The CAMINO DE SALUD NETWORK: eConsult Pilot

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Alameda Health Reform Hearing
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Presentation Topics

Background
eConsult Overview
Preliminary Findings
Lessons Learned
Next Steps
Background: Camino de Salud Network

- The Camino de Salud Network (CDSN) was launched in 2004 to address the fragmented, silo-ed approach to safety net care in Los Angeles.

- Public-private health care partnership:
  - Anchor hospital: LAC+USC
  - 14 community health centers (over 50 clinic sites)
  - Network manager: COPE Health Solutions

- CDSN builds relationships between PCPs and specialists to:
  - Facilitate mutual trust and confidence
  - Open avenues of communication
  - Create an environment conducive to learning

*Sponsored by Kaiser Permanente Southern CA Community Benefit for past 3 years
Why eConsult?

- eConsult emerged out of a need to connect LAC+USC specialists with primary care providers for the purpose of:
  - Co-management of patients
  - PCP capacity building
  - Timely access to specialty care
  - Reduction of unnecessary referrals to LAC+USC specialty clinics and to the ED
The eConsult Solution

- Initially, consultations occurred via phone
  - Time intensive
  - Difficult to get both parties on phone at the same time
  - Couldn’t be done easily from home or in the “margins” of the workday

- eConsult was devised to offer:
  - Web-based access
  - Flexibility/convenience – “asynchronous”
  - Security
  - Ability to share files (e.g., labs, images)
  - Documentation/organization of consults
  - Standardization of process
  - Diffusion of clinical guidelines
  - Ability to track and monitor utilization and other measures
eConsult: Begin a New Consult

New eConsult

Please click "Begin eConsult" button to proceed.

Payer: Public-Private Partnership (PPP)
Specialty: Cardiology
Cardiology Guidelines: LAC+USC Healthcare Network

*Requested Specialist Physician: Enrique Ostrzega

Organization: LAC+USC CHP Clinic
Physician: Sarita Mohanty

Begin eConsult  Cancel
Enter Patient Identification

New eConsult

Find your patient in the system. If your patient is not found, you may enter the patient's information.

First Name: John    Last Name: Doe
SSN:    Alien ID: 
Address: 123 Pain Street
City: Los Angeles    Zip Code: 90003

Date Of Birth: 01/01/1900
Gender: Male

Not the correct patient? Search again or add a new patient

Next
Enter Medical Info

Please enter your message to the specialist regarding this patient's condition, the diagnosis if known, and the requested procedure if known.

Message to the Specialist:

Hello Enrique,
I have a question regarding this patient. He has severe chest pain and an abnormal echocardioogram. His EF is 20% - what would you suggest?

The Procedure and Diagnosis fields will try to find a coded match after the first three characters you type. You may enter the procedure/diagnosis text or the code. If a coded match is not found, you will enter your own description.

Procedure:

CPT Code:

Diagnosis:

ICD-9 Code:

Next
Include Relevant Attachments
Engage in Clinical Dialogue with Specialist
Preliminary Findings

- Testing phase (June 2010-May 2011)
  - 49% of eConsults resulted in an averted referral

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<th>Disposition of Closed eConsults</th>
<th>Referred</th>
<th>Managed by PCP</th>
<th>Total</th>
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<tr>
<td>Rheumatology</td>
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<tr>
<td>Total</td>
<td>38</td>
<td>37</td>
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Lessons Learned

Challenges:

• IT challenges
• Provider time
  • It takes time to upload and post a consult (5-8 minutes)
  • Adoption can take time
• Lengthy process for County approval
• Concerns regarding liability
Lessons Learned

• Need to align incentives for all users
• Use of eConsult gained momentum as specialists and PCP’s built relationships and trust
• More than “e-referral,” a key element of success has been the clinician to clinician dialogue
• Consider the role of support staff (e.g., referral coordinators, case managers, system administrator)
• Ongoing project management is critical for implementation, training, and adoption
• Need for workflow redesign at clinic sites to support the use of eConsult
Next Steps

- LA County-wide eConsult initiative led by LA Care Health Plan in partnership with LA County DHS, Health Care LA IPA, MedPOINT Management, and the Community Clinic Association of Los Angeles County
- eConsult will be implemented in 31 Community Partner Sites, 22 DHS Sites and 7 Referral Centers - for a total of 60 sites
- Utilizes an innovative workflow methodology to ensure eConsult integration and long term adoption
- Timeline for deployment: June 2012 to May 2013
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