



The State of Delaware

Health Policy & Planning Subcommittee

Primary Care: Updates & Options

November 7, 2019

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Today's discussion

- Primary care access in Delaware – defining the issue
- Options for consideration
- Next steps

Recap – Primary care access in Delaware

- At the August 22 meeting of the Health Policy & Planning Subcommittee, a summary of viewpoints on primary care access in Delaware was presented
- Also discussed a primary care survey that the SBO was preparing to release to State employees to further inform the SEBC's understanding of this issue
- While various discussions about primary care access and availability will continue to play out across various stakeholder groups statewide, several options for the SEBC to address primary care access were discussed with this Subcommittee
- Two options resonated with the Subcommittee the most:
 - Enhance telemedicine offerings via advanced technology solutions
 - Contract with a third-party vendor to add primary care provider options in Delaware
- Follow-ups from this discussion:
 - Evaluate whether the SBO primary care survey would yield any information that would help shape future actions related to either option that resonated with the Subcommittee
 - The Subcommittee expressed interest in hearing more information about how the State of New Jersey has addressed this issue, specifically how it partnered with R-Health to make direct primary care accessible for a number of State employees and their dependents enrolled in medical coverage

SBO primary care survey

- Results suggest that some plan participants may be interested in utilizing an alternative site of care such as telehealth or a third-party vendor to access care
- Out of 3,044 responses, there was a meaningful interest in the following options:

% of respondents interested in...

County*	Near-site Clinic	On-site Clinic	Telemedicine	Health Kiosk
New Castle County	20%	18%	17%	10%
Kent County	12%	12%	11%	6%
Sussex County	11%	9%	9%	4%
All Counties	43%	39%	37%	20%

- Nevertheless, a review of the free text comments from survey participants signaled a considerable amount of skepticism about the efficacy of telemedicine and enhanced kiosks to support effective care delivery (e.g., lack of personal contact with a physician in person, potential for machines to misread biometric values, etc.)
- Also, concerns were expressed about the potential expense associated with an onsite or near-site clinic
- Small overall sample size makes drawing further conclusions challenging

* Based on survey participant's preferred location for PCP

Considerations for work effort and timeline associated with each primary care option

- Further study of either option would be required to fully assess feasibility, timeline and potential cost
- As a next step, consider continuing this discussion at the December 5th subcommittee meeting to address questions such as:
 - What would be the goals and success measures?
 - What are the expected costs and savings? Would the State see a return on its investment?
 - How long would each option take to implement?
 - What are governance considerations associated with each option?
- At the same time, Subcommittee could consider additional interviews with other vendors and third-party service providers of telehealth technology and/or employer-sponsored health centers for additional insight into these options

Next steps

- R-Health to present their experience working with the State of New Jersey