



Test Flight: Use of E-Consults to Address Specialty Care Shortage

Redwood Community Health Coalition

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Pilot Profile

Originally introduced in 2015, RCHC's CMO group received a demonstration of RubiconMD eConsults in December of 2019. With the Spring 2020 onset of the COVID-19 pandemic specialists were not as quick as primary care providers in telehealth adoption. Health Centers needed a quick solution to address the exacerbated specialist shortage.

Issue

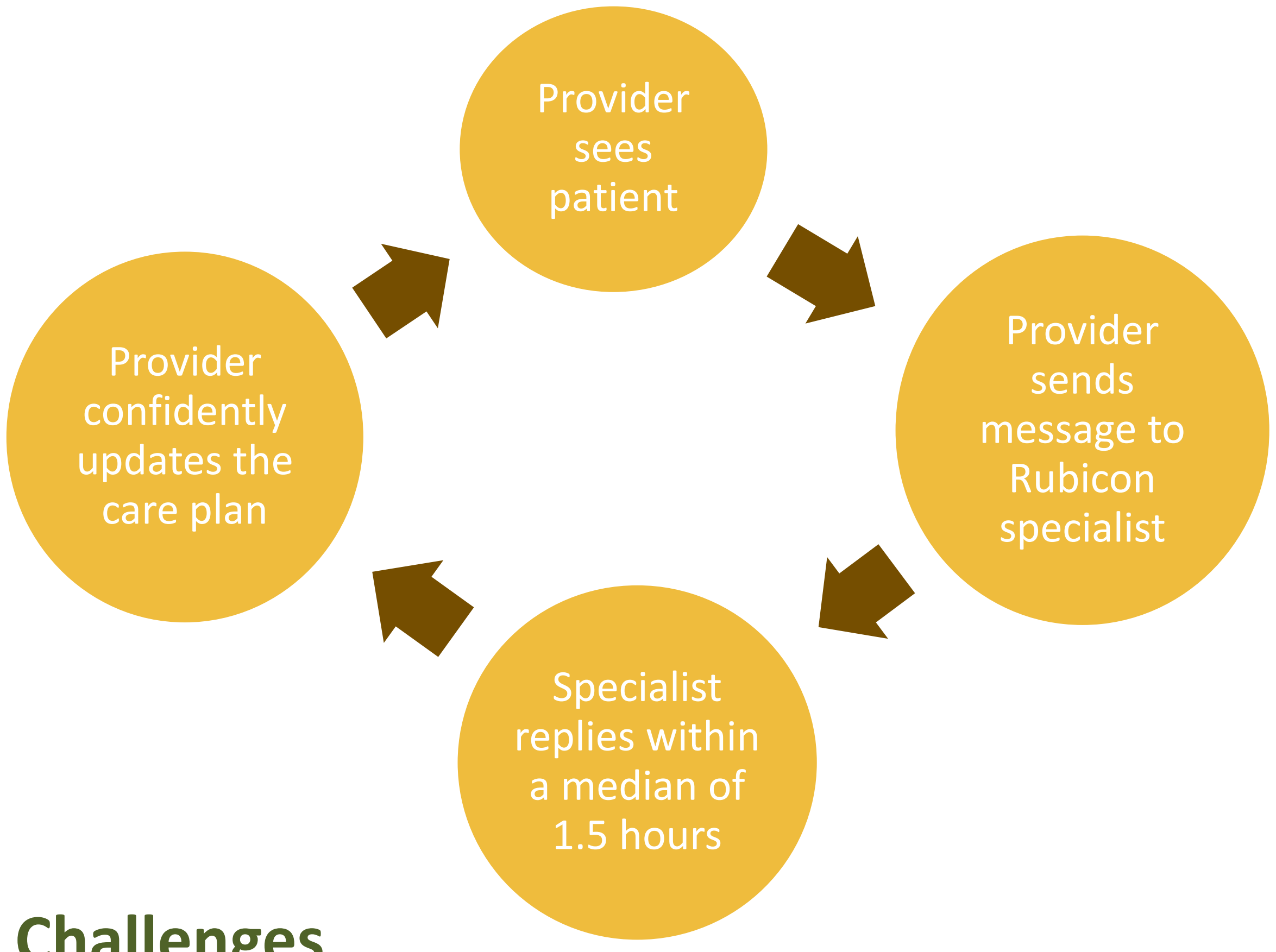
Serving almost 200,000 MediCal & uninsured patients, RCHC Health Centers continue to struggle to access specialists in order to address patient diagnosis outside their Primary Care Home. Long wait times & lack of local specialists for safety net patients have created almost insurmountable barriers for providers and patients.

Solution

Leverage eConsults to help redistribute health care expertise to where and when it is needed, producing greater value for the patient & improving health outcomes.

Tool

RubiconMD eConsults



Challenges

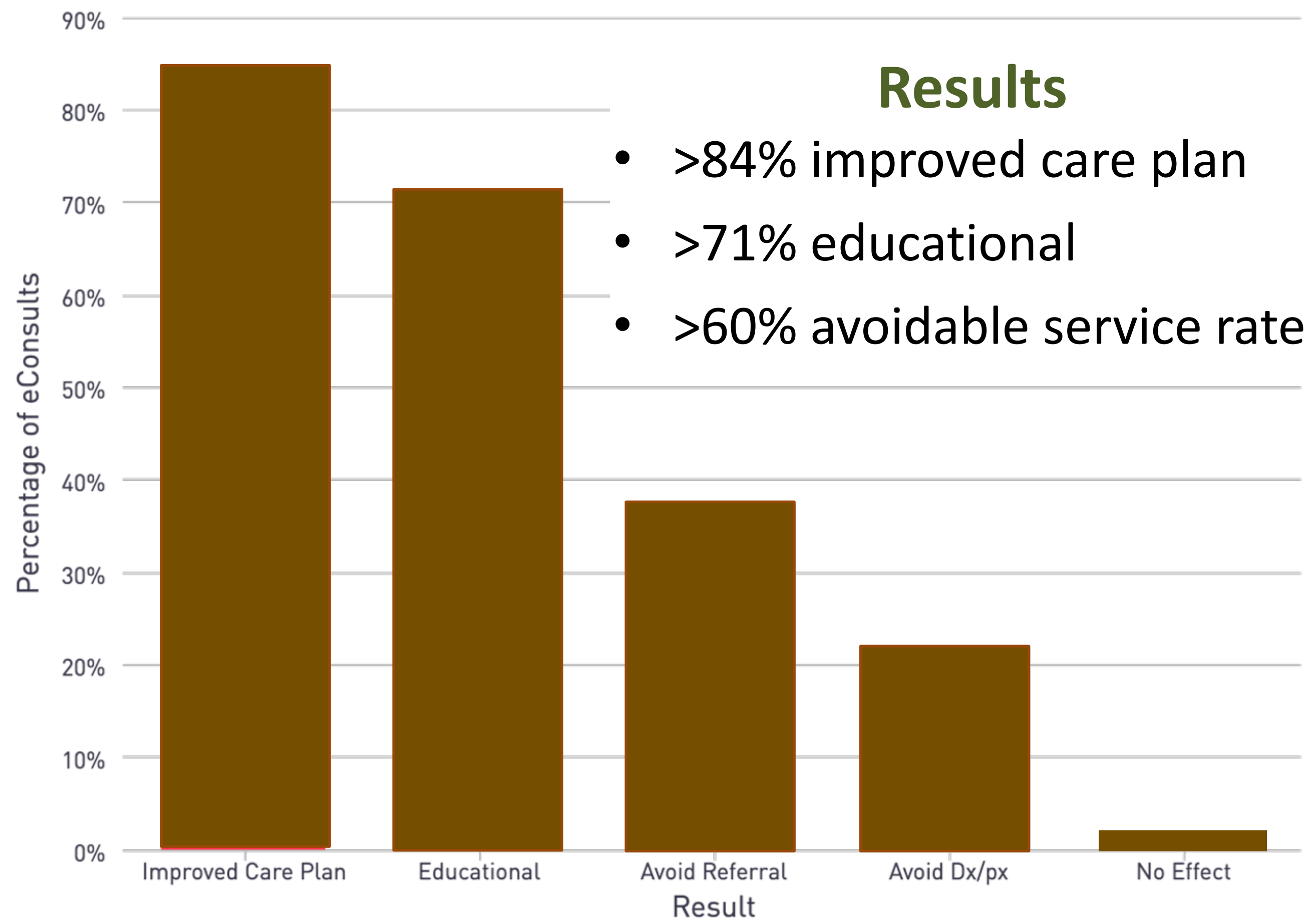
- Limited or non-existent integration with EMR's
- High-cost contract outside of pilot
- Rubicon not fully licensed in state at time of pilot

"I have found the Rubicon consults extremely valuable. I was able to consult with two specialists that I don't have access to in our community in a timely way. I was made able to make confident decisions and changes in the patient's care based on those consults. One was probably life-saving. I hope we can continue them"

Impact

- 152 Clinicians across 6 Organizations
- 672 eConsults (April 11- Oct 15 2020)
- 24,638 Avoided Patient Wait Days
- \$303,170 Total Savings from avoided referrals & procedures
- \$178,927 Health Plan Attributed Savings from avoided referrals & procedures

Results



- >84% improved care plan
- >71% educational
- >60% avoidable service rate