

Report Title: Telehealth Application Details
Run Date and Time: 2020-06-19 00:51:35 Eastern Daylight Time
Run by: COVID Service Account
Table name: x_g_fmc_c19_telehe_grant_application

Telehealth Application

Number:	GRA0000271	Applicant National Provider Identifier (NPI):	
Applicant:	Penella Washington	Lead HCP:	Advance Community Health - Southeast Raleigh
Applicant FCC Registration Number (FRN):	0029417508	Lead HCP HCP Number:	60948
Data Universal Numbering System (DUNS) Number:	072005606	# of HCPs:	5
DATA Act Business Types:	M - Nonprofit with 501C3 IRS Status (Other than an Institution of Higher Education)	# of Funding Line Items:	1
Service Area:	North Carolina	HCP Numbers:	60948, 60946, 60945, 60947, 60944

Contact Information

Contact Name:	Penella M. Washington	
Position Title:	CEO	
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State:	NC	
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Services and Conditions

Patient-Based Internet-Connected Remote Monitoring:	true
Other Monitoring:	true
Video Consults:	true
Voice Consults:	true
Imaging Diagnostics:	false
Other Diagnostics:	false
Remote Treatment:	true

Additional information on Medical Services to be provided::

Advance will expand and augment our current COVID-19 programs. Currently with limited capacity, Advance provides curbside and drive-up services at three of our practice sites. We provide the following services at our sites in Southeast Raleigh, Apex, and Louisburg, NC:

- 1)We provide COVID-19 testing through a drive-up service
- 2)With the use of expanded Wi-Fi in our parking lot, patients are connected to their primary care provider for telemedicine visits for those patients without the means or ability to obtain healthcare related to social determinates that adversely affect healthcare access. Patients are connected to our telemedicine platform using sanitized iPads and connected with remotely to providers.
- 3)Additionally, we have a drive-up, curbside pharmacy at our Southeast Raleigh site. Advance works to address the risk factors that make our vulnerable patients more susceptible to COVID-19. We want to make sure the health of our primary care patients does not decline during this pandemic resulting in them utilizing precious emergency department and inpatient hospital resources. Advance will focus efforts on patients who are being discharged from the hospital who were previously admitted with COVID-19 and assure upon discharge they receive follow up-care – keeping them from returning to the hospital.
- 4)Lastly Advance is delivering over 90% of our visits through telemedicine or telephonic means with limited capacity. With the ability to upgrade our Wi-Fi network, we could expand capacity and quality of telemedicine visits for patients with and without COVID-19.

In relation to freeing up resources, telephonic visits are not as effective in the treatment of non-COVID-19 related care, such as chronic disease management. The funding of this application will allow Advance to augment and improve our electronic and telehealth offering to support remote monitoring, other monitoring, and remote treatment through an integrated healthcare EHR (Electronic Health Record) system used by all the major hospitals in our area. The implementation of EPIC and supporting systems will allow us to free up resources to better treat COVID-19 related visits through efficiency and better management of our other resources.

Would you treat patients without COVID-19 symptoms or conditions?:	Yes
Would you treat COVID-19 patients directly?:	Yes
Emergency / Urgent Care:	false
Mental Health Services (Non-Emergency):	true
Other Infectious Diseases:	true
Routine, Non-Urgent Care:	true
Other Conditions (Explain Below):	true

If you will treat patients without COVID-19, explain...:

We are a Federally Qualified Health Center (FQHC), and provide primary healthcare and wraparound services to all, regardless of their ability to pay.

Additional information on specific conditions to be treated::

Teledentistry; Nutrition and Dietary Support; Hepatitis C; and HIV.

Purpose and Intent

What are your goals and objectives for use of the COVID-19 Telehealth Funding?:

Advance Community Health will use the funding to improve our Electronic Health Record (EHR). Advance is located in a community where there are three major hospital systems. All three hospital systems use EPIC EHR. Our ability to coordinate care for our patients is hampered by the fact that our current EHR does not interface with EPIC. Advance partners with all three hospital systems to provide continuity of

care for our patients. Moving to EPIC would allow us to co-manage hospitalized patients and reduce duplication of efforts on both the hospital side and on the primary care side at Advance. This would reduce duplication of services, wasted efforts, and time in the co-management of patients, and free up resources to better respond to COVID-19.

The EPIC software platform would allow Advance to streamline its patient care systems. We are currently using separate software programs and platforms for Dental Services, Care Management and Referrals. EPIC allows integration into one system. EPIC allows organizations to fully integrate the services provided to patients.

Advance plans to upgrade the Wi-Fi services throughout the organization. Advance struggled with Wi-Fi consistency within the physical structures prior to COVID-19. Upgrading our Wi-Fi services has become critical as we are providing curbside and drive-up services in three of our practice sites. As mentioned above, with expanded Wi-Fi capacity, we would be able to see more COVID-19 related patients struggling with telehealth access, and/or bolster curbside testing.

In addition to the Wi-Fi upgrade, Advance needs to upgrade storage systems/SAS drives. We have aging equipment that needs to be replaced related to VMWare Virtualization environment. Such an upgrade will allow the network to run faster.

What is your timeline for deployment of the proposed service(s)?:

Advance would purchase additional iPads and upgrade our Wi-Fi as well as purchase the storage systems immediately upon funding. The transition from our current HER, Centricity, to EPIC would take several months, but we would begin the planning immediately upon receipt of funding working with the OCHIN Health Center Control Network. A staggered EPIC implementation targeting populations in our service area that have been especially affected by COVID-19 would decrease our timeline by implementing the system and needed remote monitoring elements quickly.

What metrics will you use to help measure the impact of the funds used? :

With the transition to EPIC, we will be evaluating and measuring our ability to coordinate services with the three hospital systems and the timeliness of care management for hospitalized patients and patients with visits to the Emergency Department. This will ensure the reduction in healthcare duplication, better co-management of patients, and ensuring effective transitions for discharged COVID-19 patients or suspected COVID-19 patient into the primary care environment to decompress the hospital systems; this will be measured by the number of patients being remotely monitored and the number of patients transitioned from the hospital system back into primary care.

With the upgrade of the storage systems/SAS drives we will measure network speed and stability, and uptime.

With the iPads and Wi-Fi, we will be able to evaluate the functionality of our outdoor services as well as increase the capacity of the system to see more patients at a time. This measure will be the number of units in service and number of visits.

How has COVID-19 affected HCPs in your geographic area (e.g, county)?:

COVID-19 has had a significant impact on health care. The pandemic is disrupting our ability to deliver regular primary care to our patients who have disproportionately higher levels of social and medical complexity as compared with the general population. Once Governor Cooper issued a Stay at Home order, we saw an immediate 80% decrease in our visits. Our efforts to provide curbside, drive-up pharmacy and the virtual primary care visits were in response to the need to ensure the health of our patients did not severely decline. As an Federally Qualified Health Center, we are serving a very vulnerable patient population, who are offered affordable healthcare on a sliding fee scale at Advance. There are social barriers for our patients to seek services ranging from health literacy, technology literacy, and economic barriers. Many of our patients do not have access to internet, therefore we needed to create a way to continue to have them in touch with their provider while keeping them at a safe distance. Virtual health is one of the best tools to protect our providers and staff on the front lines of this pandemic, Advance, like most healthcare organizations, faces ongoing shortages of Personal Protective Equipment (PPE). We are also working to keep our patients as well as our staff safe through the use of technology. The drive-up virtual provider visits have allowed our patients, many of whom do not have internet access or "smart" devices to receive care from their providers. COVID-19 testing is not taking place in many locations outside of the hospitals in our geographic area. Advance is one of the few primary care practices in the area providing drive up testing. At the same time that we will provide outreach services at our sites, we will be working to educate patients with internet access on how to use and get comfortable with telehealth.

Have you been under pre-existing strains? If so, please describe such factors.:

Advance is a Federally Qualified Health Center. Our mission is to provide quality compassionate integrated primary healthcare in response to the needs of the communities we serve, regardless of a person's ability to pay. We operate five practice sites and two healthcare for the homeless outreach centers in Wake and Franklin Counties. Over 36% of our patients are uninsured, 54% are publicly insured (Medicare & Medicaid), and 10% are commercially insured. Unfortunately, our commercially insured patients frequently have policies with high deductibles and co-payments, and they have difficulty paying for primary care services. Over 89% of our patients have incomes below 200% of the Federal Poverty Guidelines, and 60% have incomes below 100% of the Federal Poverty Guidelines. In our services area, Advance Community Health is the largest primary care practice providing comprehensive integrated medical, dental and behavioral health services for uninsured, low income and homeless patients. Additionally, over 60% of the patients who seek care from Advance reside in public housing. Many of the primary care practices in the service area do not take publicly insured and uninsured patients.

Do you plan to target the funding to high-risk and vulnerable patients?:

Yes

If so, please describe how.:

Advance is a Federally Qualified Health Center. Over 36% of our patients are uninsured, 54% are publicly insured (Medicare & Medicaid), and 10% are commercially insured. Unfortunately, our commercially insured patients frequently have policies with high deductibles and copayments, and they have difficulty paying for primary care services. Over 89% of our patients have incomes below 200% of the federal poverty guidelines, and 60% have incomes below 100% of the federal poverty guidelines. Over 60% of the patients who seek care from Advance reside in public housing. In our services area, Advance Community Health is the largest primary care practice providing comprehensive integrated medical, dental and behavioral health services for uninsured, low income and homeless patients. Many of the

primary care practices in the service area to not take publicly insured and uninsured patients. Advance serves approximately 1300 patients who meet the federal definition of homeless. The majority of our homeless patients live in homeless shelters or transitional housing. In these settings, the homeless are more vulnerable for exposure to COVID-19 and their living conditions exacerbate their chronic medical conditions.

Please provide any additional information to support your application and :

N/A

Do you request confidential treatment of supporting documentation?:

Yes

Funding Request

Total Amount of Funding Requested:	\$852386	
Are you requesting funding for devices?:	Yes	
Are the devices for the health care provider's use?:	Yes	
Are the devices for patient use?:	Yes	

How are the devices integral to patient care?:

They allow us to provide telemedicine, expanded access to telemedicine, and implementation of remote monitoring between the patient and the provider

Certification

Certified and Submitted by:	Penella Washington	Certified Date and Time:	2020-04-15 12:42:31
Certifier Full Name:	Penella M Washington		

Related List Title: Health Care Provider List
Table name: x_g_fmc_c19_telehe_health_care_provider
Query Condition: Associated Application = GRA0000271
Sort Order: Number in ascending order

5 Health Care Providers

▲ Number	Facility Name	FRN	HCP Number	NPI	State	City	Eligibility Type	Total Patient Population	Estimated Number of Patients to be Served by Funding Request	Associated Application	Additional Information on Patient Estimate :	County in which address is located	Is Lead HCP?	Is the Facility a Hospital ?	PDF Patient Estimate Info	Street Address
HCP000 0170	Advance Community Health - Southeast Raleigh	0029417 508	60948		NC	Raleigh	(2) community health centers or health centers providing health care to migrants	18,365	18,365	GRA000 0271		Wake County, North Carolina	Yes	No		1011 Rock Quarry Rd
HCP000 0176	Advance Community Health - Apex	0029417 508	60944		NC	Apex	(2) community health centers or health centers providing health care to migrants	1,835	1,835	GRA000 0271		Wake County, North Carolina	No	No		212 S Salem St
HCP000 0178	Advance Community Health - Cary at Dorcas Plaza	0029417 508	60945		NC	Cary	(2) community health centers or health centers providing health care to migrants	1,540	1,540	GRA000 0271		Wake County, North Carolina	No	No		173 High House Rd
HCP000 0179	Advance Community Health - Fuquay-Varina	0029417 508	60946		NC	Fuquay-Varina	(2) community health centers or health centers providing health care to migrants	542	542	GRA000 0271		Wake County, North Carolina	No	No		130 N Judd Parkway NE

▲ Number	Facility Name	FRN	HCP Number	NPI	State	City	Eligibility Type	Total Patient Population	Estimated Number of Patients to be Served by Funding Request	Associated Application	Additional Information on Patient Estimate :	County in which address is located	Is Lead HCP?	Is the Facility a Hospital ?	PDF Patient Estimate Info	Street Address
HCP0000181	Advance Community Health - Louisburg	0029417508	60947		NC	Louisburg	(2) community health centers or health centers providing health care to migrants	1,183	1,183	GRA0000271		Franklin County, North Carolina	No	No		111 S Church St

Related List Title: Funding Request Details List
Table name: x_g_fmc_c19_telehe_funding_request
Query Condition: Associated Application = GRA0000271
Sort Order: Number in ascending order

1 Funding Request Details

▲ Number	Description of Service(s) and/or Device(s)	Category	Quantities(For Devices)	Total One-Time Expense	Total Monthly Expenses	Number of Months for Recurring Monthly Expenses	Date [Purchased or] To Be Purchased	Associated Application
FDR0000156								GRA0000271