



AUTHORS

Sidney Owen, Jonathan Lu, Mayra Reyes, Kalijah Terilli, Alex Gomez-Lara, Jadyn Lee, Louis McKinnon, Akshara Shankar, Tem Woldeyesus MD

TITLE

Root's Telehealth Support Program

ABSTRACT

Roots Community Health Center (<https://rootsclinic.org/>) is an organization committed to empowering members of the Black community to counter the effects of multi-generational poverty, chronic stress and lack of health access stemming from structural racism. Many community health centers faced barriers in implementing telehealth at the onset of the COVID-19 pandemic. Root's recognized barriers early on including organizational workflows, patient access to devices/internet, patient/provider comfort using technology and lack of guaranteed pay parity for phone and video visits.

The goal was to create a support program to screen for patients with digital literacy and device needs, build partnerships to provide quality devices to patients, and to develop workflows and guides to provide tiered digital literacy training. Additionally, resource guides and support systems were implemented to aid patients in accessing low-cost broadband.

In recognition that patient input needed to be centralized in all stages of development a Telehealth Patient Advisory Council (TPAC) was launched. TPAC will work closely with Roots staff and program stakeholders to plan changes to resolve challenges based on their perspectives as patients. Additionally, it became clear additional support staff was needed to encourage longitudinal success of the program. As such, volunteers from both Stanford and UC Berkeley were recruited.

The program will launch utilizing Root's staff and volunteers to screen for patients in need of devices, internet access or digital literacy training. We hope to address the challenges of patients to provide an equitable and high-quality virtual care experience for historically underserved communities.

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COMMUNITY PARTNER

Root's Community Health Center

CATEGORY

Improving Health Equity, Healthcare Access, Service, and Quality