



WAIANAE COAST  
COMPREHENSIVE  
HEALTH CENTER

# Using the Power of Technology To Better Serve Our Patients

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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





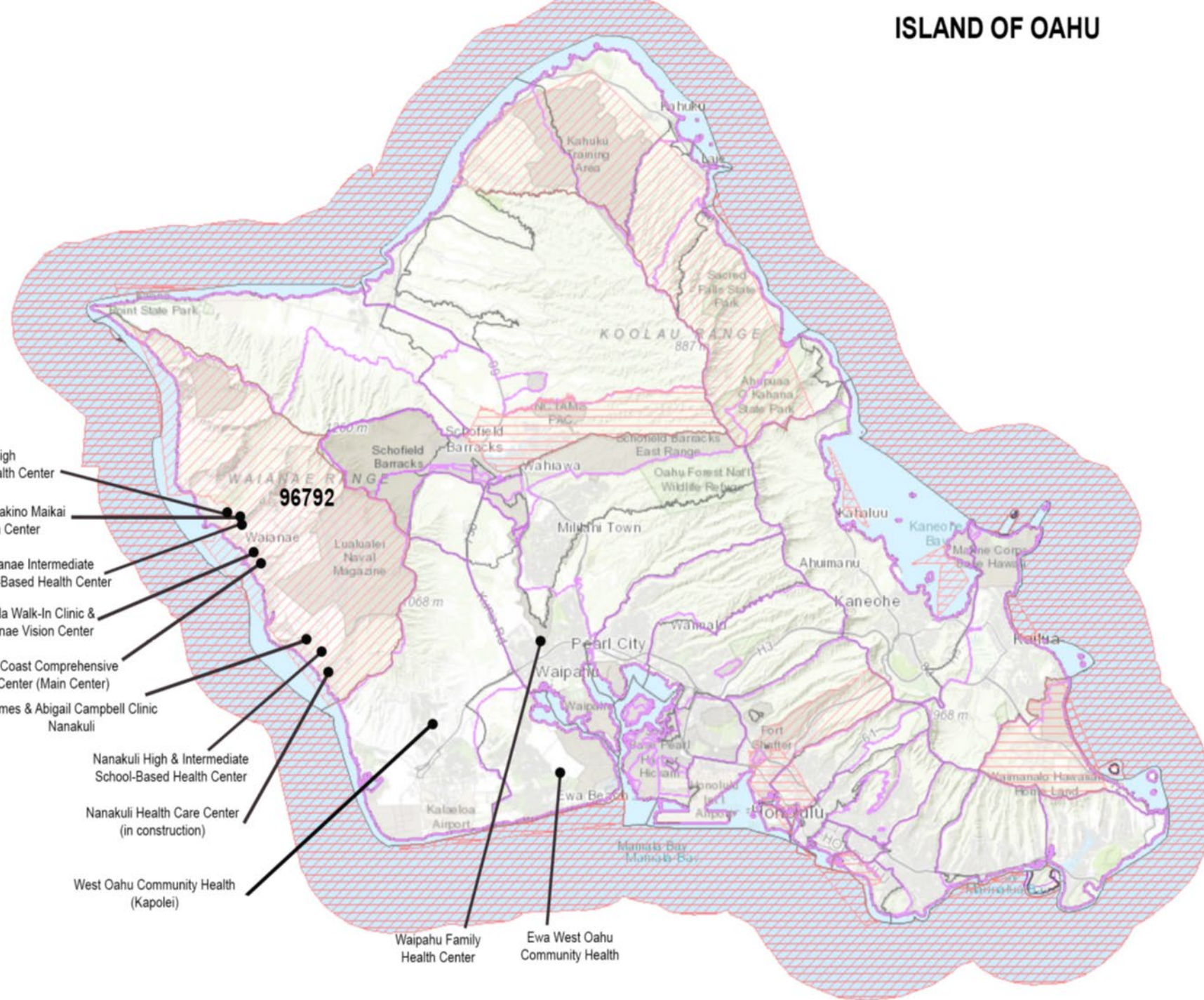
# ISLAND OF OAHU

- Waianae High School-Based Health Center
- Kamaile Olakino Maikai Health Center
- Waianae Intermediate School-Based Health Center
- Waiola Walk-In Clinic & Waianae Vision Center
- Waianae Coast Comprehensive Health Center (Main Center)
- James & Abigail Campbell Clinic Nanakuli
- Nanakuli High & Intermediate School-Based Health Center
- Nanakuli Health Care Center (in construction)
- West Oahu Community Health (Kapolei)

96792

Waipahu Family Health Center

Ewa West Oahu Community Health





*Serving with Aloha since 1972*

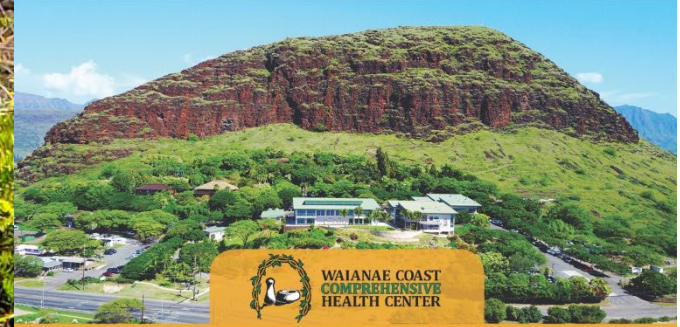


**WAIANAE COAST  
COMPREHENSIVE  
HEALTH CENTER**

## 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
- KWIC (*Walk-in Clinics*)
- 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
- Specialists:
  - 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](http://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*  
599 Farrington Hwy., Suite 100  
Kapolei, HI 96707  
(808) 697-3800

#### JAMES & ABIGAIL CAMPBELL CLINIC

*Next to Nānākuli Sack N Save*  
87-2070 Farrington Hwy., Suite N  
Wai'anae, HI 96792  
(808) 697-3900

#### WAIPAHU FAMILY HEALTH CENTER

*Filipino Community Center*  
94-428 Mokuola St., Suite 108B  
Waipahu, HI 96797  
(808) 697-3888

#### EWA ~ WEST O'AHU COMMUNITY HEALTH

*Child & Family Service Main Office*  
91-1841 Fort Weaver Road  
Ewa Beach, HI 96706

#### WAIOLA KWIC (WALK-IN CLINIC)

*Wai'anae Mall*  
86-120 Farrington Hwy., Suite 305A  
Wai'anae, HI 96792  
(808) 697-3133

Behavioral Health  
(808) 697-3281

Patient Assistance Services  
(808) 697-3405

### SCHOOL-BASED LOCATIONS

#### JUNIOR SEARIDER HEALTH CENTER

*Wai'anae Intermediate School*  
85-626 Farrington Highway  
1st Floor, Building A  
Wai'anae, HI 96792  
(808) 697-3523

#### HALE OLA KINO MAIKA'I

*Wai'anae High School*  
85-251 Farrington Highway  
2nd Floor, Building B  
Wai'anae, HI 96792  
(808) 697-3520

#### SCHOOL-BASED HEALTH CENTER

*Nānākuli High & Intermediate School*  
89-980 Nānākuli Avenue  
Building A (Across from Administration)  
Wai'anae, HI 96792  
(808) 697-3222

#### SCHOOL-BASED DENTAL CLINIC

*Kamaile Academy*  
85-180 Ala Akau Street  
Wai'anae, HI 96792  
(808) 697-3496



# ENVISIONING A VIRTUAL CARE MODEL

## 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

# Telehealth Adoption History

- **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



Serving West Oahu since 1972



**Increased Access - Limiting Obstacles to Virtual Care**



**Remote Patient Monitoring Program**



**Comp Health Connect Mobile App**

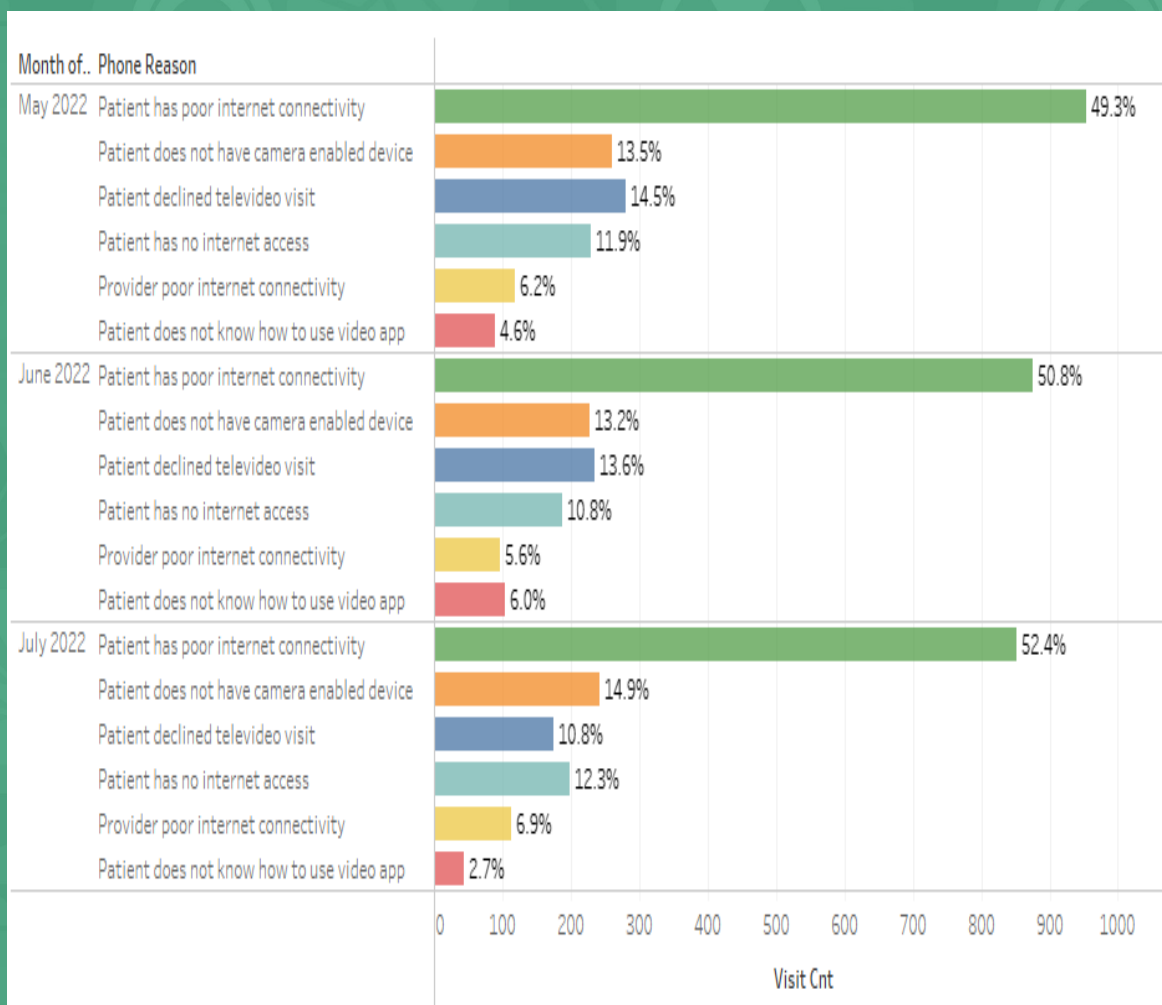


**EHR AI-Enabled Analytics for Clinical Efficiency**

# Telehealth Adoption & Reasons for Telephone Visits

## Telehealth Adaptation

Cat	Week	TelePhone	TeleVideo	In Person
<b>Medical</b>	Last Week	4%	18%	77%
	Prev 3 Wk Avg	5%	16%	78%
	Same Wk Last Yr	10%	25%	65%
<b>BH</b>	Last Week	18%	59%	24%
	Prev 3 Wk Avg	18%	59%	23%
	Same Wk Last Yr	26%	59%	15%



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# Tracking and Coding

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

## Telehealth Care Enabling Codes Tracked and Auditable

Telehealth Education	X5505	Health education on use of telehealth devices. Conducting telehealth demonstration and education on the use and enrollment in the patient portal
Telehealth Resources	X5506	Assistance provided to acquire telehealth device, remote digital device, remote manual device, internet connectivity, WiFi, hotspot
Telehealth Referral	X5507	Referral to obtain internet connectivity, referral to RPM program

## 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 Consillio Apr 7, 2023 Updated Apr 7, 2023 0

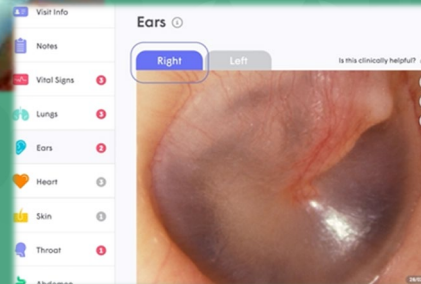


[https://www.kitv.com/news/waianae-clinic-bringing-virtual-health-care-to-patients-in-tamura-super-market/article\\_060d32e8-d5c1-11ed-a447-071f19608f92.html](https://www.kitv.com/news/waianae-clinic-bringing-virtual-health-care-to-patients-in-tamura-super-market/article_060d32e8-d5c1-11ed-a447-071f19608f92.html)



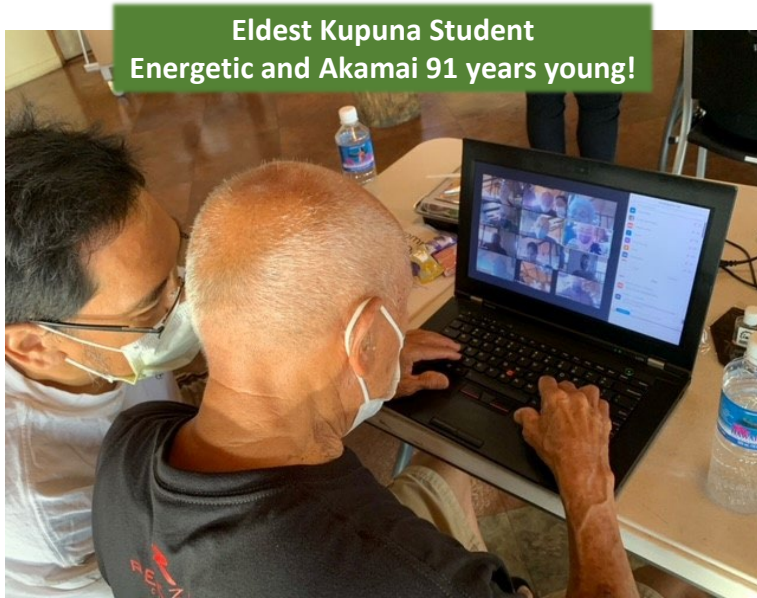
# Telehealth & PAS Kiosks

- ❖ 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





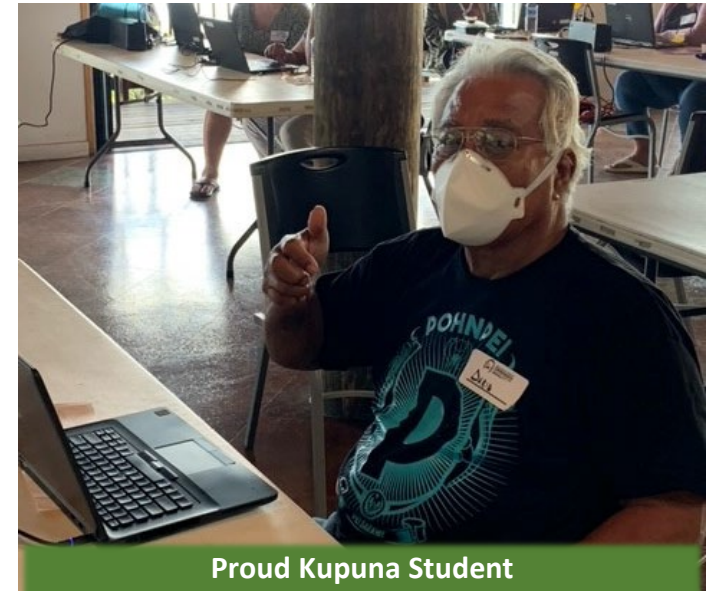
# Kupuna Computer Training and Partnerships



Eldest Kupuna Student  
Energetic and Akamai 91 years young!



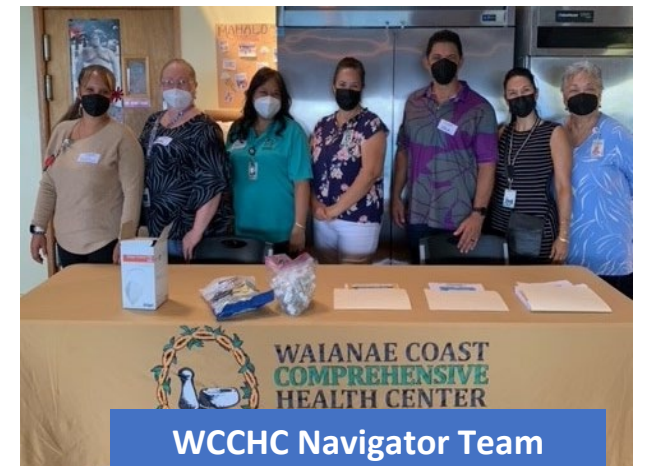
Ka'ala Souza – Digital Ready  
Hawaii  
Computer Basics 001 to further  
telehealth in Waianae



Proud Kupuna Student  
Owner of his 1<sup>st</sup> laptop and 1<sup>st</sup> time (on his own)  
joining a Zoom meeting



Lanakila Pacific Partner  
Kupuna “U”niversity Computer Training



WCCHC Navigator Team  
Assisted Kupuna During Class





# Kupuna Computer Training and Partnerships

Lanakila Pacific Partner Kupuna “U”niversity



[How Pandemic Desperation Inspired An Elderly 'Innovation Incubator' In Hawaii](https://civilbeat.org) [civilbeat.org](https://civilbeat.org)



Residents of Pohulani, a senior apartment facility, practice chair yoga in a hybrid class led by Virna Cheung. (Courtesy: Lanakila Pacific Meals on Wheels/2023)



# Affordable Connectivity Program (ACP)

## THE AFFORDABLE CONNECTIVITY PROGRAM

### CONNECTING HAWAII HOUSEHOLDS TO THE INTERNET

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), Supplemental Security Income (SSI), Medicaid, Federal Public Housing Assistance, Veterans and Survivors Pension Benefit, or Lifeline program
- Received benefits under the free and reduce-price school breakfast or lunch program
- Received a Federal Pell Grant in the current year
- M
- I
- R
- N



For more information, visit [broadband.hawaii.gov/acp](https://broadband.hawaii.gov/acp)



@digitalequityhawaii



@digitalequityhawaii



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

## 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, (808) 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

### Step 2

### Step 3



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 4



Connect

Join the visit to enter the virtual waiting room. We'll alert your healthcare provider and someone will be with you shortly!

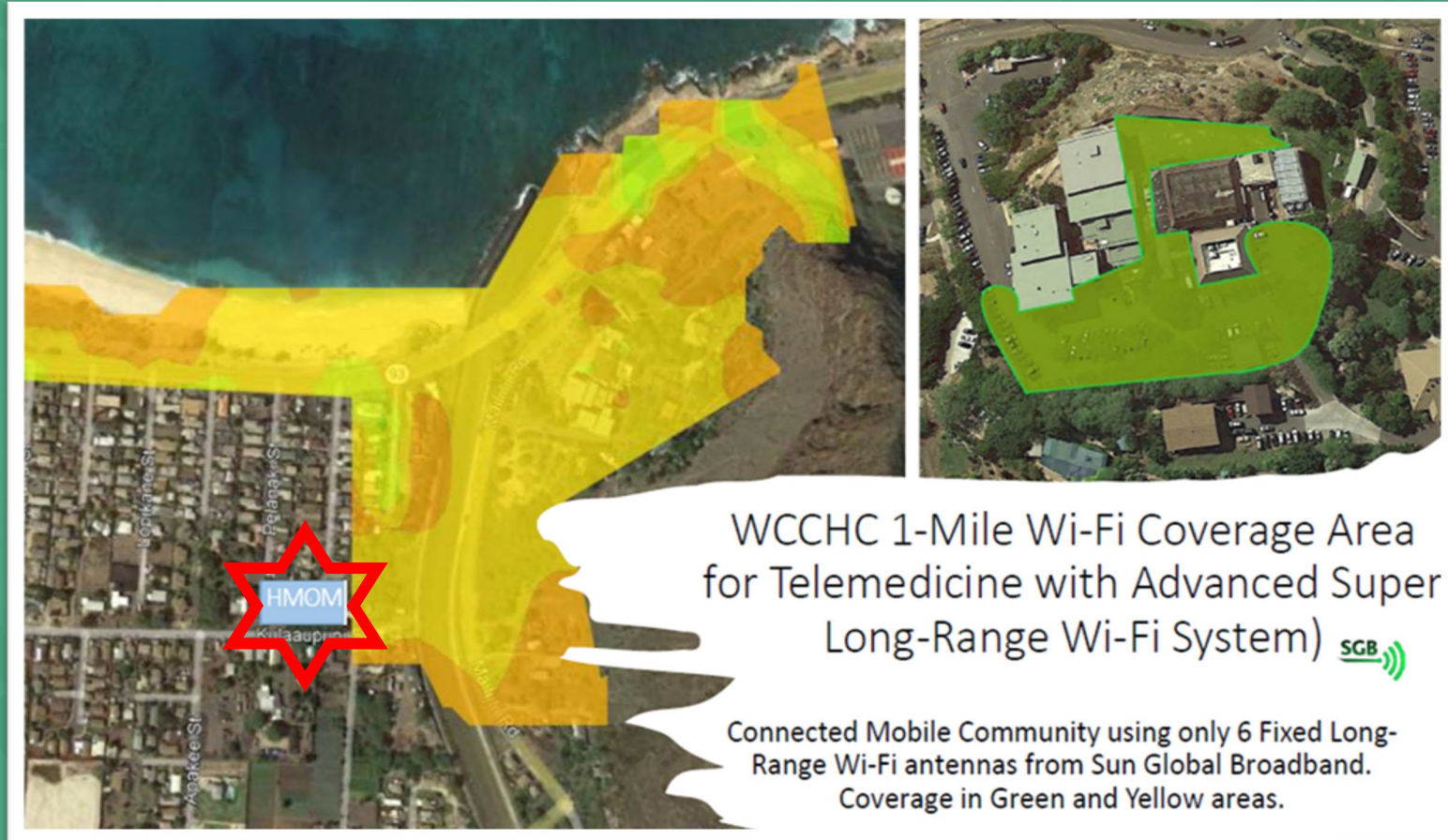
# ▲ WCCHC - SGB Long-Range Wi-Fi Expansion Project

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**





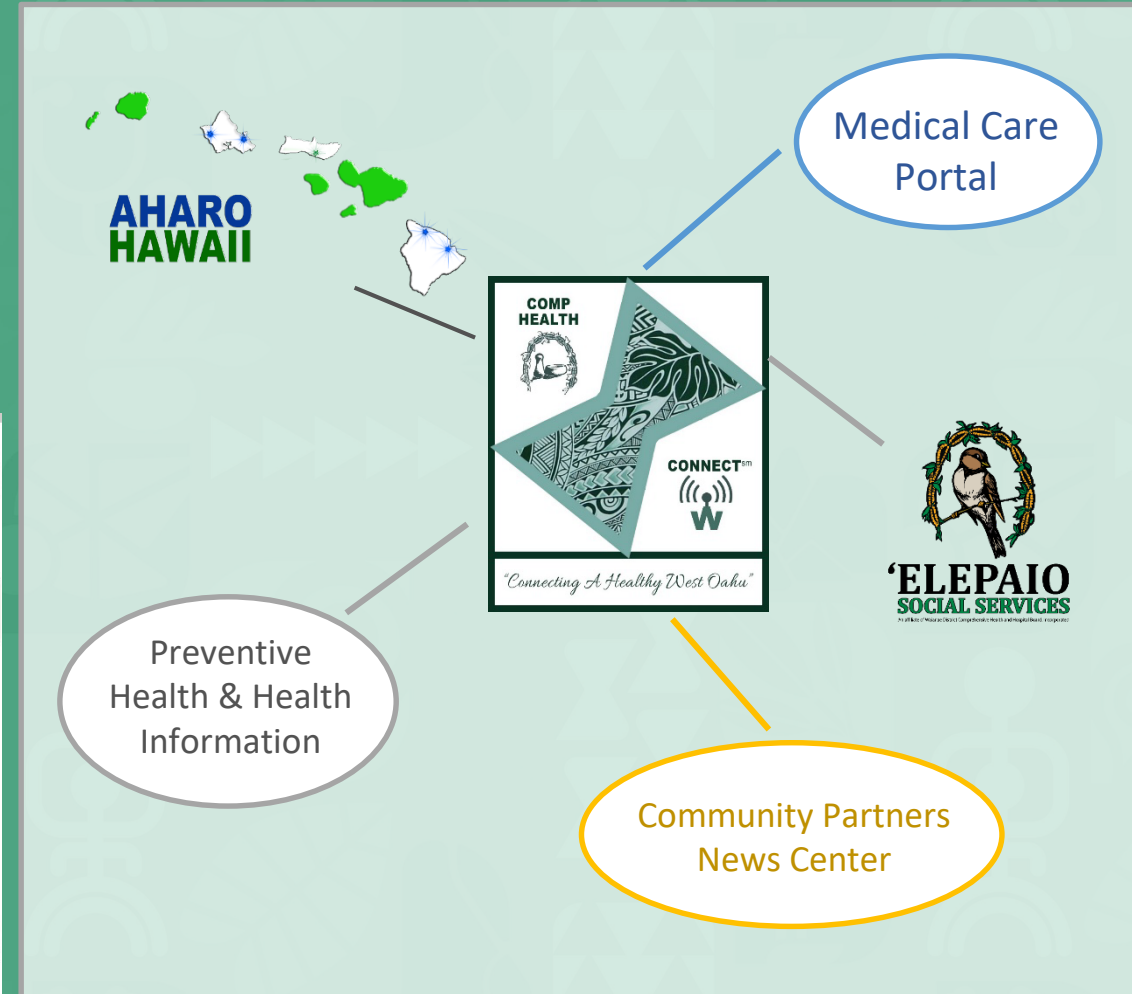
# Comp Health Connect Mobile App

## 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!

@WCCHC



Waianae • Nanakuli • Kapolei • Ewa • Waipahu



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