



# OCHIN Review of Health Center Transformation Post-COVID via Telehealth

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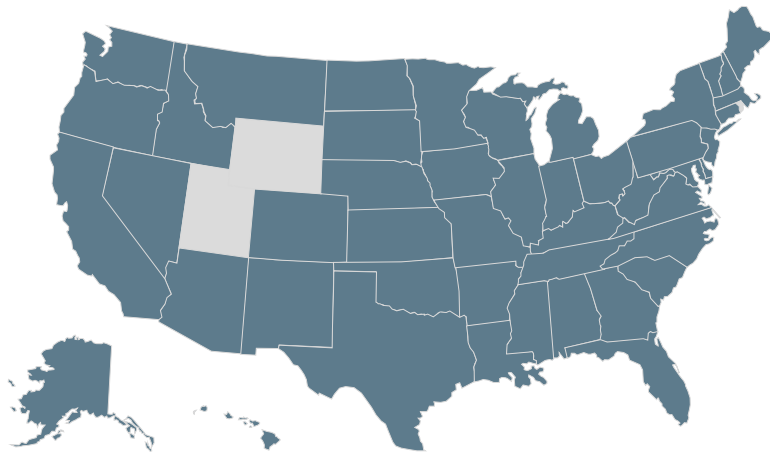
WE ARE **OCHIN**



# Areas of Discussion

- OCHIN overview
- Telehealth implementation in CHC's in Oregon due to COVID
- Revenue issues for health centers
- Policy recommendations

## Who We Serve



**OCHIN**  
— 20 —  
YEARS

### Nationwide

OCHIN serves

**12,000**

providers in

**47**

states and

**40%**

are racially diverse

### In Oregon

**34**

OCHIN Epic organizations

**477,000**

patients in the state

**1.4 million**

annual visits

# Who We Serve – A Deeper Look

## Diversity of Patients We Serve

### 2.5M Active Patients

56% Female | 27% Children

58% At or Below Federal Poverty Level

### Diversity

40% Racially Diverse | 36% Hispanic

32% Best Served in a Language Other than English

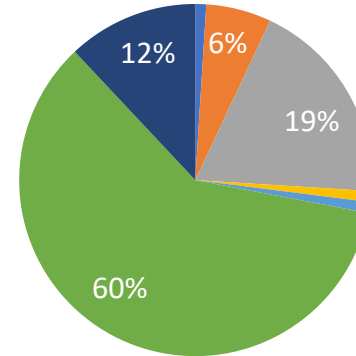
### Chronic Conditions

72% One or more chronic condition

55% Two or more chronic conditions

60% One or more MH/BH diagnosis  
among patients with chronic conditions

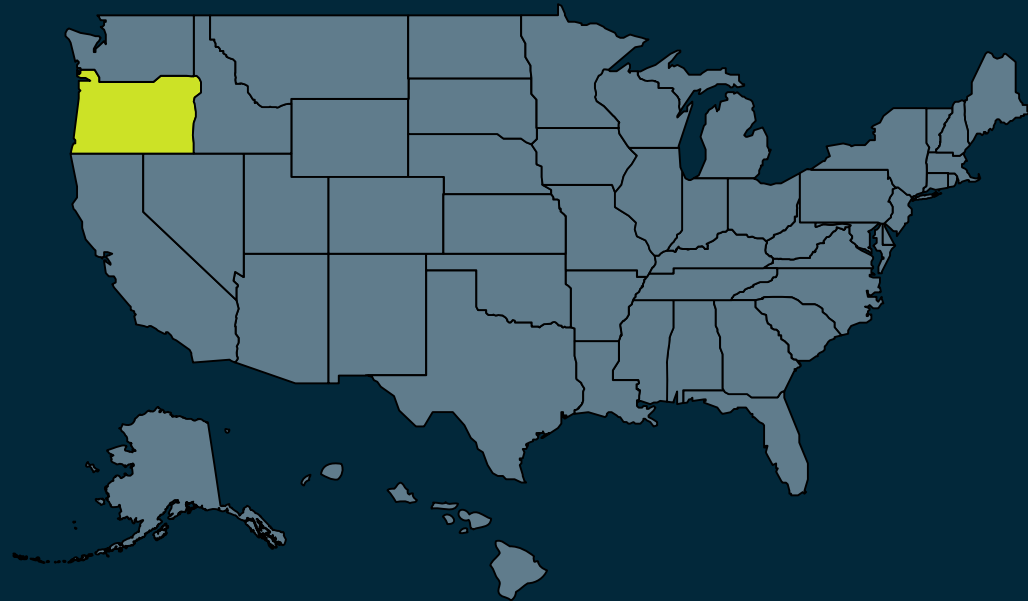
## Racial Diversity of Patients We Serve



- American Indian or Alaskan Native
- Asian
- Black or African American
- Multiple Race
- Native Hawaiian or Pacific Islander
- White

# Of OCHIN's 34 Oregon Members, 62% Have Implemented Telehealth Visits since March

- 10 – Clackamas County Public Health Department
- 14 – Deschutes County Health Department
- 22 – Lincoln County Health & Human Services
- 28 – Waterfall Community Health Center
- 30 – La Clinica
- 34 – Rogue Community Health
- 40 – Virginia Garcia Memorial Health Center
- 46 – The Rinehart Clinic
- 49 – Neighborhood Health Center
- 50 – Tillamook County Health Department
- 57 – Winding Waters Medical Clinic
- 60 – Multnomah County Health Department
- 66 – National University of Natural Medicine
- 68 – One Community Health, Inc.
- 70 – Mosaic Medical
- 71 – La Pine Community Health Center
- 73 – Pacific University
- 90 – Benton County Health Services
- 135 – Outside In
- 172 – Prism Health
- 191 – Columbia River Health



## OCHIN Epic Total Completed Encounters, Oregon

Of the **517,804 encounters** completed YTD:

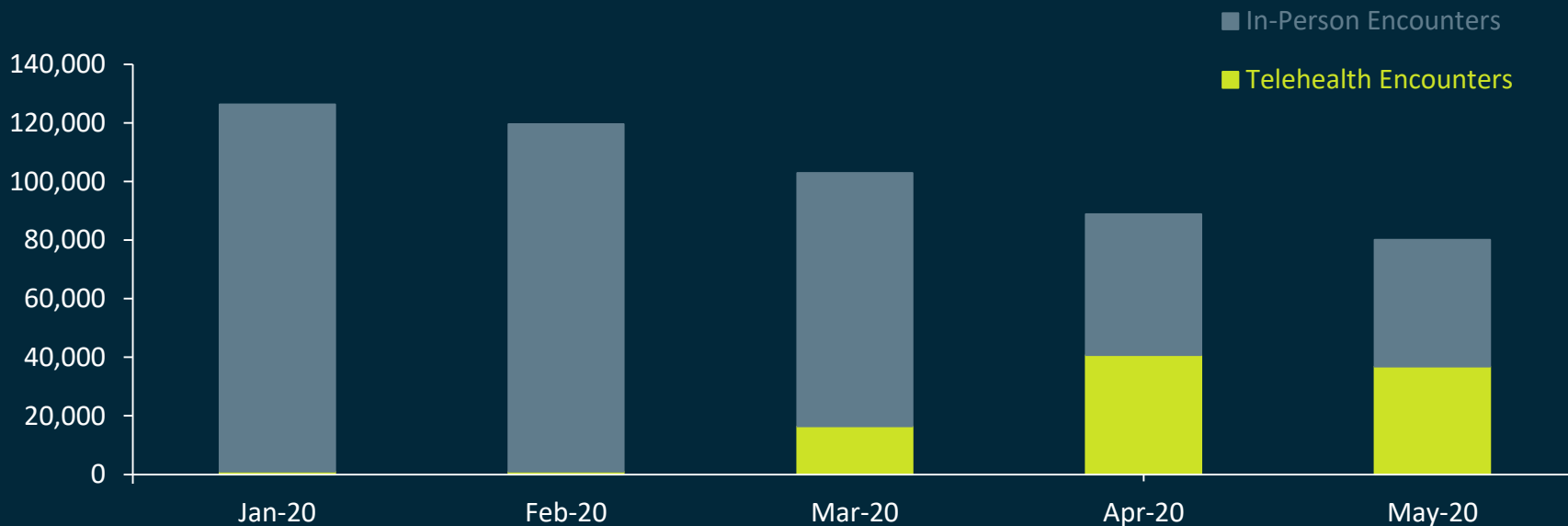
- **18.5%** have been conducted via telehealth (e.g., phone, video, telemedicine)

Of the **95,966 telehealth encounters** completed YTD:

- **67.7%** have been conducted via Telemedicine/Other
- **21.9%** have been conducted via Phone Visit
- **10.5%** have been conducted via MyChart Video Visit

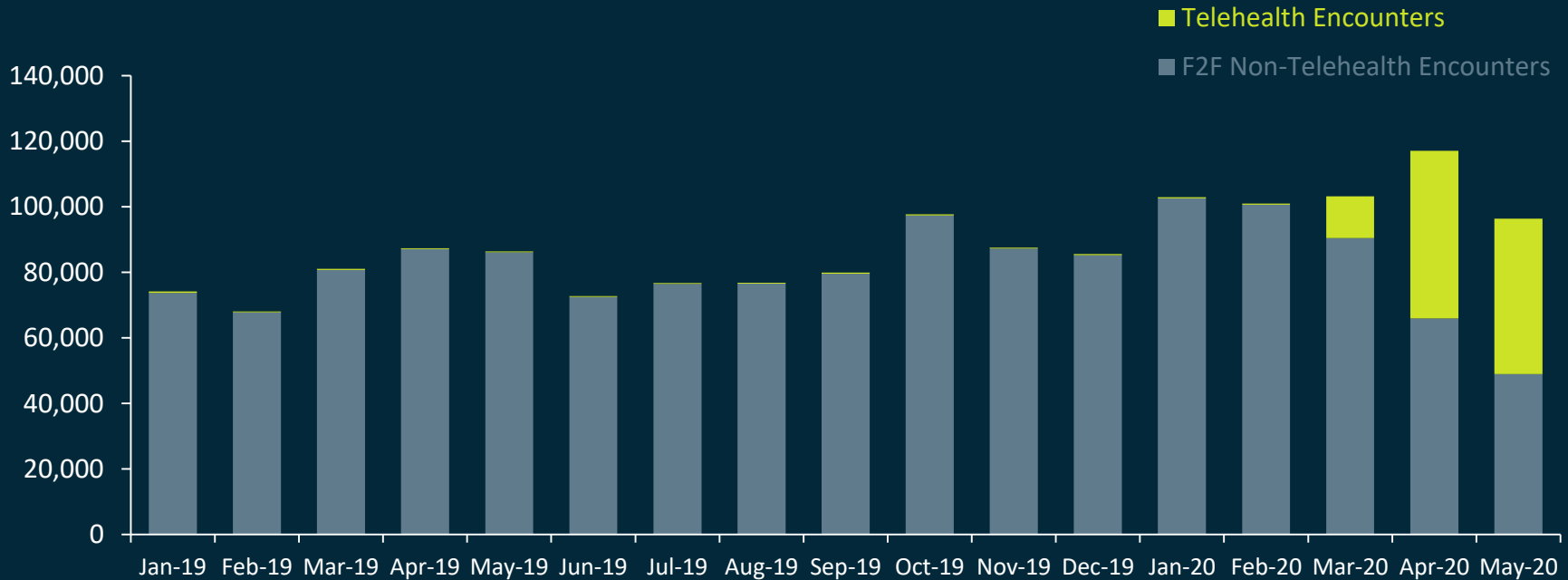
# Telehealth Encounters in Oregon Increase as In-Person Encounters Decline in Response to COVID-19

Number of Completed In-Person and Telehealth Encounters in Oregon, by Week (Stacked View)



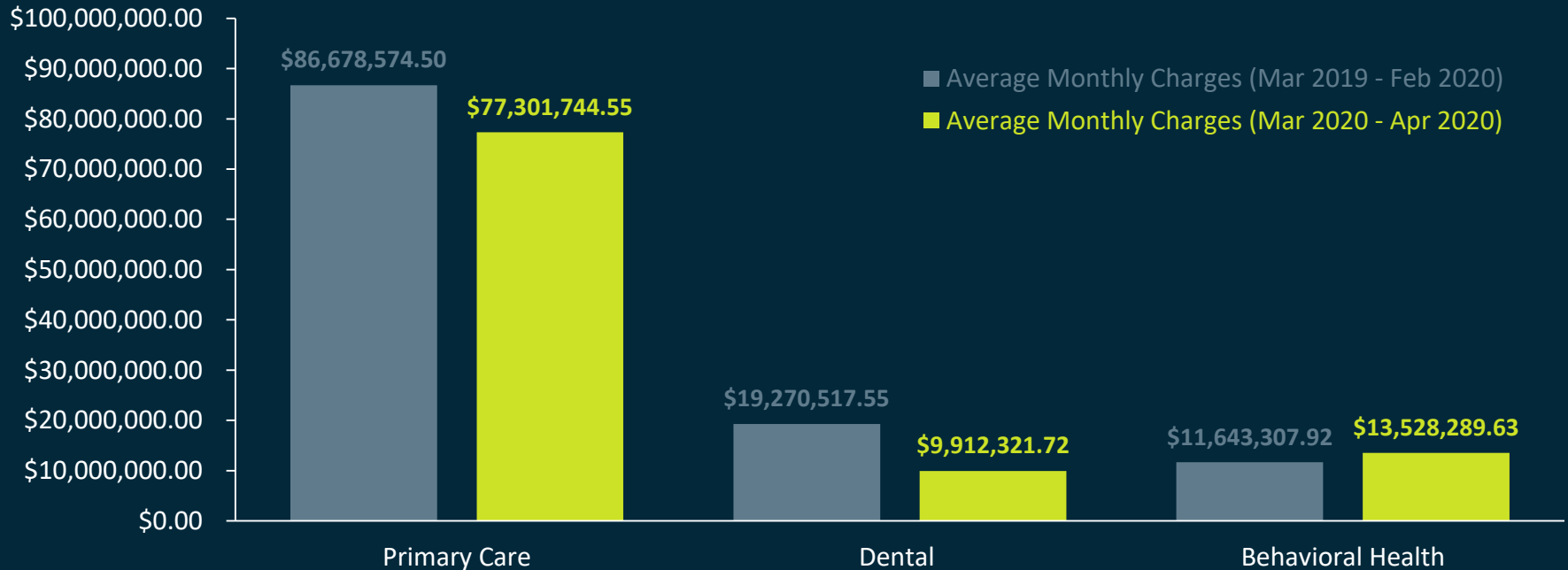
# Behavioral Health/Mental Health Services Shift to Telehealth in Response to COVID-19

Number of Completed In-Person and Telehealth BH/MH Encounters, by Month



# Charges for Primary Care and Dental Service Decrease During COVID-19

Average Monthly Gross Charges, by Specialty



# Policy Recommendations for Virtual care

- Payment parity for Telehealth must remain after COVID ends
- Support broadband initiatives to expand coverage for patients and providers
- Drive to close the technology equity gap for patients

# Questions?

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