



COVID-19 Daily Update

Maryland Department of Health
Maryland Primary Care Program
Program Management Office

March 26, 2020

Key Takeaways

- ❖ You remain on the front line against COVID-19 in Maryland
- ❖ Epidemic **most seriously affects the high-risk and elderly populations**, but a significant and growing number of cases exists among younger people
- ❖ You are uniquely positioned to identify at-risk populations, provide important social distancing information to them, and serve their healthcare needs through telemedicine
- ❖ No one can do this better than you!

Agenda

- ❖ Today's key updates
- ❖ What's Important Now (WIN)
- ❖ General guidelines
- ❖ Resources
- ❖ Q & A

National Data - March 26th

- ❖ 68,440 cases nationwide; 13,987 more cases than yesterday
- ❖ 994 deaths; 257 in the past 24 hours
- ❖ [National numbers on COVID-19 infection and mortality](#)
- ❖ Rapid spread > This past Monday, March 23rd, there were 33,404 total cases with 400 deaths

Today's Key Updates for Maryland

- ❖ COVID-19 continues to spread in Maryland, overwhelmingly through community transmission
- ❖ Statistics (as of early 3/26/20)
 - 7000+ tested; 2000-3000 processed in lab so far
 - **580** confirmed cases of COVID-19 infection had been identified total across all regions of the State; 157 new cases since yesterday and the biggest increase so far in one day
 - 132 cumulative hospitalized; 88 currently
 - 4 deaths
 - More information at <https://coronavirus.maryland.gov/>

Order on Elective Procedures and Appointments

- ❖ Shall perform only medical procedures that are critically necessary for the maintenance of health for a patient. **All elective and non-urgent medical procedures and appointments shall cease effective at 5 p.m., Tuesday, March 24, 2020 and shall not be performed for the duration of the catastrophic health emergency.**

What's Important Now (WIN)

- ❖ Identify and contact high-risk patients
- ❖ Maximize non-face-to-face visits using telemedicine
- ❖ Maximize access to care
- ❖ Identify appropriate candidates for testing
- ❖ Clinical management of patients
- ❖ Stay current, stay safe

Identifying and Contacting High-Risk Patients

Identify:

- ❖ Use data from CRISP and EMR to identify
- ❖ Use clinical intuition
- ❖ Use Pre-AH tool
 - Avoid unnecessary ED, Urgent Care and Hospital visits
 - ✓ Contagion
 - ✓ Overcrowding

Outreach:

- ❖ Call chronically ill, frail, elderly, DM, COPD, ESRD, immunocompromised, etc.
- ❖ Care Team intervenes as appropriate

Maximize use of non-face-to-face visits

- ❖ Patients must call ahead – determine need for visit; no ambulatory walk-in visits!
- ❖ Telemedicine
 - Free services
 - Expanded payer coverage - see [links](#) and postings
 - Includes telephonic consultations
 - Cannot completely exclude the need for office visits
 - Training and resources in these webinars

Access to Care

- ❖ More important than ever that we stay in touch with our patients
- ❖ Office hours posted
- ❖ Home visits as needed
- ❖ Care teams maximally informed and engaged

Clinical Decision-Making for Testing

❖ Algorithms

- Limit to those who currently need testing – only symptomatic and clinical guidance
- Strong preference to those with greatest risk (guidance from ASTHO and CSTE)
- May assess and refer from telemedicine or office visits

May change over time as supplies become more available
– if office testing, “Do I have the following?”

- ✓ Personal Protective Equipment (PPE)
- ✓ Test Kits

Clinical Response to Positive Test

- ❖ Clinical judgment and underlying conditions
- ❖ Referral to Emergency Department - if needed
- ❖ Contact Local Health Department
- ❖ Home Care and Monitoring
 - Close telemedicine follow-up depending on underlying condition
 - Second week of illness typical worsening
 - Ability to do home monitoring factors in

CDC Guidelines for Management

- ❖ Healthy people can be monitored, self-isolated at home
- ❖ People at higher risk should contact healthcare providers early, even if illness is mild
- ❖ Older adults and people with severe underlying chronic medical conditions are at higher risk, need closer contact
- ❖ Emergency Department and Hospitals only when needed - not for screening or low risk/minimal disease
- ❖ **Guidelines are important and powerful tools, but remember providers' clinical experience and judgment are key to care**

Personal Protective Equipment (PPE) Requests

- ❖ Remain in scarce supply
- ❖ Strategies for optimizing
 - [The supply of facemasks](#)
 - [The supply of eye protection](#)
 - [The supply of isolation gowns](#)
 - [The supply of N95 respirators](#)
- ❖ Find PPE request forms and local contacts [here](#)
- ❖ Please ask your practices to fill out the PPE [survey](#) if they have not done so already

Telemedicine Types

- ❖ Telemedicine = the remote delivery of healthcare services
- ❖ Types:
 - Interactive Medicine – patients and physicians communicate in real time
 - Store and Forward – providers can share patient info with practitioners in other locations
 - Remote Patient Monitoring – remote caregivers use mobile medical devices to monitor patients at home

How to Telemedicine with Patients

- ❖ Simple to complex systems exist
- ❖ HIPAA-secure communications and geographic restrictions are **waived** during the COVID-19 pandemic
- ❖ Currently available approaches:
 - Telephone
 - E-mail
 - Facebook, WhatsApp & other video chat apps
 - All 1:1 electronic communication modes

Telemedicine Readiness

- ❖ David Sharp, Ph.D., Director
Health Information Technology and Innovative Care
Delivery
Maryland Health Care Commission (MHCC)

Presenting on the MHCC **Telehealth Readiness
Assessment (TRA) Tool**

TELEHEALTH READINESS ASSESSMENT (TRA) TOOL

March 26, 2020

About the online Telehealth Readiness Assessment (TRA) Tool

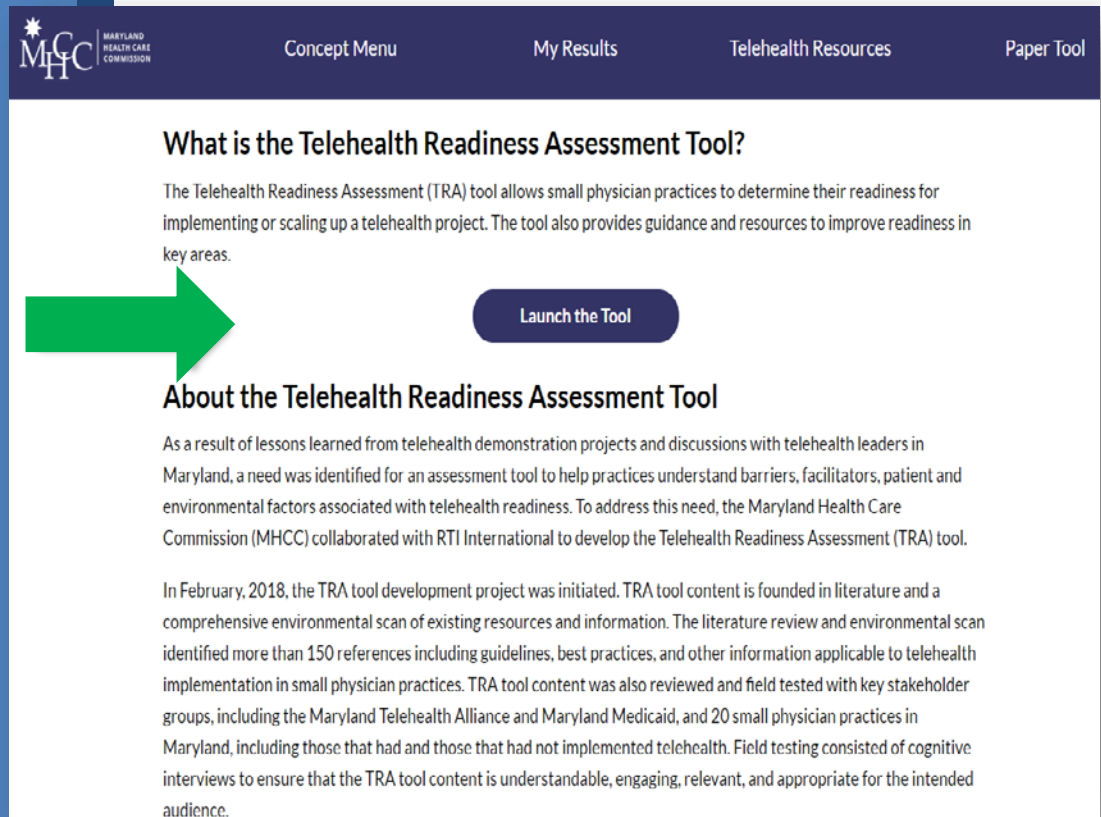
The TRA tool was designed to help ambulatory practices determine their readiness for implementing or scaling up a telehealth project. The tool also provides guidance and resources to improve readiness in key areas (*Core Readiness; Financial Considerations; Operations; Staff Engagement; and Patient Readiness*).

Overview

- Launch the TRA Tool
- Complete the practice self-assessment questionnaire
- View your results
- View supporting guidance and other telehealth resources

Launch the TRA Tool

- Go to <http://mhcctelehealthtool.herokuapp.com/>
- The home page offers background information about the tool and a button to launch the online questionnaire




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What is the Telehealth Readiness Assessment Tool?

The Telehealth Readiness Assessment (TRA) tool allows small physician practices to determine their readiness for implementing or scaling up a telehealth project. The tool also provides guidance and resources to improve readiness in key areas.



Launch the Tool

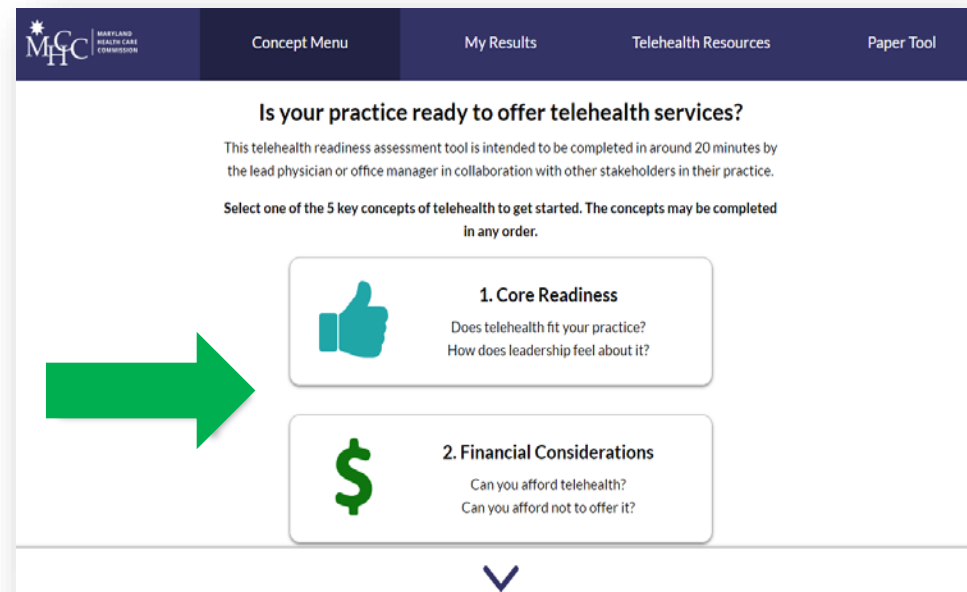
About the Telehealth Readiness Assessment Tool

As a result of lessons learned from telehealth demonstration projects and discussions with telehealth leaders in Maryland, a need was identified for an assessment tool to help practices understand barriers, facilitators, patient and environmental factors associated with telehealth readiness. To address this need, the Maryland Health Care Commission (MHCC) collaborated with RTI International to develop the Telehealth Readiness Assessment (TRA) tool.

In February, 2018, the TRA tool development project was initiated. TRA tool content is founded in literature and a comprehensive environmental scan of existing resources and information. The literature review and environmental scan identified more than 150 references including guidelines, best practices, and other information applicable to telehealth implementation in small physician practices. TRA tool content was also reviewed and field tested with key stakeholder groups, including the Maryland Telehealth Alliance and Maryland Medicaid, and 20 small physician practices in Maryland, including those that had and those that had not implemented telehealth. Field testing consisted of cognitive interviews to ensure that the TRA tool content is understandable, engaging, relevant, and appropriate for the intended audience.

Begin the practice self-assessment questionnaire

- Select one of the five telehealth readiness concepts to get started; concepts may be completed in any order




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Is your practice ready to offer telehealth services?


This telehealth readiness assessment tool is intended to be completed in around 20 minutes by the lead physician or office manager in collaboration with other stakeholders in their practice.

Select one of the 5 key concepts of telehealth to get started. The concepts may be completed in any order.



**1. Core Readiness**

Does telehealth fit your practice?
How does leadership feel about it?

**2. Financial Considerations**

Can you afford telehealth?
Can you afford not to offer it?

▼

Five telehealth readiness concepts

1. **Core Readiness** - To what extent has your practice considered the need for telehealth, the benefits of telehealth and the challenges associated with implementing it?
2. **Financial Considerations** - Does your practice have realistic expectations for the financial implementations of telehealth including initial costs, sustainability, liability insurance, and reimbursement procedures?
3. **Operations** – Has the practice considered how telehealth will impact operations and is the practice able and willing to make appropriate changes?
4. **Staff Engagement** - Is the practice team interested and engaged in implementing telehealth?
5. **Patient Readiness** - Are practice patients ready for and interested in telehealth?

Complete the practice self-assessment questionnaire

- Begin by clicking on “Answer Questions” in any of the key component areas

The screenshot shows the MHCC website interface. At the top is a dark blue navigation bar with the MHCC logo and links for 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. Below this is a section titled 'Key Components of Operations' with a brief description. On the left is a vertical sidebar with three buttons: '1. Core Readiness' (thumbs up icon), '2. Financial Considerations' (dollar sign icon), and '3. Operations' (gears icon). The '3. Operations' button is highlighted. The main content area is titled '3. Operations' and contains two sub-sections: '3a. Telehealth Roles' and '3b. Scheduling and Workflow'. Each sub-section shows the number of questions answered (0 out of 4 and 0 out of 5 respectively) and has 'Answer Questions' and 'View Guidance' buttons. A large green arrow points from the '3. Operations' button in the sidebar to the '3a. Telehealth Roles' section.

Key Components of Operations

Each telehealth concept is made up of one or more key components. Supporting guidance documents are provided with each key component to provide additional information that can help you improve your practice's telehealth readiness in a particular area.

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3. Operations

3a. Telehealth Roles 0 out of 4 questions answered

Answer questions for this key component to see your result.

Answer Questions

View Guidance

3b. Scheduling and Workflow 0 out of 5 questions answered

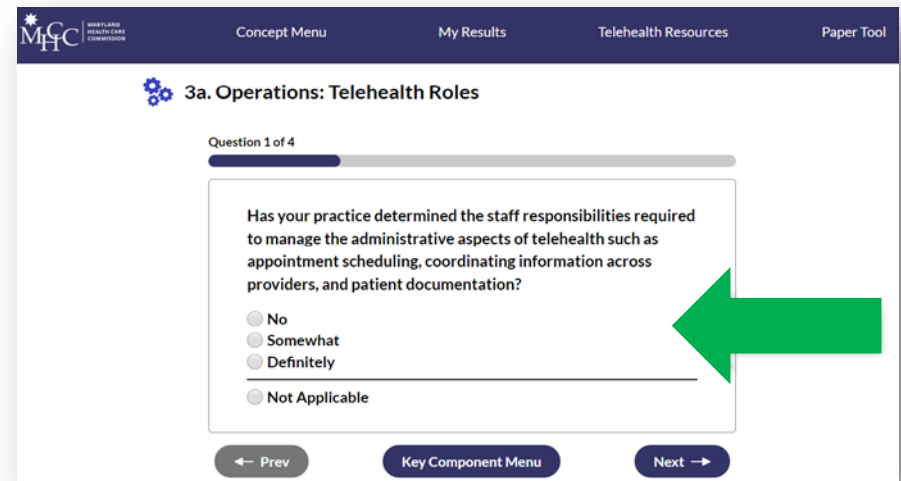
Answer questions for this key component to see your result.

Answer Questions

View Guidance

Questionnaire

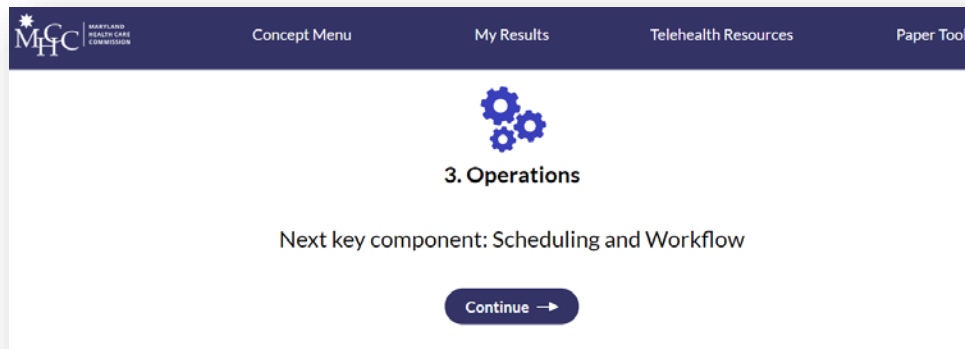
- As you progress through the questionnaire, select the option that most accurately reflects the actions that you or your practice have taken or considered in preparation for telehealth implementation
- You can return to the key component menu at any time by clicking the “**Key Component Menu**” at the bottom of the questionnaire screen



The screenshot shows a web-based questionnaire interface. At the top, there is a dark blue header with the 'MHC' logo and navigation links: 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. Below the header, the section title '3a. Operations: Telehealth Roles' is displayed with a gear icon. Underneath, it says 'Question 1 of 4' with a progress bar. The main content area contains a question: 'Has your practice determined the staff responsibilities required to manage the administrative aspects of telehealth such as appointment scheduling, coordinating information across providers, and patient documentation?'. There are four radio button options: 'No', 'Somewhat', 'Definitely', and 'Not Applicable'. A large green arrow points from the right towards the question area. At the bottom of the form, there are three buttons: 'Prev' (disabled), 'Key Component Menu' (active/highlighted), and 'Next' (disabled). A large green arrow points upwards towards the 'Key Component Menu' button.

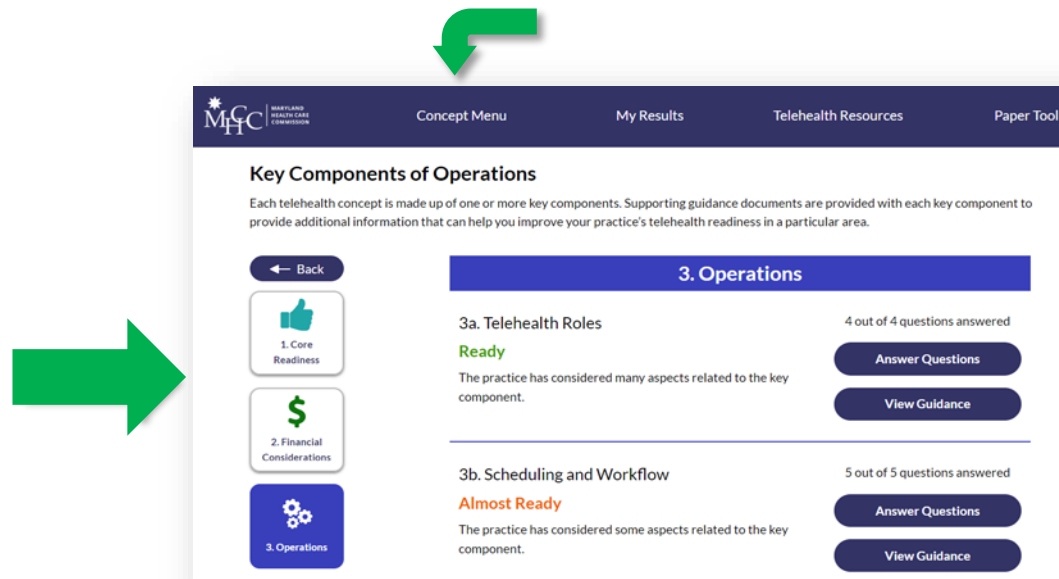
Questionnaire *(Continued)*

- At the end of each key component, the tool will direct you to the next key component



Questionnaire *(Continued)*

- Navigate to any concept in the tool by clicking the “Concept Menu” button at the top of the website or by using the buttons to the left of the Key Components menu



View your results

- Once you've completed the questionnaire, or at any point in completing key components of the questionnaire, view your results on the My Results page
- You can also print and download a PDF of your results by clicking on “Print My Results”



View supporting guidance and other telehealth resources

- To gain more knowledge about any of the key components identified as areas for improvement, or any in which you have interest, click on the “View Guidance” button from the Key Components page or the My Results page

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Key Components of Core Readiness

Each telehealth concept is made up of one or more key components. Supporting guidance documents are provided with each key component to provide additional information that can help you improve your practice's telehealth readiness in a particular area.

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- 1. Core Readiness
- 2. Financial Considerations
- 3. Operations

1. Core Readiness

1a. Need for Telehealth 6 out of 6 questions answered

Ready

The practice has considered many aspects related to the key component.

Answer Questions

View Guidance

1b. Organizational Leadership Buy-In 4 out of 4 questions answered

Ready

The practice has considered many aspects related to the key component.

Answer Questions

View Guidance

Supporting Guidance

- You can also download all of the guidance documents to print or email by clicking on the “**Download All Guidance**” from the My Results page

The screenshot shows the 'My Results' page of the MHC (Maine Health Care) portal. The page has a dark blue header with the MHC logo and navigation links: 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. Below the header, the 'My Results' section contains a sub-header 'My Results' and a note: 'Your results will appear on this page as you complete each key component of the readiness assessment.' To the right of this note are two buttons: 'Download All Guidance' and 'Print My Results'. A large green arrow points from the right towards the 'Download All Guidance' button. Below this, the page is divided into two main sections. The first section is '1. Core Readiness', which includes a thumbs-up icon, a 'Concept result: Ready' status, and a progress bar. A green arrow points from the left towards the 'View Guidance' button. The second section is '2. Financial Considerations', which includes a dollar sign icon, a 'Concept result: Area for Improvement' status, and a progress bar.

My Results

Your results will appear on this page as you complete each key component of the readiness assessment.

Download All Guidance

Print My Results

1. Core Readiness

Concept result: **Ready**

The practice has considered many aspects related to the concept.

View Guidance

2. Financial Considerations

Concept result: **Area for Improvement**

The practice is in the beginning stages and/or has not considered many of the aspects related to the concept.

Telehealth Resources

- Additional links to telehealth resources are available on the Telehealth Resources page



Telehealth Resources

Please click the links below to explore more telehealth resources. Each link will open in a new tab/window.

GENERAL RESOURCES

- American Telehealth Association (ATA)
- Center for Connected Health Policy, The National Telehealth Policy Resource Center
- Center for Telehealth and e-Health Law (CTel) - Robert J Waters Center for Telehealth & e-Health Law
- Maryland Health Care Commission (MHCC) Telehealth
- Maryland Telehealth Alliance, Inc.
- Mid-Atlantic Telehealth Resource Center
- Telehealth Resource Centers

PRIVACY AND SECURITY

- MHCC Cybersecurity
- MHCC HIPAA
- U.S. Department of Health and Human Services (HHS) Health Insurance Portability and Accountability Act (HIPAA) for Professionals
- HHS - Helping Entities Implement Privacy and Security Protections
- HHS Privacy Rule Guidance Materials
- HHS Security Rule Guidance Materials:

PRIVACY AND SECURITY

- Centers for Disease Control and Prevention (CDC) - Developing an Effective Evaluation Plan
- Community Toolbox - Developing an Evaluation Plan
- Health Compass - How to Develop a Monitoring and Evaluation Plan
- Healthcare Information and Management Systems Society (HIMSS) - Using Public Health Models to Assess Health Information Technology (health IT) Implementation



Questions?

<http://mhcctelehealthtool.herokuapp.com/>

Staying Current - Sources

- ❖ [CDC](#)
- ❖ [MDH COVID-19 information page](#)
- ❖ [MDPCP COVID-19 webpage](#)
- ❖ Local Health Departments
- ❖ [CONNECT](#)
- ❖ Clinician Letters

Resources and References

- ❖ Maryland Department of Health Coronavirus Website (<https://coronavirus.maryland.gov>)
- ❖ CDC Coronavirus Website (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)
- ❖ CDC Interim Guidance for Homes and Communities (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>)
- ❖ CDC Interim Guidance for Businesses (<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>)
- ❖ CDC Interim Guidance for Childcare and Schools (<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-for-schools.html>)
- ❖ CDC Travel Website (<https://wwwnc.cdc.gov/travel/>)

Resources for Specific Groups

- ❖ Community- and Faith-Based Organizations
(<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-community-faith-organizations.html>)
- ❖ Mass Gatherings and Large Community Events
(<https://www.cdc.gov/coronavirus/2019-ncov/community/mass-gatherings-ready-for-covid-19.html>)
- ❖ Non-Pharmaceutical Interventions for Specific Groups
(<https://www.cdc.gov/nonpharmaceutical-interventions/index.html>)

Questions and Answers

Please type into the Questions box on the right side of your screen.