

Welcome to the webinar:

COVID & Telehealth Advance Care Conversations

The webinar will begin at 10:30

Thursday, August 6, 2020



- Healthcentric
Advisors
- Qlarant

COVID & Telehealth Advance Care Conversations

COVID-19 Workshop Series

Thursday, August 6, 2020



**Quality Improvement
Organizations**
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



- Healthcentric
Advisors
- Qlarant

Housekeeping and Requests



- Healthcentric Advisors
- Qlarant

For today's call, everyone is muted.

- Please use the Chat box (right side of your screen) for questions and comments.
- If we are unable to get to your question today, we will follow up with you
- Use to the Chat box to let us know who's here today – your name, organization and role

The IPRO QIN-QIO Who We Are



The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network–Quality Improvement Organization (QIN-QIO)
- 12 regional CMS QIN-QIOs nationally

IPRO:

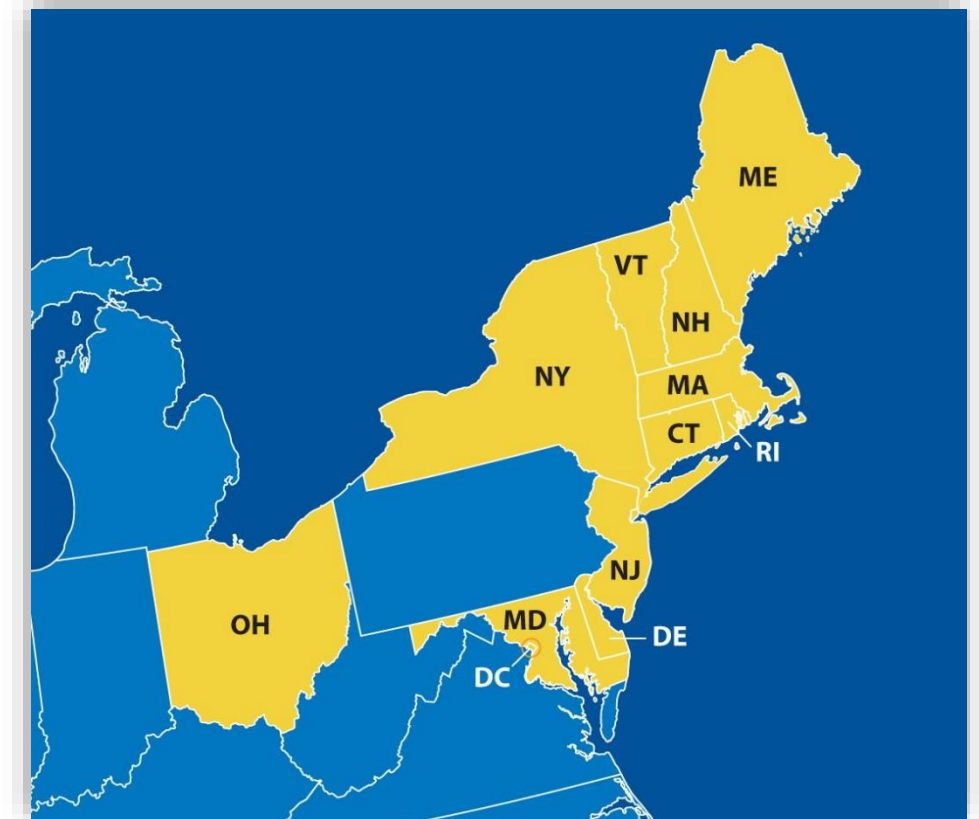
New York, New Jersey, and Ohio

Healthcentric Advisors:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

Qlarant:

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for
20% of the nation's Medicare FFS beneficiaries

Focus Areas Across Settings

Nursing Homes

- ✓ Working with more than 1,500 of the nursing homes in the region

Community Coalitions

- ✓ Communities that encompass at least 65% of the Medicare beneficiaries in each state
- ✓ Members collaborating to improve outcomes for the communities they serve:

- Acute Care Hospitals
- Skilled Nursing Facilities
- Critical Access Hospitals
- Physician Practices
- Federally Qualified Health Centers
- Pharmacies
- Home Health Agencies
- Community Based Organizations

Cross-Cutting Priority Areas

- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations



Program Focus Areas



Quality Innovation Network – Quality Improvement Organizations (QIN-QIOs)

- Bring together healthcare providers, stakeholders, and Medicare beneficiaries to improve the quality of healthcare for targeted health conditions
- Work toward better care, healthier people & communities, and smarter spending
- Catalyze change through a data-driven approach to improving healthcare quality
- Collaborate with providers, practitioners and stakeholders at the community level to share knowledge, spread best practices and improve care coordination
- Promote a patient-centered model of care, in which healthcare services are tailored to meet the needs of patients

Our Speakers



Michele Carignan, RN
Clinical Liaison



Courtney Lamothe, MSW, LCSW
Director of Program Development

Objectives

- Recognize the importance and challenges of having advance care conversations with individuals and caregivers when a COVID-19 diagnosis presents.
- Understand that advance care conversations are reimbursable services, including audio-only telehealth conversations.
- Learn about one telehealth COVID-19 related advance care conversation that occurred within a critical care setting, which has implications for other settings.
- Identify a few resources that can help healthcare workers and care recipients with having advance care conversations.

COVID & Challenges of Having Advance Care Conversations



- Healthcentric Advisors
- Qlarant

- Increased Hospital Admissions
- Limited Time
- Staffing
- Access to Technology (provider, patient, caregivers)
- Undocumented Wishes

[Advance Care Planning Remains a Priority During COVID-19](#)



COVID & Conversation Reimbursement Reminder



- Healthcentric Advisors
- Qlarant

- Advance Care Conversations are billable services for reimbursement by physicians and qualified non-physician practitioners.

[CMS to Cover Audio-Only Advance Care Planning During Pandemic](#)
[Advance Care Planning Fact Sheet](#)

- Advance Care Plan Codes

[List of Telehealth Services](#)

Code 99497 : Advance Care Plan – 30 minutes

Code 99498 : Advance Care Plan – Additional 30 minutes



COVID & Advance Care Planning Case Study

A COVID-related advanced care conversation within a critical care setting, which has implications for other settings.



Joseph England, MD
Hospice & Palliative Medical Director



COVID & Advance Care Conversation Resources



■ Healthcentric
Advisors
■ Qlarant

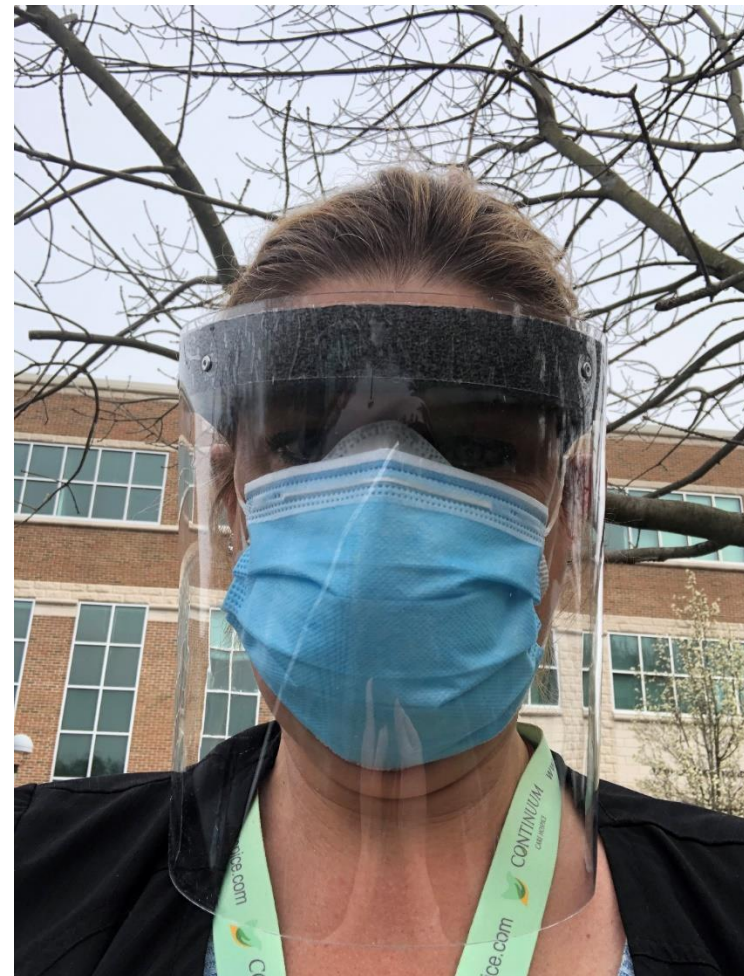
- [COVID-19 Resources](#): Serious Illness and End-of-Life Care by CMS
- [Go Wish](#)
- [Five Wishes](#) Booklets
- Staff Education:
 - Netflix
 - [Extremis](#)
 - [Extremis Discuss Guide](#)
- National Healthcare Decisions Day ([NHDD](#)) - April 16th
- COVID-19 [Shared Decision-Making Tool](#)
- [Ethical Framework for Decision-Making](#) in HPC During the Pandemic





Thank you.

Questions?

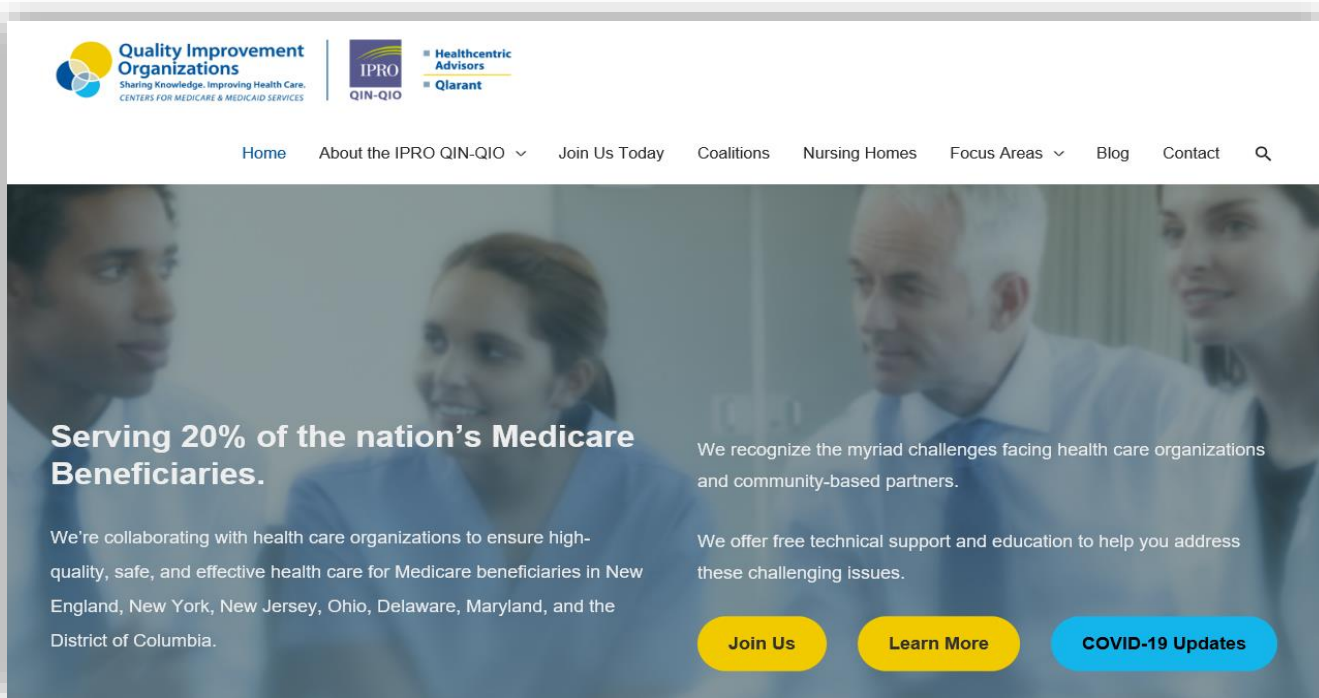


Michele Carignan, RN
Hospital Clinical Liaison

Learn More & Stay Connected

<https://qi.ipro.org>

Follow IPRO QIN-QIO



This material was prepared by the IPRO QIN-QIO, a collaboration of Healthcentric Advisors, Qlarant and IPRO, serving as the Medicare Quality Innovation Network-Quality Improvement Organization for the New England states, NY, NJ, OH, DE, MD, and the District of Columbia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 12SOW-IPRO-QIN-TA-AA-20-152

