Using the Power of Technology To Better Serve Our Patients

Optimizing Virtual Care Initiatives
Chrissy Kuahine, Director of Clinical and Patient Informatics
Waianae Coast Comprehensive Health Center

• Established 1972 as a community-driven response to the lack of health care providers available on the Waianae coast

• The second largest and oldest of fifteen community health centers in the state

• In 2022, the Health Center served 35,217 patients through 122,834 in-person visits and 78,661 virtual visits

• Largest employer on the Waianae coast with nearly 800 employees – most of them residents of the community
OUR SERVICES

- Adolescent Health
- Adult Day Care
- Behavioral Health
- Case Management
- Dental
- Diabetes Intervention
- Emergency Room (open 24 hours)
- Family Planning
- Fitness Gym & Programs
- Health Education
- Health Professions Career Training
- Health Emergency Liaison Program
- Homeless Outreach
- Imaging
- Institutional Review Board for Research
- Integrative Weight Management Program
- KWiki (Walk-in Clinic)
- Laboratory
- Mākeke (Farmers & Green Markets)
- Native Hawaiian Healing
- Nutrition Counseling
- Pain Management
- Patient Assistance Services
- Perinatal Case Management
- Pharmacy (Wai‘anae & Kapolei)
- Primary Care Clinics: Adult Medicine, Family Practice, Pediatric Health, Women’s Health
- Mammography
- Restaurant
- School-Based Health Centers
- Specialist Clinics: Cardiology, Dermatology, Endocrinology, General Surgery, Nephrology, Obstetrics/Gynecology, Orthopedics, Ophthalmology, Optometry, Podiatry
- Substance Abuse Treatment
- Transportation
- Vision Care
- Women, Infants and Children Program (WIC)

Visit us at www.wcchc.com

OUR LOCATIONS

MAIN CAMPUS & 24-HOUR EMERGENCY ROOM

WAIANAE COAST COMPREHENSIVE HEALTH CENTER
86-260 Farrington Highway
Wai‘anae, HI 96792
(808) 697-3300

SATELLITE CLINICS

WEST O‘AHU COMMUNITY HEALTH
Kapolei Medical Park Building
509 Farrington Hwy., Suite 100
Kapolei, HI 96707
(808) 697-1800

WAIPAHU FAMILY HEALTH CENTER
Elipuu Community Center
94-428 Molokai St., Suite 108B
Waipahu, HI 96797
(808) 697-3088

WAILOMA KWiki (Walk-in Clinic)
Wai‘anae Mail
86-120 Farrington Hwy., Suite 305A
Wai‘anae, HI 96792
(808) 697-3133

JAMES & ABIGAIL CAMPBELL CLINIC
Next to Nānākuli Jail
87-2070 Farrington Hwy., Suite N1
Wai‘anae, HI 96792
(808) 697-9100

EWALI – WEST O‘AHU COMMUNITY HEALTH
OIA Family Service Main Office
91-1841 Fort Weaver Road
Ewa Beach, HI 96706

Behavioral Health
(808) 697-3281

Patient Assistance Services
(808) 697-3403

SCHOOL-BASED LOCATIONS

JUNIOR SEABEERD HEALTH CENTER
Waianae Intermediate School
85-626 Farrington Highway
1st Floor, Building A
Wai‘anae, HI 96792
(808) 697-3523

HALE OLA KINO MAI’IKELI
Waianae High School
85-251 Farrington Highway
2nd Floor, Building B
Wai‘anae, HI 96792
(808) 697-3520

SCHOOL-BASED HEALTH CENTER
Kanehikau High & Intermediate School
89-980 Nānāhiku Avenue
Building A, Across from Administration
Wai‘anae, HI 96792
(808) 697-3222

SCHOOL-BASED DENTAL CLINIC
Kanehikau Academy
85-180 Aia Aia Street
Wai‘anae, HI 96792
(808) 697-3496
1 OF 29 HEALTH CENTERS AWARDED THE HRSA OPTIMIZING VIRTUAL CARE GRANT

Awards will enhance telehealth, digital patient tools, and health information technology to support underserved communities

OUR GOAL

Increase access to care, reduce access barriers to primary care, improve clinical quality outcomes in a manner that utilizes emerging technology and is SUSTAINABLE post grant
• Provider TeleVIDEO Training
  ➢ MEND Telehealth Platform – Ad Hoc Function
  ➢ Trained 102 Providers in 10 days (3/25 – 4/6)
  ➢ Completed 170 Providers by August 2020
  ➢ NextGen & Mend Appointment Integration
• “Experience MEND as a Patient” Sessions
• Demo TeleVIDEO during in-person visits
• Telehealth Patient Education Specialist
Optimizing Virtual Care Activities

- Increased Access - Limiting Obstacles to Virtual Care
- Remote Patient Monitoring Program
- Comp Health Connect Mobile App
- EHR AI-Enabled Analytics for Clinical Efficiency
Telehealth Adoption & Reasons for Telephone Visits

### Telehealth Adaptation

<table>
<thead>
<tr>
<th>Week</th>
<th>Doctor Visit</th>
<th>TeleHealth</th>
<th>Provider Visit</th>
<th>Video Visit</th>
<th>In Person</th>
</tr>
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<tbody>
<tr>
<td>Medical</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Week</td>
<td>4%</td>
<td>18%</td>
<td>13%</td>
<td></td>
<td>77%</td>
</tr>
<tr>
<td>Prev 3 Wk Avg</td>
<td>5%</td>
<td>16%</td>
<td>14.5%</td>
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<td>78%</td>
</tr>
<tr>
<td>Same Wk Last Yr</td>
<td>10%</td>
<td>25%</td>
<td>11.9%</td>
<td></td>
<td>65%</td>
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<tr>
<td>BH</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Week</td>
<td>18%</td>
<td>59%</td>
<td>12.6%</td>
<td></td>
<td>24%</td>
</tr>
<tr>
<td>Prev 3 Wk Avg</td>
<td>18%</td>
<td>59%</td>
<td>10.3%</td>
<td></td>
<td>23%</td>
</tr>
<tr>
<td>Same Wk Last Yr</td>
<td>26%</td>
<td>59%</td>
<td>6.0%</td>
<td></td>
<td>15%</td>
</tr>
</tbody>
</table>
Developed telehealth enabling services for those unable to access full telehealth services including education, training in use of systems, and when necessary, distribution of home monitoring equipment.

<table>
<thead>
<tr>
<th>Telehealth Care Enabling Codes Tracked and Auditable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telehealth Education</strong></td>
</tr>
<tr>
<td><strong>Telehealth Resources</strong></td>
</tr>
<tr>
<td><strong>Telehealth Referral</strong></td>
</tr>
</tbody>
</table>
SOCIO-ECONOMIC INDICATORS

• People Living 100% Below Poverty Level:
  • Waianae (22.4%); Honolulu County (8.7%); and State of Hawaii (9.9%)

• Households Receiving SNAP:
  • Waianae (34.3%); Honolulu County (9.7%); and State of Hawaii (11.1%)

• Per Capita Income:
  • Waianae ($21,084); Honolulu County ($35,202); and State of Hawaii ($32,621)

• Households with Children Receiving Assistance:
  • Waianae (55.0%); Honolulu County (22.4%); and State of Hawaii (25.3%)

• People 25+ with No High School Degree Diploma:
  • Waianae (7.2%); Honolulu County (4.2%); and State of Hawaii (4.4%)
Waianae clinic bringing virtual health care to patients in Tamura Super Market

By Kristen Consilio  Apr 7, 2023 Updated Apr 7, 2023

Telehealth & PAS Kiosks

- SBHC Remote Exams
- Ewa Kiosk in Child and Family Services
- Waianae Kiosk in Tamura Grocery Store

Potential Strategic Partnership with **UH West Oahu**
- Telehealth services with remote exam devices
- Patient assistance services
Kupuna Computer Training and Partnerships

Eldest Kupuna Student
Energetic and Akamai 91 years young!

Owner of his 1st laptop and 1st time (on his own) joining a Zoom meeting

Ka’ala Souza – Digital Ready Hawaii
Computer Basics 001 to further telehealth in Waianae

Lanakila Pacific Partner
Kupuna “U”niversity Computer Training

WCCHC Navigator Team
Assisted Kupuna During Class
How Pandemic Desperation Inspired An Elderly 'Innovation Incubator' In Hawaii civilbeat.org
Affordable Connectivity Program (ACP)

How to Schedule a Telehealth Visit
Contact your WCCHC medical provider to schedule your next telehealth phone or video visit! For general telehealth information call, (800) 697-3300.

Services available with Telehealth:
- Upper Respiratory Infections
- Allergies
- Behavioral Health
- Chronic Disease Follow-up (high blood pressure, diabetes, etc.)
- Chronic Migraine
- Diarrhea
- Prescription Refill Requests
- Referral Requests
- Follow-up Appointments

About Our Telehealth Platform

Mend is a healthcare communications platform and is the Health Center’s choice for virtually connecting you with your healthcare provider.

Telehealth is a secure, easy-to-use, and convenient way for you to visit with your medical provider, when you can’t visit in-person. Now you can talk to your provider from your phone or by videoconference using a smartphone, tablet, or computer—all while in the comfort of your own home or wherever you may be when your telehealth visit starts!

How to Connect with your Provider for your Telehealth Visit:

Step 1: Test
The connection test will check your device to make sure it’s ready for your visit. If you have trouble, click “Need Help” at the top right of the page to start a live chat with a Mend support team member.

Step 2: Connect
Join the visit to enter the virtual waiting room. We’ll alert your healthcare provider and someone will be with you shortly!

For more information, visit broadband.hawaii.gov/acp
@digitalequityhawaii  @digitalequityhawaii  @digitalequityhi

For assistance with completing the ACP application, please contact or refer your patients to PAS for assistance by calling (808) 697-3405

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

Up to $30 a month towards broadband service from a participating provider
Up to $75 towards broadband service for households on Hawaiian Home Lands
A one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet

Your household qualifies if at least one member:
- Qualifies for the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Federal Public Housing Assistance, Veterans and Survivors Pension Benefit, or Lifeline program
- Received benefits under the free and reduced school breakfast or lunch program
- Is a current participant in the EITC program
- Earns less than the Federal Poverty Guidelines

Your household is ineligible if:
- Has access to broadband through a cable, DSL, or fiber provider
- Has residential broadband service with a speed of 25 Mbps upload and 3 Mbps download

For assistance with completing the ACP application, please contact or refer your patients to PAS for assistance by calling (808) 697-3405

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WCCHC - SGB Long-Range Wi-Fi Expansion Project

Complement existing Long-range Wi-Fi at the WCCHC campus

Extend coverage towards Maili connecting a multi-family affordable rental housing complex

Additional services for:

- Telehealth Services for the immediate communities near WCCHC facilities
- Affordable Connectivity Program Services to underserved and unserved Waianae Communities
- Distance Learning and Education over Wi-Fi internet
- Economic Development and Workforce Development in the West Oahu communities
Care Coordination with Remote Patient Monitoring

Patient will be monitored for the following:
- HTN
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes Mellitus
- Heart Failure (HF)

Benefits
- Delivers state-of-the-art technology devices to help better manage health condition(s) at home
- Improves access to health education and provides tracking tools encouraging engagement
- Improves delivery of care plan by the health care team
- 24/7 monitoring supported by CareConnect Clinical services
Comp Health Connect Mobile App

**Deliverables**
- CHC Web & Mobile App
  - iPhone
  - Android
- Contributor’s Website - content is gathered from community partners

**Initial content possibilities**
- Community access to WCCHC and Elepaio Social Services
- Patient access to patient portal and patient self-scheduling, telehealth appt via customized user interface
- Link to community partners
Sustainability – HIT Innovations

✔ Partnership with Foresight Health Solutions

**Mission** - Develop AI-driven analytic solutions to accurately predict and promote optimal health for vulnerable populations using diverse data sources

- AI Applications & Advanced Analytics
- Ongoing analytics to develop and manage value-based contracts with multiple Hawaii MCOs
AI Analytics Initiatives

• Augmented Intelligence embedded with core systems to improve effectiveness and impact of clinical and social interventions
• Collect data from diverse sources including claims, EMR, care management notes, SDOH surveys
• Using proprietary models to accurately predict health risks, costs, adverse outcomes and health disparities
• Identify the most effective actions to mitigate and reverse adverse outcomes, costs and disparities
Mahalo!