



State of California  
 Medical Board of California  
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# Memorandum

Date: October 12, 2010  
 To: Board Members  
 From: Kevin A. Schunke  
 Subject: Update on UCD/MBC Joint Telemedicine Pilot Program

In 2007, AB 329 (Nakanishi) authorized the Medical Board of California (Board) to establish a pilot program to expand the practice of telemedicine in California. The purpose of the pilot is to develop methods, using telemedicine, to deliver health care to persons with a chronic disease. The pilot also shall develop information on the best practices for chronic disease management services and techniques and other health care information as deemed appropriate.

On July 1, 2009, the Board entered into a contract with the University of California, Davis (UCD), of which the UCD Health System (UCDHS) is a major partner. The UCDHS Chronic Disease Management Program (CMD), in collaboration with the UC Davis Center for HealthCare Policy and Research (CHPR) and UCDHS Center for Health and Technology (CHT), was to develop a telemedicine model for the provision of modern diabetes self-management education and training classes for patients with diabetes living in a 33-county area of rural, underserved communities in northern and central California.

At the July 2010 Board meeting, a presentation was made by Dr. Jim Nuovo, the team's principle investigator, and several of his team members, presenting the first annual report and an update of current activities.

Since that meeting, the following activities can be reported from the participating health care clinics. The UCD team has set a goal of having 18 sites participating in the pilot.

Sites committed to participating in the pilot and started the process:

1. **Sierra Family (Nevada City, CA)** has completed 8 classes. There were 68 recruited and 33 attended classes; this no-show rate is similar to that of diabetes education classes at UCD. Follow-up surveys have been sent to a majority of the participants.
2. **Western Sierra Family (Downieville, CA)** held their second class mid-October. The follow-up surveys have been sent to the participants of the first class and the second class will receive theirs shortly. An unexpected issue was identified with regards to participants' mailing addresses versus their home addresses: some participants used a mailing address, others provided a home but indicated that there was no mail delivery to that address (some rural address do not have mail delivered by the US Postal Service and those residents must use a PO box). This new

information required discussion for the need to collect both addresses for reporting outcomes related to the participants' location relative to the clinic and would require an adjustment to the survey questionnaires and the master database.

**3. Eastern Plumas (Portola, CA)** has had numerous issues including telemedicine equipment relocation, securing the telemed line using VPN, the site "champion" being unavailable, etc. Recent discussions confirmed they want to move forward with their participation but will designate a new site champion. They need a bit of time to work through their logistics then they will move forward.

**4. Karuk Indian Health (Yreka, CA)** will have their first class in late-October; they still are working to determine the kick-off date. Like staff at numerous small clinics, the site champion only works a part-time schedule.

**5. Lassen Medical Group (Red Bluff, CA)** will have a kick off meeting soon—they have postponed two previously-set dates as they work through internal logistics. They likely will kick off by early November

Sites committed but not yet operational

- 1. Miners Family Health (Grass Valley, CA)**
- 2. Adventist Health Community Care (Hanford, Home Garden, CA)**
- 3. Tahoe Forest (Incline Village, CA)**

In discussion for potential participation or to seek other leads:

- 1. Mountain Valleys (Tulelake, CA)**
- 2. Redwoods Rural Health Center (Redway, CA)**
- 3. Northeastern Health Center (Susanville, CA)**

New outreach efforts and follow up to be made:

- 1. Dr. Sylvia Diego (Member, Medical Board of California and Chief Medical Officer at Golden Valley Health Centers)**
- 2. California Primary Care Association**
- 3. Health Alliance of Northern California**
- 4. California Telehealth Network**
- 5. Tulare County Medical Director of Primary Care**
- 6. Dr. Alan Nakanishi, author of the legislation which created the pilot**

Miscellaneous issues:

- 1. Trying to solidify placement of a medical student from the UCD Rural Prime program who will work on the pilot as an intern**
- 2. Database is completed and data is being input. Need to address some issues as they arise when surveys are returned.**
- 3. Team is working on "exit interviews" to be given to site champions.**

This summary is current as of the last team meeting held during the last week of September. If I can provide further input before the meeting, please contact me at (916) 263-2368 or via email: [Kevin.schunke@mbc.ca.gov](mailto:Kevin.schunke@mbc.ca.gov). Otherwise, I look forward to your questions in a few weeks.