FQHC Consortium Telehealth Driver Diagram v1

AIM: Develop a sustainable, patient-centered, and equitable telehealth model and achieve an advanced level of maturity at Consortium FQHCs.

Primary Drivers	Secondary Drivers
Strategy & Leadership	- Board of Directors engagement - Designated Team: Executive Sponsor, Provider Champion, Support Staff - Virtual care built into health center budget - Established measures of success - Maturity Model assessment, gap analysis, and improvement plan
Clinical Integration	- Redesigned care team roles - Scheduling guidelines and workflows for virtual visits - Clinical pathways for virtual care and hybrid models - eConsults for specialty referrals
People	- Provider & staff training - Patient education - Digital equity - Satisfaction/Engagement surveys: patients, staff, providers
Technology & Tools	- Telehealth platform, integrated with EHR - Accessibility to smart phones and data plans for patients - Remote patient monitoring
Reimbursement & Policy	- Expanded reimbursement guidelines at state and federal levels - Advocacy for HRSA and other regulatory agencies to support sustainability