Patient Centeredness in the Age of COVID-19:

A Comprehensive Webinar Series for Sustaining Medical Home Operations

Webinar 2/5: Personnel Challenges

Today's Presenter:

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Patient Centeredness in the Age of COVID-19

A Comprehensive Webinar Series for Sustaining Medical Home Operations

**Webinar 1:
Practice
Operations
10/15;
2pm CT**

**Webinar 2:
Personnel
Challenges
10/22;
2pm CT**

**Webinar 3:
Care
Management
10/29;
2pm CT**

**Webinar 4:
Patient
Access
11/5;
2pm CT**

**Webinar 5:
Office Morale
& Safety
11/12;
2pm CT**

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Personnel Challenges

- **Practice Leadership**

- **Review Costs and Revenue**

- **Resume and maintain patient care**

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Chain of Command (Decision Making)

Determine Care Team Triage Responsibilities

Organize Essential Documentation ("Cheat Sheet")

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Who makes **DECISIONS** for the practice?

Who will **COMMUNICATE** these decisions?

Who will **MANAGE** practice questions and conflicts?

Practice "Code Blue" Team

Reimagine Triage

Assigned staff may no longer be able to manage calls or messages

High risk patients may unable or uncomfortable with in-person visitation

Maintain Daily Huddles and Pre-visit Planning

Documentation Repository

### Create a Practice Resource Cheat Sheet
- **Location of practice contracts**
- **Location of practice financials**
- **Contact information for ancillary and facility personnel**

Create a Data Integrity and Continuity Plan
- **Tip sheet for EHR access and workflows**
- **Tip sheet for EHR documentation**

Claims Submission Process
- **Designate someone to oversee and audit**
- **Tip sheet for coding properly**
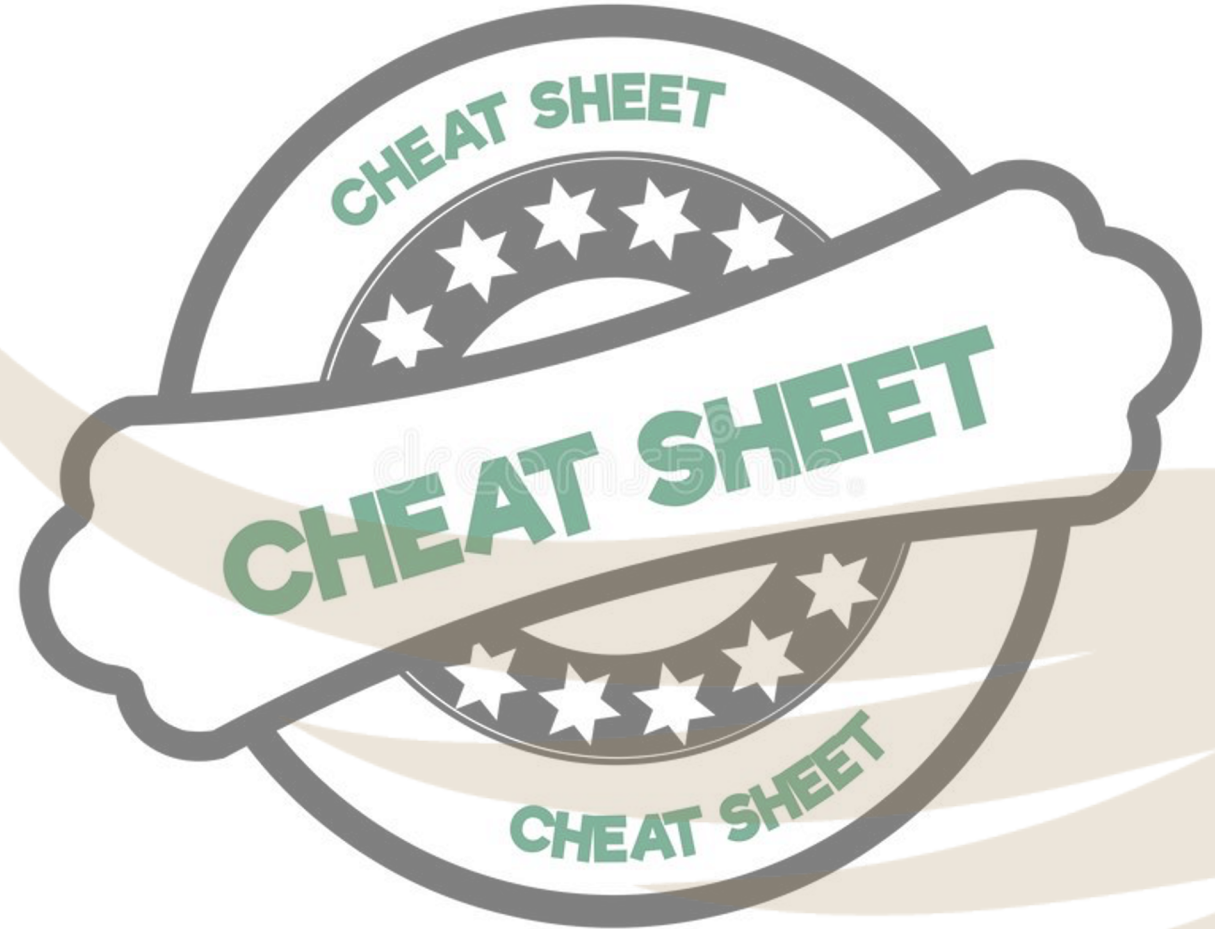
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Personnel Challenges

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What are the most pressing financial obligations of the practice?

Create a Plan

- Staff Salaries /hours
- Liability Coverage
- External Funding

Anticipate Costs

- PPE
- Cleaning Costs
- Digital Health Start Up

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What is the financial health of the practice?

What are the fixed costs of doing business?

Where can savings be found?

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Considerations for Financial Planning

Staff

- **Reduce salaries?**
- **Reduce Hours?**
- **Staff Attrition**

Insurance

- **Liability coverage**
- **Provision of Care**

Service Area

- **Outside State?**
- **Verify Clinician Licensure**

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Managing COVID Related Costs

Digital Health Funding Sources

Professional Cleaning

PPE Costs

Collective Bargaining

Leverage Network

Cleaning Supplies

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Personnel Challenges

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Appointments?

Appointment Mix

Which visits are In-Person vs. Telemedicine?

Ratio of In-Person vs. Telemedicine?

Insurance?

Insurance Billing

Billing codes and rules

Payor statements

Staff updates

Outreach?

Patient Outreach

- **Prioritizing outreach**

- **Maintaining connections**

- **Maintaining quality of care**

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Establish and maintain a process for triaging patient concerns

Triage results in assigning patients to a visit type
- **In person**
- **Video**
- **Phone**
- **Car**

In-Person

VS

Telemedicine

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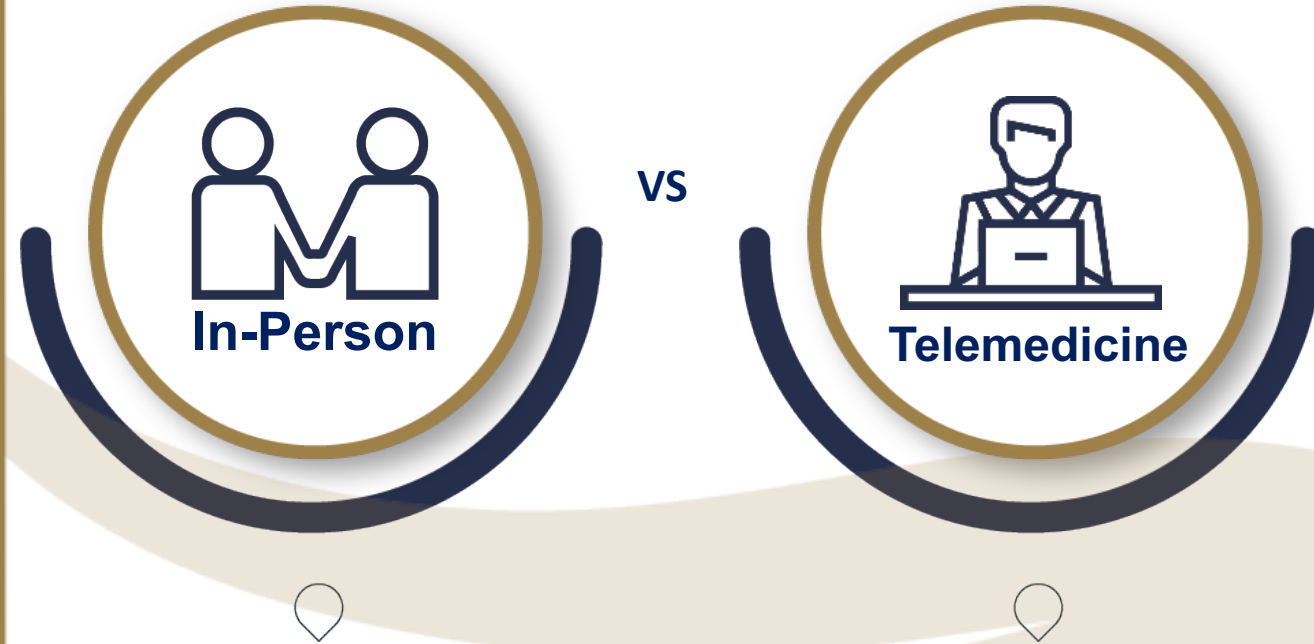
Billing Bootcamp

Be aware of changes in billing codes and rules

Closely examine the EOB statements received from payors

Communicate this information to staff regularly

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Patient Outreach

High Risk Patients
- High Touch
- Office and Telemedicine visits

Patients Not Recently Seen
- Cancellations (last 3 months)
- Not seen in the past 12 months

Routine Physicals
- Prioritize immunizations
- Care Gaps

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AMA CPT Coding Guidance :

https://www.ama-assn.org/system/files/2020-05/cpt-reporting-covid-19-testing.pdf

AMA Scenario Planning Guidance:

https://www.ama-assn.org/system/files/2020-05/covid-19-coding-advice.pdf

HRSA Financial Resources:

https://www.fqhc.org/covid19-coronavirus-health-center-resources

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