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ADVANCING INTEGRATED HEALTHCARE

# Breakfast of Champions—PCP/Specialist Forum

September 13, 2024

*Care Transformation Collaborative of RI*

# Agenda

Topic		Presenters	Duration
<b>Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>• Introductions &amp; brief overview of CTC-RI</li> </ul>	Pano Yeracaris, CTC-RI	7:30 – 7:35 AM
<b>eConsult/Enhanced Referral Project Background and Experience and discussion</b>	<ul style="list-style-type: none"> <li>• Project overview and Lifespan Experience</li> <li>• Integra/CNE Experience</li> <li>• Specialist Experience</li> <li>• Update on use of HIE for EHR agnostic eConsults</li> </ul>	Paul Larson, Lifespan Joseph Diaz, Integra/CNE Kevin Bail (Psych) & Teresa Slomka (Cardiology) Integra Emily Rowland (Psych) & Marilyn J. Weigner (Cardiology) Lifespan	7:35 - 8:30 AM
<b>Engaging Specialist in value-based care and discussion</b>	<ul style="list-style-type: none"> <li>• Overview of BCBSRI’s approach to engaging specialists</li> <li>• Prospect efforts to impact specialist practice pattern variation across groups and engagement in shared savings initiatives</li> </ul>	Cathleen Newman, BCBSRI Marty Kerzer, CharterCare Physician Group RI	8:30 – 8:55 AM
<b>Discussion &amp; Next Steps</b>			8:55 - 9:00 AM

# Announcements

- **Clinical Strategy Committee,**  
September 20<sup>th</sup>, 2024
  - 7:30-9:00am
  - Addressing alcohol use disorder in patients
- **CTC-RI Annual Conference,**  
October 31<sup>st</sup>, 2024
  - Register here:  
<https://bit.ly/CTCRIFconference2024>
- **Breakfast of Champions,** December 13<sup>th</sup>, 2024
  - 7:30-9:00am



**CTC-RI ANNUAL CONFERENCE:**  
**“INVESTING IN PRIMARY CARE & HEALTH EQUITY”**  
 OCTOBER 31, 2024  
 CROWNE PLAZA - WARWICK, RI



**Atin Jindal, MD, MS**  
 Director of Medical Informatics, Lifespan  
 Assistant Professor of Medicine, Clinician Educator,  
 Brown University  
**Topic: AI in Healthcare: Pitfalls and Promises with Tom Bledsoe, MD**

**THANK YOU TO OUR SPONSORS:**



# Objectives

- Learn about and discuss the results of a successful project to implement eConsults in two large RI Systems of Care
- Reflect on viewpoints of involved specialists
- Discuss approaches to improve primary care-specialist collaboration and engage specialists in shared savings

# CTC-RI Conflict of Interest Statement

If CME credits are offered, all relevant financial relationships of those on the session planning committee have been disclosed and, if necessary, mitigated.

Claim CME credits here:

<https://www.surveymonkey.com/r/ZDZS5HG>



*The AAFP has reviewed 'Advancing Comprehensive Primary Care Through Improving Care Delivery Design and Community Health,' and deemed it acceptable for AAFP credit. Term of approval is from 03/18/2022 to 03/18/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity. NPs and RNs can also receive credit through AAFP's partnership with the American Nurses Credentialing Center (ANCC) and the American Academy of Nurse Practitioners Certification Board (AANPCB).*

# Care Transformation Collaborative of Rhode Island



Welcome

# AAMC Project CORE – Rhode Island

**Paul Larson MD, MS, MBA, CPE**  
Co-chair CTC PCP/Specialist Oversight Committee

# Problems in need of a Solution



Poor communication & coordination



Poor access



Wide variations in care



# Communication, Access, Quality, & Cost

## What is Missing?

A clear clinical question

**...referrals have become an administrative task**

Alignment of primary care evaluation with specialist needs

**...leading to risk of wasted initial visit with specialist**

Longitudinal co-management agreement

**...who does what over time?**

# AAMC CORE in Rhode Island

With multi-payer funding, CTC-RI engaged AAMC to implement CORE program as critical strategy to improve primary care and specialty collaboration and alignment on value. Goal to support statewide adoption including exploring HIE for non-Epic EHRs.

- Health Plans; United HealthCare, BCBS RI, Tufts
- **Lifespan** (LPG, Coastal Medical) & Brown Physicians Inc.
- **Integra** Community Care Network (CareNE. RI-PCPC, South County)
- CTCRI CORE Oversight Committee - Facilitates program goals, template development, specialty engagement, outcome measurement & payer engagement for sustainable funding.



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## eConsult Overview:

- Implemented in the EMR alongside the referral workflow
- Condition specific templates
- Initiated by a PCP to a designated specialist colleague
- Typically, straight forward, low-acuity issues (answerable with data available in the EMR)
- < 3 business day response
- If too complex, specialist can recommend in-person visit

# Implementing CORE eConsults



# Project Goals

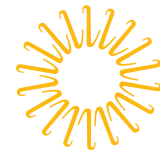
Improve **communication, coordination and culture between primary care providers and specialists:**

- Timely **access to specialty care**
- Improve **quality** and **experience** for patients and providers
- Enhance **primary care comprehensiveness**
- Control **costs of care**

# AAMC Project CORE @ Lifespan

## CTC Report 9.13.24

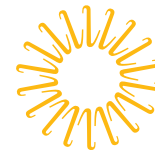
**Paul Larson MD, MS, MBA, CPE**  
Chief Primary Care & AAMC Project Core Lead, Lifespan



**Lifespan** *Delivering health with care.®*

# Project Support

- **Care Transformation Collaborative Rhode Island (CTC-RI)**
  - Leads the transformation of primary care in Rhode Island in the context of an integrated health care system. CTC-RI networks critical stakeholders to implement, evaluate and spread innovation in primary care.
- **American Association of Medical Colleges (AAMC)**
  - Provides a structured, evidence-base implementation support program titled, Coordinating Optimal Referral Experiences (CORE). Funded through United Health Care, this program facilitates program implementation and the onboarding of specialists and primary care physicians within a shared electronic medical record (EMR)
- **Project CORE @ Lifespan Leadership Team**
  - Paul Larson MD MBA – Clinical Lead
  - Donna DiCenzo Blanchard – Project Manager
  - Doug Hopper – IT Lead Analyst



eConsult Psychiatry (PCP Only)

Accept

Cancel

Process Instructions:

Please hit F3 to enlarge the Comments window. This makes it significantly easier to analyze the text in the Comments.

Comments:

Rich text editor toolbar with icons for undo, redo, bold, italic, link, unlink, list, and zoom (100%).

Press F2 to get started – Press F3 to enlarge

- Anxiety Disorder ECONSULT PSYCHIATRY - ANXIETY DISORDER
- Attention ECONSULT PSYCHIATRY - ATTENTION
- Cognition ECONSULT PSYCHIATRY - COGNITION
- Mood Disorder ECONSULT PSYCHIATRY - MOOD DISORDER
- Psychotic Disorders ECONSULT PSYCHIATRY - PSYCHOTIC DISORDERS
- PTSD ECONSULT PSYCHIATRY - PTSD
- Somatization ECONSULT PSYCHIATRY - SOMATIZATION
- Substance Abuse ECONSULT PSYCHIATRY - SUBSTANCE ABUSE
- Unspecified ECONSULT PSYCHIATRY - UNSPECIFIED

The Comments field contains unfiller

Suicidal Ideation [Informational Only]:

Patients reporting suicidal thoughts with high intent and/or access to specified method must be referred to the emergency department for evaluation

If this clinical question is deemed too complex for eConsult, please:

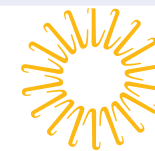
Route the request back to me and I will follow up with the patient prior to scheduling for a specialty visit

Schedule the patient for a specialty visit

eConsult Psychiatry (Adult) Order: Select a template...

# Lifespan: 11 eConsult departments live

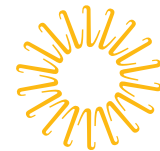
Department	Go-Live Date
Pedi Gastroenterology	June 6, 2022
Adult Gastroenterology	June 6, 2022
Psychiatry	June 6, 2022
Cardiology	December 1, 2022
Concussion	December 1, 2022
Neurology	December 1, 2022
Rheumatology	January 3, 2023
Hematology Benign	February 1, 2023
Obstetric Medicine	March 6, 2023 – <b>On Hold</b>
Physiatry / PM&R	May 10, 2023
Plastics - Hand	May 10, 2023
Pedi Psychiatry	<b>September 4, 2024</b>





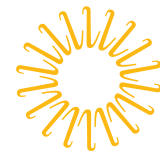
# 7 eConsult departments in development

- Nephrology (BPI-BM)(Oct – Finalizing Billing)
- Endocrine (BPI-BM)(Oct – Finalizing Billing)
- Neuro-Ophthalmology (Specialty Only)
- Pedi – Infectious Disease (Template development)
- Pedi – Developmental (Template development)
- Dermatology (BPI)(IS Build required)
- Urology (BPI)(IS Build required)



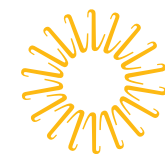
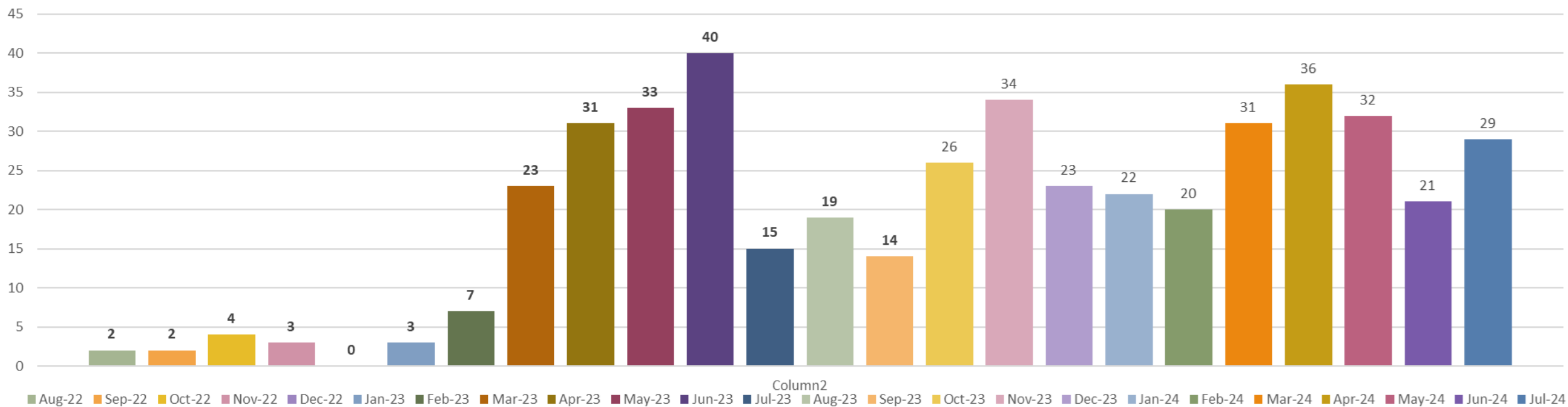
## 2 Enhanced Referral departments in development

- Gastroenterology (Primary Care)
- Psychiatry (Primary Care)
- Cardiology (CVI) (Enterprise)
- **Oncology** (LCI) Template development/Access operations
- **Behavioral Health** (Psych/Gateway) Template development/Access operations

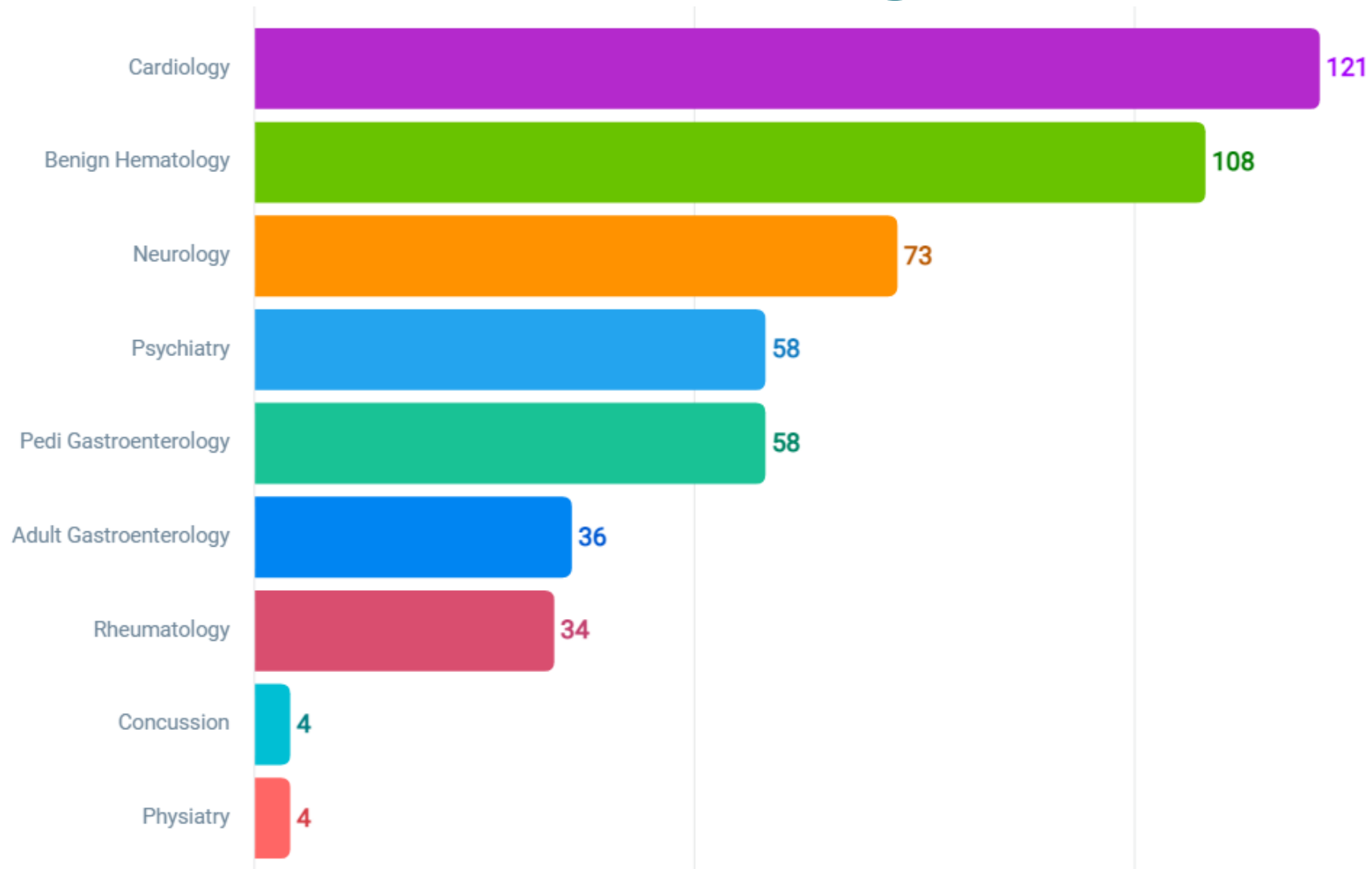


# Lifespan: eConsult Monthly Volume

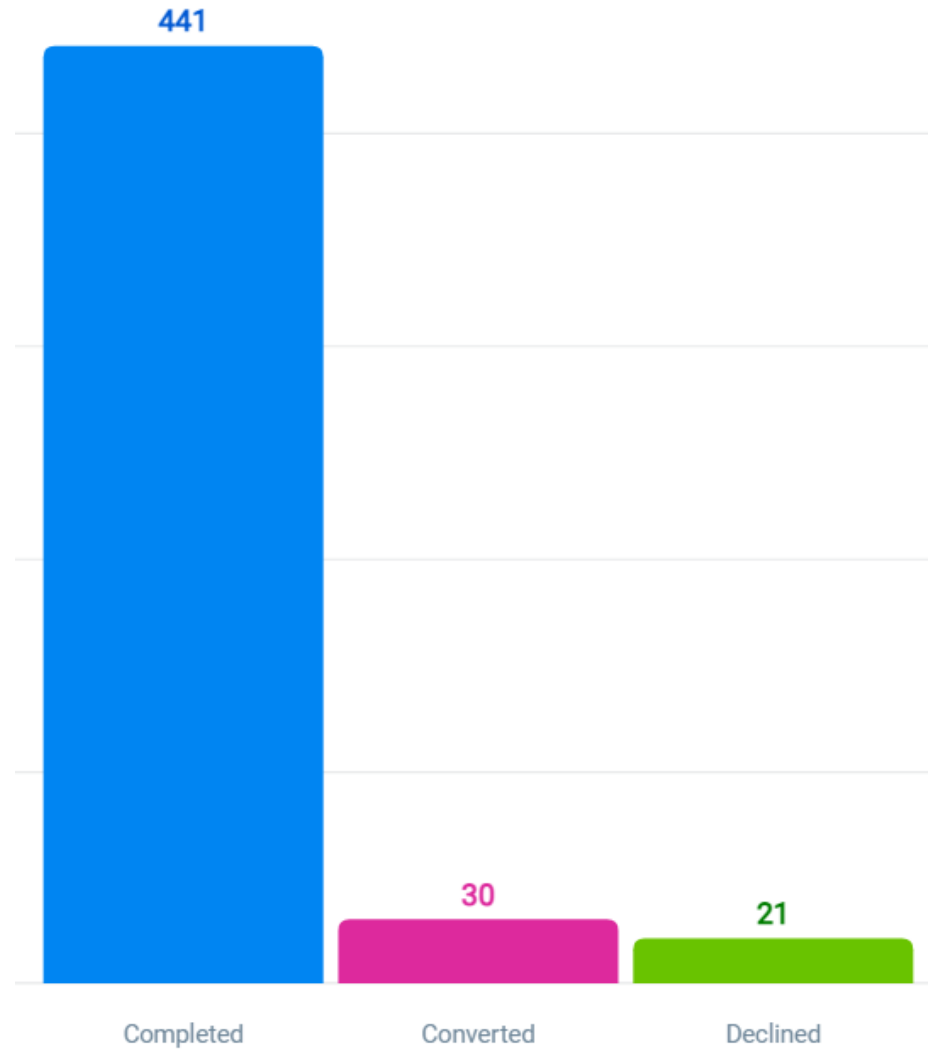
eConsults/Month



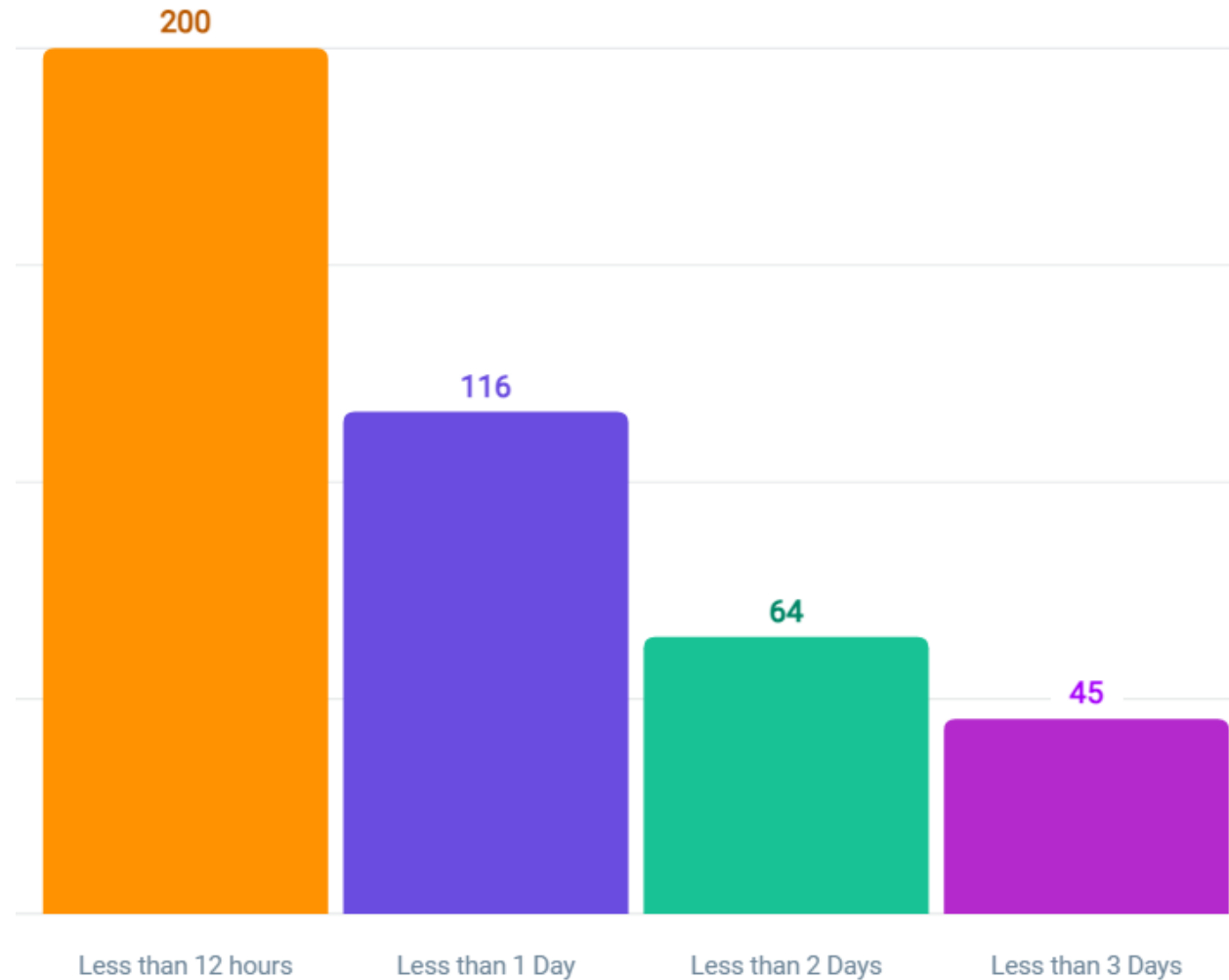
# eConsult volume varies by specialty and time since go-live



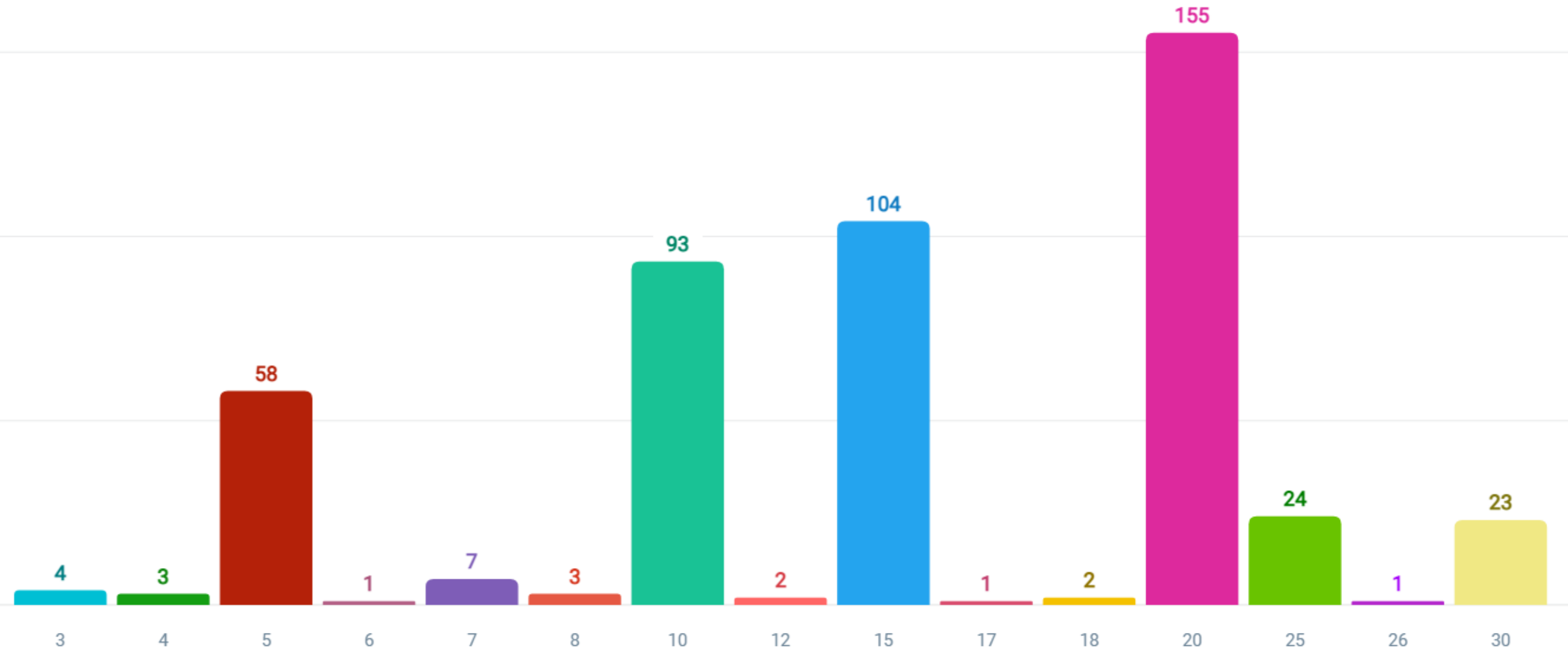
Less than 7% converted to referral  
Less than 5% declined



eConsultants respond in less than 3 days  
and 75% the same day!



# eConsultants spend 10-20 min completing reply



# Patient Exp myChart Questionnaire – Day 4

**MyLifespan**  
Your secure on-line health records

MyChart by Epic | Log out

Menu | Visits | Messages | Test Results | Medications | Doug

### Welcome!

You currently do not have verified contact information on file. Update your email address or mobile phone number. [Update contact info](#)

**eConsult Patient Experience Survey**  
William Brown, MD Dec 21

Thank you for allowing us to conduct an eConsult regarding your care... [View message](#)

[View all \(30\)](#)

### Clinical Support

Dec 21 Thu Arrive by 1:00 PM EST  
 Greenville Internal Medicine [View details](#)

You have an appointment that needs to be scheduled for your upcoming MAMMO TOMOGRAPHY SCREENING BILATERAL. Schedule this appointment. [Schedule now](#)  
[View details](#)

[View all \(10\)](#)

### Care Team and Recent Providers

- Susan Oliverio, MD**  
Primary Care Provider  
Internal Medicine
- Ross Hilliard, MD**  
Resident  
Clinical Informatics
- Amy French, MD**  
Cardiology
- Fredric Christian, MD**  
Cardiology

[See details and manage \(12 providers\)](#)



Question	7/31/2024 9:19 AM EDT - Filed by Patient
My primary care team discussed the eConsult process with me:	Yes
Communication from my primary care team about the specialist's recommendations was prompt.	Yes
I'm satisfied with the specialist's recommendations	Yes
The eConsult was an effective alternative to an in-person specialist visit	Yes
I noticed the following by participating in an eConsult compared with an in-person specialty visit	Saved time (by not having to wait to get in, or travel to and from an appointment) Saved money (gas, no time off work, no need to arrange for someone to come with

Question	7/30/2024 9:20 AM EDT - Filed by Patient
My primary care team discussed the eConsult process with me:	Yes
Communication from my primary care team about the specialist's recommendations was prompt.	Yes
I'm satisfied with the specialist's recommendations	Yes
The eConsult was an effective alternative to an in-person specialist visit	Yes
I noticed the following by participating in an eConsult compared with an in-person specialty visit	Saved time (by not having to wait to get in, or travel to and from an appointment) Saved money (gas, no time off work, no need to arrange for someone to come with

Saves time! Saves money! Better coordination!

Question	7/20/2024 10:46 AM EDT - Filed by Patient
My primary care team discussed the eConsult process with me:	Yes
Communication from my primary care team about the specialist's recommendations was prompt.	Yes
I'm satisfied with the specialist's recommendations	Yes
The eConsult was an effective alternative to an in-person specialist visit	Yes
I noticed the following by participating in an eConsult compared with an in-person specialty visit	I appreciated the coordination between my primary care team and the specialists
I would participate in an eConsult again for a similar issue	Yes
Please describe any additional feedback you'd like to share here	

Question	7/20/2024 10:46 AM EDT - Filed by Patient
My primary care team discussed the eConsult process with me:	Yes
Communication from my primary care team about the specialist's recommendations was prompt.	Yes
I'm satisfied with the specialist's recommendations	Yes
The eConsult was an effective alternative to an in-person specialist visit	Yes
I noticed the following by participating in an eConsult compared with an in-person specialty visit	Saved time (by not having to wait to get in, or travel to and from an appointment) I appreciated the coordination between my primary care team and the specialists

# Clinician Experience 2 Question Survey

1. Please rate your satisfaction with this eConsult response.
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
  
2. In the absence of an eConsult, what would have been your first step in addressing this question?
  - Contact specialist via pager/phone.
  - Contact specialist via Secure Chat or Inbox message in Epic/EHR.
  - Contact specialist via email (outside of Epic/EHR).
  - Search medical reference/clinical guidelines.
  - Order a standard referral visit to the specialist.
  - Other: Insert textbox.

# PCPs are very satisfied & referrals reduced

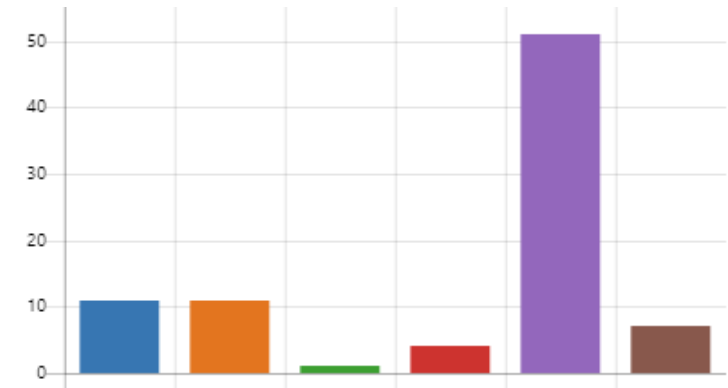
**95% of PCP very satisfied/satisfied with eConsult response.**

**60% of eConsults would have been referrals.**

Very satisfied	76
Satisfied	5
Neutral	2
Dissatisfied	2
Very dissatisfied	0



Contact specialist via pager/p...	11
Contact specialist via InBasket...	11
Contact specialist via email (o...	1
Search medical reference/clin...	4
Order a standard referral visit ...	51
Other	7



# PCP Engagement

## Co-Management Conferences

- Completed Monthly; Mar – Nov 2023
- CME Available
- Ongoing March – Nov 2024

## eConsult Newsletters

- Winter 2022, Summer 2023
- Fall 2023, Summer 2024

## Resources

- Workflow Tip Sheets – PCP & Specialist
- FAQ Billing & General
- Patient Education Brochure & pdf

**Lifespan Physician Group, Inc.**  
Primary Care  
Delivering health with care®

Winter 2023  
eConsults Newsletter

**eConsults are Live!**

We now have eConsults available to 7 specialty departments!

**Psychiatry, Adult GI, Pedi-GI, Cardiology, Concussion, Neurology, & Rheumatology.**

eConsults serve to bring PCP's and specialists together to improve care coordination and collaboration regarding the management of common problems.

*Colleagues, With the support of the Care Transformation Collaborative, RI, we have rapidly expanded access to consultants in Psychiatry and Gastroenterology. Our department leads introduced here have been integral to the successful launch of this program. We have also recently added consultant leads in Cardiology, Concussion, Neurology, & Rheumatology. OB Medicine and benign Gynecology will join.*

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Summer 2024  
eConsult Newsletter

**11 eConsult departments are available!**  
5 additional departments coming soon!

Department
Pedi Gastroenterology
Adult Gastroenterology
Adult Psychiatry
Cardiology
Concussion
Neurology
Rheumatology
Hematology Benign
Obstetric Medicine
Physiatry / PM&R
Plastics - Hand

**Welcome Coastal Medical!**

**98% of PCP very satisfied/satisfied with eConsult response.**

**59% of eConsults would have been referrals.**

**Our eConsultants**

**Sarah Hyder, MD**  
Director, Endoscopic Ultrasound at RIH and Gastroenterologist at LPG.

**Emily Rowland, MD**  
Board-certified psychiatrist with LPG providing both inpatient and outpatient psychiatry services at RIH.

**Advanced Referrals?**

Collaboratively by primary care & consultants which the formation of a clear clinical question, and order regarding duration and delegation of care to make the initial specialist visit more efficient.

Summer 2023  
eConsult Newsletter

**11 eConsult departments are available!**

We now have eConsults available to 11 specialty departments!

**Psychiatry, Adult GI, Pedi-GI, Cardiology, Concussion, Neurology, Rheumatology, Benign B Medicine, Physiatry, & Hand Plastics.**

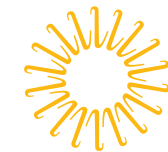
eConsults serve to bring PCP's and specialists together to improve care coordination and collaboration regarding the management of common problems.

**eConsults are growing!**

**Dr. Paul Larson**  
Chief Primary Care, LPG  
Lifespan AAMC-CORE Lead

**Q. What are the benefits of eConsults?**

A. eConsults utilize condition templates designed collaboratively by primary care & consultants which include guidance on diagnostic testing, a clear clinical question, and communication regarding duration and delegation of care responsibility. Responses come to your EPIC inbox within 3 days and most often the same day!



# Specialist 99451 Claim Submission

## Currently payable:

- BCBS RI Commercial & Medicare (No cost sharing)
- NHP RI Medicare
- United Health Care Commercial, Medicare, RiteCare.
- Medicare
- Tufts/US Fam & Commercial
- HPHC
- Cigna
- Aetna Commercial & Medicare

## NOT payable:

- RI Medicaid
- NHP RI Medicaid & Commercial [Patient Billed]

## 99452 PCP Claims:

- Require 16-minute front-end work
- Actively monitoring PCP reported time
- AAMC – CMS Considering definition changes

# Verbal Consent is Required

times a day... Starting Wed 10/20/2021... Normal

**eConsult Concussion (PCP Only)** Accept Cancel

Process Instructions: Please hit F3 to enlarge the Comments window. This makes it significantly easier to analyze the text in the Comments.

Comments: abx ? ? + Insert SmartText ← → ↶ ↷ 75%

Press F2 to get started -- Press F3 to enlarge ▾

ⓘ The Comments field contains unfilled variables (\*\*\*\*) or SmartLists.

ⓘ Patient is aware their health insurance plan DOES NOT cover this eConsult service. Patient agrees to this service and may be responsible for paying the full price of the eConsult.

Yes No

ⓘ If this clinical question is deemed too complex for eConsult, please:

Route the request back to me and I will follow up with the patient prior to scheduling for a specialty visit

Schedule the patient for a specialty visit

ⓘ Time Spent Preparing eConsult (min):

Patient is aware their health insurance plan **DOES NOT cover** this eConsult service. Patient agrees to this service and may be responsible for paying the **full price** of the eConsult.

Patient is aware their health insurance plan **HAS coverage** for this eConsult service. Patient agrees to this service and may be responsible for paying **part of the cost** of the eConsult.

# Provide Patient Education Brochure



## What is an eConsult?

An eConsult is a question about your care that your provider sends to a specialist electronically. You and your provider then use the specialist's response to choose the best care for you.

This is a way for you and your provider to take advantage of the expertise of a specialist while keeping your care with your primary care provider.

## How do I benefit from an eConsult?

With an eConsult, you get care from a specialist without having to schedule a separate appointment. That saves you time, even while you're getting the best care possible.



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Delivering health with care®

## Wouldn't it be better for me to see a specialist in person?

Your health is very important to your primary care provider. An eConsult will only be used when your provider is confident that a specialist can make helpful recommendations about your care without seeing you in person.

In some cases, the specialist may decide that an in-person appointment is necessary and will make that recommendation in their response to your provider. But most of the time, the specialist will be able to give your provider helpful answers without seeing you in person.

## Who pays for an eConsult?

As with any service you receive as part of your health care— like an X-ray or a blood test—you may pay part of the cost of an eConsult. You're portion of the cost depends on your health plan. *The eConsult is typically lower than the cost of an in-person appointment with the specialist.*

If the specialist recommends you make an in-person appointment, you will only be charged a co-payment for the in-person visit. You won't be charged for the eConsult.

If the specialist declines the eConsult or doesn't provide an answer, you won't be charged.

## How do I learn more about eConsult?

Your primary care provider can answer your questions about eConsults.

## Consent

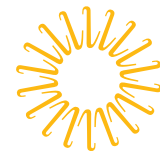
Your primary care provider will ask you for your consent to use this service.

““

eConsults have lessened patient wait times, reduced unnecessary referrals, and improved collaborative efforts amongst providers. Hope to see all specialties utilizing eConsults in the future.

””

*- AMC PCP participating in Project CORE*



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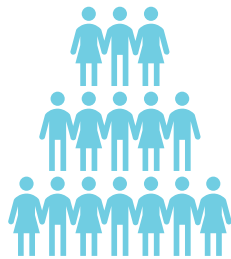
# Care New England/Integra Community Care Network Project Core: eConsults & enhanced Referrals

Joseph Diaz, PCP Clinical Lead

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# Integra: Accountable Care Organization

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150,000 covered lives through  
six value-based contracts



200+ primary care providers in  
100 practice locations



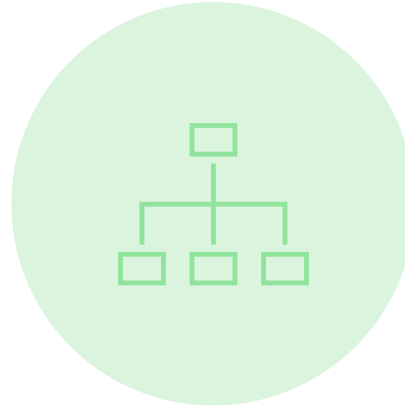
800+ specialists

# Our CORE Team

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JOSEPH DIAZ, MD, MPH  
PRIMARY CARE CLINICAL LEAD



KAILA DEFOSSE,  
PROGRAM MANAGER



RICARDO PEREZ,  
SR. DATA ANALYST

# Integra's Achievements

Implemented 9 specialties, totaling 500 eConsults since July 2022

Established an interactive eConsult dashboard, along with the creation of multiple metrics, to monitor success

Implemented a PCP response survey

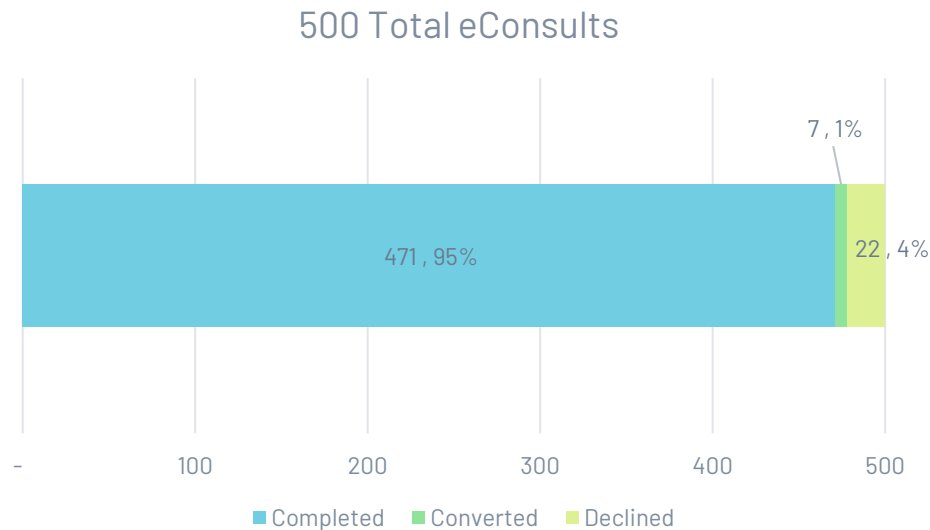
Demonstrating low declined and conversion rates

Took the program from pilot to fully operational (including billing)

Engaged 74/109 PCP's

# Integra's Overall Performance

## eConsults



- **68% of PCPs** have placed at least one e-consult
- **8 Specialties** currently operational
- 1 Discontinued: Endocrinology
- **9% of all specialty contact**

- **89% completed within 72 hours**
  - 69% of those completed in less than 72 hrs., have been completed in less than 24hrs.
- **84/471 (18%) of eConsults resulted in an in-office visit** within 60 days

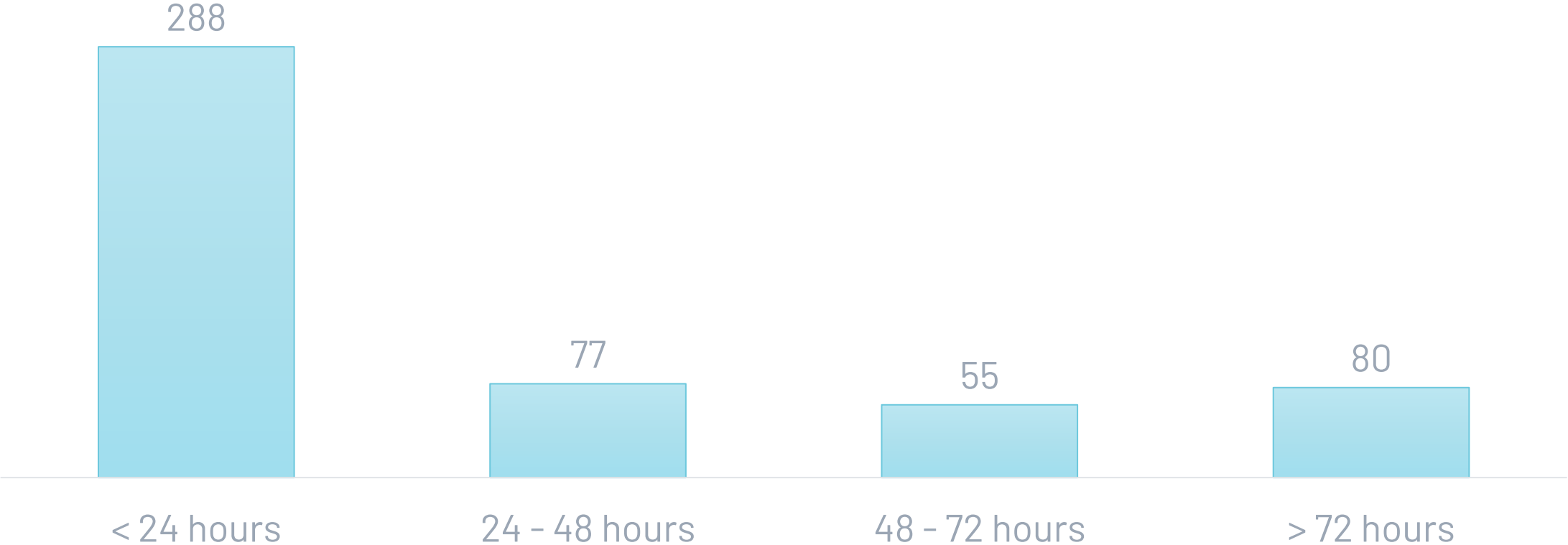
## Enhanced referrals

- **6,493 enhanced referrals** placed
- **10 Specialties** operational:
  - Cardiology, Endocrinology, Infectious Disease, Pulmonary, Sleep Medicine, Psychiatry, Geriatrics, Orthopedics, Ob-Gyn, Rheumatology

# Average eConsult response time was 1.9 days



Number of eConsults completed in specified timeframe



# Performance by Specialty

	Cardiology	Psychiatry	Infectious disease	Pulmonology	Sleep medicine
<b>Go-live date</b>	7/5/2022	11/29/2022	6/28/2023	8/17/2023	7/11/2023
<b>Total orders</b>	318	63	19	21	7
<b>% completed in 11-20 minutes</b>	85%	83%	53%	14%* (30% were completed in <10min)	71%
<b>Converted</b>	0	2	1	2	0
<b>Declined</b>	12	4	0	4	0
<b>Average response time</b>	1.6 days	1 day	2.1 days	1.5 days	2.5 days
<b>% within 24 hours</b>	55%	81%	58%	76%	29%
<b>% within 72 hours</b>	84%	90%	79%	86%	86%
<b>Top conditions</b>	"Other" Arrhythmia- Palpitations- Abnormal ECG	Anxiety "Other" Depression	Lyme Disease Latent TB	COPD "Other"	Sleep Apnea Confirmed Restless Leg Syndrome

# Provider, Patient, and Specialist Engagement



# Engagement Strategies

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Collaborated with a dedicated Primary Care Working Group for program development

Physician and Practice Champions

Provider POD Meetings

Front end office staff meetings

Patient Rack Cards

Provider performance reports

Newsletters

Embedded PCP Survey

# Patient Brochures

An **eConsult** can be part of your care.



**Your doctor wants the best care for you.**  
**Hello, eConsult.**

An eConsult is a way for your primary care provider (PCP) to ask an Integra/Care New England expert input regarding your care. You and your PCP use the information from the eConsult to choose the best care option.

**How do I benefit from an eConsult?** With an eConsult, you receive care from a specialist without having to schedule a separate appointment. This saves you time without compromising care.

**Would it be better to see a specialist in person?** An eConsult is only used when your PCP is confident a specialist can make recommendations about your care without seeing you in person. In some cases, the specialist may decide that an in-person appointment is necessary and will make that recommendation to your PCP.

**Who pays for an eConsult?** As with any healthcare service you receive, you may have to pay part of the cost of an eConsult, depending on your insurance coverage. The eConsult is typically lower than the cost of an in-person appointment with the specialist. You will not be charged if the specialist does not complete the eConsult.

**How do I learn more about eConsults?** Your PCP can answer questions about eConsults.

# Provider Automated Survey Responses

Q. Please rate your satisfaction with this eConsult response.

95% "Very Satisfied"

5% "Satisfied"



Q. In the absence of an eConsult, what would have been your first step in addressing this question?

78% "Ordered a standard referral"

11% "Contacted the specialist via pager/phone"

11% "Contacted specialist via secure chat or inbox message in EPIC/EHR"

# Overall feedback from PCPs is very positive

*"I have found the eConsults very helpful to my practice!... I find patients have been very satisfied with this type of consult as it helps them to avoid unneeded visits, especially for those patients who have limitations like lack of transportation to appointments."*

*"Responses from specialists have been fast. Lack of timely access to see specialists in person is frustrating so this helps some ... Would love to see more specialties with eConsults."*

*"All the specialists I've communicated with have been prompt and knowledgeable and I'm excited to continue to use this program to improve patient care and gain quicker access to specialist input."*

*"I also see it being able to reduce some of my office based clinical referrals if I am able to quickly get an answer to a clinical question."*

# Positive feedback from specialist surveys

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*"very good experience"*



*"steady (volume) but not overworked"*



*"could use it more" – many patients that could easily be eConsults*



Areas for increased use: palpitations, abnormal holter, lipid control, HTN management, etc.



*'Would be helpful for someone to triage consults' and provide eConsult option*

# eConsult QA

Continuous manual monitoring of all eConsults monthly, for appropriate questions, accurate documentation, and timeliness of completion

Epic generated billing reports for patient expense, specialty in-office referrals following an eConsult, etc.

eConsult Dashboard

Monitoring of PCP and Specialist Surveys

# eConsult Dashboard

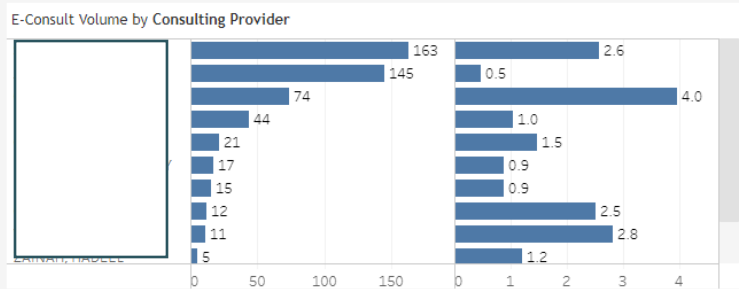
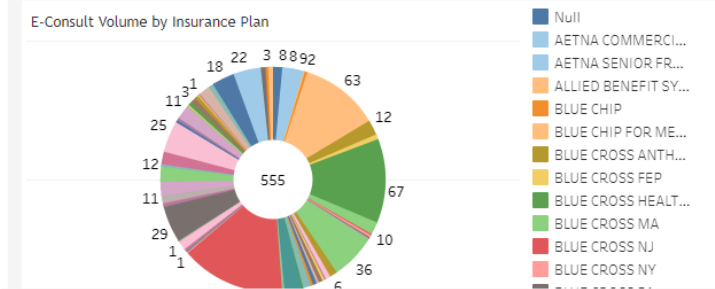
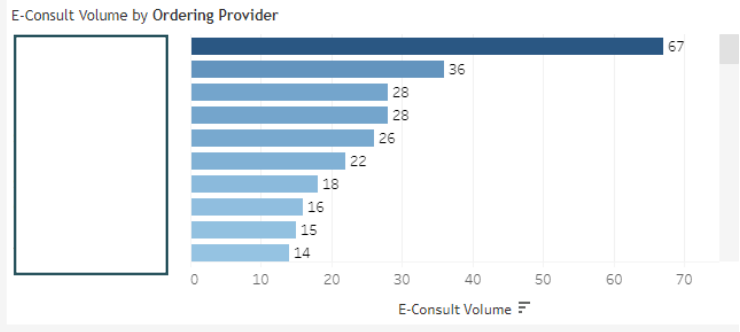
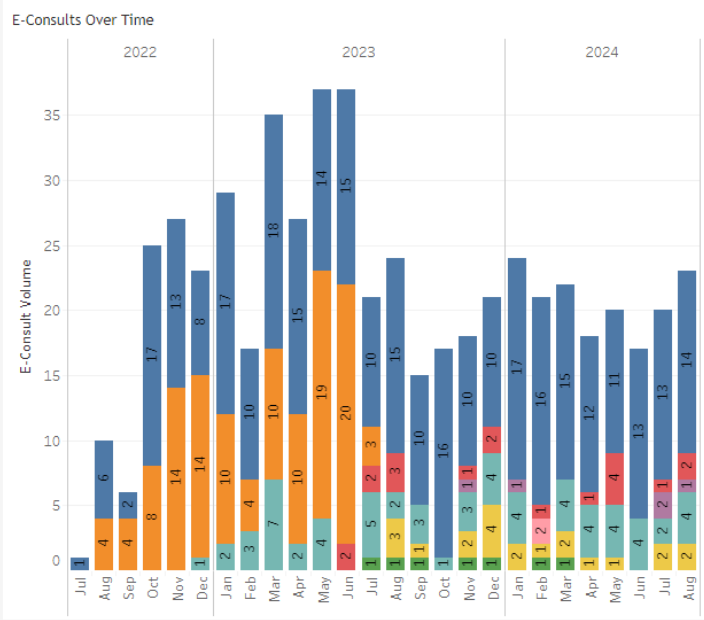
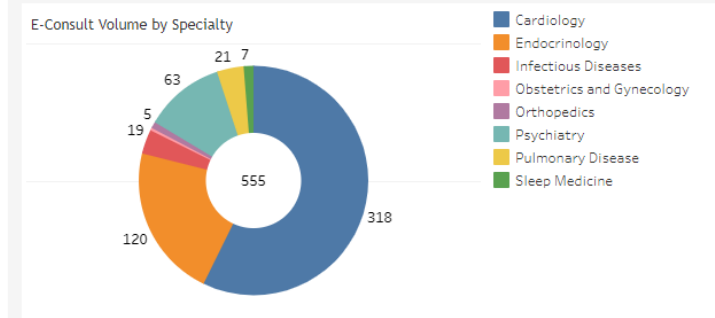
## E-Consult Overview



EConsult Order Date: 7/8/2022 | 8/31/2024

Order Specialty: (All) | Health Plan: (All) | Provider Name: (All) | Consultant Provider: (All) | Provider Office: (All) | Non-Integra Flag: (All) | E-Consult Action: (All) | Response Lag Time: (All)

Total E-Consult Orders	E-Consults Completed	E-Consults Awaiting Response	E-Consults Converted	E-Consults Declined	Avg. Response Time (Days)
555	471	55	7	22	1.9



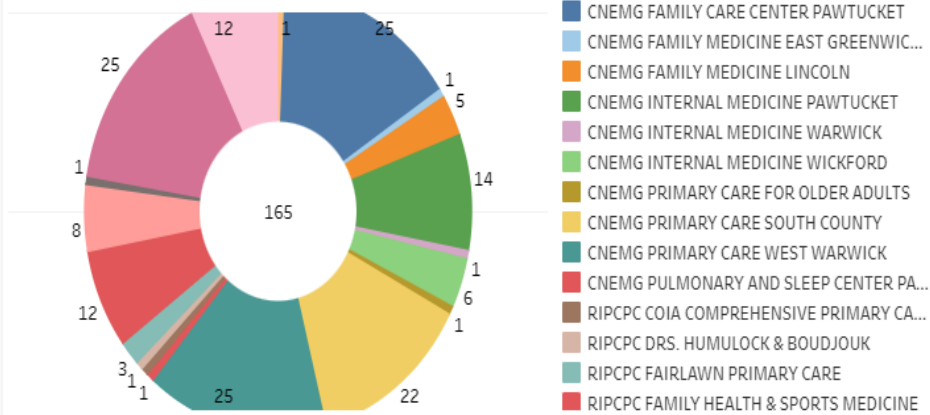
# E-Consult Detail



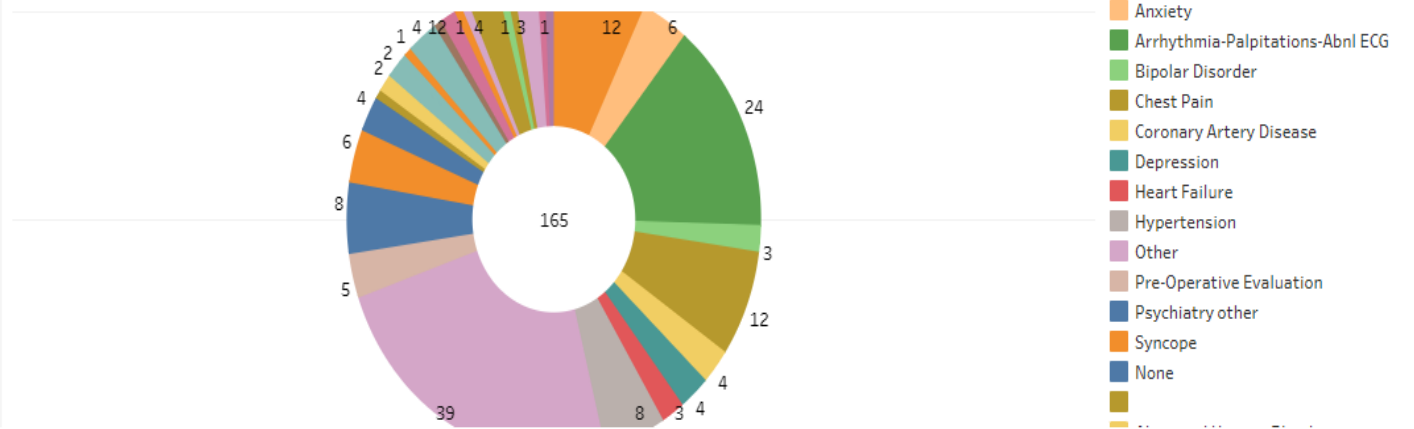
EConsult Order Date: 1/1/2024 to 8/31/2024

Order Specialty: (All) | Health Plan: (All) | Provider Name: (All) | Practice: (All) | Consultant Provider: (All) | Non-Integra Flag: (All) | Response Lag Time: (All)

E-Consult Volume by Ordering Office



E-Consult Order Volume by Patient Condition



E-Consult Volume by Ordering Provider



# E-Consult Response Time



Total E-Consult Orders  
**165**

Avg. Overall Response Time (Days)  
**1.6**

Total E-Consults (<=24Hrs)  
**87**

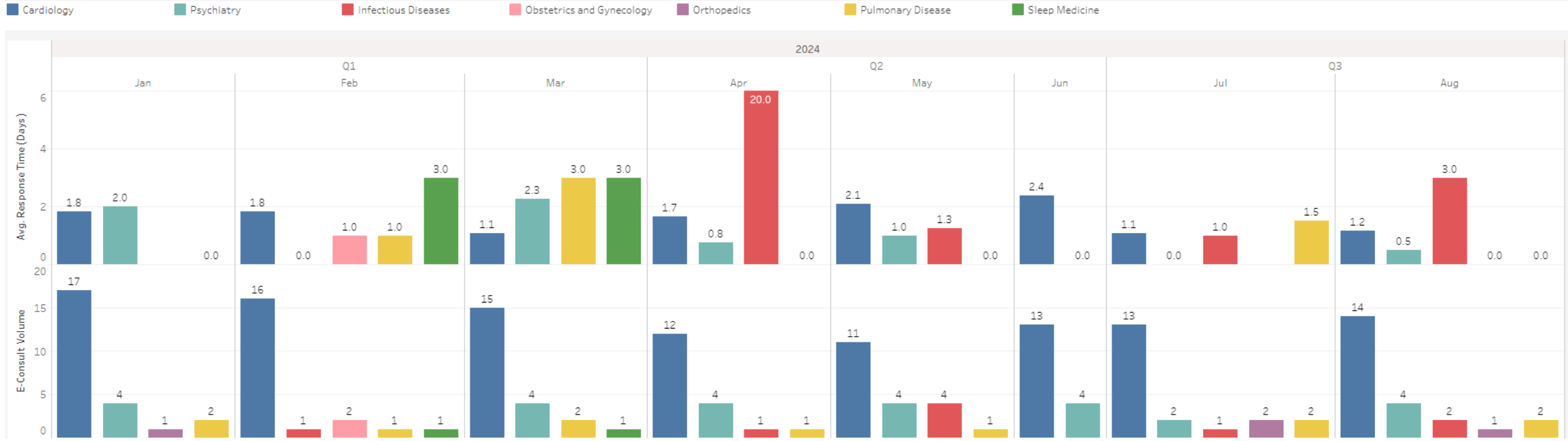
Total E-Consults (24-48Hrs)  
**29**

Total E-Consults Orders (48-72hrs)  
**20**

Total E-Consult Orders (>72Hrs)  
**18**

EConsult Order Date: 1/1/2024 to 8/31/2024

Order Specialty: (All) | Health Plan: (All) | Provider Name: (All) | Practice: (All) | Consultant Provider: (All) | Non-Integra Flag: (All) | Response Lag Time: (All)



PROPRIETARY

# Health plans/payors covering eConsults

Blue Chip

Blue Chip for Medicare

Blue Cross Healthmate

Blue Cross RI Commercial

Blue Cross RI for Duals

Medicare Parts A&B

UHC Seniors

UHC Dual Medicare Complete

UHC Commercial



ADVANCING INTEGRATED HEALTHCARE

# Specialist Experience

Kevin Bail (Psych) & Teresa Slomka (Cardiology) Integra

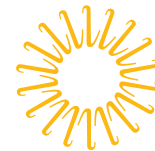
Emily Rowland (Psych) & Marilyn J. Weigner (Cardiology) Lifespan

*Care Transformation Collaborative of RI*

# eConsult EHR HIE Interoperability Solution

**Paul Larson** MD, MS, MBA, CPE  
Chief Primary Care & AAMC Project Core Lead, Lifespan

**Neil Sarkar** PhD, MLIS, ACHIP, FACMI, FAMIA  
President and Chief Executive Officer of the Rhode Island Quality Institute



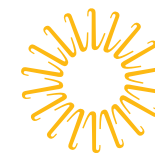
**Lifespan** *Delivering health with care.®*

# External Pivot

- eConsults remains limited to PCPs and specialists on Epic-based EHRs.
- **An interoperable solution is required to facilitate eConsult between any EHR platform.**
- Existing solutions from Epicare Link and AristaMD do not meet workflow requirements due to PCPs order in third-party platform external to their EHR.
- Engage with RIQI and other technical experts from Lifespan IS, Care New England/Integra IS, Epic and other EHR vendors for project discovery/technical feasibility leading to RIQI proposal to develop, implement, and support such a capability.

# eConsult External Pivot Project Subcommittee

- **CTC** - Pano Yeracaris, Sue Dettling
- **AAMC** – Meaghan Quinn,
- **RIQI** – Neil Sarkar, Scott Young, Bhawna Sehgal, Andréa Levesque, (HIE vendor project manager)
- **Lifespan** – Paul Larson, Doug Hopper, Donna Blanchard
- **Integra** – Kaila Defosse
- **Thundermist** – Mice Chen, Matthew Malek



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# HIE CurrentCare & CRISP

- Contemporary HIE technology (as implemented for CurrentCare) can support **SMART-on-FHIR applications** within its clinical viewer application and serve as FHIR endpoint for such applications.
- RIQI can acquire the capability to design, develop, and support a SMART-on-FHIR application to facilitate eConsult data transfer between vendor EHRs.
- Solution will be designed to be EHR-agnostic, using standard interfaces through FHIR.
- Proposal will include description of scope, estimates of build, implementation, & maintenance cost, and proof of concept for use of SMART on FHIR between community based EHRs and Epic.
- **HIE is transitioning to a new vendor – CRISP. Project discovery to proceed.**
- **Focus on SOC alignment for standard templates**



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ADVANCING INTEGRATED HEALTHCARE

# Blue Cross Blue Shield of RI

Cathleen Newman

*Care Transformation Collaborative of RI*





CharterCARE  
Provider Group RI, LLC

# Engaging Specialists in Value-Based Care

Martin Kerzer, D.O.  
Senior Medical Director CPGRI

# CPGRI Value-Based Care Model

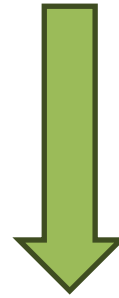
- ❑ **In 2022, CPGRI entered into a fully capitated arrangement** with BCBSRI for 13,000 BCBS Medicare Advantage members
- ❑ CPGRI is the **only system of care to have full risk arrangement and with UM/CM delegation**
- ❑ Historically, Specialists have participated in shared savings along with our PCPs but **without the understanding of “why”**
- ❑ Our mission became focused on **education around high quality network performance**



- ❑ Monthly PCP POD meetings were **expanded to include Specialists**
- ❑ In 2023, **met with multiple specialties in network group for IPA education** and review of cost efficiency data
- ❑ **Dermatology pharmacy spend main cost driver in 2023**
- ❑ Dr. Kerzer, Matt Brazier (Dir of Pharm) and BCBS Specialty Pharmacist Carmen Oquendo **met with individual dermatology groups** to review BCBSRI MA cost efficiency reports with prescribing patterns and associated medication costs, and to **formally develop practice protocols**
- ❑ Sidenote: After initial meeting and review of the main cost drivers and prior to developing a formal practice protocol around high-cost medications, one group had already changed their practice internally, leading the way towards more cost-effective care
- ❑ Will **review claims data every 6 months** to see if prescribing protocols are effective in improving quality of care and cost efficiency

# Developing a High Performing Network

- ❑ Initial success with dermatology is the **blueprint for expansion** to other specialties where total cost of care is noticeably above average compared to other SOC's (GI next)
- ❑ Will continue to review cost effective opportunities whether it be pharmacy, site of care or access issues
- ❑ PCP retention to our in-network specialists is another focus area
- ❑ Expanded our Network and Retention Committee to include specialists



**WIN for Specialists**

**WIN for PCPs**

**WIN for CPGRI =**

**WIN for PATIENTS!**

# CME Credits & Evaluation

Reminder to please complete the evaluation in order to claim CME credits!

Claim CME credits here: <https://www.surveymonkey.com/r/ZDZS5HG>



*The AAFP has reviewed 'Advancing Comprehensive Primary Care Through Improving Care Delivery Design and Community Health,' and deemed it acceptable for AAFP credit. Term of approval is from 03/18/2022 to 03/18/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity. NPs and RNs can also receive credit through AAFP's partnership with the American Nurses Credentialing Center (ANCC) and the American Academy of Nurse Practitioners Certification Board (AANPCB).*

# THANK YOU

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 [www.ctc-ri.org](http://www.ctc-ri.org)

 [ctc-ri](https://www.linkedin.com/company/ctc-ri)

