

### Background

Neighborhood Health Source launched a multi-pronged telehealth improvement initiative focused on improving internal referrals to pharmacy and dietician services, increasing telehealth utilization, reducing no-show rates, and supporting chronic disease management through coordinated care.



### Key Learnings

- ✓ Strong referral tracking improves accountability
- ✓ Documentation must align with billing workflows
- ✓ Enrollment requires direct patient engagement support
- ✓ External environmental factors impact telehealth adoption

### Smart Goal #1

#### Improving Referral & Care Coordination

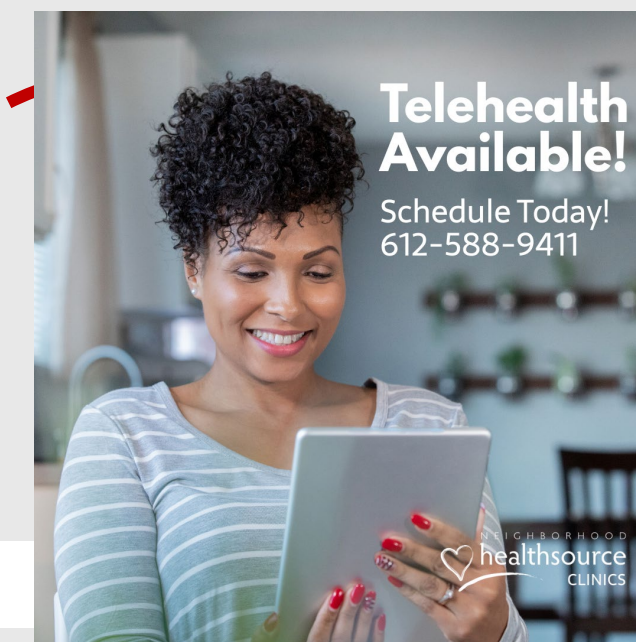
Improve the referral and coordination process from providers to pharmacists and dieticians for disease and medication management, with a focus on increasing telehealth appointments for hypertension and diabetes patients and improving blood pressure and HbA1c control rates.

#### Primary Drivers

- 1) Creating and tracking internal referrals
- 2) Scheduling guidelines for pharmacy and dietician

#### Key Interventions

- Built EMR referral tracking reports
- Conducted documentation audits
- Optimized 340B pharmacy coordination and patient card process development
- 3 SAGE+ enrollment events
- Scheduler templates and telehealth prioritization workflow



### Results

- ✓ Improved referral visibility and closure rates
- ✓ Strengthened pharmacy and dietician coordination
- ✓ Established 340B enrollment infrastructure
- ✓ Reduced no-show rates prior to external disruptions
- ✓ Deployed multilingual telehealth education campaign

### Smart Goal #2

#### Increase Telehealth Utilization & Reduce No-Show Rates

Create and implement an educational campaign to promote telehealth awareness and reduce no-show rates by converting in-person appointments to telehealth.



#### Primary Drivers

- 1) Educate patients on telehealth
- 2) Advocate for voice-only telehealth policy

#### Key Interventions

- Developed multilingual brochures, lobby signage, and digital promotions
- Added telehealth satisfaction question to post-visit survey
- Implemented day-of no-show outreach calls
- Engaged in policy advocacy for reimbursement stability



### Future Directions

- Integrate new EMR reporting capabilities (2026)
- Track telehealth conversion metrics post-EMR transition
- Finalize 340B patient card rollout