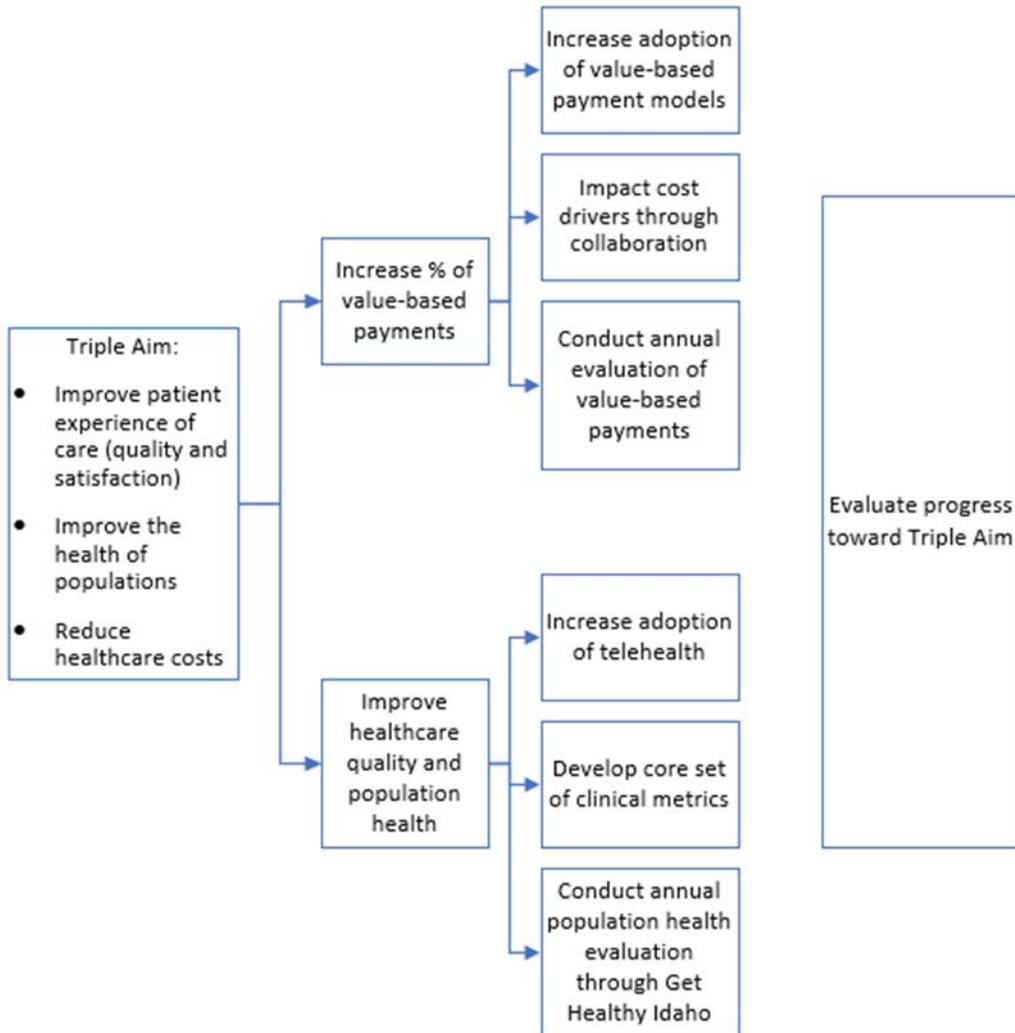


Telehealth Task Force (TTF) Charter

Task Force Summary:

Co-Chairs:	Craig Belcher, Jenni Gudapati, Krista Stadler
OHPI Staff Lead:	Ann Watkins
TTF Charge (from HTCI):	Identify the drivers and opportunities to telehealth services adoption and expansion in Idaho for providers, clinics, specialists, hospitals, and other health system partners and recommend mitigation strategies to increase adoption and utilization.
HTCI Alignment:	<ul style="list-style-type: none">• Promote and support transformation by identifying opportunities for innovation that will help shape the future of healthcare.• Promote alignment of the delivery system and payment models to drive sustainable healthcare transformation.• Recommend and promote strategies to reduce overall health care costs.
Accountable to:	<ul style="list-style-type: none">• Report progress monthly to the Payer Provider Workgroup and HTCI
Context:	<ul style="list-style-type: none">• Telehealth has the potential to help overcome the specific challenges of provider shortages and rural and frontier community isolation.• Telehealth can help improve access to primary care, specialists, hospitals, community health centers, sub-acute settings, etc. and support patient and provider education and share real time actionable data.• There are complex issues surrounding telehealth which must be addressed by stakeholder collaboration to thrive within a very complex healthcare system.• Continued and coordinated growth of telehealth as a resource for addressing healthcare needs in the state is urgent.• In July 2019, the Health Transformation Council of Idaho (HTCI) with endorsement by the Health Quality Planning Council (HCPC) approved the formation of a Telehealth Task Force.

Logic Model Diagram



Goals, Objectives, and Actions:

Goal: Improve healthcare quality, access, and the health of Idahoans.

Objective 1: Identify the drivers for telehealth services expansion in Idaho and recommend solutions to increase adoption and utilization.

Strategy	Action to be Taken (Accountable Group)	Timeline
Secure grant funding to conduct environmental scan to assess telehealth usage in Idaho, with a focus on substance/opioid use disorder treatment.	<p>Assess alignment with CMS Medicaid SUPPORT Act Funds Action: CMS review and determination (IDHW)</p> <p>Implement state procurement process to secure vendor, pending CMS approval Action: vendor contract established (IDHW)</p> <p>Conduct environmental scan, pending CMS approval Action: final report presented to HTCI and Telehealth Taskforce (IDHW)</p>	<p>September 2019</p> <p>December 2019</p> <p>April 2020</p>
Develop pre-implementation plan, charter, and goals for Telehealth Taskforce (TTF)	<p>Develop TTF Charter (TTF Co-Chairs)</p> <p>Develop TTF Agendas, Facilitators, Subject Matter Experts and Presenters (TTF Co-Chairs)</p> <p>Submit TTF Charter for review by the Payer Provider Workgroup (DHW TTF Resource)</p> <p>Submit TTF Charter to HTCI for review and approval (DHW TTF Resource)</p>	<p>October 2019</p> <p>November 2019</p> <p>November 2019</p> <p>December 2019</p>
Identify IDHW programs with telehealth components and assure inclusion in statewide planning efforts.	Survey IDHW programs to ascertain telehealth usage and identify IDHW staff to participant on the TTF (IDHW)	November-December 2019
Identify members and convene telehealth taskforce	<p>Identify TTF members and submit final member roster for HTCI review (TTF Co-Chairs)</p> <p>Convene TTF (TTF Co-Chairs)</p>	<p>October-December 2019</p> <p>January 2020</p>
Create the taskforce pre-work package that identifies known barriers to telehealth adoption and provide initial resource literature to the taskforce members.	Packet delivered at least two weeks prior to first meeting. (TTF Co-Chairs, IDHW TTF Resource)	December 2019

Identify solutions and strategies to increase adoption and utilization	Conduct monthly meetings in order to identify Idaho-specific solutions and strategies based on drivers and opportunities related to specific use cases (TTF)	January- June 2020
	Submit regular progress reports to HTCI (IDHW TTF Resource)	December- August 2020
	Draft action-oriented final report with specific recommendations that will result in driving utilization by removing barriers to implementation and sustainability	June-August 2020
	Share TTF recommendations with HTCI (target: TTF co-chair presentation to HTCI) and HQPC	August 2020

Planned Scope:

Deliverable 1: Develop pre-implementation plan, TTF charter, framework for meeting cadence and structure, timeline, deliverables, goals, objectives and operational parameters to achieve successful launch of the Telehealth Task Force in January 2020.

Description:

Create vision and operating plan for the Telehealth Task Force (TTF) that aligns with the charge given by HTCI

Document scope and operating framework of the TTF in an agreed upon charter that includes: Goals, Objectives, Actions/Strategies, Scope, Deliverables, Timeframes, Milestones, Membership and Meeting Approach/Logistics

Timeframe:

<i>Anticipated Dates</i>	<i>Description</i>
Sept - Nov 2019	Co-Chairs and Staff Lead Develop Draft TTF Charter Determine framework for TTF initiative
Nov – Dec 2019	Forward Draft Charter to PPW and HTCI for review and feedback. Recruit TTF members, Identify facilitators, subject matter experts and or presenters by topic area/category Establish TTF meeting calendar for Jan-June 2020 Conduct literature review Determine funding viability for environmental scan for telehealth utilization in Idaho. Identify materials to be shared with TTF members prior

	to TTF kickoff in January, develop agenda for first meeting, identify subject matter experts to present at meetings and confirm their participation. Develop presentation materials and guidelines for subject matter expert (SME) presentations Solicit SME's and begin scheduling presentations
Jan 2020	Launch TTF in January Review TTF Charter and Approve/Provide Overview of Topic Categories, Review Calendar for Presentation of Topics
Feb - May 2020	Review and elicit feedback from TTF members, subject matter experts, presenters using predefined presentation format that seeks to focus on structured detailed discussion rather than presentations
May/June 2020	Finalize strategy(ies) to impact TTF identified barriers, solutions, targets and deliverables
June 2020	Develop final TTF recommendations and strategy(ies) for next steps Draft findings, report and recommendations for presentation to PPW and HTCI members in August 2020.
July 2020	Review draft of report Incorporate edits and prepare final report
August 2020	Report findings to HTCI

Milestones:

- Recruit TTF members by December 13, 2019
- Secure Facilitators, Subject Matter Experts and Presenters for January, February and March meetings by December 13, 2019 and complete selection of Facilitators, Subject Matter Experts and Presenters for April and May meetings by February 1, 2020
- Conduct literature review and complete by December 31, 2019
- Baseline – uses of telehealth in Idaho, conduct an environmental scan to determine this
- Identify topics that TTF is to explore that can influence and impact barriers, challenges and opportunities (December 2019)
- Refine deliverables and framework for TTF by November 12, 2019.
- Calendar the date for each deliverable e.g. when this topic will be presented to the task force to be finalized by December 13, 2019.
- Develop a strategy and timeline for each topic/deliverable to be finalized by December 13, 2019.
Monitor and report progress to HTCI and PPW related to TTF framework, design and anticipated body of work on a regular basis.

Deliverable 2: Complete a review of current literature, legislation and other potential regulatory or structural impediments in order create a baseline packet of information for TTF members that will inform and allow the TTF membership to evaluate and recommend any needed changes.

Description: Review of the Idaho Telehealth Support Act and other Idaho legislation, Non-Idaho state legislation and policies, National policy/descriptions, Idaho

Association Telehealth documents and other potential regulatory or structural impediments

Timeframe:

Anticipated Dates *Description*

December/January 2020 **Review the Idaho definitions of telehealth, common terminology and vernacular** as well as the Idaho Telehealth Support Act and other materials in order to prepare the TTF members to consider the need for revisions or modifications throughout the TTF SME presentations

Milestones:

- Define scope of this activity
- Identify gaps
- Develop a strategy and timeline for each target
- Report progress to Payer Provider Workgroup and then HTCI

Deliverable 3: Collaboratively develop and deliver a final report that includes solution-based recommendations that point to immediate and longer team goals, outline recommended next steps and required resources for continued adoption and expansion of telehealth in Idaho.

Description:

The TTF will review and gather objective and subjective information in order to collaboratively draft a final recommendations report that to the best of their ability represents all types of healthcare entities and those who have a vested interest in health care. The TTF will evaluate, at a minimum, the following areas through literature review and structured subject matter expert testimony and use case analysis.

- Assessment of telehealth utilization in the State of Idaho (IDHW survey only)
- Current barriers to telehealth adoption and utilization
- Potential use cases for telehealth in Idaho
- Cost of implementing and sustaining telehealth solutions
- Business model transformation and reimbursement strategies and impact/alignment of telehealth findings
- Billing codes review and crosswalk findings/recommendations
- Policy/legislation review and recommendations
- Vernacular review and recommendations
- Community engagement review and recommendations
- Telehealth implementation challenges

Timeframe:

Anticipated Dates *Description*

May/June 2020 Finalize strategy(ies) to impact TTF identified barriers, solutions, targets and deliverables

June 2020 Develop final TTF recommendations and strategy(ies) for next steps

	Draft findings, report and recommendations for presentation to PPW and HTCI members in August 2020.
July 2020	Review draft of report
	Incorporate edits and prepare final report
August 2020	Report findings to HTCI

Membership and Composition:

General Information

1) TTF Membership

TTF will consist of representatives from the following mix of business stakeholder groups and will not exceed 12 members (including three co-chairs) with no more than one representative from each site. Consideration was given to business geographic location, size, self-insured status and community presence/engagement.

Members should be in a role at the perspective company that had direct oversight and accountability for one of the following areas; workforce health and safety, operations and/or finance (example of titles- Human Resources, Chief Operating Officers, Chief Financial Officers).

2) Subject Matter Experts

Targeted and open call subject matter experts will be invited to present on relevant telehealth topics at one of the four meetings e.g. January – April 2020 to highlight telehealth barriers, gaps in service and potential solutions to increase adoption and utilization of telehealth in Idaho. Targeted Subject Matter Experts will be identified from the following categories or organizations:

- Medicaid
 - Medicare
 - Commercial Carriers
 - Self-Funded Employer
 - Representatives from the following organizations:
 - Idaho Hospital Association
 - Idaho Medical Association
 - Idaho Primary Care Association
 - Idaho Academy of Family Physicians
 - Veterans Administration
 - Educational Institutions
 - Physicians from Health Systems
 - Independent Clinic Physicians
 - Other Healthcare Professionals
 - Rural/Urban Geographic Areas
 - Department of Health and Welfare
 - Health IT and Telehealth Subject Matter Experts
-

Subject Matter Experts who participate and share their expertise with the TTF will be invited to provide feedback on the TTF final recommendations and action-oriented final report.

Member Selection

Co-Chair Invitation; subject to approval of membership categories by the HTCI

Terms

Membership shall be extended to individuals and organizations by the co-chairs as needed to address the initiative(s) of the task force. There are no set terms or limits for this workgroup.

Expectations of Members

- Members must participate in 75% of all meetings scheduled for the Telehealth Task Force.
- Members' designee may participate in up to 25% of the meetings scheduled within the task force meeting time frame.
- Members are encouraged to send the same designee to the meetings instead of different individuals.

Meeting Times and Locations:

- To be determined within the pre-implementation planning phase (e.g. October – December 2019).
- Distribute meeting times and locations and post those dates on the HTCI website.
- Include information about in person and on-line participation for TTF members

Communication Channels:

- Distribute proposed charter and solicit participation from potential task force members during the pre-implementation phase (e.g. October – December 2019)
- Announce approved task force members, task force progress, and the completion and dissolution of the task force via the HTCI website, HTCI and PPW meeting reporting mechanisms.
- Delivery of monthly progress report to HTCI and PPW
- Identify other communication channels for consideration to convey the work of the TTF as deemed appropriate.
- Identify communication channels for ongoing communication for Telehealth issues at the sunset of the TTF.

Agendas and Notes:

- Solicit administrative agenda items from TTF members 10 days before meeting
- Prepare agenda and distribute prereading materials no less than 48 hours before meeting
- Post meeting notes and agendas on HTCI website

Final Report:

- Prepare a final report which captures the work of the TTF and recommendations for future action.
- Provide a link to the task force's final report once complete and approved by HTCI.

Resourcing:

It is anticipated that existing staff resources allocated will be adequate to facilitate and support the Telehealth Task Force. Based on the final outcomes of the evaluation and corresponding recommendations there may be additional resources, research, publications and projects, etc. identified to address the adoption barriers within telehealth.

Change Management:

Changes to scope must be approved by HTCI.

Version Information:

Version	Author	Summary	Date
1.0	Watkins	Initial Drafting	09/09/2019
1.1	Watkins	Revision with TTF Co-Chair feedback	10/16/2019
1.2	Watkins	Revisions with TTF Co-Chair feedback	10/21/2019
1.3	TTF Co-Chairs	Review by TTF Co-Chairs	11/5/2019 and 11/12/2019

Final Acceptance:

Name/Signature	Title	Date	Approved via Email
HTCI approved on 11/21/2019	HTCI advisory group	11/21/2019	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>