



Implementation of School-Based Telehealth for Increased Access to Primary Care

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Learning Objectives

1. By the end of the workshop, participants will be able to come away with a proposal for their organization, to begin the process of implementing telehealth services.
2. Participants will have a step-by-step plan, including issues to look out for and a list of grants to look at to start a school-based telehealth program.
3. Participants will be able to describe a variety of marketing materials that can be used towards outreach.

DENVER HEALTH

An innovative health care system that is a model for success in the nation.

OUR VALUES

Excellence

We are better every day.

Compassion

We care for everyone.

Relentlessness

We fight for everyone.

Stewardship

We use resources responsibly.

Learning

We educate the next generation.





Denver Health

SCHOOL-BASED HEALTH CENTERS

- 19 brick-and-mortar SBHCs within Denver Public Schools.
- Started in 1987: provide primary care, behavioral health, reproductive health education, dental care, STEP therapy & insurance enrollment.
- ~ 12,000 students use an SBHC annually; team of more than 90 staff. Students from Early Headstart all the way up thru HS.

SBHC Telehealth:

- Telephone and tele video options.
- Medical, Mental Health & Psychiatry
- *New* Tele dental services.

DPS Telehealth:

- Additional 19 schools, without SBHC.
- Grant for another 15 schools fall 2022.



Denver Health Virtual Care Program

Aims to ameliorate inequity in accessing healthcare and improve access to education.

- Partnered with 19 Denver Public Schools (DPS) without brick-and-mortar SBHCs in them.
- New service allows DPS **nurses** to virtually connect to SBHC services, right from their school.
- Expanded care to an additional 8,000 DPS students.
- Provide peripherals, medications & trainings.
- Minimizes out of class time for students.

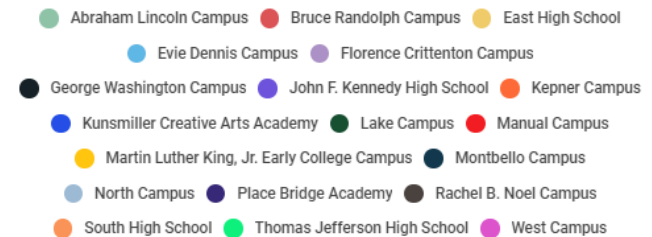
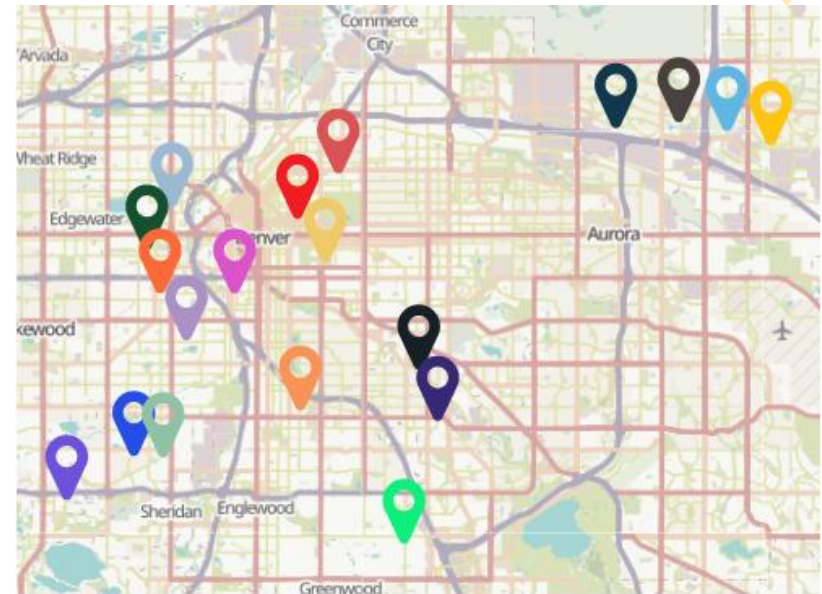
Image 1:

A Road Map for Developing A School-Based Health Clinic Telehealth Program



Need for increased access

- Denver is most populous county in Colorado.
 - Approximately 95,000 (13%) of residents are school-aged youth, ages 5 to 18.
- Only county in Colorado that scores below the national average in all 11 health, education, and socioeconomic status indicators.
- An appointment to see a primary care provider or a pediatrician can take on average a week to schedule. Therefore, family's resort to utilizing urgent/ or emergent care centers.
- Despite the number of SBHCs (19), there remains a large gap for the remaining student population (80,000 students) in being able to easily access services.



Funding

- Look for existing partnerships and opportunities under current grants
 - COVID-19 pandemic opened up different funding streams to address COVID-19 and other health issues through telehealth
 - Our largest funder is through the state to support SBHC services
 - Received COVID dollars, Telehealth dollars
 - Leveraged new funding programs with limited dollars that would not be sustainable for new positions (one-time amounts)

Questions to think about:

**What existing funding streams could you leverage to purchase the up-front costs of technology?*

**What existing staff can you use while you get the program up and running?*

- “Threw darts” at a couple other funding sources (one stuck!)
 - Applied for a HRSA telehealth grant (not funded)
 - Applied for a state health disparities grant (funded)
 - Had a back-up plan to support with current funding stream for XX months while applying for any and all grants



COLORADO
Department of Public
Health & Environment

Stakeholders

- Important to have support from external and internal departments.

Internal:

- Leadership
- IT Governance
- Director of Innovation and telehealth
- Network/Telecom Department
- IT Desktop Team
- EPIC
- Purchasing
- Biomed
- Pharmacy

External:

- [Denver Public] School District
- School Nurses
- School administration
 - Principle
 - Secretary
- Parents
- Students



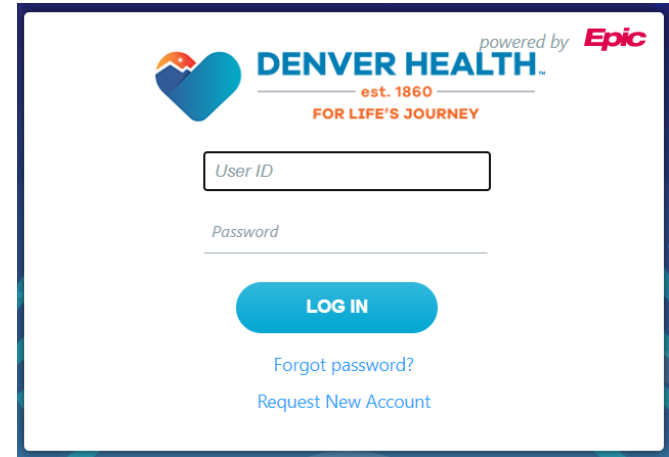
Platforms and Technology

EPIC Electronic Health Record

- EpicCare Link (RN access)
 - View only access that allows nursing staff to view health information, visit summaries and medication orders.
- Epic Cadence (Registration access)
 - Used by registration staff to register patients and create provider templates
- Epic Ambulatory (Providers access)
 - Used by the medical providers to document visit and send follow up or medication orders to the nursing staff

Extended Care

This platform works with EPIC to provide the video visit capability.



Picking schools

During the first school year of implementation SY 2021-2022:

- Schools with no other type of health care support
- Nurses who expressed an interest in additional tools

New grant. Expansion to additional schools SY 2022-2023:

- Identified areas of need
 - Demographics
 - Free & reduced lunches
 - % minority
- Collaboration with DPS
 - Spoke with principals and RNs



Medications

Medical providers worked with pharmacy staff to determine what medications would be suitable for the program.

Grant funding was used to support medications.

Things to consider/check with school district on:

- One-time dispersion vs. reoccurring
Ex. Eye drops, bottle versus single use tubes



Medication Administration (for students enrolled in School-Based Virtual Services through their school nurse) : If recommended by a licensed medical provider, can the below medications (age /weight appropriate) be given to your child at school by the DPS school nurse? Select all medications that can be given:

Mark here to approve ALL medications Mark here to decline ALL medications below Let me choose

- | | |
|---|--|
| <input type="checkbox"/> Tylenol™ / Acetaminophen (pain, fever) | <input type="checkbox"/> Hydrocortisone Cream (inflammation, itch) |
| <input type="checkbox"/> Advil™ / Motrin™ / Ibuprofen (pain, fever) | <input type="checkbox"/> Benadryl™ / Diphenhydramine (allergic reaction) |
| <input type="checkbox"/> Tums/Calcium Carbonate (upset stomach) | <input type="checkbox"/> Zyrtec™ / Cetirizine (allergies, allergic reaction) |
| <input type="checkbox"/> Antibiotic Ointment / Bacitracin / Neomycin / Polymyxin B (cuts, infections) | <input type="checkbox"/> Zaditor™ / Ketotifen (allergy eye drops) |
| | <input type="checkbox"/> Albuterol Inhaler (wheeze, trouble breathing) |

**Important to have adult and pediatric options: chewable, pills, and liquid.*

Staffing



Honora Quinn Burnett, MD

- Medical Director of SBVC
- Providing care and support to APP staff.



Joseph Rosas, PA

- Providing care and assistance to Nursing Staff



Teresa Vasquez, MA

- Supports providers and nurses to make sure patients are receiving exceptional care



DPS Nurses





- Samantha Schaap, Project Coordinator**
Karen Espinoza, Patient Access Supervisor
Shelley Jackson Worstell, Community Planner
Sonja O'Leary, SBHC Medical Director
Jade Williamson, DPS Liaison

Nurse Training: Recruitment

Initial Recruitment:

1. Initiate discussions with key individuals
 - Nursing Leadership
 - School District Liaison
2. Reach out to nurses
3. Prepare marketing materials
4. Offer informational sessions
5. Site visit



ATTENTION SCHOOL NURSES!
Looking for tools to minimize students out of class time?



As a Denver Public School nurse, you can provide a higher level of medical care to students without them ever leaving the school building. Denver Health Pediatrics is here to support you.

Through our new program, a physician or advanced practice provider will connect with you and your student via telehealth using cutting-edge equipment, in order to:

- Listen to their hearts and lungs
- Look in their ears for possible infection
- Prescribe medications like ibuprofen and hydrocortisone

BENEFITS OF THE PROGRAM:

- Denver Health provides all equipment, telehealth peripherals, training, and medications to schools.
- Students can be seen within minutes of arriving in the nurses' office and can be sent back to class quickly, minimizing out-of-class time.
- This is at NO cost to students or families.



Through the virtual health consent form, students also gain access to any of the 19 School-based Health Centers (SBHC). We encourage parents to join the visit, via a weblink, if available.

Call **720-670-3016** or email **SBHCTelehealth@dhha.org** to enroll your school.

Nurse Training: Technology & Support

Technology Set-up:

- Nurses have laptop
- Providers use cell phone or iPad

Training:

1. Bring all equipment to school
2. Help download computer applications
3. Ensure appropriate access (EpicCare)
4. Initiate and practice a visit

*Important to offer ongoing support:

1. Check-ins
2. Be available for questions
3. Connect to other RNs in program

	<p>Seca Digital Scale</p> <p>Scale to weigh students in order to get accurate medication dosages.</p>
	<p>DE500 Digital Video Otoscope by Firefly</p> <p>Otoscope to transmit video of student's ears to Denver Health provider.</p>
	<p>3M™ Littmann® CORE Digital Stethoscope by Eko</p> <p>Stethoscope to transmit student's heartbeat to Denver Health provider.</p>

Visit walk through

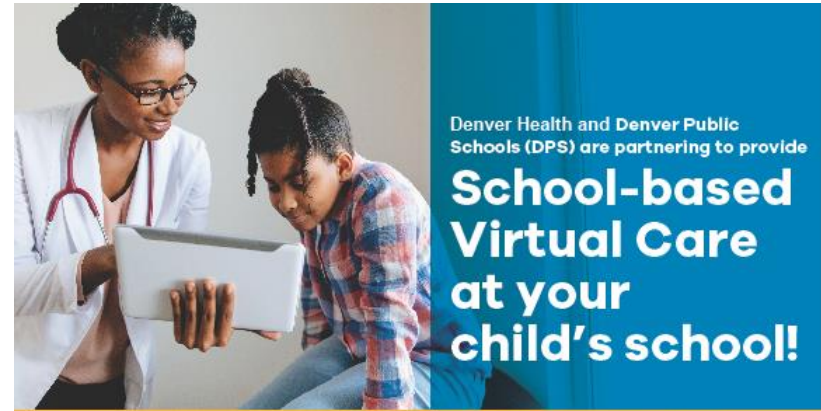
The screenshot displays the Denver Health EpicCare Link dashboard. At the top, a navigation bar includes the Epic logo and icons for Home, In Basket, Patient List, Referral Search, Schedules, Requests, Catalog, and Patient. On the right side of the navigation bar are Menu and Log Out options. The main content area features a welcome message: "Welcome to Denver Health's EpicCare Link". Below this is the Denver Health logo with the tagline "FOR LIFE'S JOURNEY". A row of four action buttons is present: "Select Patient" (magnifying glass icon), "Open Chart Review" (folder icon), "Place Order" (clipboard icon), and "Video Visits" (video camera icon). The dashboard is divided into two main sections: "Unread Messages" (purple header) and "Quick Links" (orange header). The "Unread Messages" section shows "My Open Charts (3)". The "Quick Links" section lists: "New to EpicCare Link? Click here for training", "Site Administrator Guide", and "Discharge Services Guide". A video player interface is overlaid at the bottom, showing a play button, a volume icon, a progress bar at 0:00 / 5:54, and icons for closed captions (CC), settings, and full screen.

Prepare
consent
form

Recruit
parents and
students

Consenting and Marketing the Program

- **Marketing:**
 - Flyers
 - Videos
 - In-person presentations
- **Consenting:**
 - In school registration
 - Tabling events
 - Nurses get consent for high-need students



At Denver Health, we know it is important to keep kids in school.

What does this mean?

DPS nurses can virtually connect students to School-based Health Center (SBHC) services right from your student's school. Your student can receive medication, as needed, for many health concerns, such as: headache, cramps, etc. and go back to class. Parents or guardians can be included in the visit virtually as well!

Who can use this service?

Any DPS student can access most no-cost services once a parental consent is signed. To sign the consent form, use the website or QR code below. You can also sign a paper copy in the DPS nurse's office. This consent also allows your student to be seen at any of our school-based locations for other services.



For a full list of locations and services, please visit:
<https://www.denverhealth.org/services/school-based-health-centers>

[DenverHealth.org/services/school-based-health-centers/e-consent](https://www.denverhealth.org/services/school-based-health-centers/e-consent)

What does it cost?

There is no charge to the patient or their family for virtual care services. Patients will not have to pay co-pays, deductibles or fees to be seen. Insurance may be billed but without cost to the family.

What else do I need?

An After Visit Summary will be sent through the student's MyChart account. Please make sure you have an account set-up for your student if they are



11 and under or help your 12+ student create their own! Click on the QR code or website below to get started.

[DenverHealth.org/MyChart](https://www.denverhealth.org/MyChart)





Ready for visits!

- ✓ Schools picked
- ✓ Nurses onboarded & trained
- ✓ Peripherals and medications delivered
- ✓ Students consented



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FOR LIFE'S JOURNEY

Virtual Care Workflow

Student visits School RN. RN thinks that student will benefit from a virtual care visit.

RN checks to see if student has consent on file.

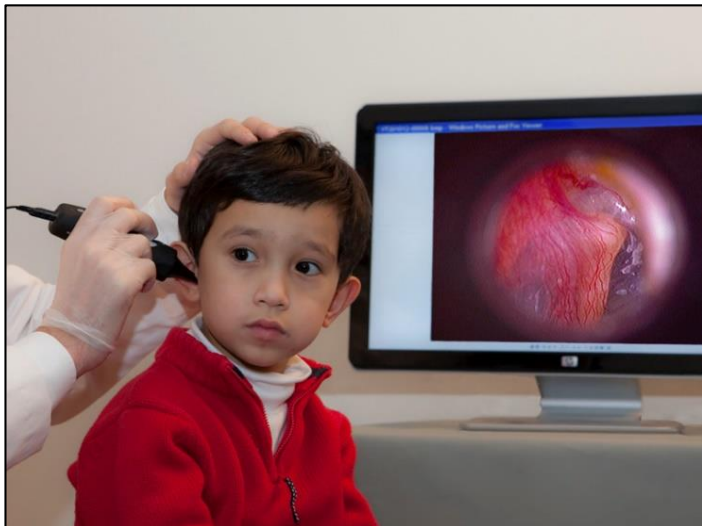
If desired, a parent or guardian can be included in the virtual visit.

RN makes appointment via EPIC care link for on-demand appointment.

Student is diagnosed by Provider. If needed, Provider writes order for over-the-counter medication.

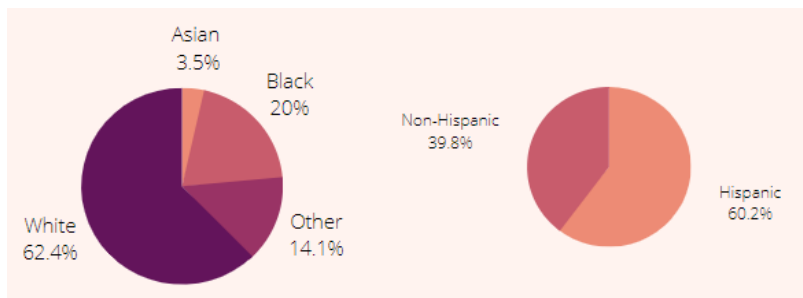
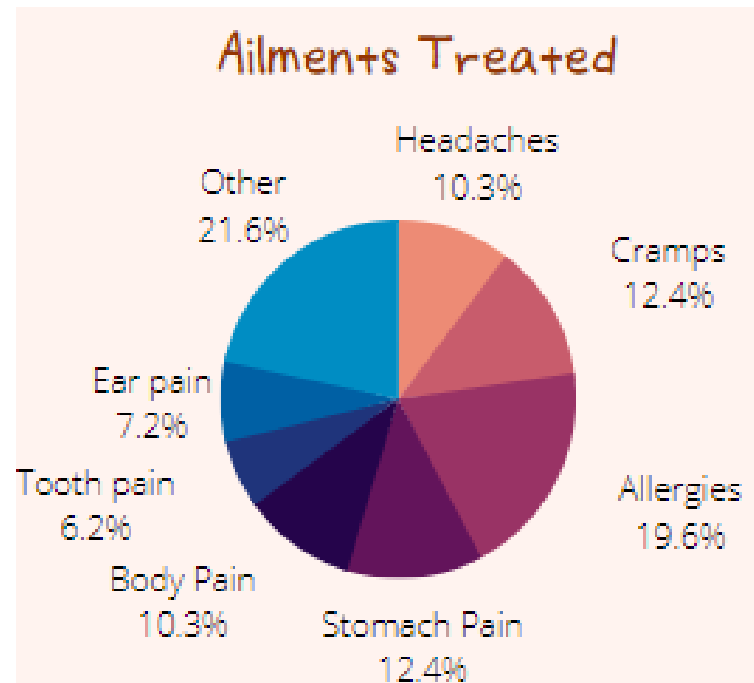
RN administers any OTCs.

Student connected to follow-up appointment with their medical home ensuring additional health needs are met.



Frequent complaints include: headache, menstrual cramps, conjunctivitis, allergies, etc.

Analysis



The SBHC Virtual Care Program allows students to be seen, treated, and return to class quickly!

Lessons Learned

- Technology
 - Computers
 - iPads
- Consenting students
 - Before vs. during visit
 - Verbal vs. written
- Medications
 - Age of students





Future Initiatives

- Tele dental within SBHC
 - A synchronist visits
 - Synchronist visits
- Integrated Psychiatry
- Health Education
- Confidential Care
- CDPHE Grant

Questions?

