



May Network News

May 17, 2023

Housekeeping Reminders

- This is a Zoom webinar
- All webinar participants are automatically muted, and your video is not displayed
- If you would like to ask the presenters a question, please use the **Q&A** function on the task bar
- Use the **chat** feature to introduce yourself – name, organization and location, share resources, etc.
- If you have any questions following the webinar, please reach out to contact@civitasforhealth.org

Agenda

- **Welcome and Civitas Updates** – *Lisa Bari*, Chief Executive Officer and *Jolie Ritzo*, Senior Director of Network Engagement
- **Workgroups and Councils Update** – *Jolie Ritzo*
- **Civitas Member News** – *Lisa Bari and Jolie Ritzo*
- **Spotlight Presentation** – Advancing the Adoption of Age-Inclusive Telehealth, *Liane Wardlow*, Senior Director of Clinical Research and Telehealth

Civitas Updates

Civitas Speaking Engagements



The Sequoia Project invites others to join the Data Usability Taking Root movement

There are three ways organizations can get involved:

1. Supporters can amplify the importance of data usability and participate in the further development of guidance;
2. Implementers can participate in a community of practice while operationalizing data usability guidance; and
3. Sponsors can invest in the growth of the movement.

**The Sequoia Project's Data Usability Workgroup
Published a Final Implementation Guide in December
of 2022.**

For more information, you can contact The Sequoia Project at TakingRoot@sequoiaproject.org or subscribe to updates at <https://sequoiaproject.org>.



Upcoming Events

- The invitation for our second Public Policy Briefing of 2023 is forthcoming. Hold June 27th from 1:00 – 2:00 p.m. ET on your calendar!
- Network News occurs on the third Wednesday of every month from 1:00 – 2:00 p.m. ET, next instance is June 21.



2023 Annual Conference

Virtual Pre-Conference Sessions

- This year's Civitas Annual Conference will feature virtual pre-conference sessions as part of our registration package and hybrid offering.
- Both in-person and virtual registrants are invited to join us for three pre-conference events this summer over Zoom. You must be registered for the annual conference to access these sessions.
 1. ***Data Exchange and Networks – Building a Healthy California for All***
June 15th, 2023, from 3:00 – 4:30 p.m.
 2. ***Partnerships and Comprehensive Data Sharing to Address SDOH***
July 13, 2023, from 3:00 – 4:30 p.m.
 3. ***Leveraging Health Information Exchange to Improve Patient Attribution, Quality Measurement, and Reporting***
July 27, 2023, from 3:00 – 4:30 p.m.



AGENDA NOW AVAILABLE!



Register today for
**The Civitas Networks for Health
2023 Annual Conference**

August 20 - 23 | National Harbor, MD

REGISTRATION IS OPEN!

**14 days left to register at the
Early Bird Rates!**

**THE CIVITAS NETWORKS FOR HEALTH
2023 ANNUAL CONFERENCE
IN PARTNERSHIP WITH CHESAPEAKE
BAY REGION MEMBERS**



**Public-Private
Partnerships that
Inspire Health
Transformation**

In Partnership with Chesapeake Bay Region Members

**August 20-23
National Harbor, MD**

Sponsorship Opportunities Available!

- Networking Area Sponsorship **(NEW!)**
- Unconference Break Sponsorship **(NEW!)**
- Civitas SB&T members interested in taking advantage of the silver sponsorship should reach out to kkroell@civitasforhealth.org with any questions or concerns.
- [Link to the Sponsorship Prospectus](#)



Gravity Project Pilots Affinity Group

- Gravity Project Pilots Affinity Group Monthly Meetings, currently hosted by Civitas, are from 2:30pm – 4:00 pm ET on the last Thursday of the month. The next meeting will be **Thursday, May 25th**.
- The Affinity Group is a peer-to-peer learning forum for entities participating in real world testing of Gravity terminology and technical standards.
- Sign up for the Group [here](#).

Workgroups and Councils Update

Civitas Workgroups and Councils

Digital Measures Workgroup

- The group reviewed the Core Quality Measures Collaborative report focused on measure alignment. We discussed opportunities for HIEs, QIOs, and other members to develop a response to the report outlining ways to support implementation.

Health Data Research Workgroup

- Tom Carton, Chief Data Officer of LPHI and Principal Investigator of REACHnet presented. The group finalized the survey questions for the Civitas member research compendium and decided on next steps.

Marketing and Communications Workgroup

- Colin Hung, CMO and Chief Editor for HITMC, and Jordan Rowe, Communications Strategist at Civitas Networks for Health, gave an in-depth presentation on social media basics and strategy.

Civitas Workgroups and Councils

Public Health Workgroup

- The workgroup held their inaugural meeting on April 10.
- Discussed charter highlights, future meeting topics, and Aaron Seib presented briefly about the CDC's MedMorph Track at the Connectathon.

Social Determinants of Health and Interoperability Workgroup

- There was a discussion on the Cross-Sector Data Sharing Interoperability and updates were provided on the Gravity Project including pilot sites and goals for 2023.
- The Annual SDOH Survey is still open! [Please respond](#) on behalf of your organization!

Standards and Technology Operations Workgroup

- The workgroup will discuss how members are currently using FHIR as well as what's on the horizon for Civitas members as federal policy accelerates FHIR implementation.

Civitas Workgroups and Councils

Emerging Leaders Council

- The Emerging Leaders Council is currently working through updating the charter for 2023, planning out a new round of nominations, and preparing for the Civitas Annual Conference.

Government Relations and Advocacy Council

- The Government Relations and Advocacy Council continues to keep the group up to date on relevant government relations, Congressional, and policy updates.

Civitas Member News

Member News

- **Arkansas SHARE's** partnership with the Department of Children and Family Services (DCFS) is helping improve care coordination for children in foster care through automated reports.
- **Bamboo Health** has been selected as the 2023 “Best Care Management Solution Provider” by MedTech Breakthrough, a leading market intelligence organization.
- **The Bree Collaborative Foundation for Health Care Quality** has developed an Evaluation Survey Question Bank where organizations can draw from and share evaluation questions, with the goal of aligning evaluations of implementation projects.
- **Colorado Community Managed Care Network (CCMCN)** was recently featured in Civitas' Networks for Health Member Spotlight series to discuss their efforts to improve interoperability and health care technology within the state of Colorado.
- **CyncHealth Nebraska** used its PDMP technology to help address challenges related to the COVID-19 pandemic by expanding HIE capabilities.

Member News

- Several members of Civitas Networks for Health community were recognized at the annual **HITMC (Healthcare and IT Marketing) Awards**.
 - **Jolie Ritzo**, Senior Director of Network Engagement at **Civitas Networks for Health**, was awarded Marketer of the Year.
 - **Morgan Searles**, Senior Strategic Communications Manager at **HIMSS**, received the Marketing Rising Star award.
 - **Tina Feldmann**, Vice President of Corporate and Product Marketing at **Kno2**, won the HITMC Community Member of the Year award.
 - **Angie Bass**, Chief Strategy Officer at **Velatura** Health Information Exchange Corporation, won the Trailblazer of the year award.
 - **Raven Dyer**, Marketing Specialist at **Optum**, won the Marketer Rising Star award..
- **healtheConnect Alaska** was awarded a new contract by the Alaska Department of Health (DOH) to expand interoperability services.

Member News

- **Intersystems** teamed up with **J2 Interactive** and other key partners to support quality care for veterans nationwide.
- **The Michigan Health Information Network (MiHIN)** announced that the Nottawaseppi Huron Band of the Potawatomi (NHBP) has been formally onboarded to the state-designated health information exchange.
- **Stratis Health** announced its 2023 Building Healthier Communities Award recipients in conjunction with National Minority Health Month.
- **Telligen** announced the acquisition of CircleTalk, a program that promotes healthy aging through connections that combat social isolation.
- **VITL** announced the launch of Vermont's first two-way immunization data sharing connection between the Vermont Department of Health and Northeastern Vermont Regional Hospital in St. Johnsbury.

Spotlight Presentation: West Health Institute



Advancing the Adoption of Age-Inclusive Telehealth

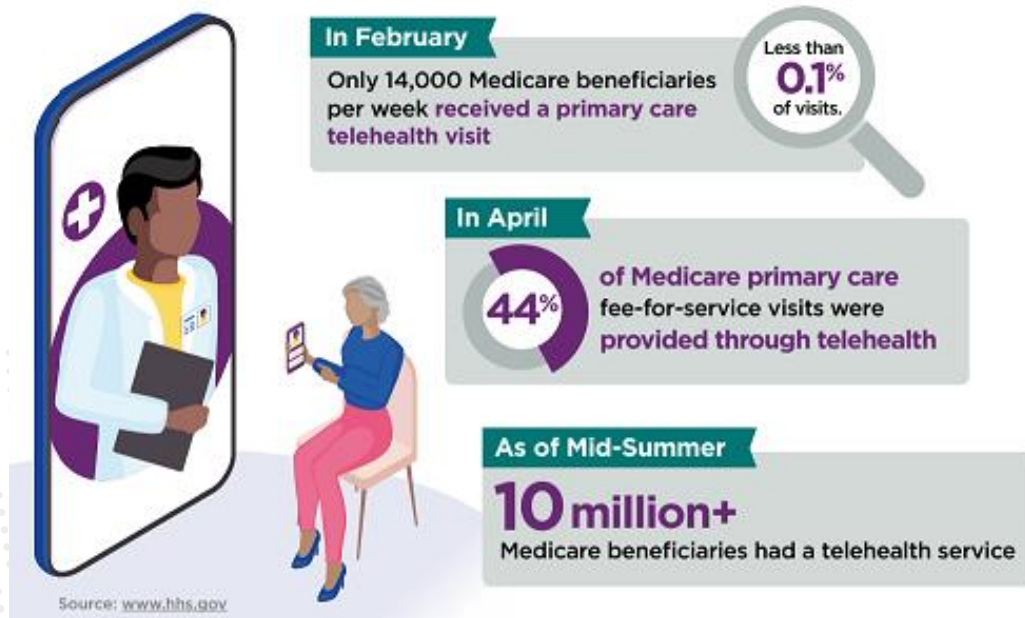
In Partnership with:



COVID-19 Spurred Adoption & Improved Attitudes Towards Telehealth

TELEHEALTH USAGE INCREASED WHEN COVID-19 EMERGED

Primary care providers and patients are on the fast track to widespread telehealth adoption.



The COVID effect

For the longest time, it seemed as if getting older adults to use digital health technologies was a fruitless effort. However, the tide is turning on adoption thanks to the pandemic. Here's some recent data that suggests a turnaround has begun.

Pre pandemic:

- 20%** of adults 65 and older had used a health app¹
- 20%** of Baby Boomers were willing to try virtual care from tech companies²
- 4%** of adults 65 and older had participated in a telehealth visit³

Post pandemic:

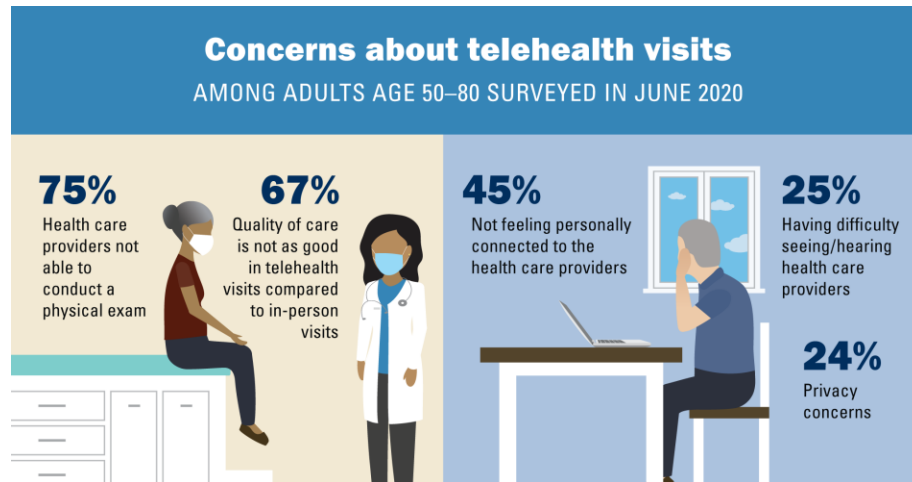
- 92%** of adults 65 and older reported using virtual care for the first time during the pandemic⁴
- 60%** of seniors embraced technology more during the COVID pandemic than before⁵
- 30%** of adults 65 and older had participated in a telehealth visit³

HEALTH
EVOLUTION

Sources:

- ¹ <https://rockhealth.com/aging-in-place/>
- ² https://www.accenture.com/_acmedia/PDF-130/Accenture-2020-Digital-Health-Consumer-Survey-US.pdf
- ³ <https://fhiq.umich.edu/news/45-adults-over-65-lack-online-medical-accounts-could-help-them-sign-covid-19-vaccinations>
- ⁴ <https://www.pwc.com/us/en/industries/health-industries/library/assets/hn-2021-consumer-survey-firstlight-chartpack.pdf>
- ⁵ <https://www.healthinsurance.com/learning-center/article/medicare-eligible-seniors-survey>

Yet Many Older Adults & Providers Are Still ‘Unready’ for Telehealth



INSTITUTE FOR HEALTHCARE POLICY AND INNOVATION
NATIONAL POLL ON HEALTHY AGING
UNIVERSITY OF MICHIGAN

“UNREADY” for Telehealth:

A National Health and Aging Trends Study calculated how many individuals were “unready” for telehealth. Leading reasons include:

- Had **difficulty hearing well** enough to use a telephone—even with hearing aids
- Had **problems speaking** or making oneself understood
- Had possible or probable **dementia**
- Had **difficulty seeing well** enough to read a newspaper or watch television—even with glasses

HOW DO WE ADDRESS CONCERNS ABOUT TELEHEALTH DELIVERY?

Telehealth systems, programs, and technology must be designed to be age-inclusive to ensure that ALL older adults have access to safe, person-centered, and equitable technology-enabled care.

C4TA & CE4TA Timeline

2020

Exacerbated by the COVID-19 pandemic, an already worrisome trend created an urgent need for action: **there was no organized body of experts or adequate guidance to implement telehealth safely and effectively for older adults.**



2021

WHI, UVA, and MATRC established the Collaborative for Telehealth and Aging (C4TA) of experts from health systems, academic institutions, member organizations, and nonprofit foundations to help advance health for older adults by advising the development of guidelines, tools, and best practices for telehealth.



2022

The C4TA created the Principles and Guidelines to Advance Telehealth for Older Adults, a first of its kind guidance targeted to providers and health systems outlining tangible changes to existing practices around telehealth.



2023

The official launch of the Center of Excellence for Telehealth and Aging (CE4TA), a hub of resources and tools that we aspire to grow into a robust platform for thought leadership and community engagement around telehealth for older adults.



<https://ce4ta.matrc.org/>



Members of the Collaborative for Telehealth & Aging

AARP: Joe Garbanzos

AcademyHealth: Margo Edmunds

AMDA: Suzanne Gillespie

AGS and New Horizons Long Term Care Facilities: Swati Gaur

ASA: Peter Kaldes

Avel eCare: Victoria Walker

Columbia University: Harold Pincus

Dartmouth-Hitchcock Medical Center: Kevin Curtis, Katelyn Darling

Dispatch Health: Adam Perry

Dow Rummel Village : Josh Hofmeyer

Geisinger: David Fletcher

Jefferson Health: Frank Sites

Johns Hopkins University School of Medicine: Bruce Leff

LeadingAge: Scott Code, Robyn Stone

Massachusetts General/ Harvard University: Christine Ritchie

Medically Home: Linda DeCherrie

MedWand: Michael Kurliand

Mid-Atlantic Telehealth Resource Center: Kathy Hsu Wibberly

Milken Institute Center for the Future of Aging: Diane Ty, Lauren Dunning

Mount Sinai, Icahn School of Medicine: Veronica Rivera

National PACE Association: Mia Phifer

Patient & Family Centered Care Partners: Ting Pun, Stephen Hoy

Stanford School of Medicine: Kendell Cannon

The George Washington University: Leah Steckler, Neal Sikka

The John A. Hartford Foundation: Rani Snyder, Nancy Wexler

Thomas Jefferson University: Kristin Rising

USAgings: Courtney Baldrige, Marisa Scala-Foley

University of California Berkeley: David Lindeman

University of North Carolina Health: Kevin Biese, Barbara Edson

University of Maryland: Howard Goldman

University of Rochester: Dallas Nelson

University of Virginia Geriatrics: Laurie Archbald-Pannone

Vandalia Health: Rebecca Harless

Veterans Affairs Pittsburgh Healthcare System: Steven Handler

West Health Institute: Zia Agha, Jon Zifferblatt, Liane Wardlow

Principles & Guidelines for Telehealth & Aging

PRINCIPLE 1

Person-Centered Care

The older adult being served is at the center of all decision-making. The older adult's care preferences, goals, wishes, abilities, support system, and conditions are accounted for.

Person-Centered Care Guidelines:

Person-centered telehealth...

1. Accounts for older adults' healthcare goals, care preferences, and 'what matters'
2. Promotes high-value use cases that drive older-adult-focused goals, incorporating payer and provider perspectives
3. Supports coordination and continuity of care
4. Ensures that older adults and their caregivers are prepared and understand what to expect from a telehealth encounter
5. Promotes opportunities to use telehealth to increase access to care while reducing avoidable costs
6. Reduces time to access providers across healthcare settings
7. Incorporates older adults' family and caregivers when appropriate and consistent with the older adults' wishes

PRINCIPLE 2

Equitable and Accessible Care

Everyone should have equal access to the same level of high-quality care, regardless of age, ability, socio-economic status, health and technology literacy, or rural, suburban or urban locations.

Equitable and Accessible Care Guidelines:

Equitable and accessible telehealth...

1. Accounts for older adults' physical and cognitive differences
2. Accounts for cultural and linguistic differences of older adults' and their caregivers
3. Accounts for technology literacy and readiness older adults' and their caregivers
4. Uses telehealth to address needs across all settings, including the home, as promptly as possible
5. Ensures that staff and providers engage in on-going education on best practices for using telehealth with older adults
6. Accounts for differences in access to technology and connectivity

PRINCIPLE 3

Integrated and Coordinated Care

Integrated and coordinated care should include active participation from patients, caregivers, and providers across the care continuum. Systems should be set up to facilitate access to the information and support necessary to provide quality care to older adults.

Integrated and Coordinated Care Guidelines:

Integrated and coordinated telehealth...

1. Facilitates telehealth providers have access to older adults' health history
2. Facilitates safe, coordinated transitions of care
3. Integrates into the care continuum / provider practice
4. Connects crucial stakeholders throughout the entire process
5. Supports staff working at the top of their licenses to drive efficiency



<https://ce4ta.matrc.org/principle-and-guidelines/>

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DOI: 10.1111/jgs.18123

SPECIAL ARTICLES

Journal of the
American Geriatrics Society

Development of telehealth principles and guidelines for older adults: A modified Delphi approach

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Carly Roberts MPH¹ | Laurie Archbald-Pannone MD⁴ | Christine Ritchie MD⁵ |
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Massachusetts General Hospital and
Harvard University, Boston, MA, USA

⁶Clinical Strategy and Implementation,
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York, USA

⁷Emergency Medicine, The George
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⁸AMDA The Society for Post Acute and
Long Term Care, Columbia, MD, USA

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Funding information
West Health Institute

Abstract

The COVID-19 pandemic elevated telehealth as a prevalent care delivery modality for older adults. However, guidelines and best practices for the provision of health-care via telehealth are lacking. Principles and guidelines are needed to ensure that telehealth is safe, effective, and equitable for older adults. The Collaborative for Telehealth and Aging (C4TA) composed of providers, experts in geriatrics, telehealth, and advocacy, developed principles and guidelines for delivering telehealth to older adults. Using a modified Delphi process, C4TA members identified three principles and 18 guidelines. First, care should be person-centered; telehealth programs should be designed to meet the needs and preferences of older adults by considering their goals, family and caregivers, linguistic characteristics, and readiness and ability to use technology. Second, care should be equitable and accessible; telehealth programs should address individual and systemic barriers to care for older adults by considering issues of equity and access. Third, care should be integrated and coordinated across systems and people; telehealth should limit fragmentation, improve data sharing, increase communication across stakeholders, and address both workforce and financial sustainability. C4TA members have diverse perspectives and expertise but a shared commitment to improving older adults' lives. C4TA's recommendations highlight older adults' needs and create a roadmap for providers and health systems to take actionable steps to reach them. The next steps include developing implementation strategies, documenting current telehealth practices with older adults, and creating a community to support the dissemination, implementation, and evaluation of the recommendations.

KEYWORDS

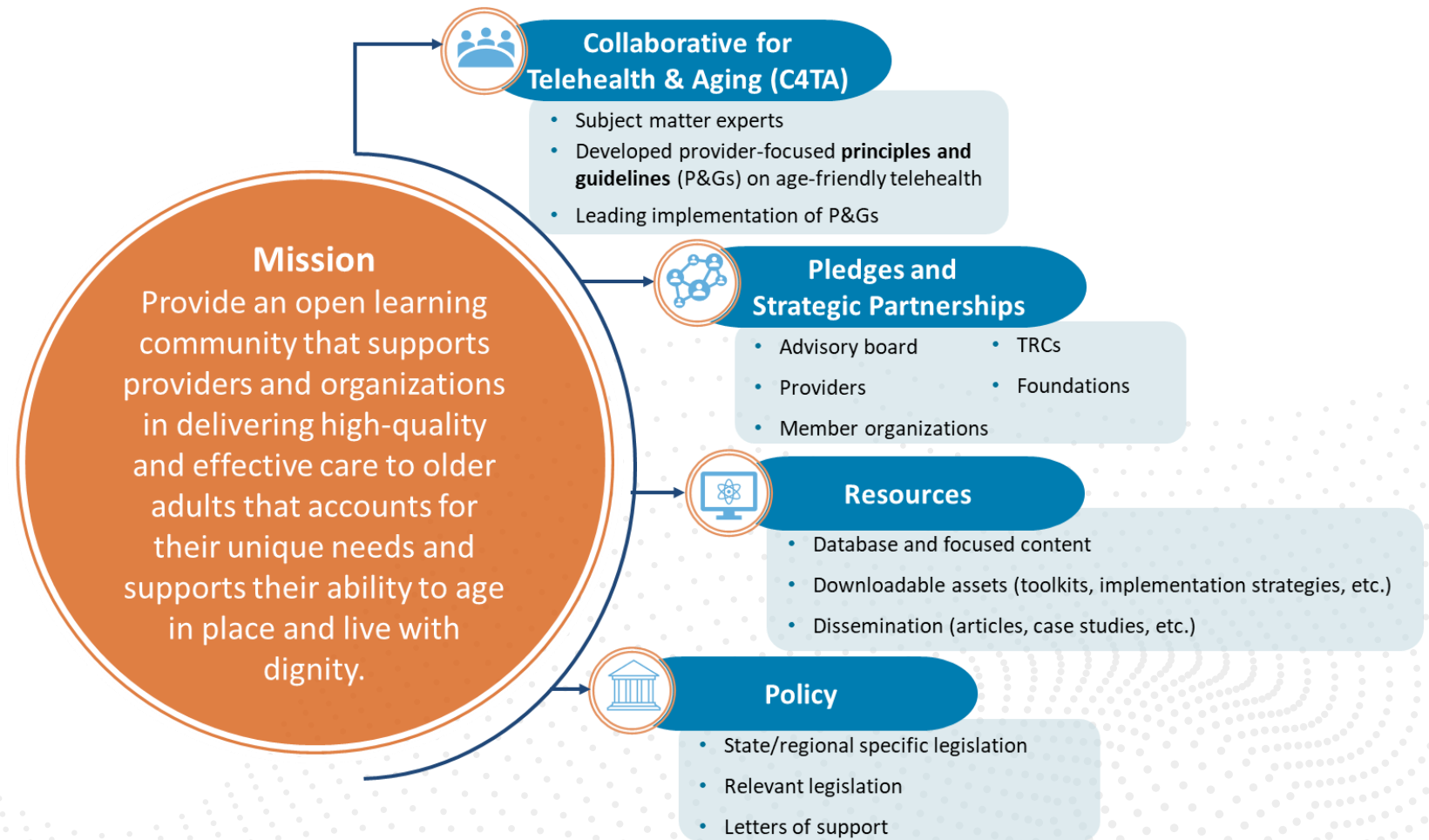
equity, inclusion, health care delivery, technology, telehealth

Members of the Collaborative for Telehealth and Aging and their Affiliations are provided in Table S1.

The principles and guidelines reported here were previously presented at the Mid-Atlantic Telehealth Resource Center's Annual Meeting (May, 2022).

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The Center of Excellence for Telehealth & Aging



<https://ce4ta.matrc.org>

Join the Movement to Champion Age-Inclusive Telehealth

Pledge of Support for Age-Inclusive Telehealth Practices

Despite tremendous challenges presented by the COVID-19 pandemic, providers showed their commitment to caring for older adults by innovating and increasingly using telehealth as a tool to safely connect with, and care for, older adults. We applaud this use of telehealth and the commitment providers have shown to older adults.

As the public health emergency comes to an end, providers now have time to assess their telehealth programs to ensure that telehealth is delivered in a manner that is age-inclusive in that it accounts for older adults' unique needs. "Age-inclusive telehealth" is defined by the following core principles: care should be equitable and accessible, person-centered, and integrated and coordinated across people and systems. Delivering age-inclusive telehealth is not only the right thing to do for older adults, but it also improves outcomes such as enabling easier access to care, reduced wait times, lower cancellation rates, reduced potentially avoidable hospitalizations, improved provider efficiency, enhanced communication with caregivers and patients, and facilitated health outreach and education.

The Collaborative for Telehealth and Aging, which was convened by West Health Institute, the University of

Virginia, and the Mid-Atlantic Telehealth Resource Center, is a group of over 40 experts, representing more than 30 organizations dedicated to caring and advocating for older adults. Collaborative members endorsed the core principles of age-inclusive telehealth and developed [18 provider-focused guidelines](#) designed to help providers deliver telehealth to older adults in ways that are consistent with these principles. To support age-inclusive telehealth delivery, the Collaborative partners also launched the [Center of Excellence For Telehealth and Aging](#), which provides free, practical tools, extensive, vetted resources, and a community of like-minded experts to help organizations enhance their telehealth offerings and showcase their achievements in improving telehealth care for older adults.

If you also believe in these principles for delivering age-inclusive telehealth, please show others by signing this pledge letter. Signing this pledge demonstrates your public commitment to providing telehealth services that are guided by the principles of equity and accessibility, person-centeredness, and integration and coordination of people and systems for older adults inside your organization.

By making this pledge, you will become one of the industry's leaders demonstrating the high value you place on the care of older adults, and showing your leadership in helping define what high-quality technology-enabled care for older adults should look like.

By signing below, [insert organization name], pledges its commitment to delivering age-inclusive telehealth to the best of its ability.

Signed: _____ Date: _____

Print Name: _____ Title: _____

WHAT DOES THE PLEDGE MEAN FOR MY ORGANIZATION?

- ✓ Patients will benefit from telehealth that is person-centered, equitable, accessible, and, integrated and coordinated.
- ✓ Demonstrate to the nation (and to your community) your commitment to, and leadership in, delivering age-inclusive telehealth.
- ✓ Be amongst the nation's leaders in age-inclusive telehealth.
- ✓ Have exclusive opportunities to engage with other leaders and experts who can support you on your journey.

TO SIGN THE PLEDGE VISIT:

<https://ce4ta.matrc.org/pledge/>

17 Organizations Have Signed the Pledge



MEDICALLY HOME

UNIVERSITY OF PITTSBURGH
DEPARTMENT OF REHABILITATION
SCIENCE & TECHNOLOGY

UNIVERSITY OF ROCHESTER
SCHOOL OF MEDICINE



Thank You



FOR MORE INFORMATION VISIT THE CENTER
OF EXCELLENCE FOR TELEHEALTH & AGING:

<https://ce4ta.matrc.org/>

In Partnership with:



Discussion / Q&A

Poll: Did you learn something valuable or new, make a new connection, and/or was this a valuable use of your time?

Contact



www.civitasforhealth.org



twitter.com/civitas4health



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