



KENTUCKY CABINET FOR
HEALTH AND FAMILY SERVICES

Building Bridges in Healthcare

The Builders
The Tools
The Locations

Kentucky Rural Health Association Conference

November 8, 2021

Dianna Vice-Pasch, MSN. RN, BC-CMM, CTCP, CTC
Division of Telehealth | Office of Health Data and Analytics



KENTUCKY
CABINET FOR HEALTH
AND FAMILY SERVICES

Building Bridges



Gestures of unity, love and empathy



Bridges

- Why we build:

- To direct traffic over an obstacle
- To improve local economy
- To improve quality of life in rural communities
- To provide access to health care, education, and economic opportunity

Bridges are important links in modern society

“Rural isolation is a root cause of poverty;
connection is the foundation for opportunity”

Bridges to Prosperity <https://www.bridgestoprosperty.org/>

- How we Build:

- Planning

- Identify the problem (assess; possible solution; research; create prototype; best solution)
 - *Suspend preconceived ideas*

- Building

- Identify foundation type; equipment; bridge load; bridge metrics; risks vs benefits
 - *Listen with humility*

- Testing

- Analyze data; check data results
 - *Exercise emotional intelligence*

- **Where we Have Built:**

- Golden Gate Bridge: San Francisco, United States - now 75 years old
- Sydney Harbour Bridge: Sydney, Australia – opened in 1932
- Ponte Vecchio: Florence, Italy – dates back to the time of the Romans, known for its shops of jewelers, art dealers, & souvenir sellers



- Brooklyn Bridge: New York City, United States – completed in 1883, oldest suspension bridge in the U.S.
- Akashi-Kaikyo or Pearl Bridge: Kobe-Naruto, Japan
- Tower Bridge: London, England – opened on 6/30/1894



Building Bridges in Healthcare

Objectives

- Describe how Community Health Workers facilitate between the community and health services
- Identify Telehealth tools
- Identify healthcare locations
- Describe the change in healthcare due to Covid-19
- Identify impact of innovation on the role of Community Health Workers



The Builder

(a.k.a. Community Health Workers)

How Community Health Workers Facilitate Healthcare

- Scope of Practice*:
 - **Bridge** the gap between communities and the health & social service systems
 - Navigate the health and human service systems
 - Advocate for individual and community needs
 - Provide direct service
 - **Build** individual and community capacity



*Minnesota CHW Alliance

They *Bridge* the Gap:

- Enhance the quality and safety of health care by aiding in communication between provider and patient
- Educate community members about how to use the health care and social service systems
- Educate the health and social service systems about the community needs and perspectives

Community Health Workers: Patient Engagement
Kansas City CARE

Community Health Workers:

- **Build** individual capacity to achieve wellness
- **Build** community capacity by addressing social determinants of health
- **Identify** individual and community needs
- **Mentor** other CHWs



Effective public health programs depend upon a competent workforce. Community Health Workers are an important part of the health care team for addressing health disparities. (Doarn, 2021)

CHWs have long been essential components of the healthcare workforce. As this workforce has expanded, gaps have been identified such as:

- 1) unclear scopes of practice;
- 2) a lack of measurable, standardized core competencies.

It is essential to address these workforce gaps as it is expected this workforce will expand 18% by 2026. (Covert, Sherman, Miner, & Lichtveld, 2018)

The Tools

Digital Information and Communications Technologies

- Computers/Laptops/Tablets
- Smart phones
- Monitors
- Software Applications
- Peripheral devices
 - Electronic Stethoscopes
 - Electronic Otoscopes
- Remote Patient Monitoring
 - Wearable devices
 - Home Monitoring devices



and MORE Telehealth Tools



TOA BÀN TRỰC TUYẾN

REMOTE HEALTHCARE SOLUTIONS AND TELEMEDICINE

FRIDAY At 3:00 PM August 21st, 2020

ĐĂNG KÝ NGAY
☎ 1800 9206 (khoa 1)



TELEHEALTH DEVELOPMENT COMPANY

hello@sisgain.com | https://sisgain.com/telehealth

+91 9212 080 630 | +91 50 6271276 | +1 844 44 55 767

Telemedicine App Development

Hidden Brains

TELEMEDICINE APPLICATION DEVELOPMENT

hello@sisgain.com | https://sisgain.com/telemedicine

+1 844 44 55 767 | +91 50 6271276 | +91 9212 080 630

Telehealth App

VIVENSAS

DrOwl

TELEHEALTH DEVELOPMENT PLATFORM

hello@sisgain.com | https://sisgain.com/telehealth

+91 9212 080 630 | +91 50 6271276 | +1 844 44 55 767

Virtual Care: Epic Twilio Telehealth Platform

Julia Earley
Manager, Clinical Solutions

Debi Lasswell
Manager, Revenue Cycle Solutions

hello@sisgain.com | https://sisgain.com/telehealth

+91 9212 080 630 | +91 50 6271276 | +1 844 44 55 767

Remote Monitoring Telehealth software

hello@sisgain.com | https://sisgain.com/telehealth

+91 9212 080 630 | +91 50 6271276 | +1 844 44 55 767

What are some lessons learned about using MyChart

“Telemedicine is also a two-way bridge between us and our providers.” (Doarn, 2021)

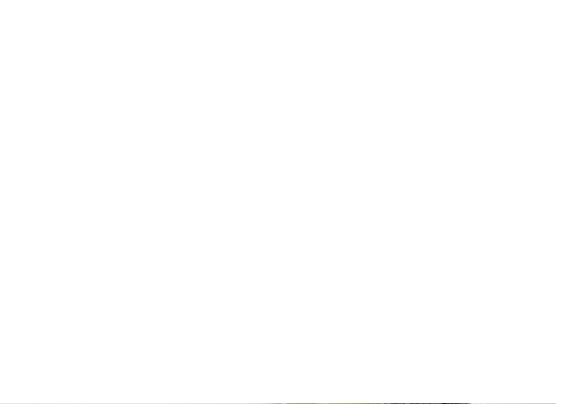
Expanding the use of telemedicine for CHWs has the potential to address training gaps, assist in program expansion, and provide safer patient care. (Vaughan, et al., 2020)

“The Covid – 19 pandemic has been one of the most significant medial challenges of modern medicine. To accommodate for social distancing to prevent spread of disease, the use of remote monitoring and telehealth became more prominent”. (Kodama, et al., 2021)

Locations

Rural/ Urban/ Metropolitan areas:

- Rural Health Clinics
- Federally Qualified Health Centers
- Patient homes
- Health Departments
- Libraries
- Critical Access Hospitals
- Skilled Nursing Facilities
- Long-term care Facilities
- Public Schools



Locations

- Communities – CHWs are trusted members who share lived experiences with their neighbors and peers.
- Clinics – CHWs serve as a link between clinical and community-based services.
- Homes – CHWs make home visits, provide education, and may accompany clients to medical appointments or social service agencies

(Peretz, Islam, & Matiz, 2020)

Expected Outcomes

- Increased access to diverse types of healthcare
 - SUD
 - RPM
 - Acute and Chronic care
- Increased efficiency in medication management
- Improved patient/client education in both healthcare and technology
- CHWs ability for working effectively as healthcare team members

Which will you choose?

Stagnation



Innovation



Community Health Workers and Telehealth Education

Community Health Worker Programs: “Call for Input” Listening Sessions by NCQA

- **Listening Session for Community Health Workers**
- The Listening Sessions are a series of four Zoom meetings, each geared toward specific participant groups: CHWs; community-based organizations; health care organizations/health plans; and researchers/government officials.
- Participants will engage in rich discussions and provide insights on what elements would ensure a sustainable CHW workforce and successful CHW programs.
- [Community Health Worker Programs: “Call for Input” Listening Sessions \(ncqa.org\)](https://www.ncqa.org/Community-Health-Worker-Programs-Call-for-Input-Listening-Sessions)

Telehealth Basics for Community Health Workers

- Northeast Telehealth Resource Center
- The content and design of this course was informed by interviews and focus groups with community health workers (or CHWs), community health teams, and a national survey of CHWs conducted during the early months of 2021.
- [Telehealth Basics for Community Health Workers \(telehealthclassroom.org\)](https://www.telehealthclassroom.org/)

The Expanding Role of CHWs



CHWs have the unique opportunity and ability to facilitate culturally appropriate care and services to help bridge the gap between rural Americans and the healthcare field. (Mock, Morton, Quijada, & St.John, 2017)



Thank You



shutterstock.com - 1856433904

Contacts

Dianna Vice-Pasch, MSN, RN, CCM-BC, CTCP, CTC
Telehealth Clinical Specialist
Division of Telehealth Services
Office of Health Data & Analytics/CHFS
Email: Dianna.vicepasch@ky.gov
Cell: 502-661-2463

Donna Veno, Director
Division of Telehealth Services
Office of Health Data & Analytics/CHFS
Email: donna.veno@ky.gov
Office Phone: 502-564-7940
Cell: 502-382-8244

Website: [Telehealth Program - Cabinet for Health and Family Services \(ky.gov\)](https://www.ky.gov/health/telehealth-program)



References

- https://www.google.com/search?q=Building+bridges+&tbm=isch&ved=2ahUKewj99Pi5jLHxAhUMTa0KHRD3BBcQ2-cCegQlABAA&oq=Building+bridges+&gs_lcp=CgNpbWcQDDIECCMQJzICCAAyAggAMgIIADICCAAyAggAMgIIADoECAAQGDogCAAQCBAeUO64FVjUyBVgkuAVaABwAHgAgAFSiAHKB5IBAjEzmAEAoAEBqgELZ3dzLXdpei1pbWfAAQE&sclient=img&ei=dOnUYP3qH4yatQWQ7pO4AQ&bih=407&biw=843&hl=en#imgrc=d8ElkFotIA0pcM
- Dunmyer, JD, LSCW, D. (2014, October 30). *Community Health Workers*. Retrieved October 19, 2021, from Slideshare:
<https://www.slideshare.net/muhealthpolicy/dunmyer>
- <https://www.engineeringforchange.org/news/how-engineering-bridges-can-save-developing-communities/>
- [3 Steps to Building a Bridge Between You and Others \(jasoncarthen.com\)](http://jasoncarthen.com)
- [Planning for Bridge Construction with Sequence and Steps of Planning \(theconstructor.org\)](http://theconstructor.org)
- [How to Design a Bridge | Bridge Structural Designing Steps \(aboutcivil.org\)](http://aboutcivil.org)
- [24 world famous bridges | CNN Travel](http://CNN.com)
- Doarn, C. R. (2021, May). Editorial Bridges: Linking One Another. *Telemedicine and e-Health*, 27(5), 473-474. DOI: 10.1089/tmj.2021.29055.crd

References

- Covert, H., Sherman, M., Miner, K., & Lichtveld, M. (2018, December 20). Core Competencies and a Workforce Framework for Community Health Workers: A Model for Advancing the Profession. *American Journal of Public Health*. doi: 10.2105/AJPH.2018.304737
- Vaughan, E. M., Naik, A. D., Lewis, C. M., Foreyt, J. P., Samson, S. L., & Hyman, D. J. (2020, February). Telemedicine Training and Support for Community Health Workers: Improving Knowledge of Diabetes. *Telemedicine and e-Health*, 26(2), 244-250. DOI: 10.1089/tmj.2018.0313
- Mock, K. D., Morton, T., Quijada, P., & St.John, J. (2017). *Community Health Workers: Recommendations for Bridging Healthcare Gaps in Rural America*. National Rural Health Association Policy Brief. Retrieved June 23, 2021
- Peretz, P. J., Islam, N., & Matiz, L. (2020, November). Community Health Workers and Covid-19 — Addressing Social Determinants of Health in Times of Crisis and Beyond. *The New England Journal of Medicine*, 383(19), e108(1-3). DOI: 10.1056/NEJMp2022641
- Kodama, R., Arora, S., Anand, S., Choudhary, A., Weingarten, J., Francesco, N., . . . Mehta, P. H. (2021, October). Reengineering the Discharge Transition Process of COVID-19 Patients Using Telemedicine, Remote Patient Monitoring, and Around-the-Clock Remote Patient Monitoring from the Emergency Department and Inpatient Units. *Telemedicine and e-Health*, 27(10), 1188-1193. DOI: 10.1089/tmj.2020.0459

Images

- <https://www.institutephi.org/wp-content/uploads/2014/03/training-490x272.jpg>
- https://th.bing.com/th/id/OIP.5r2ylABJXZ_4zplOPByWVwHaFH?pid=ImgDet&w=637&h=440&rs=1
- <https://th.bing.com/th/id/OIP.fk6HbFceYVAKUFH9w-TulgHaD4?w=330&h=180&c=7&r=0&o=5&pid=1.7>
- <https://th.bing.com/th/id/R.c268cc17d203da8c7318f83fbf903c4e?rik=vOeu8YmRBbeY4g&riu=http%3a%2f%2flearntelehealth.org%2fwp-content%2fuploads%2f2015%2f08%2fToolbox2.jpg&ehk=LppqCAu2mUQPVVBTfZTuQ5iAGY7WidCu8tX7HYg18gs%3d&risl=&pid=ImgRaw&r=0>
- https://dynaimage.cdn.cnn.com/cnn/q_auto,w_634,c_fill,g_auto,h_357,ar_16:9/http%3A%2F%2Fcdn.cnn.com%2Fcdnnext%2Fdam%2Fassets%2F170221142237-ponte-vecchio.jpg
- https://dynaimage.cdn.cnn.com/cnn/q_auto,w_634,c_fill,g_auto,h_357,ar_16:9/http%3A%2F%2Fcdn.cnn.com%2Fcdnnext%2Fdam%2Fassets%2F170221140323-tower-bridge.jpg

Images

- <https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQNczS9ClxfIMbYvgktsKMVh-qfE4pdJizKWg&usqp=CAU>
- <https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcSyDcm - 1b4j7SJ6E87 tpUqF JEtVgqejTlw&usqp=CAU>
- <https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcRi0J-gJvn2DSVyZyOtfxhCPD9a7-7 0YnzYw&usqp=CAU>
- <https://www.google.com/imgres?imgurl=https%3A%2F%2Fcchp.nyc3.digitaloceanspaces.com%2F2021%2F03%2F1-1.jpg&imgrefurl=https%3A%2F%2Fwww.cchpca.org%2Fwhat-is-telehealth%2F&tbnid=56ivKcdRfmjwuM&vet=12ahUKEwii68e22f3zAhWGjuAKHXIFDHwQMygTegUIARCcAQ..i&docid=ISWnhYrkuw0CSM&w=745&h=360&itg=1&q=images%20where%20telehealth%20is%20located&ved=2ahUKEwii68e22f3zAhWGjuAKHXIFDHwQMygTegUIARCcAQ>
- <https://www.healthcareitnews.com/sites/hitn/files/Telemedicine%203%20-%20712.jpg>
- <https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcRua8WW0e2g0J-4Vlny7FTFDIE6EzUQlcb9OA&usqp=CAU>
- <https://i0.wp.com/vsee.com/wp-content/uploads/2020/11/vsee-carts-800x418px-home.jpg?resize=800%2C418&ssl=1>
- <https://www.medbridgeeducation.com/blog/2020/06/6-steps-for-implementing-telehealth-practice-for-skilled-nursing-facilities/>