

Meeting Summary

Tuesday, July 14, 2020 | 9:30 - 11:30 am

Next Meeting – September 15, 2020 | 10 am – 12 pm

Highlights: Telehealth training bill (SB 6061) discussed at length – clarification still needed on whether scope includes ancillary support staff who are assisting lead health care professional during visit. Collaborative identified next steps to review and update the training, developed list of organizations to include in update communication, and offer several trainings for WA health care providers to choose from. Identified several opportunities for collaboration with the Northwest Regional Telehealth Resource Center on training documents. Anticipate future collaboration and synchronization with other interest groups to support broadband access policy in the upcoming legislative session.

Review of Meeting Minutes May 2020

Minutes Approved

- **Action:** Ms. LaGrone (Collaborative Program Manager) to post approved May notes on Website

Policy Update Rep. Marcus Riccelli, Nicole LaGrone (WA TH Collaborative)

No special session will be held in August. Federal TREAT Act to be introduced, would create uniform license for all health practitioners during national emergency. Reminder Collaborative tasked with researching store and forward and remote patient monitoring utility and payment parity.

Potential Legislative Issues for 20/21 Session: Broadband Access and mental health telehealth relaxations made permanent.

- **Action:** Rep. Riccelli offers to invite Mia Gregerson and other legislators (Zach Hudgins) leading the broadband effort to future collaborative call.
- **Action:** Collaborative to reach out to office of Broadband with Rep. Riccelli's introduction – Lisa Brown or new broadband director
- **Action:** Collaborative to study utilization and payment parity for store and forward and remote patient monitoring technology. (Additional Action items pending)

NRTRC Resources and Updates Matt McCullough, Principal Investigator, Northwest Regional Telehealth Resource Center

Mr. McCullough presents summary of NRTRC, updates on Covid-19 response and resources. Highlighted Resources: [Getting Started Guide](#) and [Conference Session Recordings](#). CARES funding available on telehealth training for different clinic and license types and quality improvement.

- **Action:** Mr. McCullough offered to partner with telehealth training. Program Manager and Chair will follow up.

WashingtonState Telehealth Collaborative

Quality Improvement and Assurance in Telehealth Darcie Johnson, Director of Quality, Premera
Ms. Johnson reviewed Premera's process of identifying metrics for quality measurement in telehealth programs at Premera. Reviewed common quality metrics that would apply to telehealth, reviewed data availability, and developed framework that prioritized Access, Customer Experience and Clinical Quality. Other Health Systems include provider adoption uptake, and video/phone volumes comparison. Most systems use Press Ganey survey to capture patient experience.

- **Action:** Include link to NQF update from a few years ago:
<https://www.qualityforum.org/ProjectDescription.aspx?projectID=83231>
- **Action:** Any members interested in helping NRTRC develop training tools for QI in Telehealth please contact Matt McCullough.

SB 6061 Training Bill – Preparing for Implementation Denny Lordan, Providence, & All Members
Bill requires any licensed, certified, or registered health care professionals to complete telehealth training prior to offering telehealth services. Purpose of bill is to help inform and protect both providers and patients. Training can be developed internally or one created/developed by the Collaborative, must include Q&A element and maintain attestation of completion. Goes into effect Jan 1, 2021.

Who is included in training Bill?

Those who are offering ancillary support to providers could be impacted by this bill. Several members alarmed at this interpretation and would not support it as it has larger implications for workflow. Members agree this particular issue need clarification – Collaborative to pose question to DOH Nursing Commission on whether those supporting telehealth care but not directing it need be impacted.

- **Action:** Collaborative to seek additional clarification on whether ancillary care support is included in the bill as written. Ms. Daman to write clarification of roles and submit question to Ms. Carlson at the DOH of Nursing Commission.
- **Action:** Confirm with Sen. Becker and Adam Romney that one time training is acceptable.

Updating the Training

Reimbursement section needs updating, however there is new information that may be useful to include – such as domestic violence recognition, best practices for telemedicine with children, call back number protocol, suicidal patient protocol etc. Currently, version that meets bill requirements (Q&A portion) is behind \$25/person paywall. Collaborative will collaborate with other organizations such as NRTRC and BHI Telehealth Institute to potentially offer multiple options and specialty training. Will review training slides at next Collaborative meeting.

- **Action:** Collaborative to consider creating provider survey to help capture what they had wish they had known when they started offering telemedicine.
- **Action:** Small group of members to meet and review slides before next meeting.
- **Action:** Next meeting Agenda item – Review Training Slides

WashingtonState Telehealth Collaborative

Communicating New Requirements Across the State

Chair and other propose working with WSMA, WSNA, PTOT, Pharmacy organizations, Rural Primary Care association, DOH (certification bodies fall under them), Govdeal listserv, HCA etc.

- **Action:** Program Manager to create communications list of organizations to contact
- **Action:** Chair to meet with BHI on behavioral health trainings.
- **Action:** Create guidelines for organizations developing internal training
- **Action:** Create and share FAQ on bill

Enforcement and Access

Enforcement will likely be passive and only be a problem when an issue with a patient arises during a telemedicine visit.

- **Action:** Explore alternative training options and platforms to overcome paywall such as federally funded NRTRC programs, RELIAS etc.

Public Comment Period All

Next meeting topics: Health Equity and Inclusion.

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