Telemedicine in the Time of Covid-19 • September 18, 2020

Conference Agenda

8:00 – 8:10 AM	**Registration**
8:10 – 8:15 AM	**Welcome - Mobeen Rathore, MD, CPE, FPIDS, FAAP, FIDSA, FACPE** 　　　　　Professor and Director, UF CARES 　　　　　Department of Pediatrics, University of Florida
8:15 – 9:15 AM	**Learning Session: Overview of Telehealth Project for Persons with HIV**
	The UFHealth Telehealth program for PWH is a demonstration project funded CDC to provide healthcare to PWH via technology. The successful implementation of the project relies on the planning and implementation of various activities occurring simultaneously by several stakeholders. An overview of how telemedicine services for PWH were incorporated into an existing telehealth program and overall healthcare system will be presented in this plenary. **Speakers:** **Reetu Grewal, MD** – Medical Director of Dept. of Community Health & Family Medicine, UF College of Medicine **Mobeen Rathore, MD** – Professor & Director, UF CARES Department of Pediatrics, University of Florida **Nipa Shah** – Chair & Founder, Division of Telemedicine, UF College of Medicine
9:15 – 10:00 AM	**Learning Session: Virtual Care - Closing the Gaps**
	Clinical, geographical, technological, and socio-economic gaps in providing virtual health care to the most vulnerable will be discussed in this session. A brief discussion of why virtual care should be for everyone but is not, as well as what we can do moving forward to correct the gaps. **Speaker:** **J. Michael Connors, MD** – Founder & CEO, Anytime Pediatrics & Anytime Telehealth, Inc.
10:00 – 10:10 AM	**BREAK**
10:10 – 11:00 AM	**Breakout Sessions (Choose One)**
	Session 1: Capacity Building: Challenges, Solutions & Lessons Learned Several aspects required to expand an existing telehealth program to provide services to persons with HIV (PWH) will be presented in this session. Speakers will discuss activities conducted to build capacity of the entire healthcare system and all affected entities. Specifically; clinical and institutional assessment regarding reimbursement and technology acquisition; patient tech support and education; provider training and support for

increased use; program promotion to increase stakeholder awareness, engagement and program utilization; and healthcare team engagement and leverage.

Speakers:
Kristen Morga – Research Coordinator, UF Health Jacksonville
Jessica Peters, BSN, RN-BC – Telemedicine Clinical Educator, UF Health Jacksonville
Aleeshba Basil – Research Regulatory Administrative Assistant, UF Health Jacksonville

Session 2: Program Evaluation using Quantitative & Qualitative Methodology
The evaluation plan to include a 360 degree assessment of the telehealth program for PWH will be presented. Specifically, the approach used to create a robust evaluation performance measurement plan (EPMP) used to guide quantitative and qualitative program assessment will be discussed in this session. Results presented will include stakeholder engagement/use and satisfaction as well as measurable impacts to the healthcare system. Recommendations and strategies for improvement will also be presented.

Speakers:
Carmen Smotherman – Biostatistician, UF Health Jacksonville
Selena Webster-Bass, MPH – Founder/CEO, Voices Institute, LLC
Karam Diaby – Asst. Professor of Pharmaceutical Outcomes & Policy, Univ. of Florida
Fern May Jureidini Webb, Ph.D. – Assoc. Professor & Research Director, Dept. of Community Health & Family Medicine, UF College of Medicine; Co-Director, Jacksonville Urban Health Alliance

11:00 – 11:55 AM	**Stakeholders' Panel Discussion: Lessons Learned & Next Steps**
	The purpose of the Stakeholders' Engagement Panel Discussion is to share best practices identified as part of implementing the telehealth program, lessons learned and discuss potential next steps to improve the telehealth program for PWH. A representative from each stakeholder group directly involved in some aspect of program implementation will lead the discussion with engagement from attendees and participants. Specifically, at least one member from each of the following stakeholder groups will be represented on the panel: patient, provider, community-based organization expert, and healthcare administrator/decision-maker. **Moderator:** **Ross Jones, MD, MPH, FAAFP** – Medical Director, Total Care Clinic Group
11:55 – 12:00 PM	**Closing Remarks – Ana Alvarez. MD** Associate Professor and Director of Education and Community Engagement, UF CARES