

CRIHB Telehealth & Workforce Development Initiatives
Health Systems Development Department



Unique Advantages of Indian Health Boards





Telehealth Services

Health Care Workforce Development Initiatives



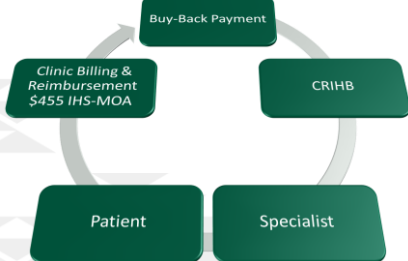
The Telehealth Paradox



CRIHB Telehealth Program *Identifying our Assets*

- Recruitment of independent specialists
- Bundling clinic demand for price negotiation
- CRIHB administrative support, training, TA
- Streamlined payment mechanism through buy-back
- IHS-MOA Medi-Cal rate = \$455 per visit

Program Model



Results Over Two Years

- Multiple specialties
 - Adult Psychiatry
 - Pediatric Psychiatry
 - Endocrinology
 - Pain Medicine
 - Behavioral Health Counseling (LCSW)
 - Primary Care
- 993 contracted service hours of \$224,620 value
- Full financial analysis pending



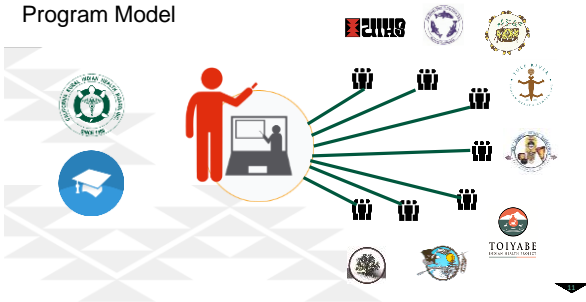


Workforce Development

Discovering our Assets

- Motivated clinic staff and community members
- Demonstrated commitment to the community
- Academic partnerships
- Private foundation funding
- Aligned with Tribal sovereignty & self-determination

Workforce Development Program Model



Results

- **Medical Assistant Training Program (2 yrs)**
 - San Francisco State University
 - 29 graduates
 - 100% pass rate for national certification exam
 - 72% working in Tribal Clinics
- **Community Health Representative Training (2 yrs)**
 - Washington State Department of Health
 - 39 participants
 - 12 Tribal Health Programs + Tribal Head Start
 - 25% clinics using PRAPARE Social Determinants of Health Survey
- **Medical Scribe Certification Program (starting Aug 2019)**
 - Shasta Community College

Lessons Learned

- Importance of community outreach to increase telehealth demand and acceptance
- Need for continual support and training of Telehealth Coordinators
- Role of eConsult services to preserve PRC funds and improve care



Lessons Learned

- Creating entry point and pipeline for health care career
- Importance of soft skills training for professional success
- Importance of providing training in social determinants health and team-based care
- Need for Health Information Management (CAC) and Practice Management training leading to certification



Indian Health Boards are uniquely positioned to create high impact programs



CRIHB Health Systems Development
916-929-9761