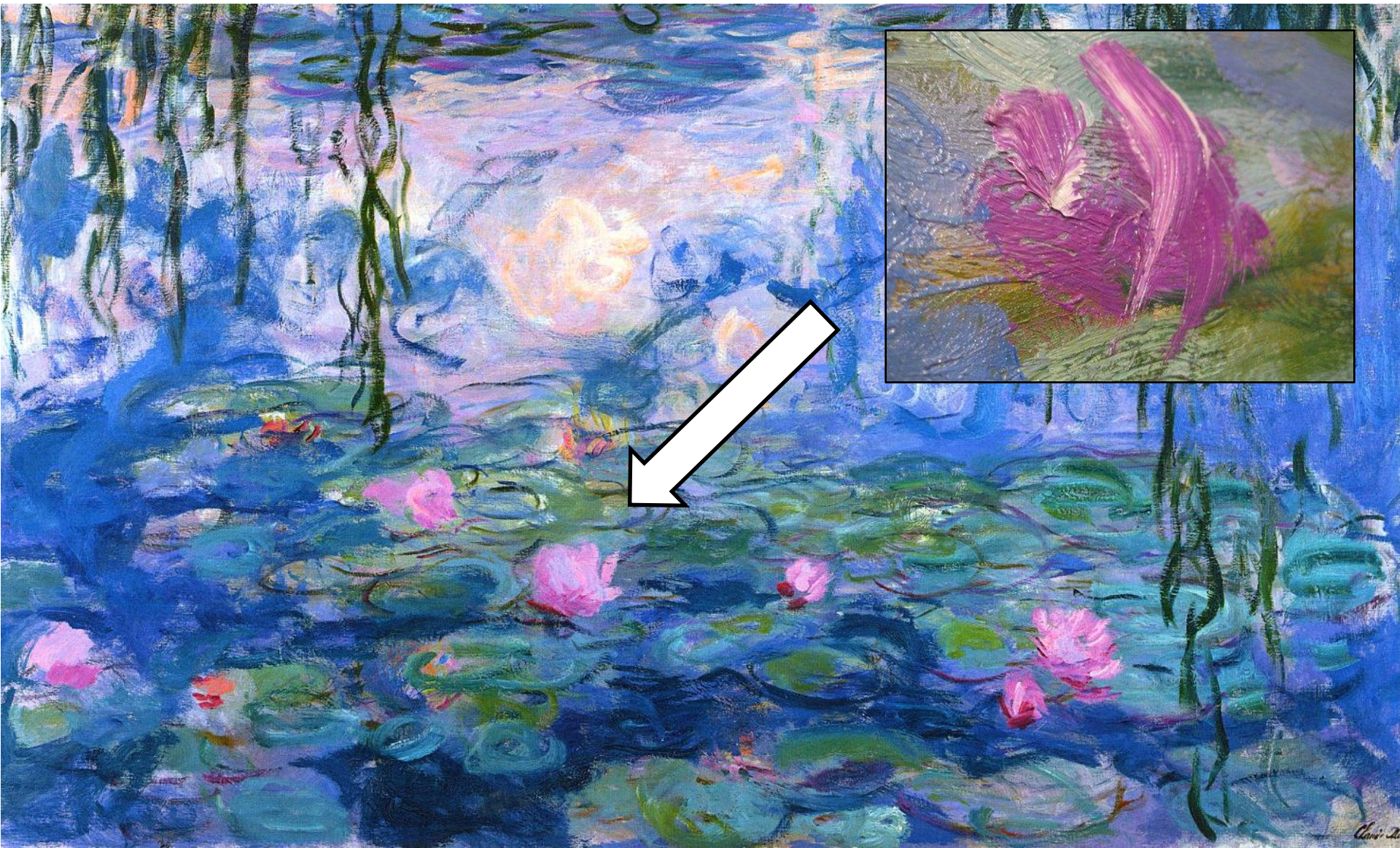# Innovations to Address Specialty Access

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Stepping Back to See the Lilies

Opportunities/Potential Goals

- Increase Access to Services

- Improve Communications Between the Primary and Specialty Care Providers

- Opportunity for Case Management

- Opportunity for PCPs to learn, decreasing referral need

- Improve patient experience: decrease no show rates, wait times

Moving Forward

- **System Goals**
  - Increasing Access to Specialty Care Services
  - Building PCP Case Management Capacity
  - Decreasing Inappropriate Referrals
  - Expediting Scheduling Processes
  - Increasing Communications

- **Participants in Communication**
  - Provider-to-Provider (PCP/specialist)
  - Primary care org / Specialist org
  - Patient-to-Provider

- **System Roles**
  - Primary Care
  - Specialty Care
  - Health Plan
  - Gatekeeper: System Owner

TeleHealth

- Considerations
  - Case review/Training opportunities for Primary Care Providers
  - Software, video-based systems to address timing, scheduling, and geography barriers to trainings
  - Presentation of content, case-based review – can be retrieved at different times.
- Examples:
  - Web-based trainings
 - Project ECHO
  - Case Reviews

TeleHealth
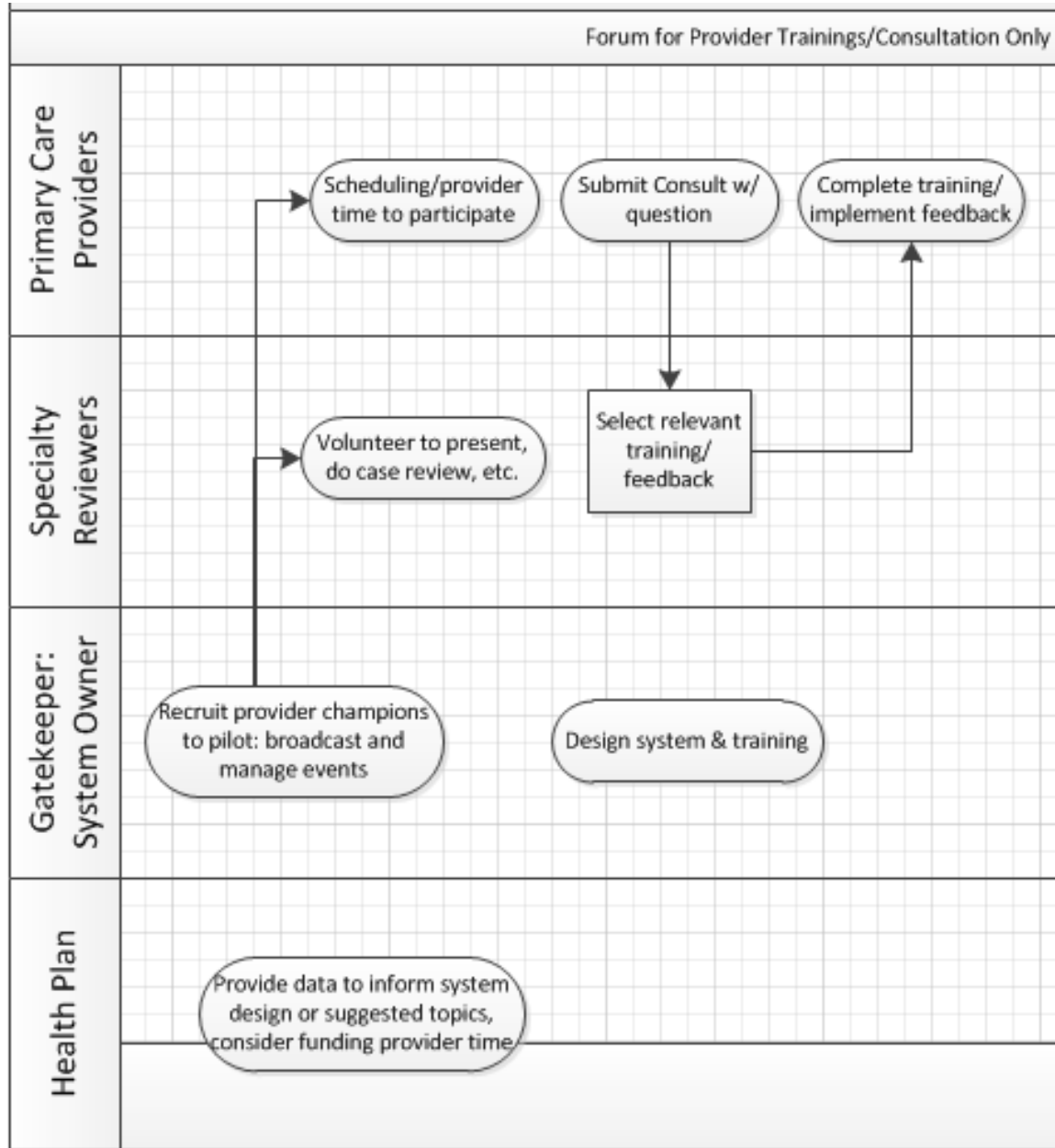
eReferral

- Considerations
  - Expedited scheduling/authorization processes to get the patient to an in-person specialty appointment
  - Software, web or email based system –links to separate organizational scheduling processes and systems
  - Stages referral requests through authorization processes
  - May include history, labs, pertinent information for referral

- Examples: All applicable specialties

eReferral
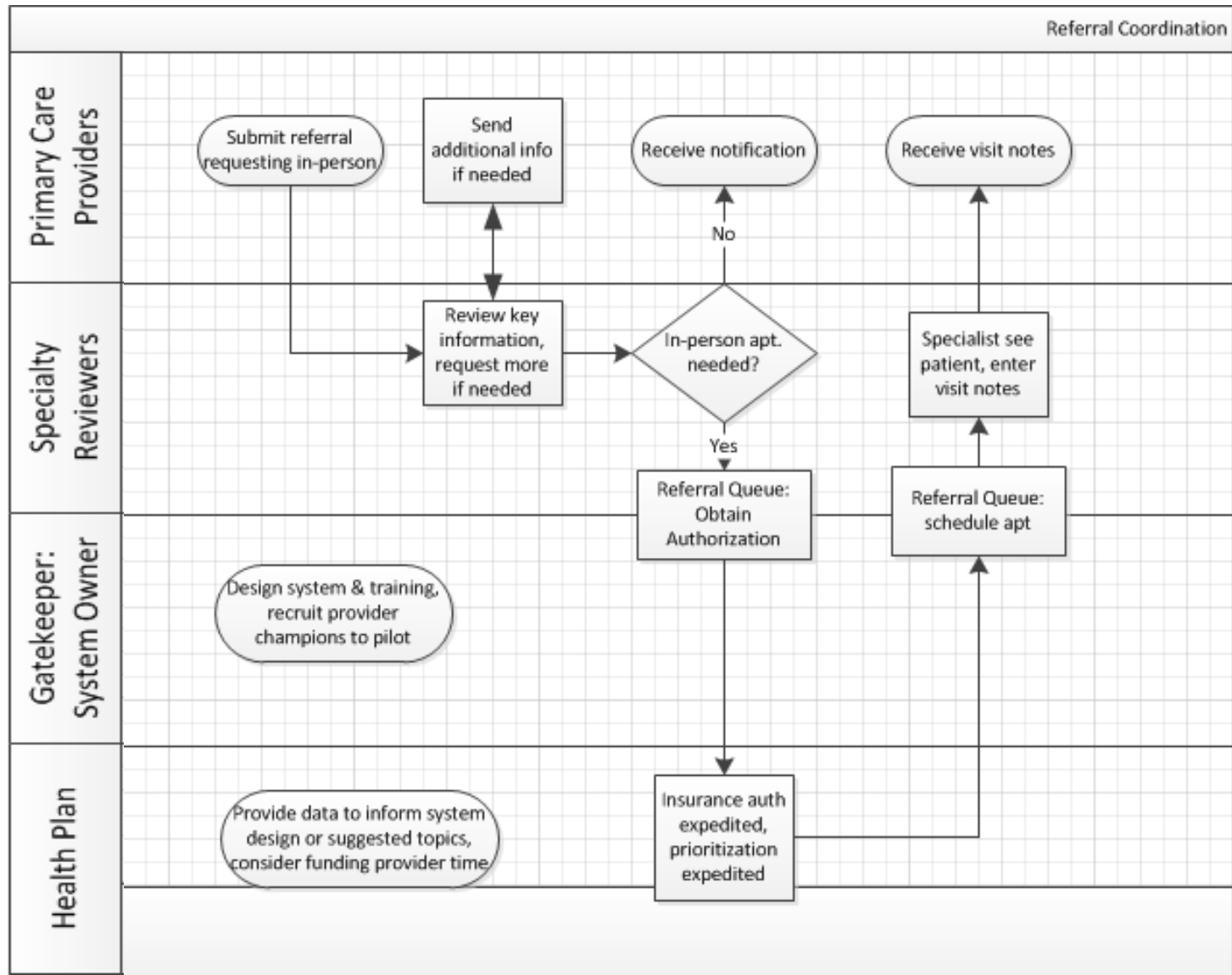
eConsult

- Considerations:
  - Secured email, closed system
  - Provider-to-Specialist consultation
  - Presentation of materials/tests/history for review
  - Creates dialogue for next steps in care/case management

- E.g.: Top specialties applicable, including:
  - Dermatology
  - Endocrinology
  - Gastroenterology
  - Cardiology
  - Urology

eConsult
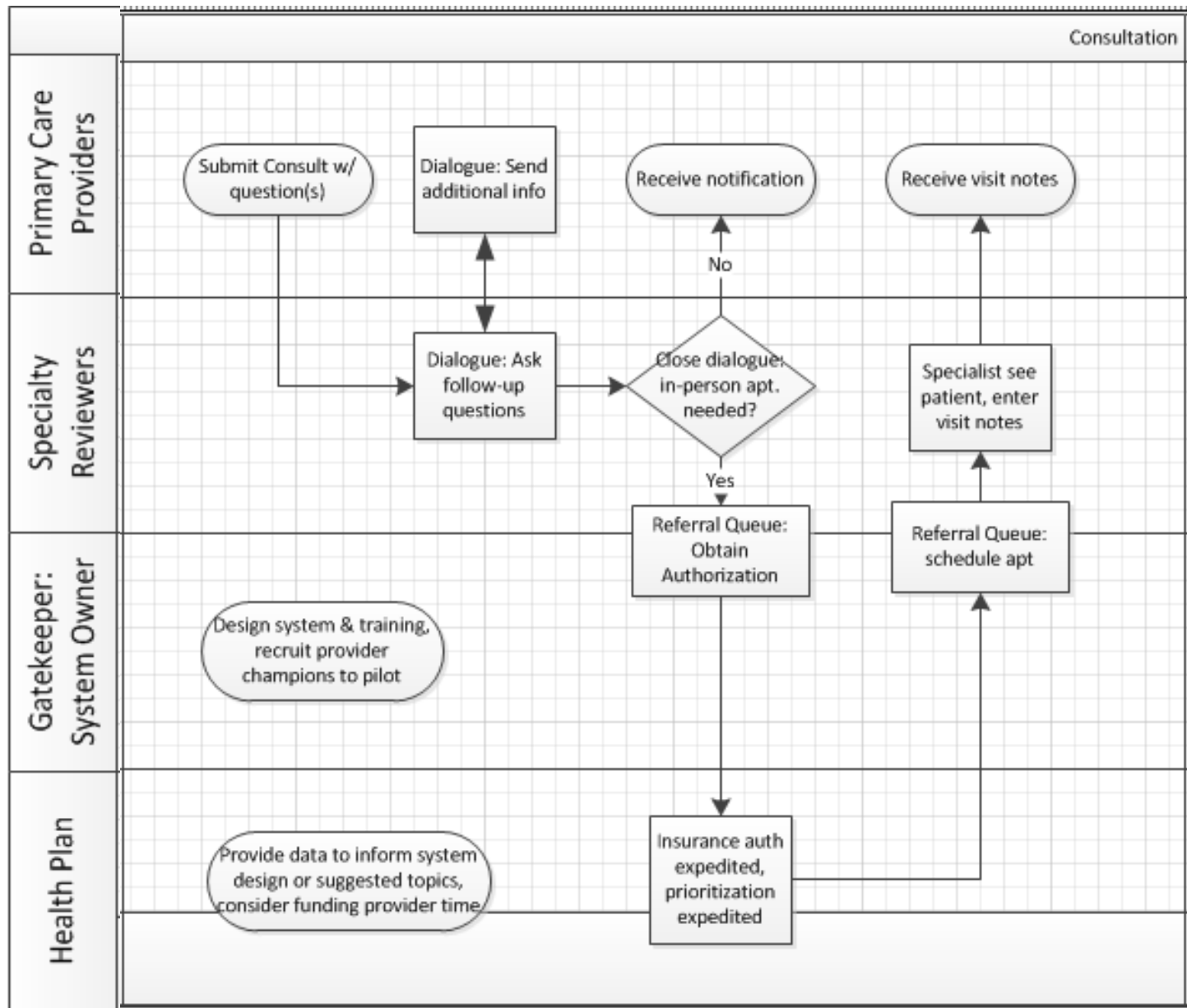
Telemedicine

- Considerations
  - Improving access to specialty care services
  - Software, video-based, email – secure closed systems
  - Patient and/or patient case presented to Specialist
    - Store-and-Forward
    - Video conferencing
- Examples:
  - Teledermatology
  - Diabetic Retinopathy Screening
  - Telepsychiatry
  - Tele – (specialty specific applications)

Moving Forward: Discussion

- System Goals

- Participants in Communication

- System Roles

- Next Steps