Who We Are...

- Community & migrant health center (FQHC)
- 9 clinical sites, several part time sites (dental)
- 28,123 patients seen in 2018 (UDS)
- 60% of patients request their services in a language other than English
- ~265 Employees – 51% bilingual/bicultural
Issue: Access To Care For Those We Serve
Geographical Barriers

FLCH sites and nearest metropolitan centers.

- Buffalo, NY: 110 miles
- Rochester, NY: 50 miles
- Geneva, NY: 35 miles
- Sodus, NY: 55 miles
- Port Byron, NY: 60 miles
16% live in areas with too few dentists (HRSA 2014)

30% are in areas that are short of mental health providers. (HRSA 2014)

HRSA also found in a majority of rural counties 1 practitioner serves 3,500 patients, when it’s considered adequate for 1 practitioner to serve 2,000 patients.

The workforce shortage reality is even worse for physician specialists. On average, there are 54 specialists for every 100,000 patients in rural areas. (HRSA 2015)
Why Telehealth?
Clinical Equipment Setup

• 2008 video conferencing infrastructure was established
• Today we have equipment in all exam rooms and is leveraged for more than just telehealth
• Set up of equipment is based on need of service
Types Of Equipment At Our Sites

Synchronous

Asynchronous
Services Offered Via Telehealth

- TelePediatric Dentistry
- TelePsychiatry - Adult
- TelePsychiatry - Child
- TeleMental Health (LCSW)
- Digital Retinopathy Screenings
- TeleRD (Nutrition)
- TelePediatric Neurology
- TeleHIV/AIDS Care
- TeleHCV (HepC)

- TeleTAC (Treatment Adherence Counseling)
- TeleLGBTQ+
- TeleHormone Therapy
- Interpretation Services
- Provider Pre-cepting
- Virtual Reality
- Primary Care Visits
# TeleHCV Throughout The Years

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>National Stat</th>
<th>Sample Local GI 2016</th>
<th>TeleHCV 2016 N=36</th>
<th>TeleHCV 2017 N=51</th>
<th>TeleHCV 2018 N=31</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documented RNA</td>
<td>27%</td>
<td>Not Found</td>
<td>100%</td>
<td>93%</td>
<td>98%</td>
</tr>
<tr>
<td>Access to Specialist</td>
<td>59%</td>
<td>43%</td>
<td>74%</td>
<td>75%</td>
<td>91%</td>
</tr>
<tr>
<td>Started Treatment</td>
<td>16%</td>
<td>25%</td>
<td>57%</td>
<td>79%</td>
<td>86%</td>
</tr>
<tr>
<td>Completed Treatment</td>
<td>Note found</td>
<td>45%</td>
<td>69%</td>
<td>84%</td>
<td>100%</td>
</tr>
<tr>
<td>Achieved SVR</td>
<td>9%</td>
<td>Not Found</td>
<td>75%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>CD4 &gt;500</td>
<td>50%</td>
<td>29%</td>
<td>64%</td>
<td>56%</td>
<td>50%</td>
</tr>
<tr>
<td>CD4 &gt;200</td>
<td>85%</td>
<td>86%</td>
<td>91%</td>
<td>94%</td>
<td>86%</td>
</tr>
<tr>
<td>Negative viral load</td>
<td>50%</td>
<td>29%</td>
<td>67%</td>
<td>64%</td>
<td>73%</td>
</tr>
<tr>
<td>HCV Screening</td>
<td>85%</td>
<td>57%</td>
<td>100%</td>
<td>88%</td>
<td>68%</td>
</tr>
<tr>
<td>Cervical PAP</td>
<td>85%</td>
<td>66%</td>
<td>100%</td>
<td>100%</td>
<td>60%</td>
</tr>
<tr>
<td>Anal PAP</td>
<td>85%</td>
<td>0%</td>
<td>33%</td>
<td>80%</td>
<td>23%</td>
</tr>
<tr>
<td>Colon cancer screening</td>
<td>85%</td>
<td>86%</td>
<td>50%</td>
<td>100%</td>
<td>82%</td>
</tr>
<tr>
<td>Annual Lipid Screen</td>
<td>85%</td>
<td>100%</td>
<td>100%</td>
<td>89%</td>
<td>82%</td>
</tr>
<tr>
<td>STD Screen</td>
<td>85%</td>
<td>86%</td>
<td>92%</td>
<td>61%</td>
<td>95%</td>
</tr>
</tbody>
</table>
Follow Need to Know’s Sasha-Ann Simon on Twitter & Online:

@SashaAnnSimon

www.wxxinews.org

#ntkwxxi
TeleDental Throughout The Years

2010: 10 kids total
   2011: 61 kids total
   2012: 65 kids total
   2013: 110 kids total
   2014: 122 kids total
   2015: 118 kids total
   2016: 151 kids total
   2017: 196 kids total
   2018: 135 kids total

Total Number of Kids who have COMPLETED Treatment: **801**
83% completion rate
February meeting Minutes: 40,836
Thank you!

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Website: www.localcommunityhealth.org
Questions?