

# Virtual Zoom Clinic

## Redwood Community Health Coalition Promising Practice

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### PROMISING PRACTICE OVERVIEW

In March 2020, West County Health Centers (WCHC) found themselves in the same position as other Primary Care Providers, looking for solutions to continue delivering high level care to patients when they couldn't be seen in person.

WCHC determined that mimicking the in-person visit flow would allow patients to get the same value from their video visits and maintain their relationship with their provider. WCHC purchased Zoom for HealthCare to allow enhanced waiting room capabilities.

These capabilities, along with careful workflow review, rolling implementation, staff elbow support and an organization initiative that all Telehealth visits are assumed to be video, has led to identifying WCHC's Virtual Zoom Clinic as a Promising Practice..

### AIM

WCHC's goal was to increase video-based visits to at least 20% while maintaining their "secret sauce" of relational care by utilizing the breakout room feature in HIPAA-compliant Zoom for Healthcare to mimic in-person clinic flow.

### MEASURES

To quantify the success of their virtual clinic set up, WCHC tracked visit modalities (zoom, phone, in person) via structured data populated in the Progress Note via templates. During the pilot and initial rolling implementation of the Virtual Clinic, WCHC staff called 5-10 patients each week to assess their experiences. Feedback was also requested from clinic staff, providing a 360° review of the workflow, allowing real time changes and training.

### Telehealth Modality Totals & Average by Week



August started the Zoom Clinic Pilot. At this point we were at 6% video

As of April 25th, 51.54% of Telehealth visits were video visits

"... Zoom Clinic is as close as you can get to some semblance of normality while working remotely."

### WORKFLOW

Each primary care site has a recurring Zoom meeting which is extended continually for consistency and to keep the link valid.

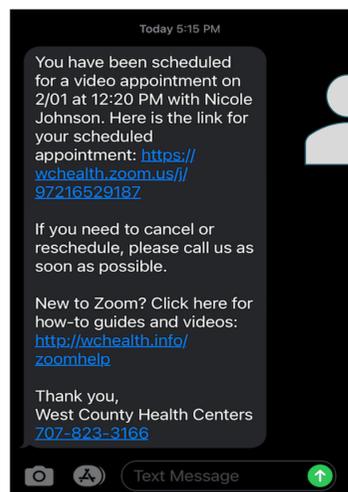
Each day the Receptionist/Host launches the meeting and creates the breakout rooms needed, including "Care Team", "Back Office" and "Break" rooms specifically to facilitate Care Team conversation and collaboration.

### RESULTS TO DATE

WCHC increased video visits by 45.5% in 8 months. Their new aim is increase video visits to 75% of all Telehealth visits. WCHC is exploring adapting workflows to include setting global alerts for patients who are video visit ready, adding a Behavioral Provider to the "back office" to increase warm hand-offs, and including BH providers in the Virtual zoom Clinic instead of individual Zoom licenses.



Scan to watch WCHC's Virtual Clinic Presentation



1. Using link, patient enters Clinic Waiting Room
2. Pt is admitted into Concierge Desk Room
3. CTR moves patient into Exam Room
4. MA, Provider & other staff enter & leave Exam Room as needed

