS

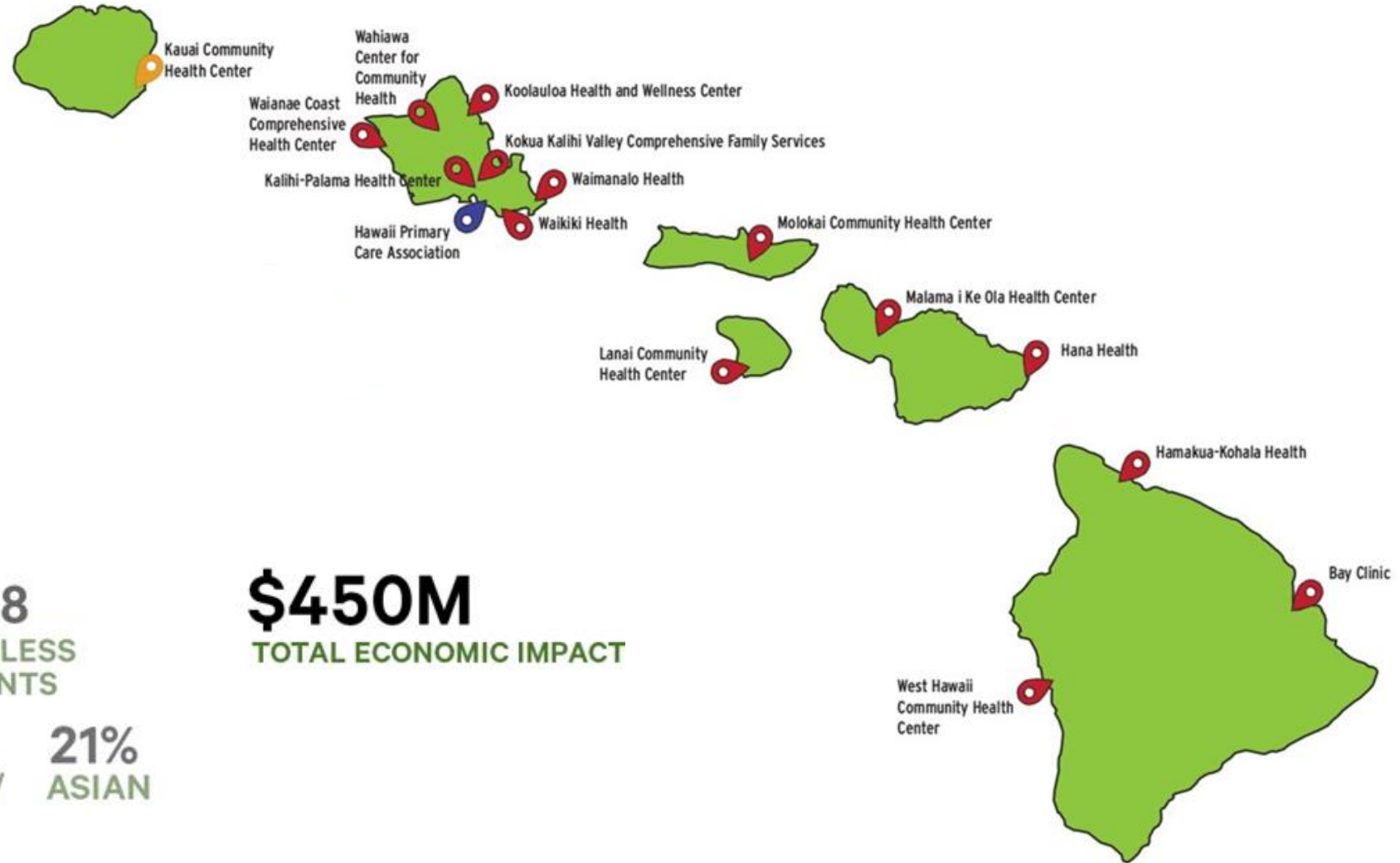
SDOH, COVID Response, Workforce, Research

COLLABORATION

Statewide networks, CBOs, Insurers



OUR IMPACT



156,000
PATIENTS

55%
MEDICAID

13%
UNINSURED

8,108
HOMELESS
PATIENTS

34%
NATIVE HAWAIIAN /
OTHER PACIFIC
ISLANDER

21%
ASIAN

\$450M
TOTAL ECONOMIC IMPACT

CHALLENGES FACED

SHUTDOWN

Patient fears, resource gaps, layoffs

SOCIAL DETERMINANTS

Disparities exacerbated by COVID

DISPROPORTIONATE IMPACT

Higher infection rate among patient populations

TELEHEALTH IN A COVID WORLD

SOLUTIONS DEPLOYED

Food drives // masks

Housing supports

Increased BH services

School partnerships

Testing

Vaccination

Telehealth



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CHC TELEHEALTH COMPONENTS

MARCH 2020 PIVOT

Implement Telehealth platforms, integrate new workflows, train staff, educate patients

VIRTUAL ROUNDTABLE

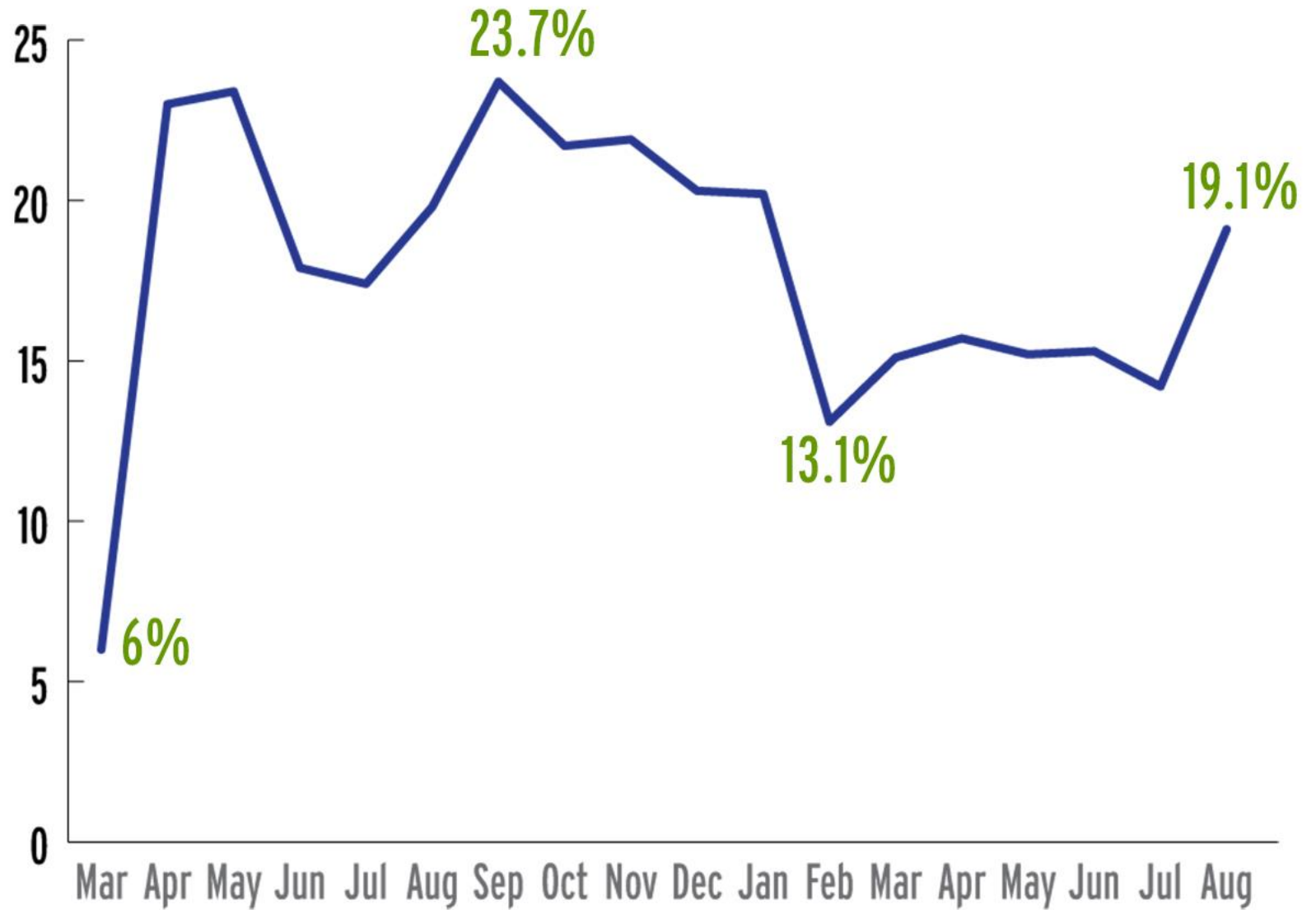
Peer-based platform for resource sharing, engagement, and shared problem solving

REIMBURSEMENT

Worked with partners to ensure different modalities were recognized and paid for

OUR EXPERIENCE

TELEHEALTH UTILIZATION



OUR EXPERIENCE

TELEHEALTH BY VISIT TYPE

PRIMARY CARE
VISITS
26,485



BEHAVIORAL
HEALTH VISITS
22,597

TELEHEALTH IN A COVID WORLD

SUCCESSSES

Increased access to care

*Productivity increase
(Behavioral Health)*

Continuity of Care

Care Team Resilience



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CONTINUED BARRIERS

*Inequity of Digital &
Broadband Access*

Telephonic reimbursement

*Telehealth as an ongoing
modality of care*



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TELEHEALTH IN A COVID WORLD

PROVIDER EXPERIENCE

Adaptation Challenges

Access Challenges

Administrative Challenges



ADAPTATION CHALLENGES

USING A TELEHEALTH PLATFORM

PROVIDING CLINICAL CARE

WORKING FROM HOME & OFFICE

ACCESS CHALLENGES

EXPANSION OF CARE

RESTRICTION OF CARE

REFERRALS FOR CARE

ADMINISTRATIVE CHALLENGES

BILLING & DOCUMENTATION

WORKFLOWS

EQUIPMENT

TELEHEALTH IN A COVID WORLD

MAHALO

QUESTIONS, COMMENTS?



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