NLS

Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy

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MIGRANT CLINICIANS NETWORK
MCN

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From AAP
Welcome

From Me
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To: All p

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Please click Continue to participate in a short survey.

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https:// www.aapcho.org/postwebinarsurvey

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Q&A

Chat   Q&A
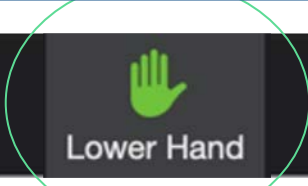
Unmute   Chat   Lower Hand   Q&A   Leave Meeting

ABOUT THE SERIES

Diabetes affects more than 34 million people in the United States. Multi-tiered efforts to prevent, treat and manage diabetes are critical in reducing the burden of diabetes, particularly for special and vulnerable populations, which have unique characteristics that affect culturally and linguistically competent health care access and utilization. According to 2018 Uniform Data System (UDS), diabetes poses a unique challenge for the HRSA Health Center Program because 1 of 7 patients has diabetes and nearly 1 in 3 of those has uncontrolled diabetes.

To elevate the national conversation around diabetes, **14 National Training and Technical Assistance Partner (NTTAP) organizations** formed the Special and Vulnerable Populations Diabetes Task Force to engage health centers, Primary Care Associations (PCAs), and Health Center Controlled Networks (HCCNs) to increase knowledge of effective strategies that address diabetes among people experiencing homelessness, residents of public housing, migratory and seasonal agricultural workers, school-aged children, older adults, Asian Americans, Native Hawaiians and Pacific Islanders, LGBTQIA+ people, and other health center patients.

This Fall's national learning series is **sponsored by HRSA** and will take a deeper dive into issues related to patient health literacy, community engagement, and team-based care.

For information about the Diabetes National Learning Series, visit **chcdiabetes.org** today.

Special and Vulnerable Populations Task Force Members:

For more information on our NTTAP Partners, visit chcdiabetes.org

DIABETES IN SPECIAL & VULNERABLE POPULATION:
A NATIONAL LEARNING SERIES

WEBINAR TOPICS

WEBINAR #1 **Tuesday, October 20**	**Diabetes Continuum of Care: Bridging the Health Literacy Gap to Improve Diabetes Outcomes**
WEBINAR #2 **Tuesday, October 27**	**Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy**
WEBINAR #3 **Tuesday, November 10**	**Diabetes Continuum of Care: Raising the Pillars for Community Engagement**
WEBINAR #4 **Tuesday, November 17**	**Diabetes Continuum of Care: Building Successful Teams During the COVID-19 Pandemic**

REGISTER TODAY AT CHCDIABETES.ORG

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CME/CNE Accreditation Available

- **Please complete the post-webinar survey** at the end to indicate whether you would like to receive CME/CNE units or a certificate of attendance.
- Please indicate whether you'd prefer an electronic or hard copy of your certificate and provide your contact information
- For questions, please contact Martha at **malvarado@migrantclinician.org**.

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Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy

LEARNING OBJECTIVES

1. Understand telehealth and the different forms of service delivery
2. Identify barriers to technology and digital literacy for diabetes-related interventions
3. Provide strategies and tools to address barriers in implementing diabetes-related interventions

Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy

Today's Speakers

Jillian Maccini, MBA, PMP, PCMH CCE
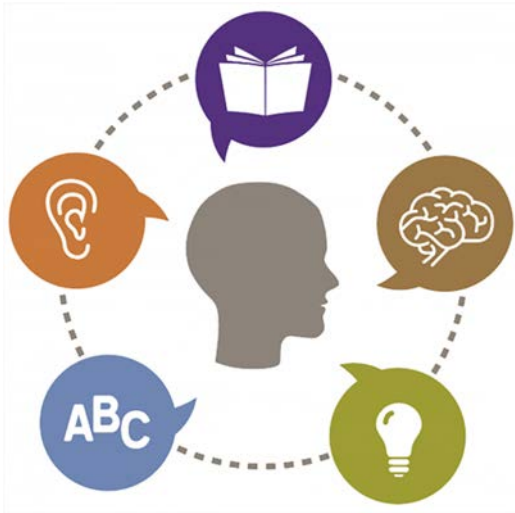Project Director

Leo Gaeta
Vice President of Programs

Isis Carrillo
Diabetes Prevention Program Coordinator

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Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy

October is Health Literacy Month!

Purpose of Health Literacy Month:
https://healthliteracymonth.org/what-is-hl-month/purpose-of-hl-month/

Ways to Celebrate Health Literacy Month:
https://health.gov/newsarchive/announcements/2018/10/octob er-is-health-literacy-month/index.htm

Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy

Defining Health Literacy

The Patient Protection and Affordable Care Act of 2010 defines health literacy as the degree to which an individual has the capacity to:

- **Obtain**
- **Communicate**
- **Process**
- and **Understand**

basic health information and services to make appropriate health decisions.

Visit the CDC's Health Literacy website:
https://www.cdc.gov/healthliteracy/index.html

Diabetes Continuum of Care: Increase Patient Technology and Digital Health Literacy

Defining Digital Health Literacy

According to the **World Health Organization (WHO),** Digital Health Literacy is the ability to:

- **Seek**
- **Find**
- **Understand**
- and **Appraise**

health information from electronic sources and apply the knowledge gained to addressing or solving a health problem.

https://www.who.int/global-coordination-mechanism/working-groups/digital_hl.pdf

HEALTH INFORMATION TECHNOLOGY,

HITEQ

EVALUATION, AND QUALITY CENTER

Assessing Digital Literacy for Diabetes Prevention

Oct. 27, 2020

Intro to HITEQ

The HITEQ Center is a HRSA-funded National Training and Technical Assistance Partner (NTTAPs) that collaborates with HRSA partners including Health Center Controlled Networks, Primary Care Associations and other NTTAPs to engage health centers in the optimization of health IT to address key health center needs through:

- A **national website** with health center-focused resources, toolkits, training, and a calendar or related events.
- **Learning collaboratives, remote trainings,** and **on-demand technical assistance** on key content areas.

email us at hiteqinfo@jsi.com!

HITEQ Topic Areas

Access to comprehensive care using health IT and telehealth

Privacy and security

Advancing interoperability

Electronic patient engagement

Readiness for value based care

Using health IT and telehealth to improve Clinical quality and Health equity

Using health IT or telehealth to address emerging issues: behavioral health, HIV prevention, and emergency preparedness

What is Telehealth?

Live Audio/ Video

Remote Patient Monitoring (RPM)

Mobile Health

Store-and-Forward

Other Remote Technology-Based Communication

1 Live Video is two-way interaction between a person (patient, caregiver, or provider) and a provider using audiovisual telecommunications technology. This type of service is also referred to as "real-time" and may serve as a substitute for an in-person encounter.

2 RPM uses digital technologies to collect health data from individuals and electronically transmit that information securely to providers in a different location for assessment and recommendations, allowing the provider to continue to track healthcare. RPM can collect things such as vital signs, weight, blood pressure, blood sugar, blood oxygen levels, heart rate, etc.

3 Mobile health or mHealth, a relatively new and rapidly evolving aspect of technology-enabled health care, is the provision of health care services and personal health data via mobile devices. mHealth often includes use of a dedicated apps downloaded onto devices. Apps can range from targeted text messages or tracking that promote healthy living.

4 Transmission of recorded health history (e.g., pre-recorded videos, digital images) through a secure electronic communications system to another practitioner, usually a specialist, who uses the information to render a service outside of a real-time or live interaction.

5 Services not specifically defined as telehealth, because they don't have an in-person equivalent, but are functionally similar— including virtual check-ins, remote evaluation of pre-recorded patient information, transitional care management/ chronic care management, E-visit/ digital evaluation.

What is required for any telehealth?

Access to Internet

Patients need access to the internet through broadband internet or cellular data. This may be in the home or through other available means (such as public wi-fi).

Access to Device

Patients need access to a device capable of audio/ visual exchange or other information exchange. This may be smartphone, tablet, or computer likely with a webcam.
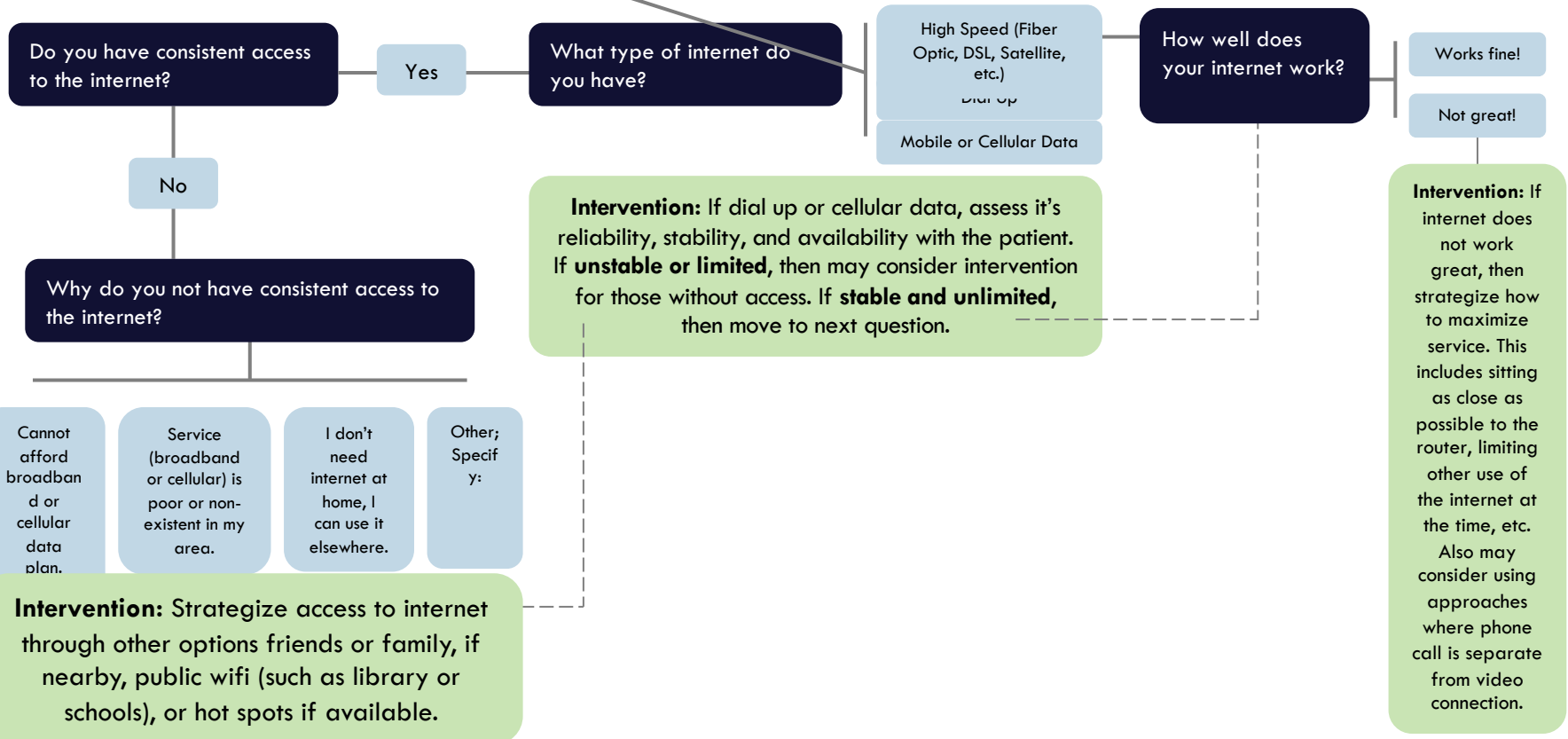
Skill to Use These

Patients need have knowledge of how to use the device and data access that they have available to them. This includes how to connect to a network, open a message, enter or open a URL, and so on.

Willingness

Patients need to be willing to give telehealth a go, and navigate the challenges that are likely to arise and take the steps that will be needed to have success.

Access to Data

Do you have consistent access to the internet?

Yes → **What type of internet do you have?**

- High Speed (Fiber Optic, DSL, Satellite, etc.)
- Dial Up
- Mobile or Cellular Data

How well does your internet work?

- Works fine!
- Not great!

No → **Why do you not have consistent access to the internet?**

- Cannot afford broadband or cellular data plan.
- Service (broadband or cellular) is poor or non-existent in my area.
- I don't need internet at home, I can use it elsewhere.
- Other; Specify:

Intervention: If dial up or cellular data, assess it's reliability, stability, and availability with the patient. If **unstable or limited**, then may consider intervention for those without access. If **stable and unlimited**, then move to next question.

Intervention: Strategize access to internet through other options friends or family, if nearby, public wifi (such as library or schools), or hot spots if available.

Intervention: If internet does not work great, then strategize how to maximize service. This includes sitting as close as possible to the router, limiting other use of the internet at the time, etc. Also may consider using approaches where phone call is separate from video connection.

Access to Device

Do you have a device through which you can access internet?

Yes

Great! Is it a private device, or is it shared with others?

Private, I am the only user.

No

It is a shared device (such as tablet shared by others in the house)

Why do you not have a device through which you can access the internet?

I have a landline or flip phone, and prefer to use that

There is not reliable internet in my area, so I have no reason to have a device.

I can't afford the device and or required subscription.

Other; Specify

Intervention: Plan for time to have access to the device (e.g., if also being used by child for school, plan outside of class time) and, perhaps more importantly, plan for privacy! If it's not a private device, the provider should not follow-up or send additional information to that device. Enable privacy features, such as private browsing and clearing any stored information after the visit, as well as deleting app, text messages, and/ or related browser history. Use headphones!

Intervention: Consider making devices available in the health center in a special location where a patient can access a computer or iPad without being face-to-face with provider. May also consider facilitating device donation program, where community can donate devices which can then be wiped and provided to patients.

Skill and/ or Capacity to Use These

How good are you at using your device to navigate online?

Good, maybe great!

Not great, but can manage without assistance.

How do you prefer to be contacted electronically?

Text

Email

Portal

Intervention: Send clear instructions with contact info for help to favored contact method.

I struggle, I often need assistance.

Are you comfortable getting someone to help you?

Yes, once I get instructions, I can have someone help me.

No, I need assistance from the health center

Intervention: Have care team member or other staff call to do a tech setup call, and work with the patient to test technology.

Not sure or have no experience.

Intervention: May be best for patient to come into the clinic (either to see provider face-to-face or to use device on-site where assistance is available), or have an outreach worker visit (safely) to get them set up.

Willingness (for Audio/ Visual)

How do you feel about trying telehealth with audio and video?

Good! Let's do it.

OK, but I'm concerned about how I look on camera or how to manage the technology.

Not good, I don't think telehealth is as good as in-person or I don't think I can manage the tech.

Not at all interested or willing.

Intervention: Have quick scripts ready to address hesitancy.
- "I look forward to seeing you, and if you sit somewhere well let and set your device near eye-level, it will look a lot like you do in the office. Also, I can show you how to change the settings so you don't see yourself [in Zoom]."
- "I'll text you the link so you can just click it, be sure to click 'allow' if your device asks any question while opening the link. This just allows the telehealth program to use your camera and microphone."
- "Technology is finicky, so if we have any issues trust that you probably haven't done anything wrong. It's just technology! We'll both just rejoin."
- "Do you FaceTime or video chat with friends/ family? This is similar."

Intervention: Begin with in office or phone, but make a plan to work together to move to telehealth in case there is an outbreak in the area or another reason the patient cannot come in but needs more than a phone call. This may include practicing using audio/ video telehealth while in the office or beginning with currently-allowable tech that the patient may be familiar with (FaceTime, Facebook Messenger Video, etc.).

Tips for Patient-facing Instructions

- **Identify or create resources that assist patients (including those with limited English proficiency or low literacy with use of telehealth).** Here are some examples for common health center EHRs and/ or telehealth platforms:
  - Doximity, a telehealth platform, offers [patient-facing instructions in several languages](#).
  - eClinicalWorks offers [videos](#) for patients on how to use Healow Telehealth in Spanish.
  - Examples from health centers: LA LGBT Center, a health center in Los Angeles, has [written and video instructions](#) in Spanish as well as English on how to download Allscripts FollowMyHealth patient portal to access video visits. El Rio Health, a health center in Tucson, offers a [Patient Quick Start Guide](#) in Spanish and [flyer](#) for using Otto, their telehealth platform with NextGen.
  - See [instructional videos on how to download Zoom](#) in more than ten languages.

Share clear, concise instructions

- **For technology-hesitant patients:** Instructions can be printed and mailed or handed to patients. Be sure to include a phone number for assistance.

- **For general patients:** Make the instructions available on your website, and then include the link to instructions in texts or email reminders to patients. Automate this process by including this in the automatic reminders that go out for telehealth visits!

Tips for troubleshooting technology

- Technology has all sorts of things that can trip us up, having some specific references in your back pocket can help address issues when they arise.
  - "It says my camera and/ or microphone are blocked."
    - Solution: Are you using Chrome? If so, you'll need to allow cam/ mic access by clicking the blocked camera icon in the address bar, and going to Allow. Here are more [instructions](#) for Chrome, and [instructions](#) in Spanish, English, and Chinese for both iPhone and Android.
  - "I don't have Zoom."
    - **Solution:** Here are [instructional videos on how to download Zoom](#) in more than ten languages, the link can be texted or emailed to the patient.
  - "The video quality is bad or keeps freezing."
    - **Solution:** Sometimes switching your connection helps. If you're connected through a smartphone, then, on your phone, go to settings. If having trouble on cellular, turn on Wifi and try another call. If vice versa, turn off Wifi and try again on cellular. If reliant on wifi, then move closer to the router. If all else fails, we can connect via phone and video separately (such as using Zoom call-in feature, then turning video on, or calling directly and then connecting video separately).

Questions? Feedback?

Email: hiteqinfo@jsi.com

Phone: 1-844-305-7440

USING TECHNOLOGY TO INCREASE PATIENT ACCESS FOR DIABETES PREVENTION

THE COLUMBIA BASIN HEALTH ASSOCIATION (CBHA) EXPERIENCE

Leo Gaeta, Vice President of Programs

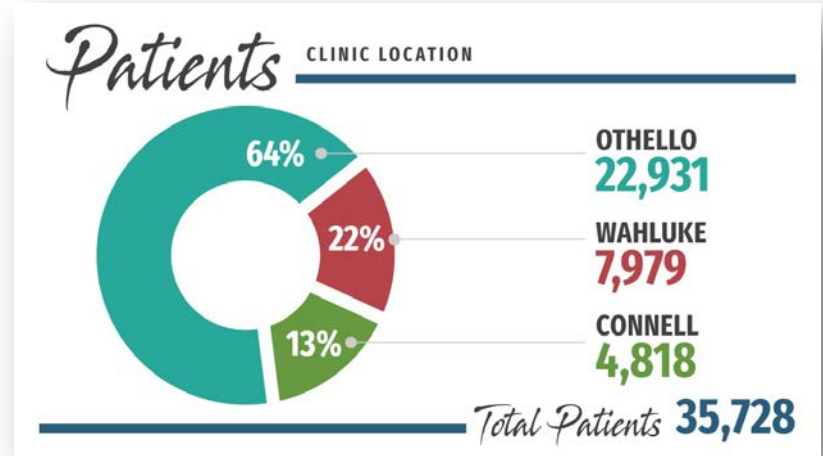**Isis Carrillo, Diabetes Prevention Program Coordinator**
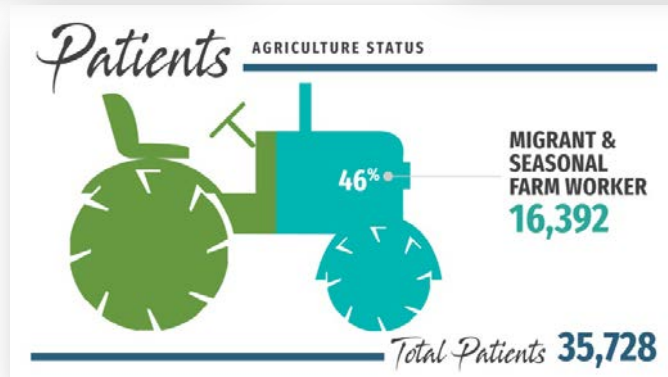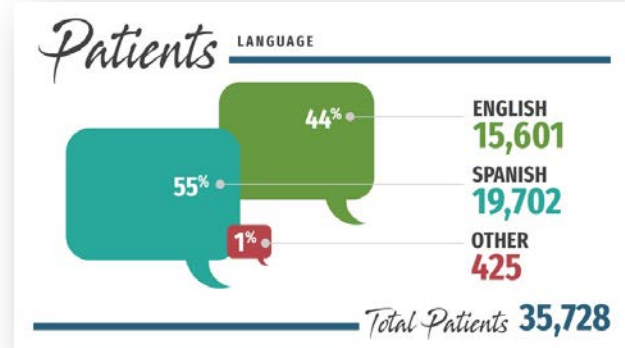
October 27, 2020

OUR MISSION

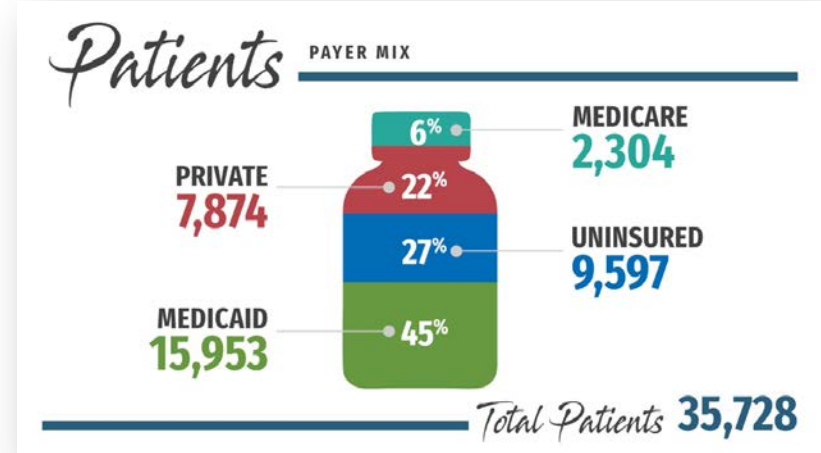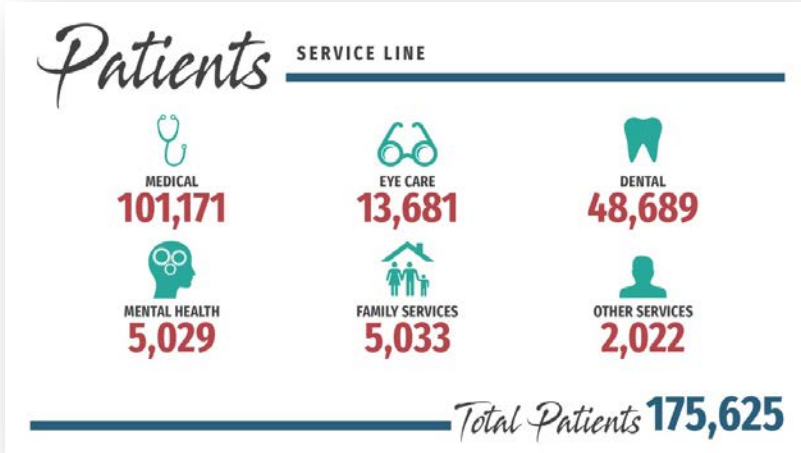To provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin or ability to pay.

CBHA

CBHA Locations

CBHA Patients

Patients — ETHNICITY
- HISPANIC **28,230** — 79%
- OTHER **7,498** — 21%
- Total Patients **35,728**

Patients — LANGUAGE
- ENGLISH **15,601** — 44%
- SPANISH **19,702** — 55%
- OTHER **425** — 1%
- Total Patients **35,728**

Patients — AGRICULTURE STATUS
- MIGRANT & SEASONAL FARM WORKER **16,392** — 46%
- Total Patients **35,728**

CBHA

CBHA Services

Patients — SERVICE LINE

MEDICAL
101,171

EYE CARE
13,681

DENTAL
48,689

MENTAL HEALTH
5,029

FAMILY SERVICES
5,033

OTHER SERVICES
2,022

Total Patients **175,625**

Patients — PAYER MIX

MEDICARE
2,304

PRIVATE
7,874

6%

22%

UNINSURED
9,597

27%

MEDICAID
15,953

45%

Total Patients **35,728**

CBHA

CBHA's Diabetes Prevention Program

- **Pre COVID-19**
  - In-person group sessions
  - 5 groups at all three CBHA locations
- **Post COVID-19**
  - Virtual Sessions
  - 4 groups at two CBHA locations

Transition to Virtual Services

Assess patient access to technology

- Phone only – 62% (voice and text)
- Phone data plan – 23% (allows internet use)
- Internet services at home – 11%
- Other – 4%

Tech resources used

- Phone calls only – 38%
- Texting – 24%
- WhatsApp – 16%
- Computer – 11%
- FaceTime – 8%

Barriers

- Don't have internet
- Poor cell signal - not reliable
- Don't know how to use
- Can't afford
- Prefer in-person visits

CBHA

Using Virtual Services to Deliver Diabetes Prevention

- Groups that were meeting in-person pre COVID
  - 100% phone calls
- Groups started after onset of COVID
  - 76% video conferencing
  - 24% phone calls
- Tech resources used
  - Doxy.me
  - Google Voice
  - Tablet
  - Hotspots

CBHA
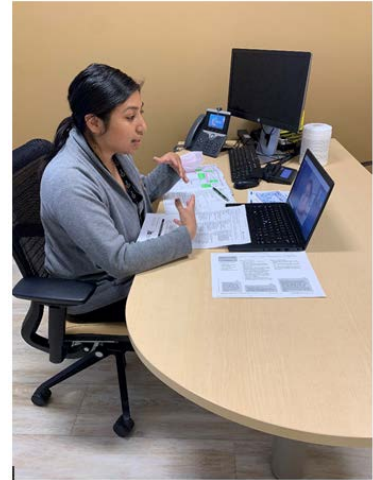
Promoting Participant Engagement

- Build in time for interactive activities

- Share ideas/activities/ recipes

- Incentives

- Be patient/flexible

- One-on-one follow up as needed

- Provide tech support (tablets & hotspots)
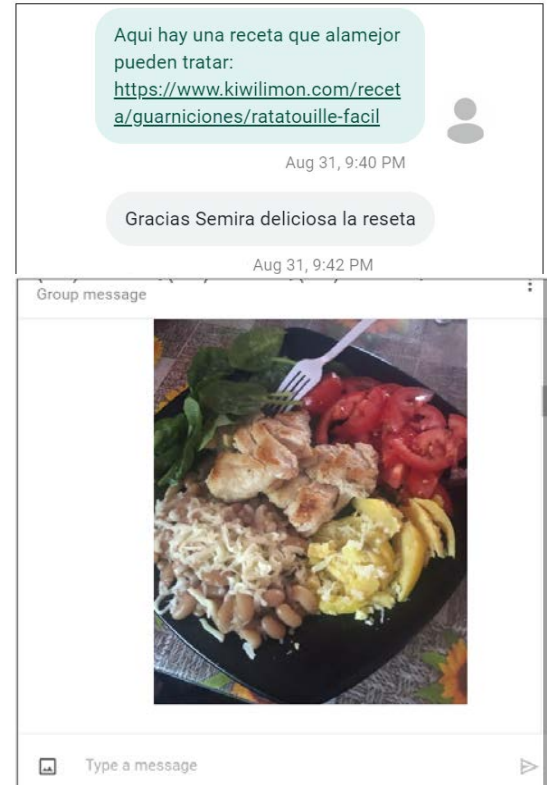
Questions

Contact Information

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CBHA

Discussion

NLS

How has **technology** helped you/your health center overcome challenges faced during this **pandemic?**

What are the main **technology/health literacy disparities** that you see in your population?

What diabetes prevention/management services do you offer through **virtual visits?**

Who in your Health Center is involved in **Telehealth/Telemedicine**?

DIABETES IN SPECIAL & VULNERABLE POPULATION: A NATIONAL LEARNING SERIES

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THANK YOU!

For information about the Diabetes National Learning Series,
visit **chcdiabetes.org** today.

Feel free to contact our NTTAP collaborating partners
and speakers from today's webinar:

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Gladys Carrillo, LCSW – carrillo@ncfh.org
Jose Leon, MD - jose.leon@namgt.com

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