NAM Opioid Action Collaborative:
Co-Designing New Systems of Care Delivery

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Road Map

- Current State of Telehealth
- “Speed Bumps” in the path
- Co-Designing for Telehealth 2.0
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Telehealth 1.0

- COVID-related rapid implementation (growing pains)
- Maintaining a therapeutic relationship
- Public Health Emergency Policy Considerations
• Current State of Telehealth
• “Speed Bumps” in the path
• Co-Designing for Telehealth 2.0
Balancing Barriers and Opportunities

Digital Divide

Disability Accommodations

Pain/SUD Stigma and Trust

Policy Considerations
Digital Empathy & Co-Design

**Digital Empathy**
“Traditional empathic characteristics such as concern and caring for others expressed through computer-mediated communications”

**Co-Design**
“A method for partnering with patients, consumers and service users right from the beginning of planning to ensure a closer alignment of service delivery with what will work best for all users.”
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Co-Designing the Ideal Virtual Visit

“I’m so focused on making sure the technology is working right that I forget some of what we discussed. In person I was taking notes, but haven’t been able to multi-task.”

“I don’t feel like I can share private information with my family (listening) in the background.”

“Not having my accommodations met can make it totally inaccessible to me, which means it takes longer for me to get the care I need.”

“I can’t tell if my doctor is looking at me OR typing into the computer?”

THE HEALTH COLLABORATORY

NCIL National Council on Independent Living

Sutter Health
Reimagining the New Continuum of Virtual Care

"Virtual Care" exists on the care continuum

Increasing Technical and Human Resource Requirements

- **SMS Alerts**
- **Store-and-Forward**
- **Chat & ChatBot**
- **Asynchronous allows for Multitasking**
- **Phone Call**
- **Video Visit**
- **Remote Pt Monitoring**
- **Group Visits**
- **Tel-ICU**
- **Tele-presence**
- **Video Visit**
- **Synchronous allows for High Fidelity Info Exchange**
Future Case Studies

**SMS Alerts**

- Patient Navigation

**Chat & ChatBot**

- Semi-synchronous Patient Access
- Team-based Care
- Virtual Triage

**Group Visits**

- Virtual Peer Support Group
- Virtual Tumor Board
- Long COVID Clinic
Questions?

Thank you!

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