



Essential information for nonprofits navigating COVID-19

pittsburghfoundation.org/covidwebinar

**TELEHEALTH: USING TECHNOLOGY
TO MEET CRITICAL HEALTH &
EDUCATIONAL NEEDS DURING COVID
& BEYOND**

MAUREEN BENNETT
Boston

ALEXIS GILROY
Washington, D.C.

April 15, 2020





AGENDA

Outlining the Need

- Increasing Medicaid Population Health Needs
- Increasing Rural Health Access
- Increasing Alternative Education Options

Examining Telehealth

- What is it?
- How is it impacting care delivery during COVID?
- Unique Legal Considerations

Examining E-Learning

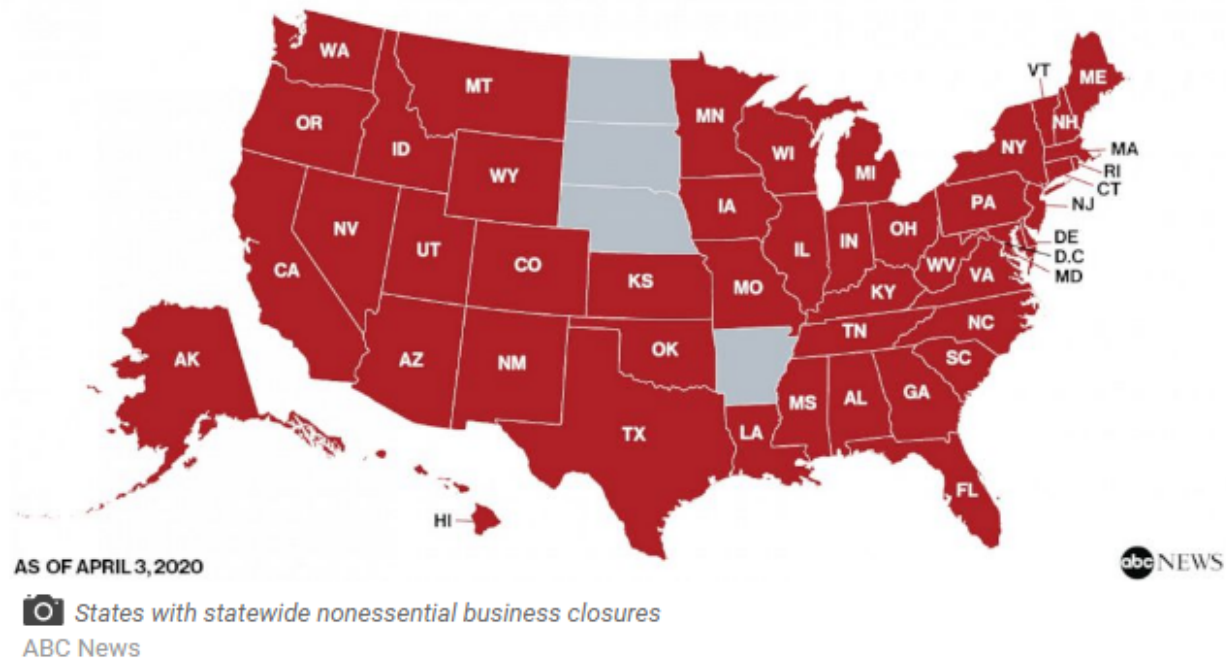
- What is it?
- How is it utilized around globe during COVID?
- A case study



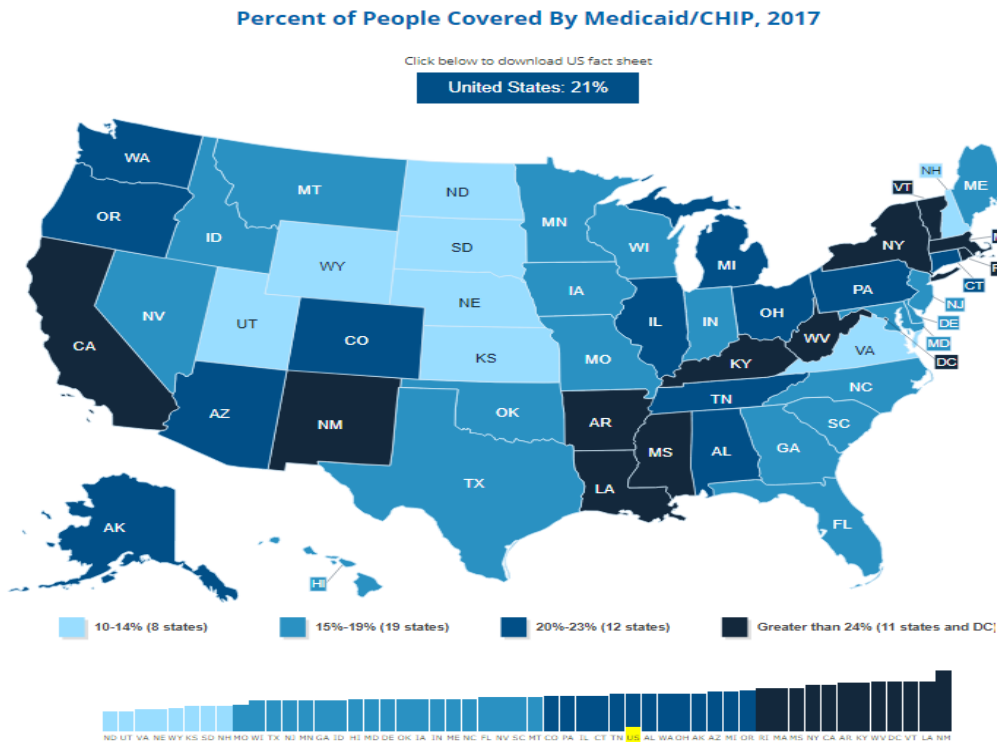
OUTLINING THE NEED

UNITED STATES CLOSES NONESSENTIAL BUSINESSES

STATES WITH STATEWIDE NONESSENTIAL BUSINESS CLOSURES



MEDICAID IN THE UNITED STATES



ANTICIPATED INCREASE IN MEDICAID ENROLLMENT

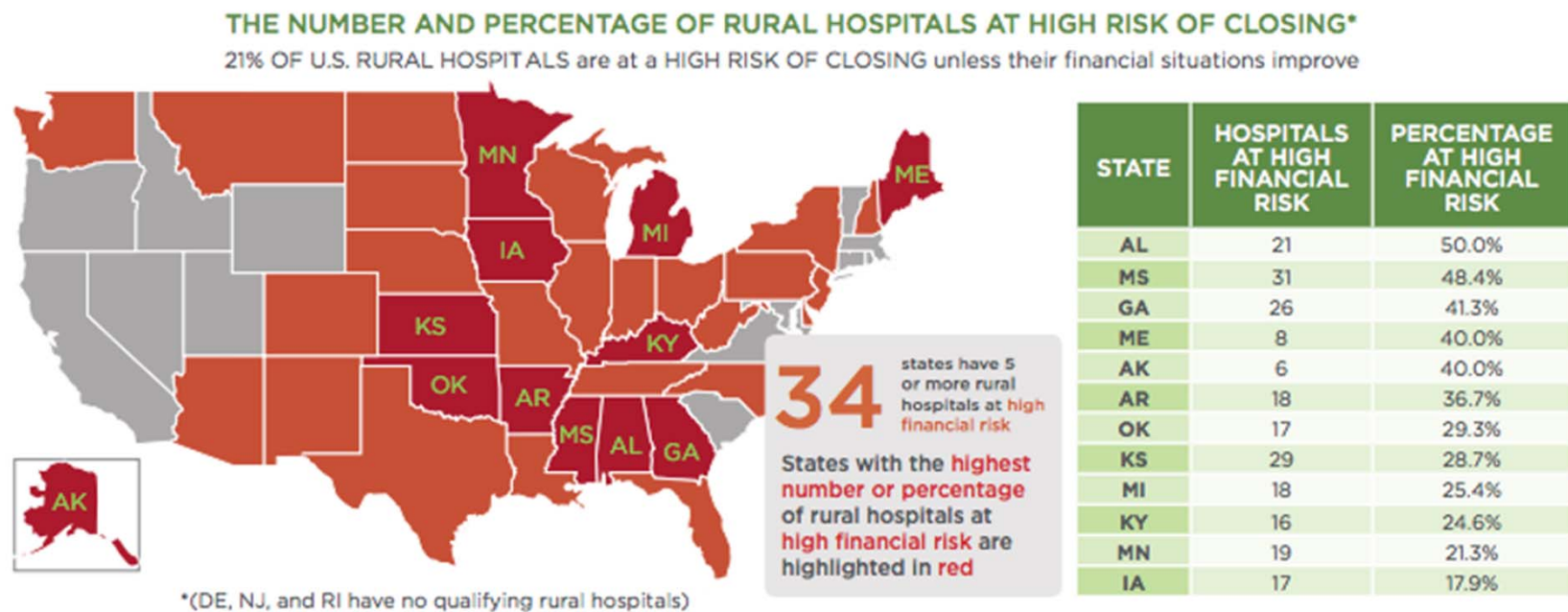
Table 1: Estimated Impact to Health Insurance Coverage due to COVID-19 Economic Downturn

Scenario	Unemployment Rate	US Population (in millions)			
		Medicaid	Marketplace ¹	Employer-Sponsored	Uninsured
Pre-COVID	3%	71	13	163	29
Low	10%	82	12-13	151	30-31
Medium	17.5%	88	13-14	140	34-35
High	25%	94	13-15	128	39-40

Information from Health Management Associates (April 3, 2020)

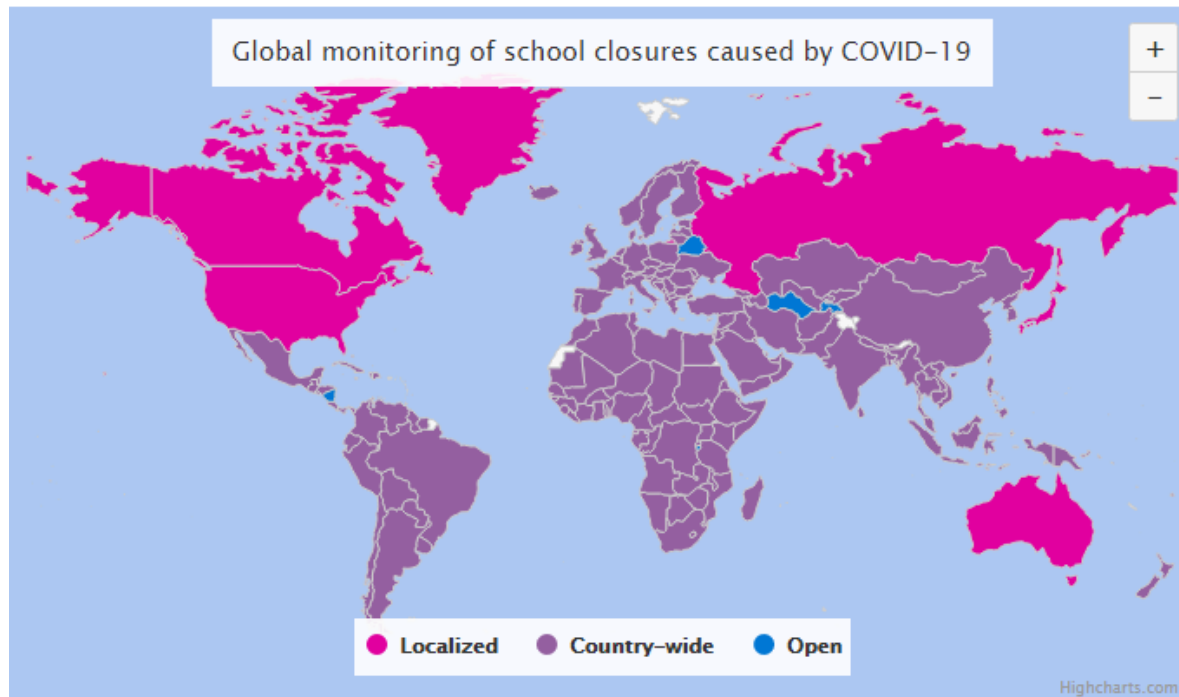
IMPACT TO HEALTH RESOURCES IN RURAL AMERICA

Figure 1: Rural Hospital Financial Risk



As reported by Forbes April 3, 2020

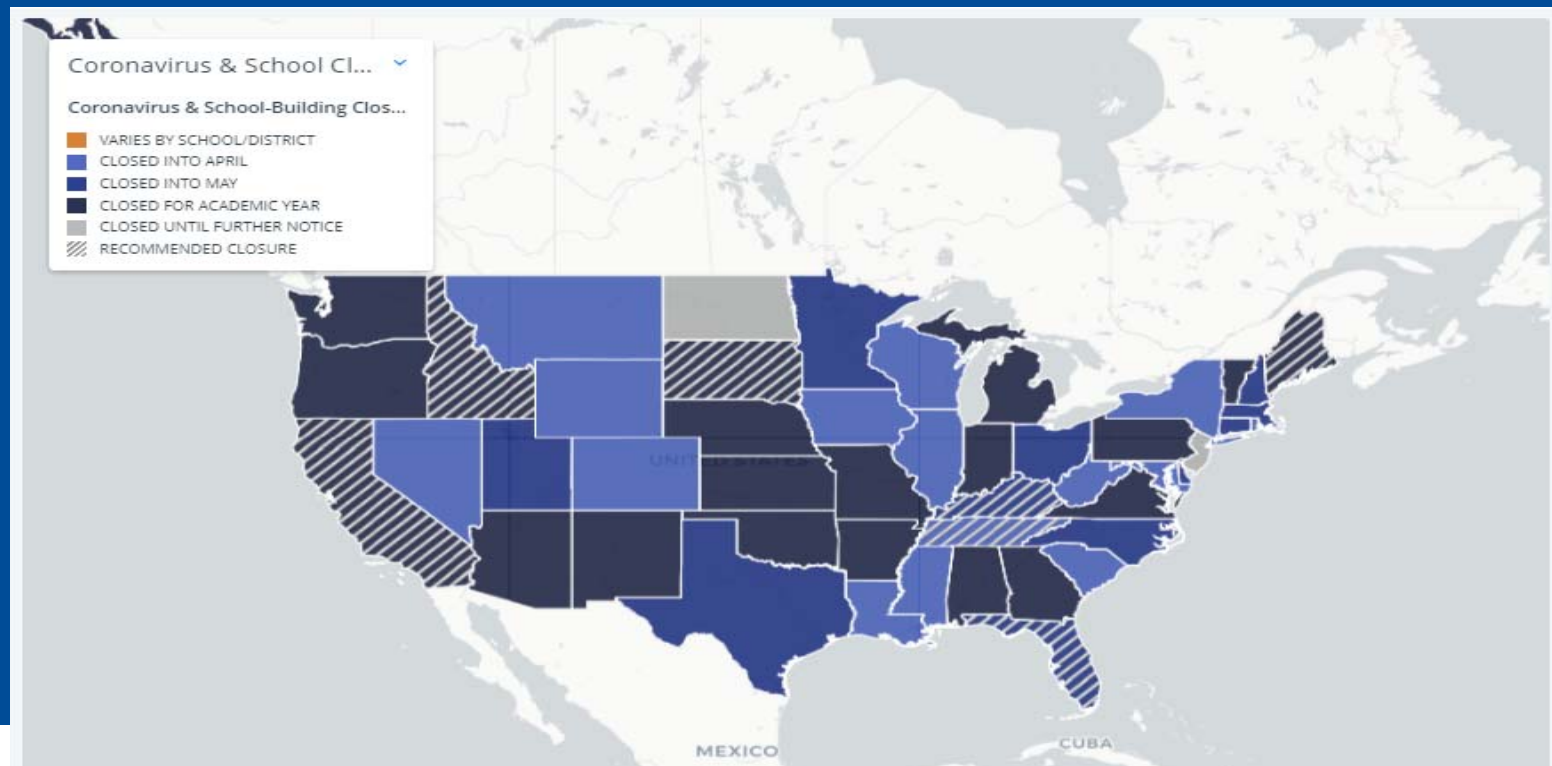
GLOBAL SCHOOL CLOSURES



- 1,576,767,997 affected learners
- 91.4% of total enrolled learners
- 192 country-wide closures

COVID-19 Impact on Education, © UNESCO,
<https://en.unesco.org/covid19/educationresponse> (Apr. 14, 2020)

United States School Closures



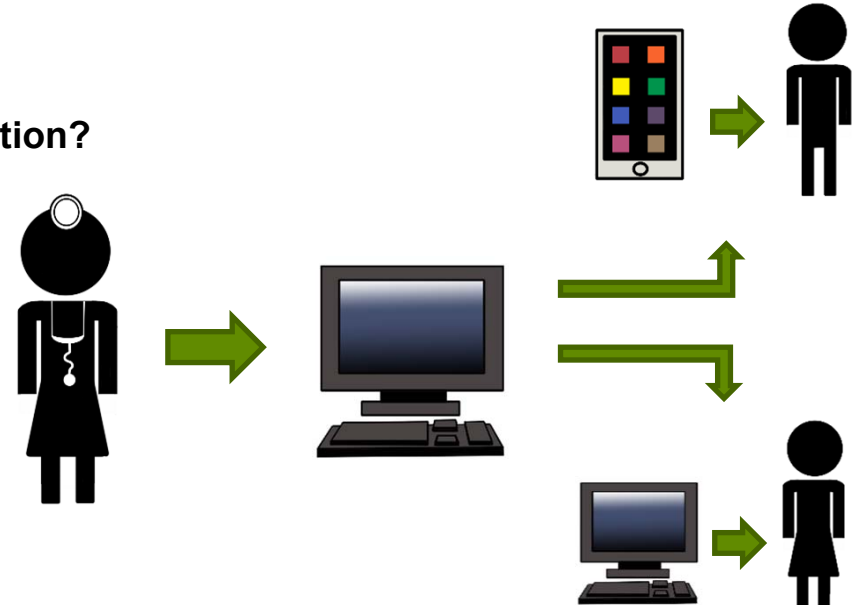
Coronavirus and School Closures (Apr. 11, 2020). Education Week. Retrieved Month Day, Year from <https://www.edweek.org/ew/section/multimedia/map-coronavirus-and-school-closures.html>

A blue-toned world map with a grid of latitude and longitude lines, serving as a background for the slide.

TECH SOLUTIONS FOR HEALTH NEEDS – TELEHEALTH

TELEHEALTH OVERVIEW

- What is telehealth?
- What are common methods of communication?
 - ❖ Real-time video/audio
 - ❖ Remote patient monitoring
 - ❖ Store-and-forward



IN THE NEWS: TELEHEALTH GROWTH

CORONAVIRUS ILLINOIS

Illinois Launches Telehealth Program to Help Lessen Strain on Hospitals

Published April 11, 2020 • Updated on April 11, 2020 at 6:59 pm



FCC enacts \$200M telehealth initiative to ease COVID-19 burden on hospitals

Will COVID-19 be a tipping point for telehealth in the U.S.?

Published: March 18, 2020 at 7:56 a.m. ET

By Jalmy Lee

Shares of Teladoc Health Inc. have soared 47% over the past three months

5

Survey: Americans' perceptions of telehealth in the COVID-19 era

Nearly three-quarters of respondents said they'd consider using telehealth to be remotely screened for COVID-19, and two-thirds said the pandemic has increased their willingness to try virtual care, a Sykes survey found.

Home » Harvard Health Blog » Can telehealth help flatten the curve of COVID-19? - Harvard Health Blog

Can telehealth help flatten the curve of COVID-19?

POSTED MARCH 24, 2020, 2:30 PM



Lee H. Schwamm, MD

Contributor

Patients Turn to Telehealth Companies experience a surge in demand

By Howard Fine



Share

Tweet Monday, April 13, 2020

More patients seek telehealth during COVID-19

13

JONES
DAY

IN THE NEWS

March 23, 2020 08:28 AM EDT Updated 09:00 AM | John Carroll | R&D, Coronavirus

Caught in a Covid-19 maelstrom, Eli Lilly locks down clinical trials as multibillion-dollar R&D ops derail

The Covid-19 pandemic has derailed Eli Lilly's \$6 billion R&D operations.

The pharma giant [reported](#) Monday morning that it has decided to hit the brakes on most new study starts and pause enrollment for most ongoing studies. Lilly adds that it is continuing dosing for ongoing studies. "but with study-by-study consideration."

Biotech

COVID-19 outbreak prompts Provention to pause diabetes trial

by [Amirah Al Idrus](#) | Mar 17, 2020 10:52am

Vantage March 20, 2020

Analysis

Clinical trial delays become reality as Covid-19 risk spreads

WHAT IS A DECENTRALIZED/VIRTUAL CLINICAL TRIAL?

- Sliding scale of “remote” protocol execution:
 - Recruitment through Apps/Social Media
 - E-consent/home consent
 - Study Drug Administration at the home or other “satellite” site
 - Monitoring through wearables/apps-direct data upload to PI
 - Monitoring/follow-up by home health professionals
 - Adverse event/Emergent care at non-traditional “site” location

TELEHEALTH REGULATORY CONSIDERATIONS - US

- ✓ Practice of Medicine
- ✓ Licensure/Credentialing
- ✓ Supervision Requirements
- ✓ Corporate Practice of Medicine
- ✓ Patient Consent
- ✓ Data Privacy; Ownership
- ✓ Reimbursement/Insurance Coverage
- ✓ FDA Regulations/Approvals
- ✓ Fraud and Abuse Laws
- ✓ Prescribing Limitations

FCC FUNDS FOR TELEHEALTH TECHNOLOGIES



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For Immediate Release

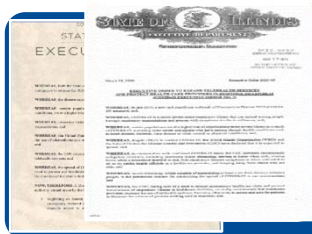
FCC ADOPTS \$200 MILLION COVID-19 TELEHEALTH PROGRAM

New Program Will Provide Immediate Support to Health Care Providers and Patients Across the Country; Separate Connected Care Pilot Program Will Study Long-Term Role of Telehealth-

WASHINGTON, April 2, 2020—This week, the Federal Communications Commission voted to adopt a \$200 million telehealth program to support healthcare providers responding to the ongoing coronavirus pandemic. Congress appropriated the funds as part of the CARES Act.

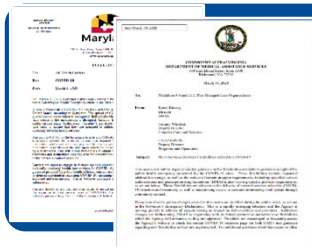
- \$200M
- Nonprofits & Public Health care Providers
- \$1M per applicant funding for telehealth tech and connected devices

STATE & OTHER RESPONSES RELEVANT TO TELEHEALTH



Governors Orders

Licensure Waivers
Telehealth Waivers



State Agency Actions

Insurance Departments – Department of Health
Medicaid Agencies – Medical Boards

Forbes

Cigna, Humana Waive Patient Out-Of-Pocket Costs For All Coronavirus Treatment

"Our customers with COVID-19 should focus on fighting this virus and preventing ... and related out-of-pocket cost-sharing of commercially insured Aetna ... Centene, Cigna and many Blue Cross and Blue Shield plans, has

Baker's Hospital Review

COVID-19: 6 latest updates from insurers

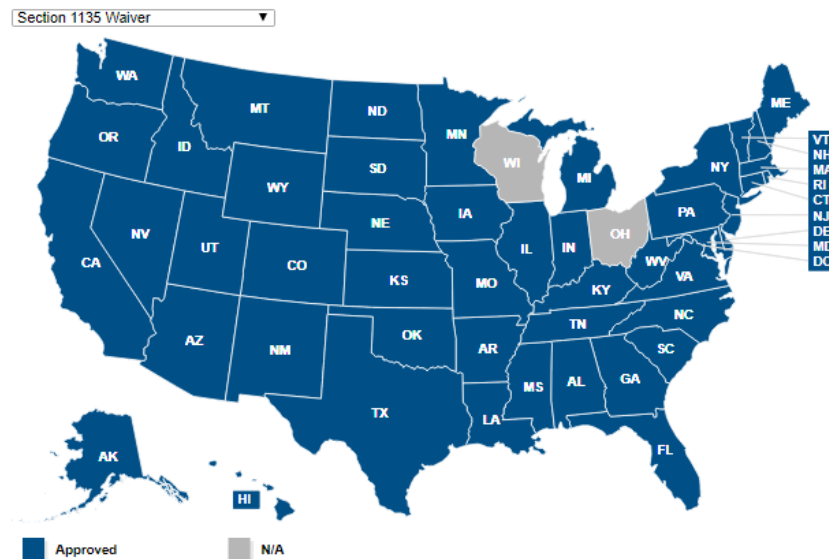
Here are six notes on how COVID-19 is affecting health insurers and how they're responding: ... Through May 31, Cigna is waiving prior authorization for hospitals to ... An employee at Anthem Blue Cross Blue Shield in Ohio has also ... CVS Health, the parent company of Aetna, is hiring

Private Payer Initiatives

Extension of Telehealth for Existing Providers
Copay Waivers

MEDICAID WAIVERS

Approved Medicaid Emergency Authorities



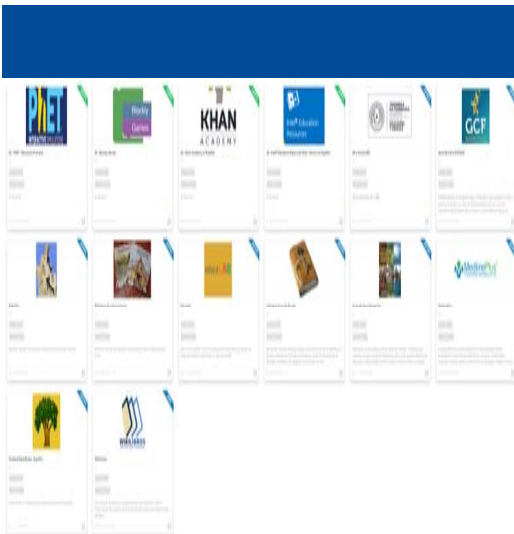
Medicaid Emergency Authority Tracker: Approved State Actions to Address COVID-19, Kaiser Family Foundation (Apr. 10, 2020), <https://www.kff.org/medicaid/issue-brief/medicaid-emergency-authority-tracker-approved-state-actions-to-address-covid-19/>

- 46 States waived certain provider screening requirements
- 45 states postponed deadlines for revalidation of providers
- 46 states allowed out-of-state providers with equivalent licensing in another state
- 46 states permitted out of state providers to provide care to emergency state's Medicaid enrollee
- 48 states allowed service provision in alternative settings, including unlicensed facilities



TECH SOLUTIONS FOR EDUCATION NEEDS – E-LEARNING

GOVERNMENT SPONSORED E-LEARNING PLATFORMS

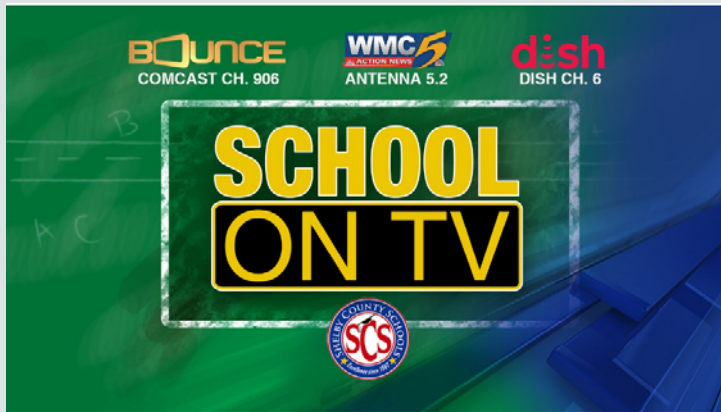


Paraguay's E-Learning Platform,
<https://recursos.mec.edu.py/app#!/app/structured-content>

- On a global basis, the most common solution is free-to-use Government sponsored E-learning platforms
 - These systems offer communication systems, content, digital school books, educational games, and other materials for students and parents
 - Many of these systems are through companies like Microsoft and Google, which have opened their video and streaming platforms to the education sector for free
 - Some countries include Austria, Paraguay, Chile, Bulgaria, China, the Dominican Republic, El Salvador, and the Czech Republic
- In the U.S., the decision to move online is region by region
 - Ex. Illinois implemented mandatory remote learning
 - Most, however, leave it up to the school district

TELEVISED REMOTE EDUCATION

Some Areas Have Turned to Televised Lesson Plans



WMC Action News 5 partners with Shelby County Schools to broadcast home lessons for local students. (Source: WMC)



Global Examples

- Turkey
- Gaza/West Bank
- Czech Republic
- Croatia

United States Examples

- Memphis, TN
- Southern California
- North Carolina
- Mobile, AL

TELEVISED REMOTE EDUCATION: EXAMPLE SCHEDULE

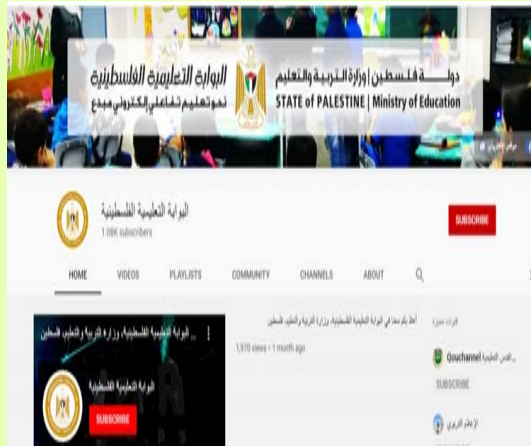
**LIVE Classroom Lessons from
Mobile County Public Schools**

To serve our students during the coronavirus pandemic, mcpssTV will film master teachers as they deliver classroom lessons for students in grades pre-k through 11. Students can watch mcpssTV on Comcast (channel 15), AT&T U-verse (On Demand channel 99), Mediacom (channel 81), and Roku boxes. Or, they can catch the same lessons LIVE on Fox 10's channel 10.6.

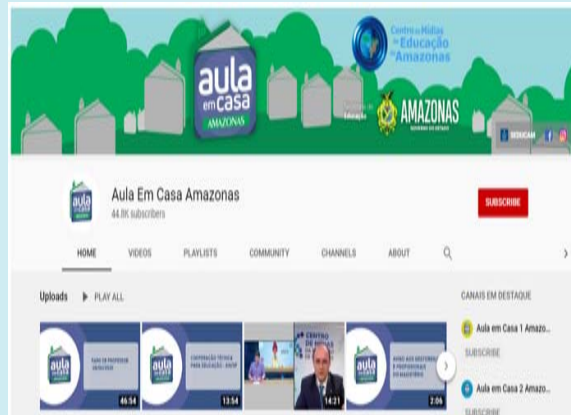
	Monday	Tuesday	Wednesday	Thursday	Friday
7:30 a.m.	Pre-Kindergarten	Pre-Kindergarten	Pre-Kindergarten	Pre-Kindergarten	
8 a.m.	Kindergarten Reading	6th Grade Reading	6th Grade Social Studies	Kindergarten Reading	Art/Music
8:30 a.m.	Kindergarten Math	6th Grade Math	6th Grade Science	Kindergarten Math	K-3 Alabama Reading Initiative
9 a.m.	1st Grade Reading	7th Grade Reading	7th Grade Social Studies	Algebra II	1st Grade Reading
9:30 a.m.	1st Grade Math	7th Grade Math	7th Grade Science	Algebra II with Trig	1st Grade Math
10 a.m.	2nd Grade Reading	8th Grade Reading	8th Grade Social Studies	2nd Grade Reading	Middle School Algebra
10:30 a.m.	2nd Grade Math	8th Grade Math	8th Grade Science	2nd Grade Math	
11 a.m.	3rd Grade Reading	9th Grade English	9th Grade History	3rd Grade Reading	
11:30 a.m.	3rd Grade Math	High School Algebra I	Physical Science	3rd Grade Math	
Noon	4th Grade Reading	10th Grade English	10th Grade History	4th Grade Reading	
12:30 p.m.	4th Grade Math	Geometry	Biology	4th Grade Math	
1 p.m.	5th Grade Reading	11th Grade English	11th Grade History	5th Grade Reading	
1:30 p.m.	5th Grade Math	Algebraic Connections	Chemistry	5th Grade Math	
2 p.m.	K-3 Alabama Reading Initiative	K-3 Alabama Reading Initiative	K-3 Alabama Reading Initiative	K-3 Alabama Reading Initiative	
2:30 p.m.	Counselor's Message (Elementary)	Counselor's Message (Middle School)	Counselor's Message (High School)	Art/Music	

YOUTUBE CLASSES

West Bank/Gaza



Brazil



Kenya



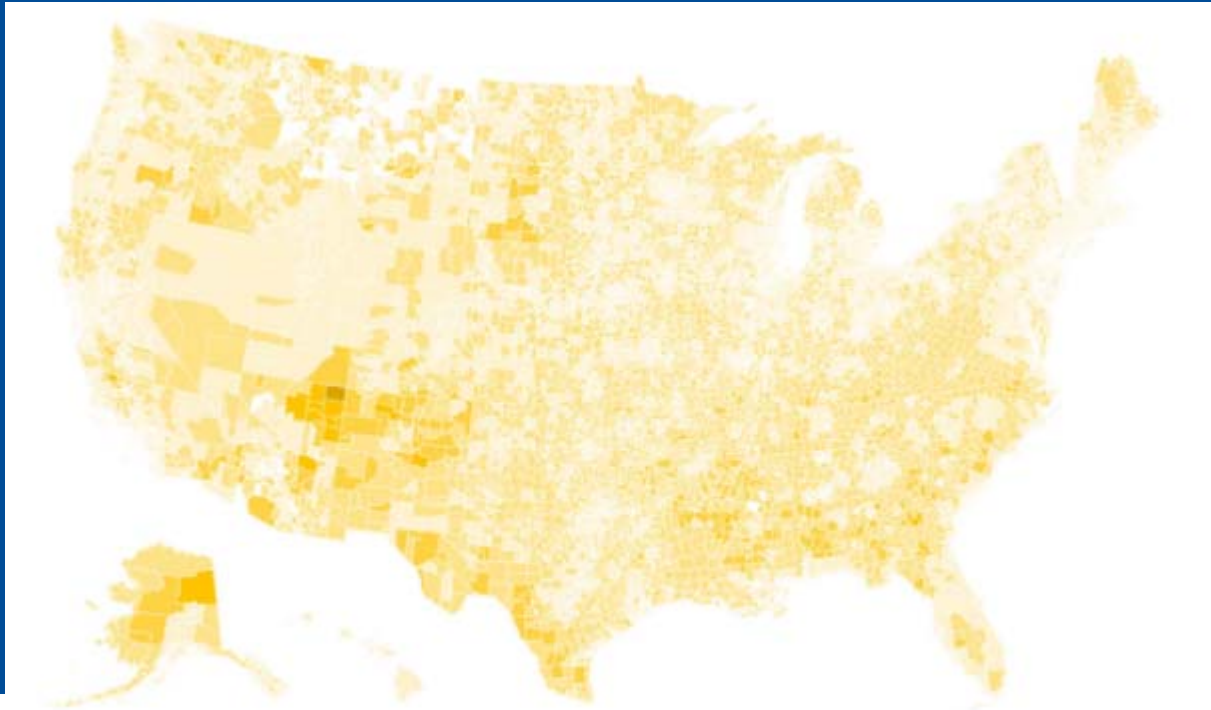
ENHANCEMENT OF INTERNET ACCESS



How is China Ensuring Learning When Classes are Disrupted by Coronavirus?, UNESCO ©,
<https://en.unesco.org/news/how-china-ensuring-learning-when-classes-are-disrupted-coronavirus>

- China worked with major telecom service providers to boost internet for under-served regions and upgrade bandwidth for online education platforms
- Some countries are providing SIM cards to students in need in order to provide free internet (e.g. Croatia, Egypt, and the Kyrgyz Republic)
- In the United States, private companies like Comcast and AT&T are offering temporary free plans for students to ensure access to online education

United States Access to Internet



School districts are mapped by the percentage of households without internet. The darker the shade, the higher the rate of internet-free homes. // Marie Patino/Bloomberg



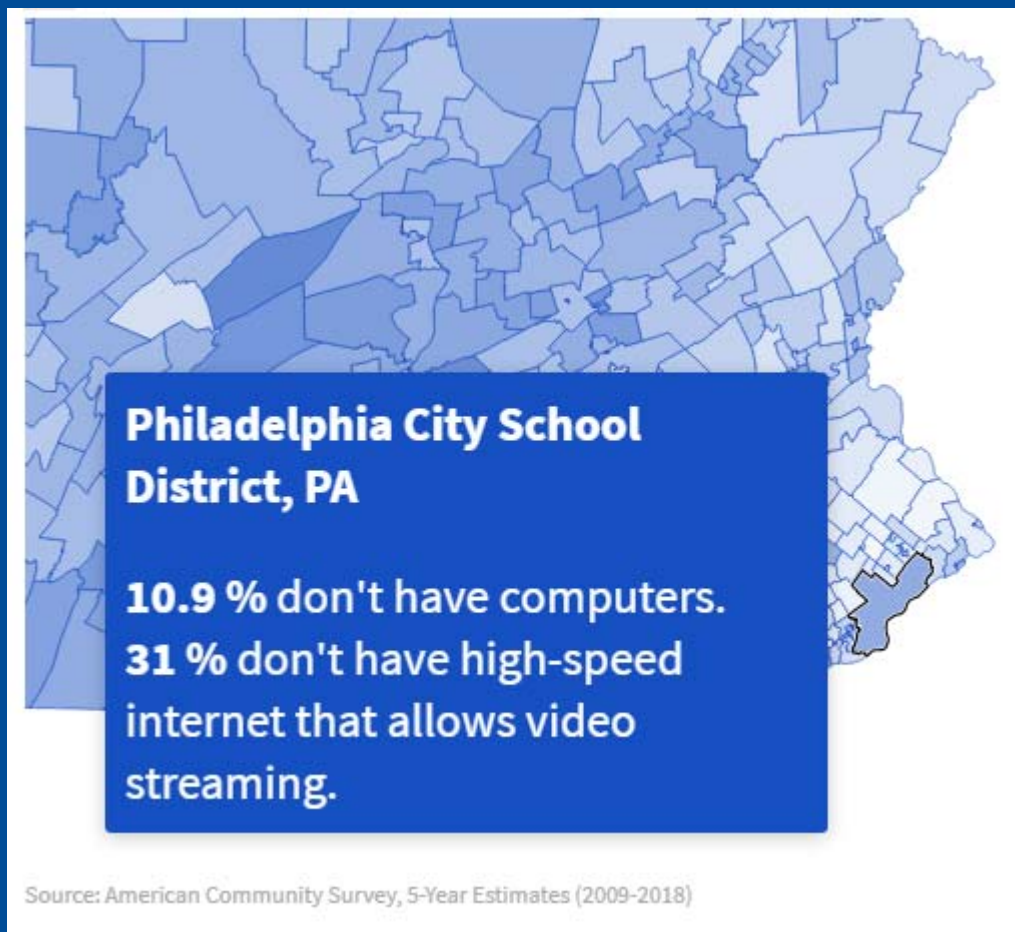
PHILADELPHIA CASE STUDY



*If that's not available to all children, we cannot
make it available to some*

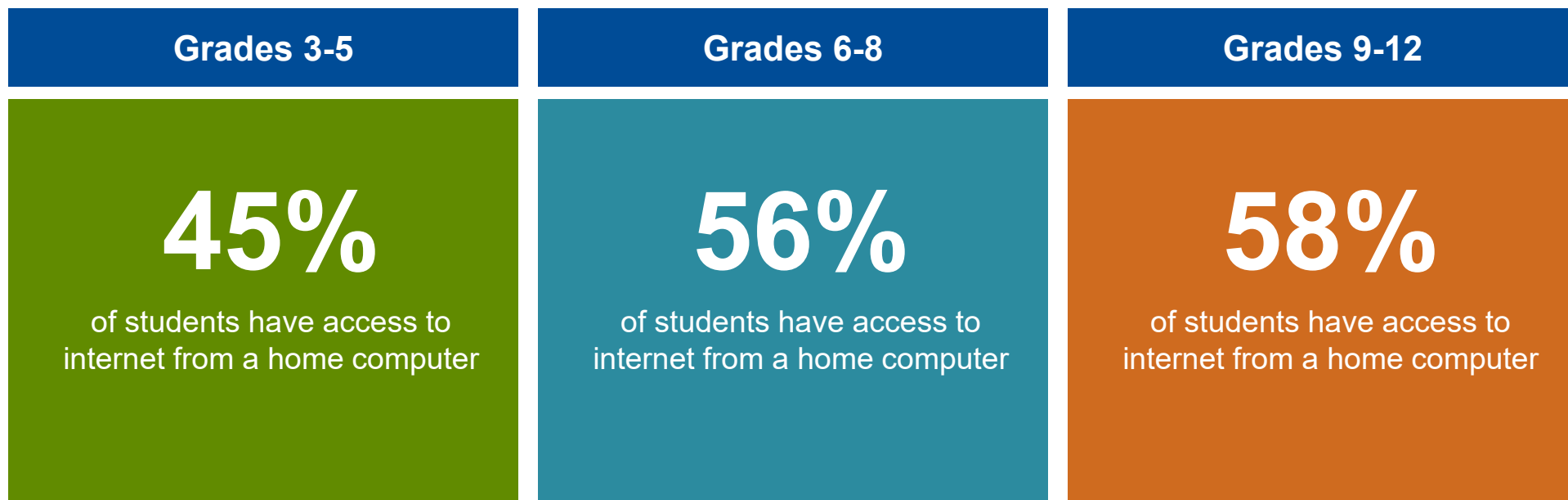
– Superintendent William R. Hite Jr. of the
Philadelphia School District, March 18, 2020





“The digital divide in Philadelphia has been long standing, with many communities having access to in-home computers and internet services for their children while many still do not. This inequality is a significant barrier to the goal of helping all students in every neighborhood reach their full academic potential”
– Superintendent William Hite

PHILADELPHIA CASE STUDY



2018-19 District-Wide Survey Results: Technology Access, The School District of Philadelphia
Office of Evaluation, Research, and Accountability, <https://www.philasd.org/era/wp-content/uploads/sites/865/2020/03/Technology-Access-Questions-from-the-DWS.pdf>

PHILADELPHIA CASE STUDY

TIMELINE: PHILADELPHIA E-LEARNING

On March 18, the Philadelphia School District announced that, due to equity concerns, it would not offer remote instruction during the shutdown

Changing course, district administrators begin handing out Chromebooks, and training teachers on Google Classroom

April 9: Governor Wolf of Pennsylvania closes in-person schools for the remainder of the academic year, and Philadelphia announces it will start e-learning.

PHILADELPHIA CASE STUDY

- The Philadelphia school board authorized \$11 million for the purchase of 50,000 computers
- The CEO of Comcast donated an additional \$5 million for the purchase of computers
 - “It’s obviously intimidating with the public school system – how do you help as a public citizen? This is a very obvious, very tangible thing, to know that every public school kid is going to have a laptop. It’s a heartbreak to imagine kids not being able to learn who are ready to learn.” – Brian Roberts, Comcast CEO

OTHER EDUCATION RESPONSES IN THE UNITED STATES

School Bus Hot Spots

Some districts are deploying school buses wired with “hot spot” technology to provide traveling WiFi to their students



Technology

Some districts are handing out hotspot devices, which provide free internet service, or computers and other devices



Learning Packets

Many school districts have utilized “learning packets,” containing lesson plans and learning materials for children, which are available by mail or at pick up locations.

OTHER EDUCATION RESPONSES: SCHOOL BUS HOT SPOTS



Various school districts in the U.S. have adopted “School Bus Hot Spot” programs

WiFi can be accessed about 300 feet in any direction

The buses alternate where and when they are parked

Often, the buses will provide other resources as well (i.e., school lunch programs or remote learning packets)

This has been adopted in districts within Arizona, South Carolina, and Indiana, among others

HOTSPOT DEVICES AND COMPUTERS



- Some school districts have begun handing out hardware for students in need
- This technology includes computers, tablets, and “hot spot devices,” which create free internet spots
- Examples include New York, which is hoping to purchase 25,000 iPads in partnership with Apple, Cleveland, which is distributing computers and hotspot devices, and Kansas City, which in partnership with Sprint is handing out computers and hot spot devices with free internet.

LEARNING PACKETS



- Most commonly, schools are creating hard copy “learning packets” which they are making available online, handing out, or mailing to students, as appropriate
- Some examples include a school district in Wisconsin, which estimates that 20-30% of their students do not have internet, making virtual learning impossible, Philadelphia, as it works to get its e-learning program up, and other schools across the United States
- The international community has also utilized this method (e.g., Colombia, Costa Rica, and Gaza/West Bank)

HOW CAN WE ALL SUPPORT THE EFFORT?

- Infrastructure and Internet Access
- Content Development
- Laptops, Devices, and other Hardware Support
- Tutoring and Counseling
- Other

MERGING TECHNOLOGY: THE POTENTIAL FOR TELE-EDUCATION AND TELE-HEALTH



© AAMC

QUESTIONS?



The Impact of COVID-19 on Family Caregivers: Unprecedented Pandemic = Unprecedented Fear

Nancy Murray
Senior VP of Achieva
President, The Arc of Greater Pittsburgh
nmurray@achieva.info

Why is this an important topic for this speaker series?

- Employees form the core of all organizations.
- This is especially true for non-profit organizations that are dedicated to social, educational, or health care issues that oftentimes rely on person-to-person services.
- When communities face difficult challenges, such as our current unprecedented pandemic, non-profit organizations such as food banks and hospitals, become even more important and need to fully engage all of their employees' talents and skills.
- Some employees are also family caregivers who will need support in order to do their jobs to the best of their ability.

Families are Very Worried

- Testing positive for COVID 19.
- Unemployment or underemployment.
- Rent/mortgage/bills/food/medications.
- Social Distancing – will it be enough?



Family Caregivers are Profoundly Fearful



For family members being cared for out of the home in hospitals, nursing homes, community homes for people with disabilities:

- No visiting
- Fear that a family member or staff will become sick

Family Caregivers are Profoundly Fearful

- **For family members being cared for in the family home:**
 - What if I have a chronic illness?
 - What will happen to my family member if I get sick and cannot provide care?
 - Who else is trained to provide the necessary care?

Family Caregivers are Profoundly Fearful

For family members being cared for in the family home:



- Who will be willing to come into our home to care for my family member?
- What will happen if my family member needs to be hospitalized and I cannot visit?

Family Caregivers are Profoundly Fearful

For family members being cared for in the family home:

- Isolation
- Loss of routines that can be de-stabilizing and increase anxiety
- Many family members cannot work from home and have no paid leave
- Exhaustion-physically and emotionally

Family Caregivers are Profoundly Fearful

Fear of rationing care

- As COVID-19 cases increase, there may not be enough acute care equipment, such as ventilators, to meet the demand of patients with the virus.
- Health care professionals and states are developing protocols, guidelines or standards of care for deciding who will and who will not have access to life saving treatments.

What Family Caregivers Can Do

- Watch for physical signs of stress.
- Identify and acknowledge your feelings, you have a right to ALL of them.
- Engage in practical ways to relax that work for you.
- Take care of yourself. Eat healthy, well-balanced meals, exercise regularly, sleep, and avoid alcohol (excessive) and drugs.

What Family Caregivers Can Do

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take time off without feeling guilty.
- Connect with others.

How Can Non-Profits Support Employees Who Are Family Caregivers

- Work from home arrangements.
- Reassignment opportunities for employees impacted by suspended programs.
- Expanded sick leave policies for employees in at-risk categories, to care for a family member in an at-risk category, or to care for a child whose school or place of care has closed.



How Can Non-Profits Support Employees Who Are Family Caregivers

- Create a leave donation policy for employees to donate sick, personal or vacation time to a coworker in need due to a major medical issue.
- Temporary emergency paid leave for circumstances for which sick time is eligible after all other leave options have been exhausted.

Beyond Non-Profit Organizations

- Other family members, neighbors, community members and health care professionals need to offer emotional support and physical assistance.
- Our society needs to recognize the value and financial impact of care provided by family caregivers.
- Policy makers and legislators need to authorize increased funding for paid family leave and other support for family caregivers.



Get agenda updates here:

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