

eConsult

Access to information. Access to care.



L.A. Care
HEALTH PLAN®



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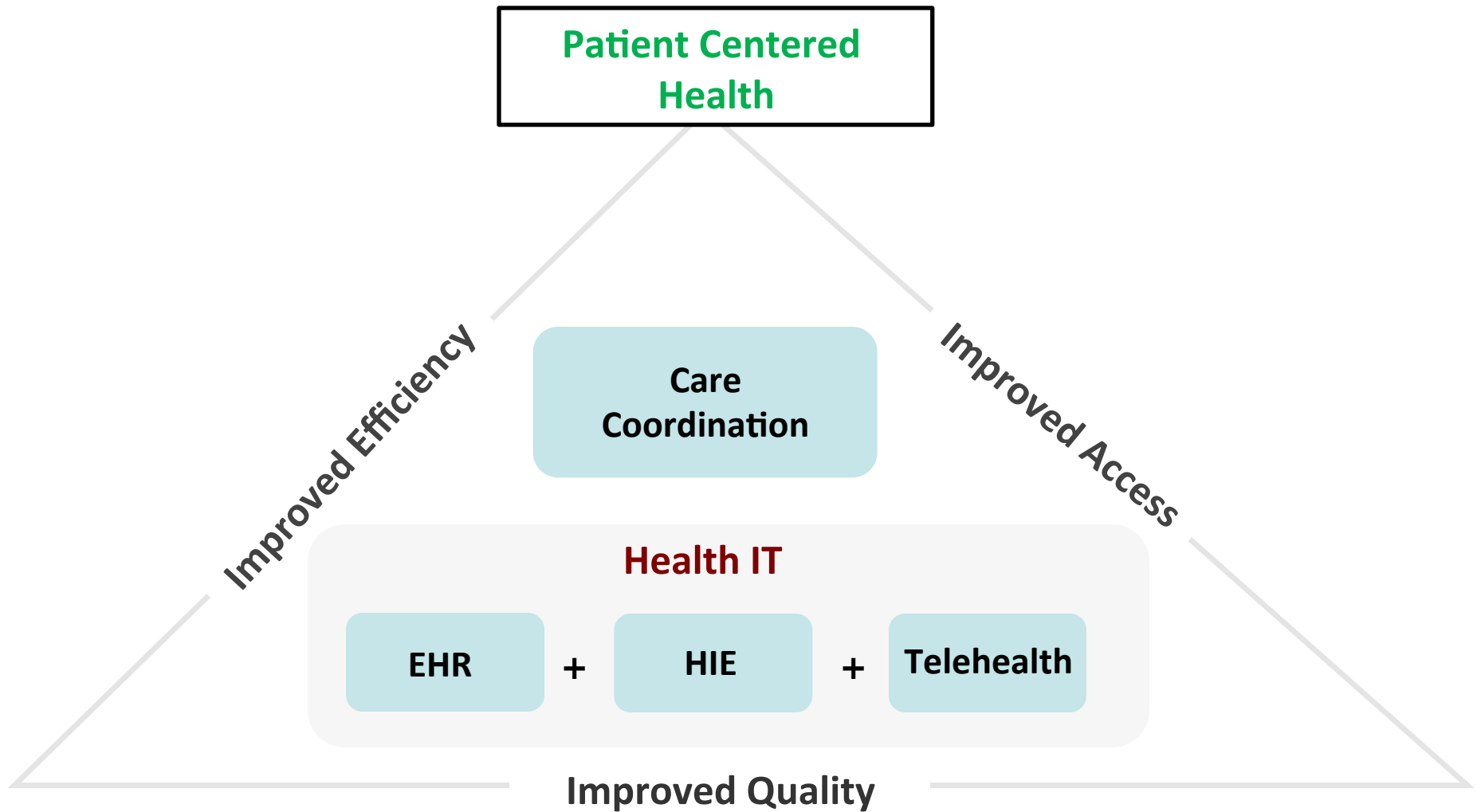
There is a *Consilience* of ...

Telehealth, Electronic Health Records &
Health Information Exchange

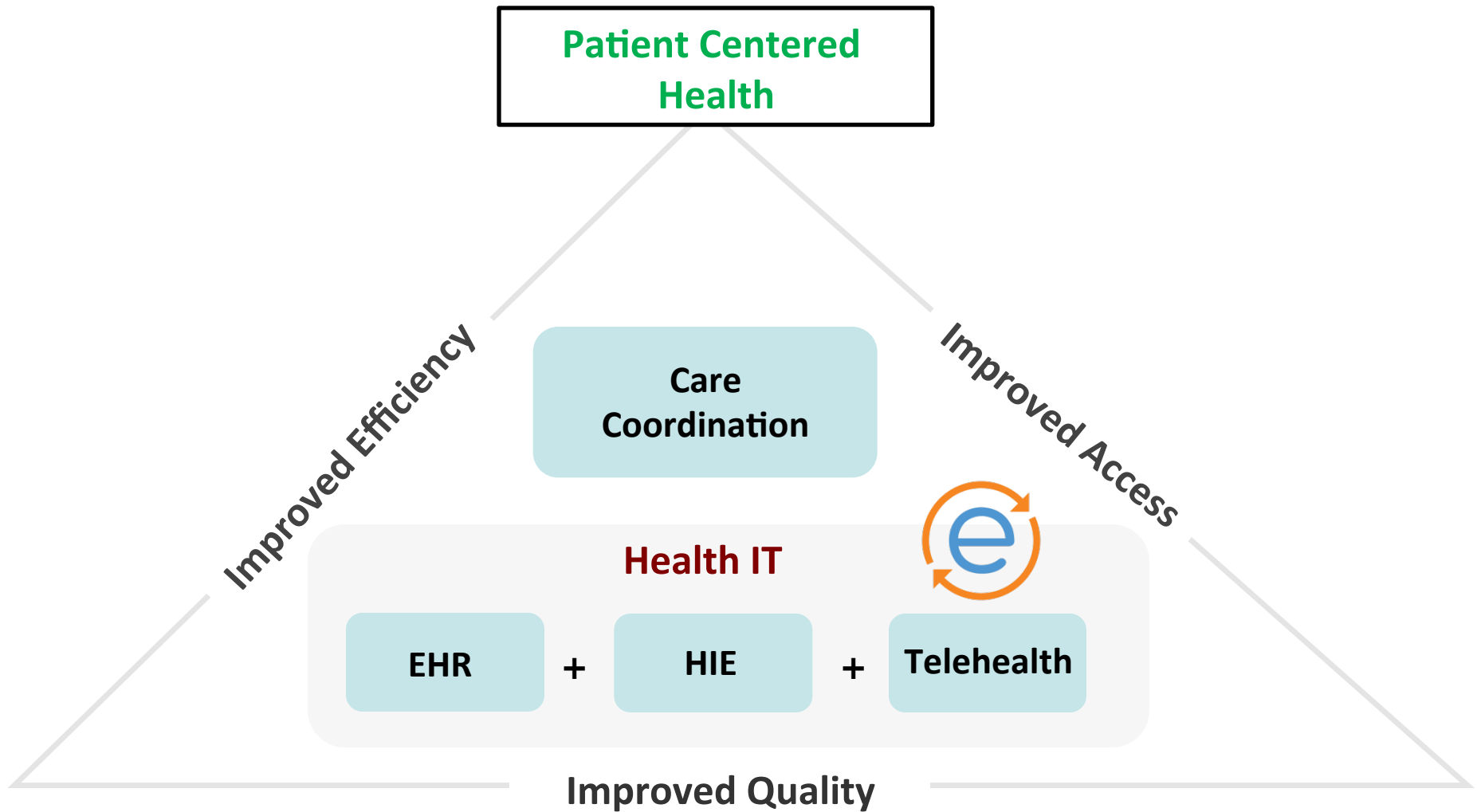
Innovations for Connected Communities



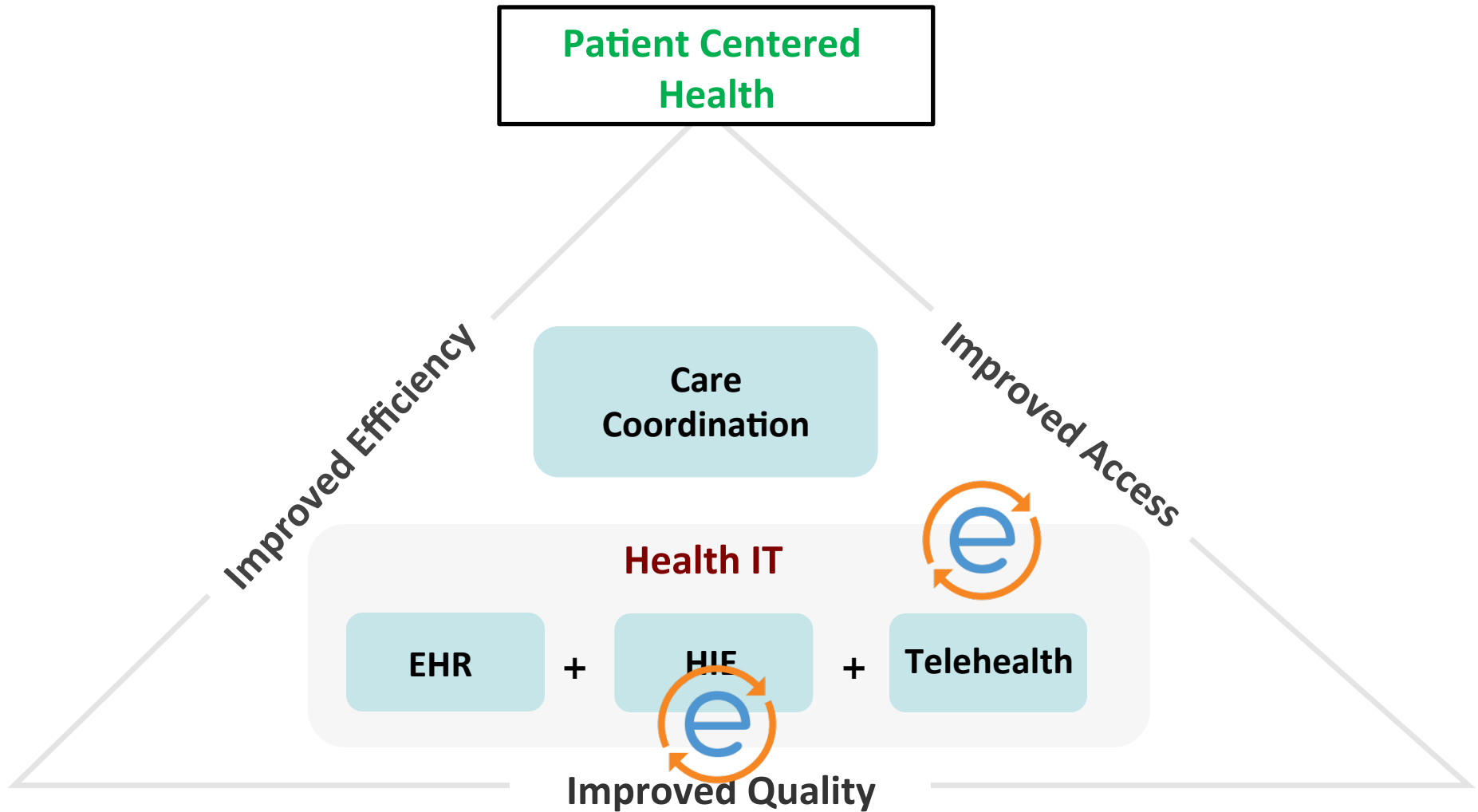
Where does eConsult fit?



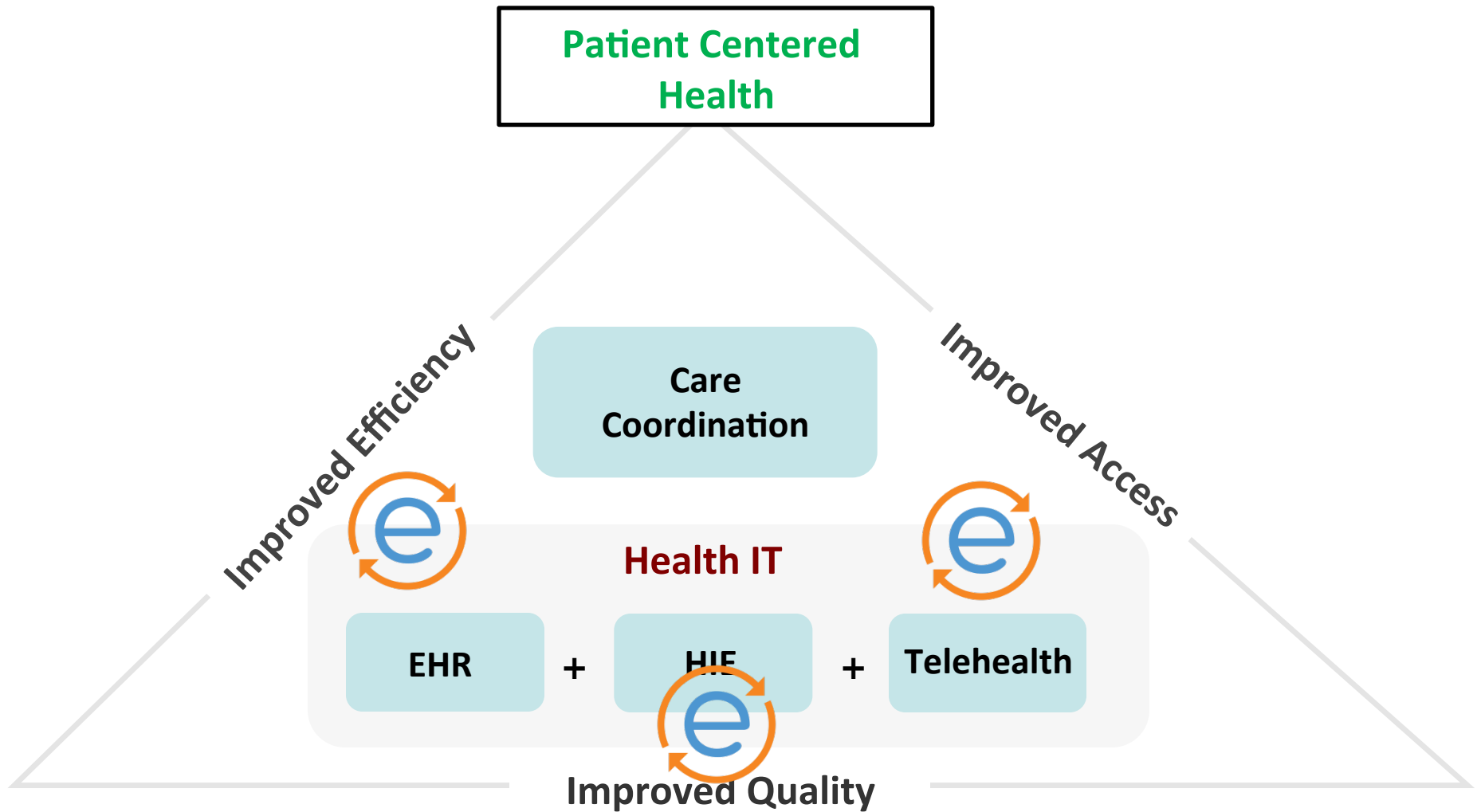
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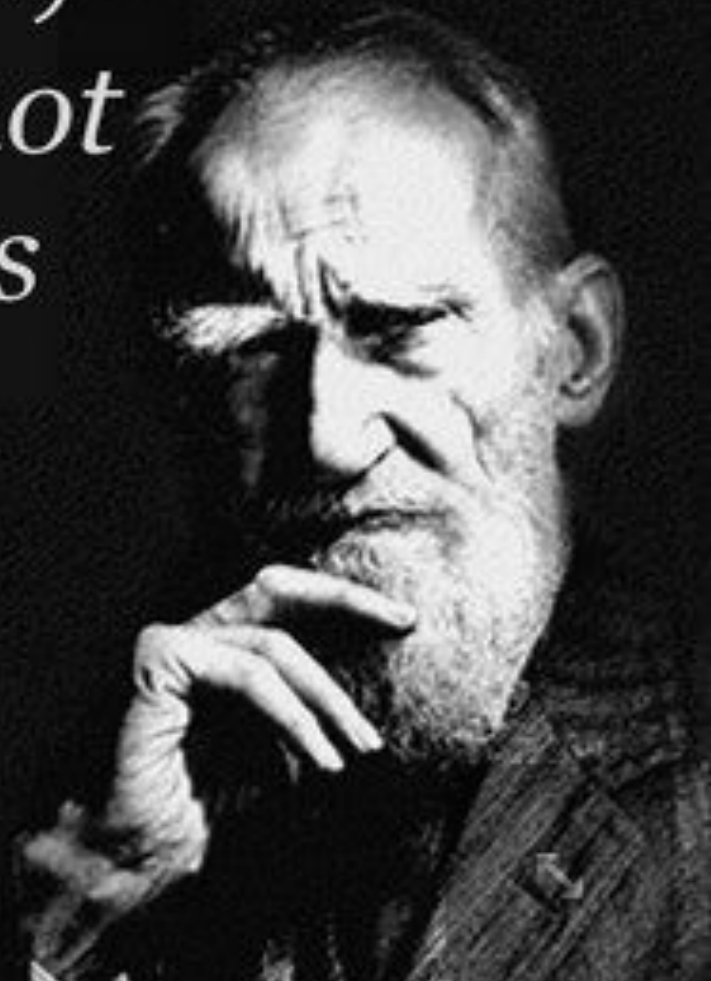


Where does eConsult fit?



*Progress is impossible
without change,
and those who cannot
change their minds
cannot change
anything.*

- George Bernard Shaw



Yearning for Innovation

- We recognize the profound responsibility that we have to those we serve and to those who share our mission
- We continue to fall short of creating the kinds of experiences that our patients, staff and physicians deserve
 - And not for lack of effort



HMMMM...MEANINGFUL? CHECK. ACCOUNTABLE?...CHECK. MEANINGFUL?...
CHECK. ACCOUNTABLE?...
CHECK... OOOOO



Innovation



Innovation

A hand is shown on the right side of the image, holding a piece of white chalk and writing the word 'Innovation' on a green chalkboard. The word is written in a simple, sans-serif font.

Innovation is not about technology

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moving from faxes to eConsult

**moving from electronic versions of
manual processes to a human process of
dialog and providing care supported by
technology**

Why eConsult?

eConsult addresses the common barriers of difficult access to specialists for patients, and for PCPs trying to deliver high-quality, coordinated care, especially when their patients are low-income or uninsured.

- Poor communication between Specialists and PCPs
- Difficult to use legacy referral systems
- Partial or incomplete pre-visit work-ups
- Insufficient capacity to meet current demands for face-to-face visits
- Unnecessary or inappropriate referrals
- High “no show” rates



Endocr Pract. 2003 Mar-Apr;9(2):124-7.

Evaluation of a "formal" endocrinology curbside consultation service: advice by means of internet, fax, and telephone.

Rushakoff RJ, Woeber KA.

University of California, San Francisco, USA.

Abstract

OBJECTIVE: To describe the development, implementation, and assessment of an Internet- and fax-based endocrinology curbside consultation service.

METHODS: An Internet- and fax-based endocrinology consultation service was designed by developing a simple Web site so that requesting physicians could complete a form about the patient. Community and academic-based primary-care physicians were invited to use the service. One month after each consultation, a follow-up questionnaire about the effectiveness and use of the Internet and fax consultation service was sent to each physician who had requested the consultation.

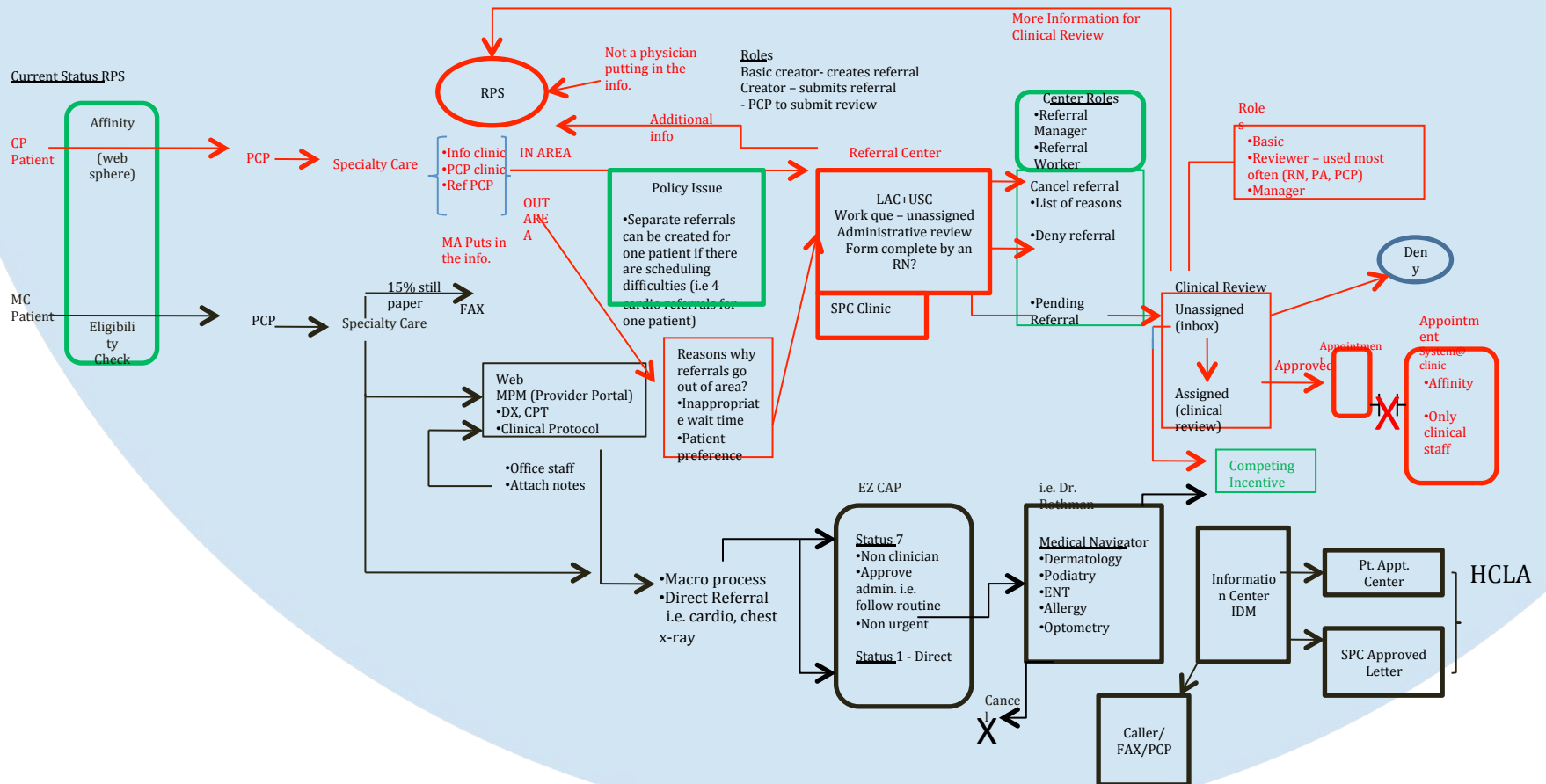
RESULTS: During the 5-month period in which the service was offered, 67 physicians requested a total of 85 "formal" endocrinology curbside consultations. Of these 85 requests, 46 were by e-mail, 31 by fax, and 8 by telephone. Follow-up questionnaires were returned by 61 of the 67 physicians who used the service. One hundred percent of the physicians found the service to be useful, and about 33% noted formal consultation had been avoided. In approximately 55% of the consultations, physicians indicated that the response caused them to alter the treatment of their patient. Consultation questions encompassed the full spectrum of endocrinology. The issues were approximately equally distributed among test interpretation, medication, and management.

CONCLUSION: We successfully designed and implemented an Internet- and fax-based endocrinology curbside consultation service. This form of consultation was used by physicians and brought about change in the management of their patients.



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Moving from electronic versions of manual processes to providing care supported by technology



“Once we rid ourselves of traditional thinking we can get on with creating the future.”

—James Bertrand



What is eConsult?

eConsult is a telehealth process enabling peer to peer communication as part of the referral process.

eConsult works because it facilitates the dialog between PCPs and Specialists.



How Does eConsult Work?



- PCP's office requests a specialty consult



- PCP details patient's present illness



- PCP → Specialist email alert



- Specialist reviews and responds to the PCP on eConsult



- Specialist → PCP email alert



- PCP and Specialist can continue communications



- eConsult appropriately addressed and resolved



Outcomes & Value of eConsult Pilot

An 18-month eConsult Pilot resulted in:

- Approximately 60% reduction in wait time for appointments
- Out of 829 specialty face-to-face referral requests, about half (383) were appropriately addressed and resolved by eConsult and did not result in face-to-face visits
- An easy to use and flexible system allowing specialists to respond to eConsult email alerts in 3 days or less
- PCPs feeling more comfortable and better equipped to address the specialty needs for their patients



Results

- On average, PCPs and specialists exchanged four communications per eConsult
- Specialists responded within 2 days or less
- 54.5% of eConsults were for dermatology, 40.7% for endocrinology, 28.8% nephrology, and .6% for allergies.
- The number of face-to-face visits declined by 25% to 48% percent depending on the specialty

Detailed Responses – PCP Time Spent

Total amount of time, on average, spent on a normal eConsult.

Answer Options	Derm	Endo	Neph	Allergy
<i>Initial Global Estimate</i>	5	12	20	20
Responding to PCP	3	8	5	10
Reading clinical information, question, attachments	1	1	10	5
Logging in and using SynerMed eConsult portal (beyond time spent on above steps)	1	1	5	3
Authorizing face-to-face specialist visit	1	1	5	1
Rating the eConsult PCP's communication quality	1	1	1	1
Filing/Copying/Faxing	0	0	0	0
Phone calls to PCP	0	0	0	0
<i>Total</i>	7	12	26	20
Number of eConsults Done through March 2011	320	56	42	4



PCP Motivations to Use eConsult

Rate the importance of each item in motivating you to continue to use the eConsult system.

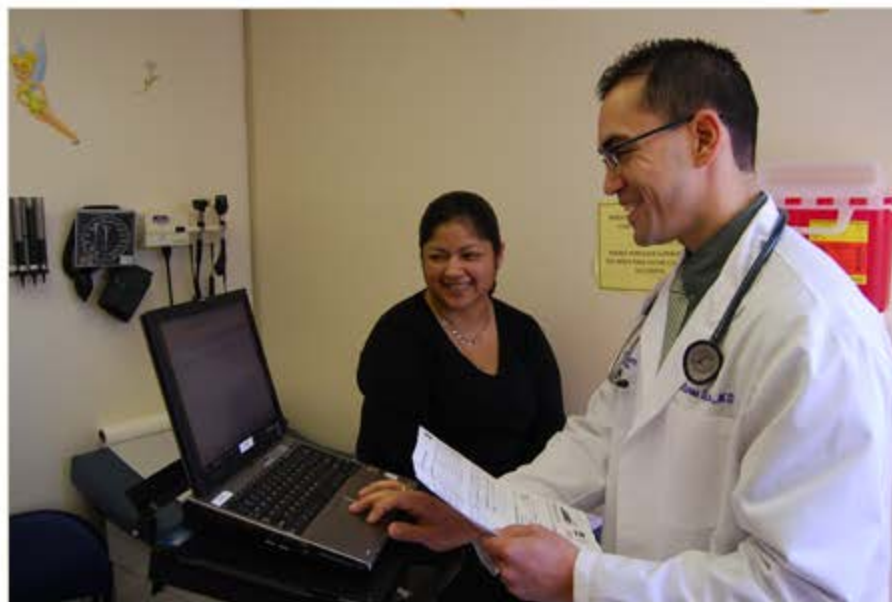
Answer Options	Not important	Somewhat important	Very important
Patients receive better care.	0	1	7
Improved access to specialty care	0	2	6
Patients arrive at specialist with better workup.	0	2	6
Receiving a camera	0	2	6
Authorization from SynerMed faster.	0	2	6
Denial rate is lower after eConsult	0	3	5
Patients have fewer specialist visits	0	3	5
Improves my ability to provide quality primary care to patients.	0	3	5
Payment for doing the eConsult.	0	4	4



Safety Net eConsult Program

- \$1.5 million community benefits program grant from L.A. Care to expand eConsult to the Safety Net
- 18-month program to:
 - Develop
 - Process redesign
 - Workflow training
 - Support and Implementation
- Replace L.A. County's referral system ("RPS")
- Interface with Health Care LA/MedPOINT EZ-Cap Authorization System





Access to information. Access to care.

eConsult is a telehealth process enabling primary care providers (PCPs) to consult remotely and conveniently with specialists.

eConsult has successfully reduced the need for inappropriate face-to-face specialty visits by facilitating efficient exchange of information to meet clinical needs.

Downloads

- [Overview for PCPs](#)
- [Overview for Specialists](#)
- [Overview for Healthcare Professionals](#)

News & Events

- ▶ [04/25/2012](#)
[Safety Net eConsult Program Kickoff Event](#)
- ▶ [08/15/2011](#)
[\[Public News Service\] Herramientas para Consultas Médicas por Internet Reemplazando los Garabatos](#)

Participate in eConsult

If you are a primary care provider or specialist and would like to participate in eConsult, send us a request to participate and we will follow up with you shortly.

[REQUEST TO PARTICIPATE](#)

Safety Net eConsult Goals

- Improve quality of care
 - Expansion of scope of primary care practice from case-based learning
- Improve communication
 - Typed notes on HIPAA secure website
- Improve access
 - Timeliness standards
- Improve efficiency
 - Decrease unnecessary visits
 - Improve pre-visit work-up





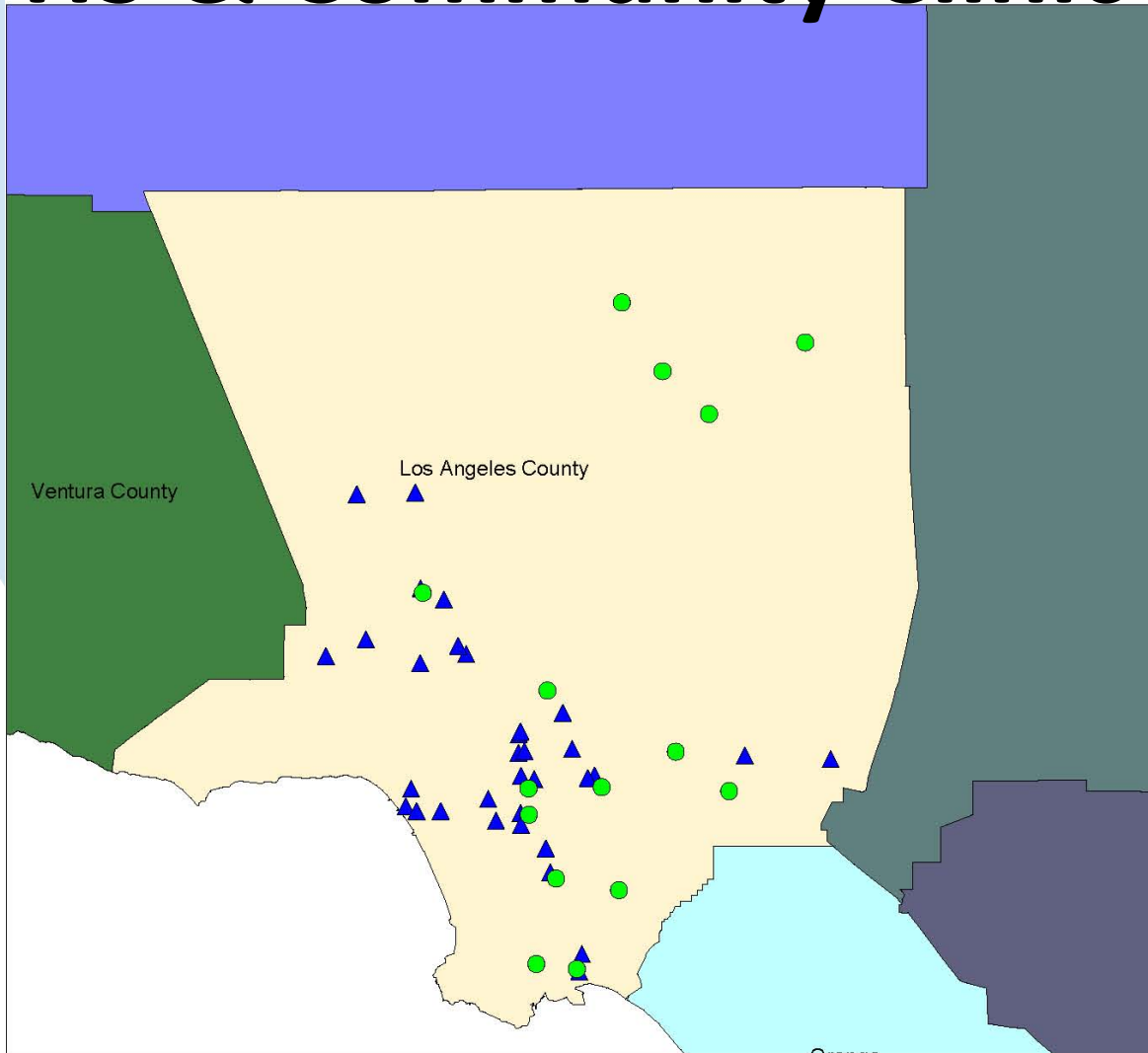
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Safety Net eConsult Implementation

- Phase 1 includes over 60 confirmed PCP sites
 - 28 DHS sites and all major specialty clinics
 - 33+ Community Partner Sites
- Went Live Wednesday!
- Five (5) group deployment phases including a User Acceptance Testing (UAT) phase.



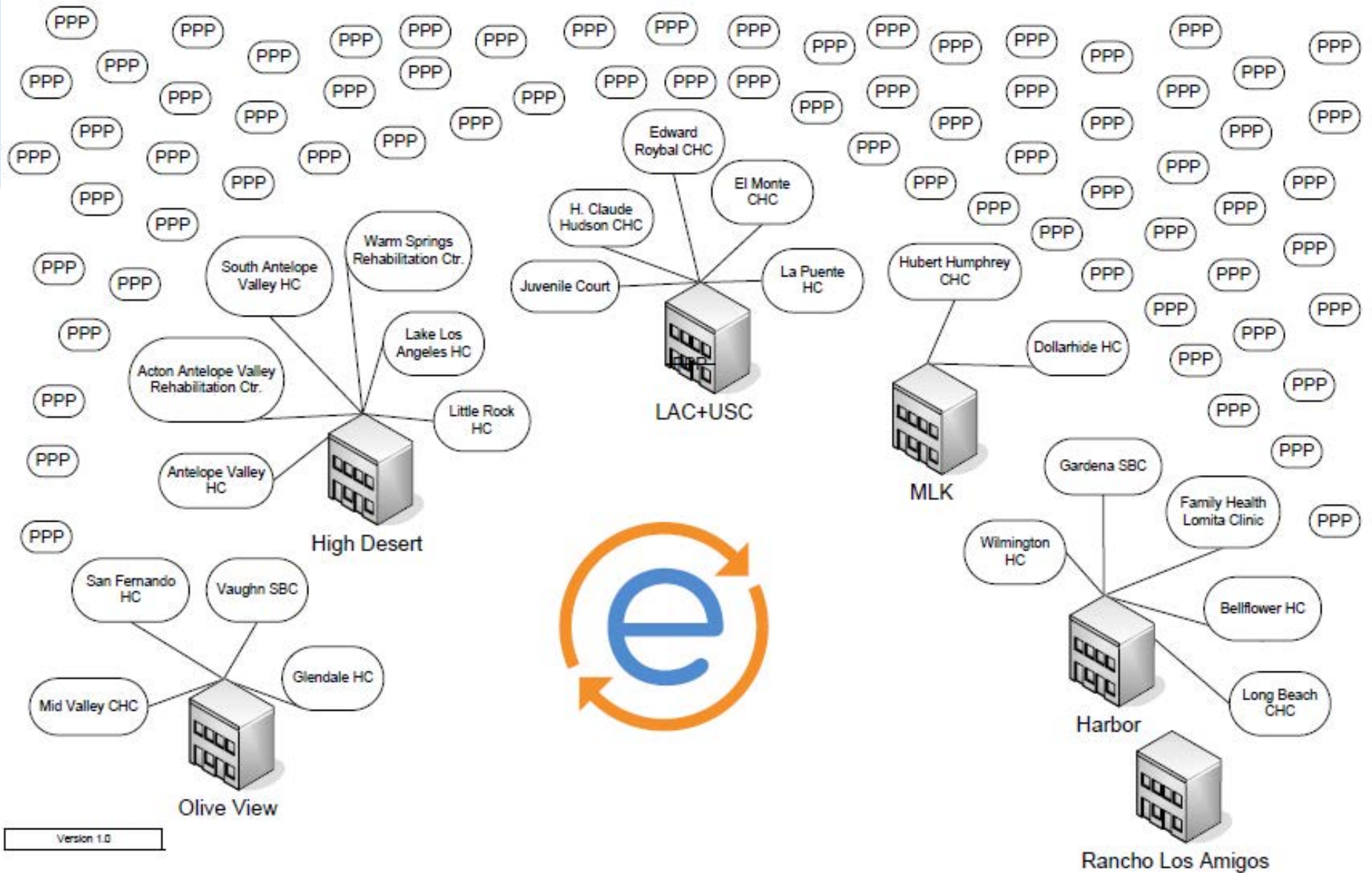
DHS & Community Clinic Sites



- Department of Health Services Sites
- ▲ Community Partner Sites



County of Los Angeles - Department of Health Services Health Services Administration – Information Technology



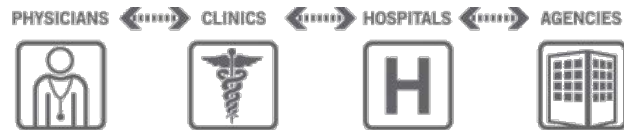
Collaboration is Success



Collaboration is Success



Health Services
LOS ANGELES COUNTY



safetynetconnect.com

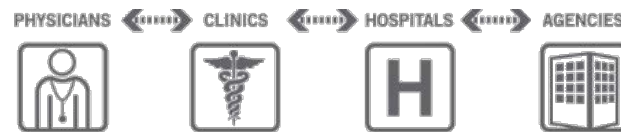
Collaboration is Success



Collaboration is Success



Collaboration is Success



safetynetconnect.com



Expected Value of Safety Net eConsult Program

- Improved communication and coordination
- Speed and co-ownership for consults
- No health plan or IPA review with patients calling to wait for an appointment
- Patients do not have to go anywhere else unless Specialist Reviewer recommends face-to-face visit
- Improved experience and efficiency for patient at Specialist's office because already triaged and with completed labs



Make it Real and Keep it Real!

- Focus on Behavior & Process (not always tech)
- Focus on Outcomes
- Focus on Value
- ...to drive the Business Case





From: Hayley Buchbinder [mailto:hbuchbinder@dhs.lacounty.gov]
Sent: Friday, July 20, 2012 9:35 AM
To: Alex Teng
Cc: Sajid Ahmed
Subject: Re: eConsultLA Scheduling

They were successfully scheduled. We are going to check Affinity at a later time to get a sooner appointment if we can (so they may be rescheduled). But for right now those two patients have appointments in Affinity.

>>> Alex Teng <ateng@netchemistry.com> 7/20/2012 9:09 AM >>>
Hi Hayley,

We've been monitoring the eConsult system since launch and noticed that there were 2 appointments scheduled for the first set of submitted eConsults. Were these successfully scheduled or just entered as a place holder until it's confirmed?

Thanks!
Alex

Thanks,
Alex Teng
Safety Net Connect, Inc.



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Username:

Password:

[Forgot Password?](#)

Supported By:



A Project of L.A. Care Health Plan

PHYSICIANS  CLINICS  HOSPITALS  AGENCIES



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Innovation



Innovation

✓ Policy



Innovation

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✓ **Policy**

✓ **Process**

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- ✓ **Policy**
- ✓ **Process**
- ✓ **Workflow**

Innovation

- ✓ Policy
- ✓ Process
- ✓ Workflow
- ✓ Behavior

Innovation

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- ✓ **Policy**
- ✓ **Process**
- ✓ **Workflow**
- ✓ **Behavior**
- ✓ **Expectation**

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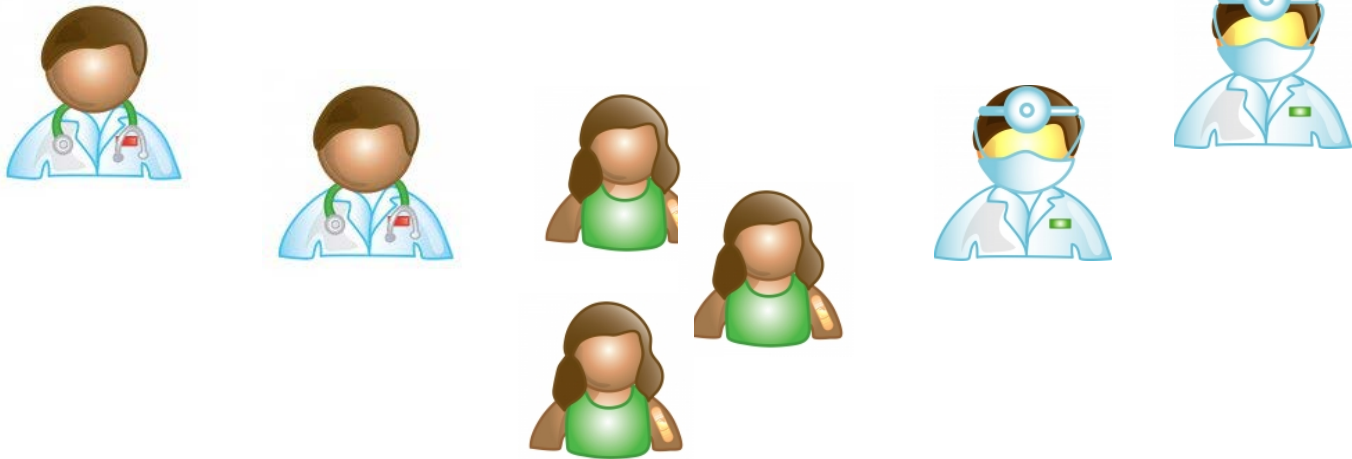
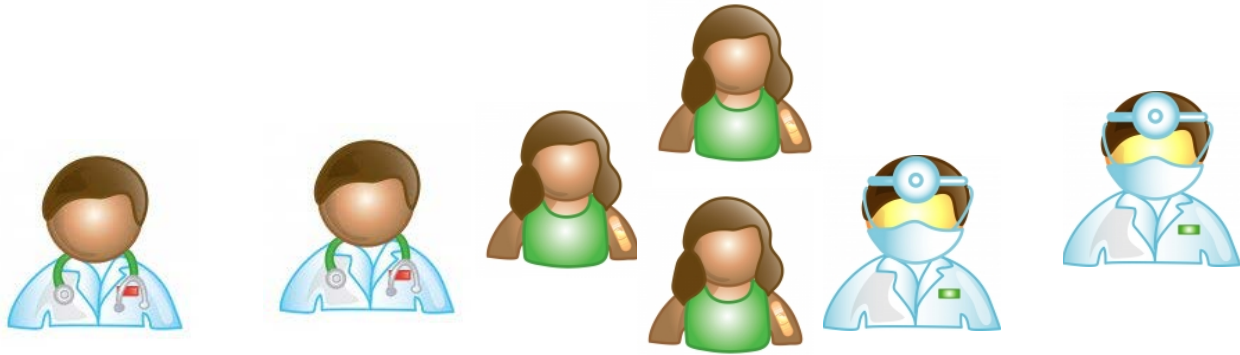
- ✓ Policy
- ✓ Process
- ✓ Workflow
- ✓ Behavior
- ✓ Expectation
- ✓ Compensation











“The Future is not what it is
used to be...”



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— *James Bertrand*



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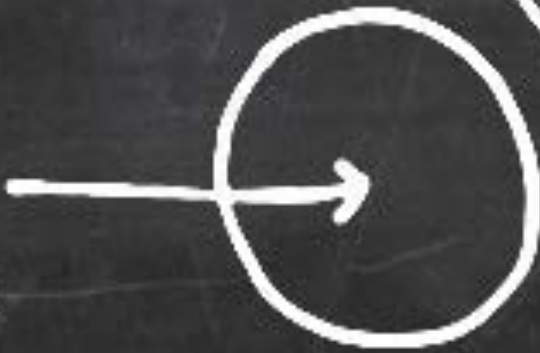


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Your
comfort
zone



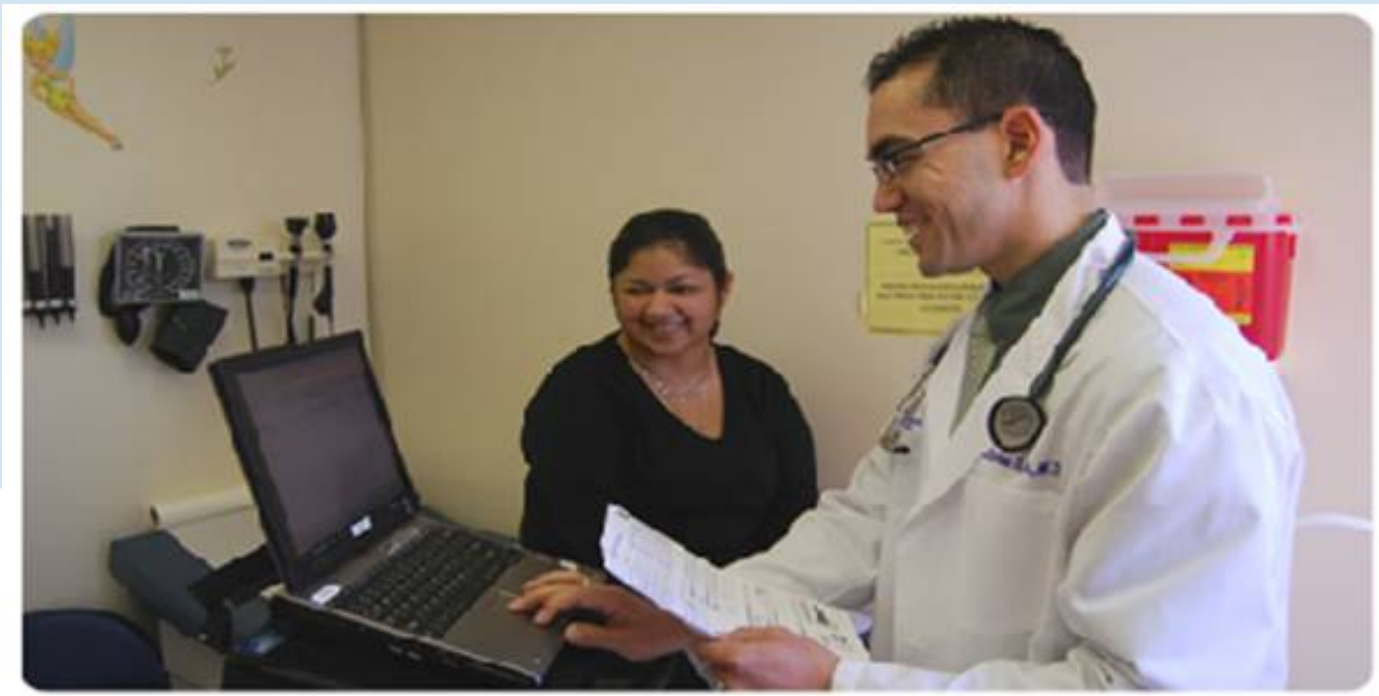
Where the
magic happens





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At the end of the day, it's all about patient care.
Access to information. Access to care.



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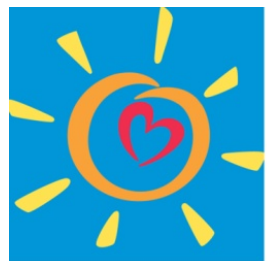


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Sajid Ahmed
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email: sahmed@lacare.org
Twitter: [@sajcookie](https://twitter.com/sajcookie)



Questions?



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sajcookie Sajid Ahmed

eConsult is a peer to peer communications and referral process system. "Faxes are dead"

Aug 16, 6:01 PM via web



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Aug 16, 6:01 PM via web



L.A. Health Plan @LACareHealth retweeted to 629 followers:



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