

Moving from Surviving to Thriving in 2020: Innovations in Supporting Patients and Care Teams

July 31, 2020

Webinar

<p>Opening 9:00-9:10AM</p>	<p style="text-align: center;">Opening Bronte Smith, MHA <i>Rocky Mountain Health Plans</i></p>
<p>9:10-10:10AM</p>	<p style="text-align: center;">Faced With Challenges, Responding With Strengths Barry Jacobs, PsyD <i>Health Management Associates</i></p> <p>The pandemic and shutdown, increased unemployment, and resurgent national conversation on race have challenged Americans and American healthcare professionals like no other period of time in decades. But as healthcare providers have been beset with their own feelings of stress, grief and, in some instances, trauma, they have rallied to stretch their capabilities and grow personally and professionally. In this highly interactive, one hour plenary led by a clinical psychologist/family therapist, we'll share ideas and practices for bolstering personal and organizational resilience. We'll also share stories of how we and other healthcare professionals around the country have developed new programs for helping ourselves and our patients discover new unforeseen strengths.</p>
<p>10:10-10:20AM</p>	<p style="text-align: center;">Break</p>
<p>10:20-10:40AM</p>	<p style="text-align: center;">Finding Balance During COVID-19: Helping Patients and Families Manage Stress Alexandra Hulst, PhD, LMFT <i>Rocky Mountain Health Plans</i></p> <p>For many individuals and families, COVID-19 has disrupted nearly every normal life routine, both personally and professionally. Sources of stress are not limited to the spread of illness and include financial strain for businesses and families, social isolation, disruption in traditions like graduations and weddings, dissent between community members and loved ones about appropriate precautions, and more. This brief presentation will help give participants a foothold in identifying both obvious and not-so-obvious signs of emotional distress and practical tools & conversation tips to respond and provide in-the-moment comfort, as well as connection to ongoing support when needed.</p>
<p>10:40-10:50AM</p>	<p style="text-align: center;">Break</p>
<p>10:50-11:20AM</p>	<p style="text-align: center;">Incorporating the Patient Voice</p> <p style="text-align: center;"> Tamra Lavengood, RN, BSN, MSN <i>Mercy Family Medicine</i> Colette Grundy <i>Grand Valley Primary Care</i> </p> <p>The patient voice allows for unique feedback and insight into how patients' experience their care. In this panel session, representatives from two practices' will share how they have obtained feedback from their patients' during the public health emergency (PHE). Both practices' used different approaches to obtain the patient voice. They will share the specific details of their approach, what their patients' are saying, and share how they have turned their feedback into action. Time for questions and answers will be included, so come prepared to ask your questions and learn from others.</p>
<p>11:20-11:30AM</p>	<p style="text-align: center;">Break</p>

11:30-11:50AM	<p style="text-align: center;">Verbal Skills In a Challenging Time Marci O’Gara <i>Rocky Mountain Health Plans</i></p> <p>Well executed calls drive relationships and confidence. The pandemic may be creating additional pressure for your callers and those who are taking the calls: both situations require the telephone professional to execute at a high level. In this session we will refresh some of the important skills for call control and verbal de-escalation.</p>
11:50-12:00PM	Break
12:00-1:00PM	<p style="text-align: center;">Telehealth: From Idea to Implementation Facilitated by Alexandra Hulst, PhD, LMFT <i>Rocky Mountain Health Plans</i></p> <p style="text-align: center;"> Ona Ridgway, NP <i>Western Valley Family Physicians</i> Amanda Harrison, BSN, RN, AE-C <i>Pediatric Partners of the Southwest</i> Renee Campbell <i>Northwest Colorado Health</i> </p> <p>In this lightning session, representatives from three practices across Colorado will share their experiences with telehealth, both pre- and post-COVID. They will share specific details about pros and cons of their particular telehealth software, types of visits used for telehealth, patients’ and family members’ feedback about telehealth, workflow changes to meet requirements for informed consents and clinical quality measures, and ensuring successful reimbursement. Ample time for questions and answers will be included, so come prepared to ask your questions and learn from others’ experiences.</p>
1:00-1:05PM	Break
1:05-1:35PM	<p style="text-align: center;">Using Data to Evaluate Telehealth Success</p> <p style="text-align: center;"> Rae Sanchez, BHA, MSA <i>Rocky Mountain Health Plans</i> Bronte Smith, MHA <i>Rocky Mountain Health Plans</i> </p> <p>When implementing a new telehealth system, it is important for your practice to identify key performance indicators that define how success is measured. Tracking specific data points throughout the implementation process can improve efficiency, identify any gaps and present opportunities for improvement. In this session, we will discuss various quantitative and qualitative data points to track and measure throughout this new journey with telehealth. The content will be around access, provider and patient experience, and patient health outcomes.</p>
1:35-1:40PM	Break
1:40-2:00PM	<p style="text-align: center;">RMHP Communication Update: Telehealth Billing Best Practices Dale Renzi, VP of Network Strategy and Operations <i>Rocky Mountain Health Plans</i></p> <p>Our commitment to our healthcare partners is to provide effective and transparent communication around changes that have arisen in response to the COVID-19 public health emergency. In this informative session, Dale Renzi, VP of Network Strategy and Operations at Rocky Mountain Health Plans, shares with participants the current landscape of telehealth services that are eligible for reimbursement. Dale will review best practices for billing for telehealth services including appropriate coding, documentation requirements and guidance around adding proper modifiers and/or place of service codes to your claims. We encourage participants to use the chat feature during this virtual session to ask questions about telehealth and will collaborate with the appropriate department to provide you with answers in an updated FAQ document that will be shared with participants soon after the learning collaborative.</p>
2:00-2:05PM	Break

2:05-2:35PM	<p style="text-align: center;">Innovations for Healthcare's Future</p> <p style="text-align: center;">Todd Lessley <i>Rocky Mountain Health Plans</i></p> <p>The forced, rapid response to COVID-19 has brought many hardships, but also opportunities to reshape both health care and society as a whole. We have a chance to reflect upon the learnings from the pandemic to plan for a new, improved "normal". In this session, we will discuss conversations happening about policy changes to better support our healthcare system moving forward, as well as share thoughts from a payer and population health management perspective.</p>
2:35-2:40PM	Closing