



## Rapid Assessment of Telehealth Optimization the primary care setting

### SUMMARY

Telehealth has been an underused mode of delivery to improve access to health care services for decades, but the Pandemic changed that. Health care organizations were forced to adopt telehealth virtually overnight, often rushing into launch of a program without insights on best practices and how to optimize services. This off-the-shelf offering includes a quick structured assessment of an organization's telehealth service based on evidence-based best practices identified by a panel of experts and completion of a self-assessment tool. The assessment addresses three drivers:

- Supportive organization infrastructure
- Productive interaction of patients and care team
- Sustainable business model

The organization is asked to complete a 20- question assessment tool. The responses are reviewed by one of CSI's consultants, discussed with the organization in a 90-minute video conference, and used to develop a summary assessment and set of recommendations for setting priorities and next steps.

### PROCESS

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### CUSTOMIZATION OPTIONS

The rapid assessment process can be followed by development of a full plan for achieving optimization of telehealth related to all three drivers. Cost ranges from \$10,000 to \$15,000 depending on desired scope of telehealth services in the organization.

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### PRICE:

**\$2,000 for a single primary care organization-**

### TIME FRAME:

**Ongoing Availability**

### PROJECT LENGTH:

**One week**

### THIS PROJECT IS FOR:

**Individual primary care organizations within an ACO (e.g., an FQHC).**

### DOMAINS:

**Telehealth**

**Performance Improvement**