



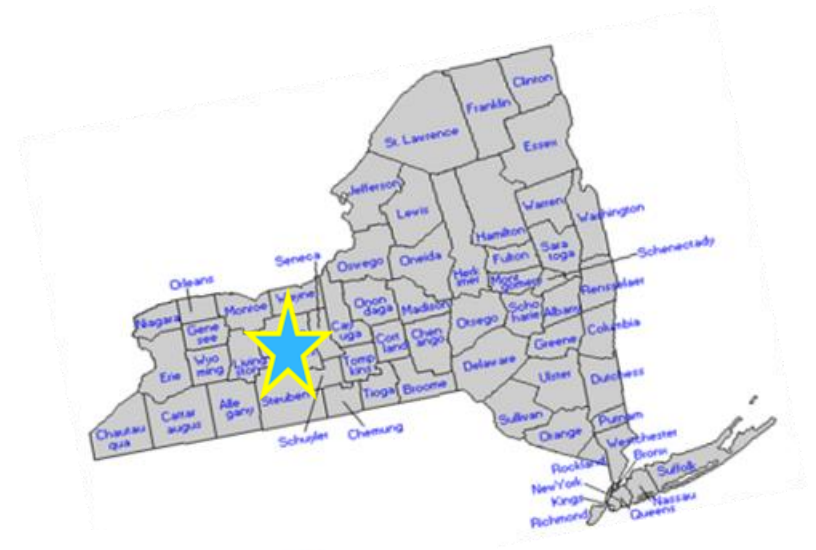
# Telehealth in a Community Health Center

**Sirene Garcia, MSM**

Director of Special Programs

# 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



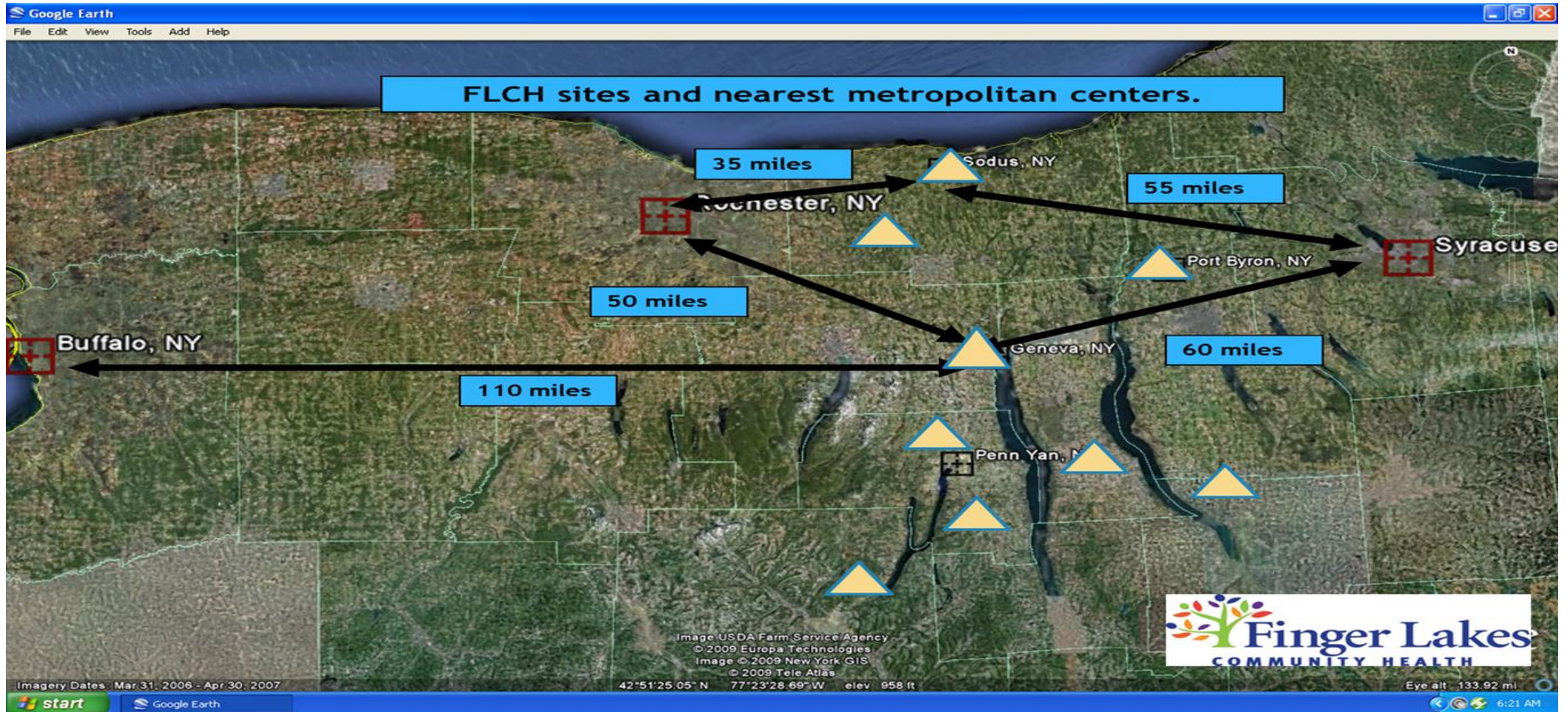
Finger Lakes  
Counties

# Issue: Access To Care For Those We Serve





# Geographical Barriers





# Issue: Workforce Shortage



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

Performance Measure	National Stat	Sample Local GI 2016	TeleHCV 2016 N=36	TeleHCV 2017 N=51	TeleHCV 2018 N=31
Documented RNA	27%	Not Found	100%	93%	98%
Access to Specialist	59%	43%	74%	75%	91%
Started Treatment	16%	25%	57%	79%	86%
Completed Treatment	Note found	45%	69%	84%	100%
Achieved SVR	9%	Not Found	75%	100%	100%



# TeleHIV Throughout The Years

Performance Measure	Goal	2013 N= 10	2014 N= 11	2015 N= 18	2016 N= 14	2017 N=29	2018 N= 20
CD4 >500	50%	29%	64%	56%	50%	53%	60%
CD4 >200	85%	86%	91%	94%	86%	81%	95%
Negative viral load	50%	29%	67%	64%	73%	88%	70%
HCV Screening	85%	57%	100%	88%	68%	55%	85%
Cervical PAP	85%	66%	100%	100%	60%	43%	60%
Anal PAP	85%	0%	33%	80%	23%	25%	30%
Colon cancer screening	85%	86%	50%	100%	82%	75%	75%
Annual Lipid Screen	85%	100%	100%	89%	82%	56%	55%
STD Screen	85%	86%	92%	61%	95%	%	65%

# TeleDental

**Follow Need to Know's Sasha-Ann Simon on Twitter & Online:**

 @SashaAnnSimon

[www.wxxinews.org](http://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**

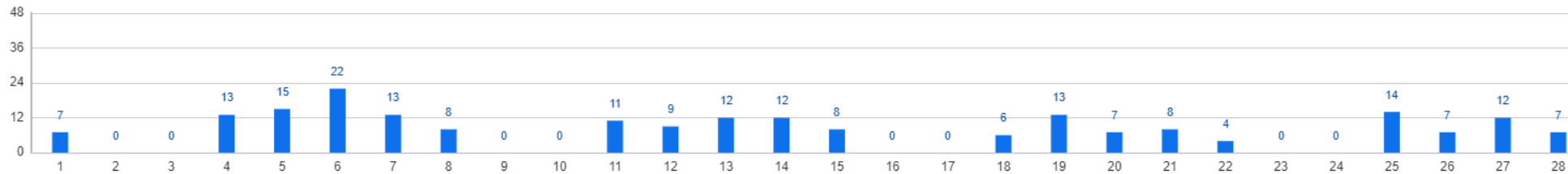
# Administrative Use



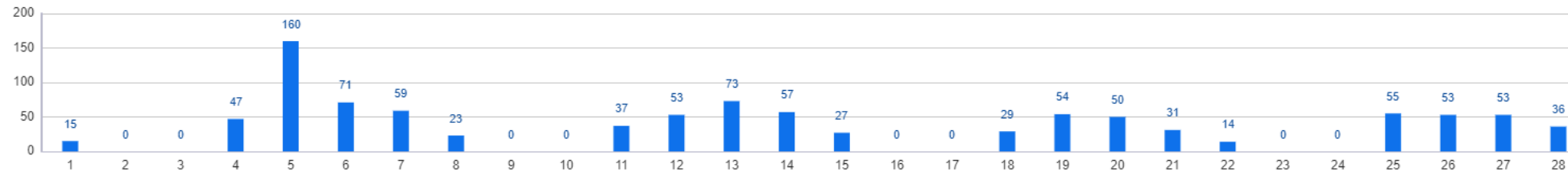


# Administrative Use Data

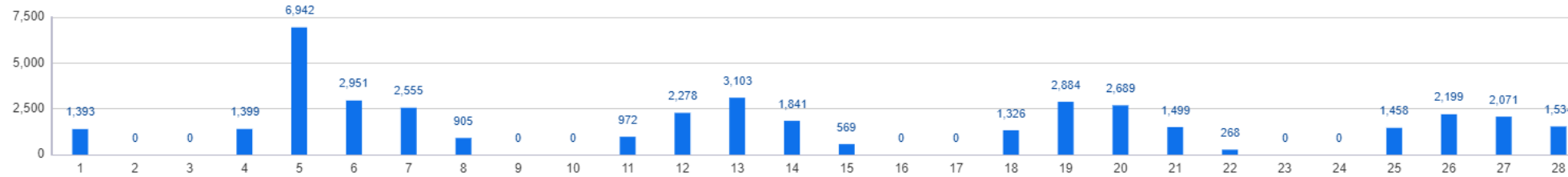
Total Meetings/Webinars



Total Participants



Total Meeting Minutes



February  
meeting  
Minutes:  
**40,836**

# Thank you!

**Sirene Garcia, MSM**

Director of Special Programs

**Finger Lakes Community Health**

**Phone: 315.531.9102**

**Email: [Sirene@flchealth.org](mailto:Sirene@flchealth.org)**

**Website: [www.localcommunityhealth.org](http://www.localcommunityhealth.org)**





# Questions?

