

# #theHealthyDose

Issue May / June 2021



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As the president of Health Concepts International, LLC (HCI), I am pleased to welcome you to the first issue of our newsletter, #theHealthyDose. #tHD is meant to be a digital download of a variety of health-related topics of interest, an update on what's going on at HCI, and some of the things we're looking forward to.

So, what's our story? Well, after a hiatus, in fall 2020, during the height of the pandemic, Health Concepts International, LLC, (HCI) re-emerged. The COVID-19 global pandemic was our call to action to get back to work, as it spotlighted gaping inequities in both health and healthcare, new and innovative trends and opportunities for improving access to quality healthcare, the need for greater emphasis on wellness and prevention and, definitively, the acknowledgment that mental health is health and that we must all tend to our mental health to be completely whole and well.

Not too long before we officially entered the pandemic-in February 2020 to be precise-I was fortunate to attend a Leadership Greater Washington sponsored session on "Lessons in Leadership", with Steve Case, co-Founder of AOL and CEO Revolution, LLC. During the Q/A session, as I stood in a room filled with leaders from a host of industries, I asked him where he saw the future of healthcare going. Turns out he was prescient as his response was spot on. He stated that healthcare held the most promise for our future and that he was most hopeful about the direction. He predicted then, that telehealth, advancements in science and technology, artificial intelligence (AI) and precision medicine, and personalized care would revolutionize healthcare and positively impact population health and advance health equity. He said then, that the future is bright, and, we agree.

In this kick-off issue, members of the HCI executive consulting team, the champions of our four practice area domains, Health and Wellness; Health Education; Health Planning, Policy, and Program Development; Health Regulation and Compliance, will download their research-based opinions and evidence-based predictions and share what some of our hopes are for a new and better than normal health ecosystem.

Enjoy the issue and let me know what you think  
[@healthconceptsintl](https://www.instagram.com/healthconceptsintl) or [jacqui.watson@healthconceptsintl.com](mailto:jacqui.watson@healthconceptsintl.com)



Steve Case, Co-Founder of AOL and CEO Revolution, LLC with Dr. Jacqui Watson, President of HCI

WE DID IT! WE LAUNCHED #TAKE10!

#TAKE10! is our bold step into the social media platform of IGLIVE. #TAKE10! is a 10 - 20 minute check-up / check-in with interesting people, from all walks of life, sharing their views on a wide variety of topics. #TAKE10! takes place, one Saturday a month, at 10AM EST.

On Saturday, May 10, our first #TAKE10! guest was Jason Henzell, [@jasonhenzell](https://www.instagram.com/@jasonhenzell), philanthropist, social entrepreneur extraordinaire, community activist and owner of Jakes Resort in Treasure Beach, a hidden gem in the southcoast of Jamaica. HCI President, Dr. Jacqui Watson, [@drjacquiwatson](https://www.instagram.com/@drjacquiwatson), who met Jason a few years back, conducted the groundbreaking interview, where Jason freely answered questions, shared his vulnerabilities, including challenges he faced running his business during the ongoing pandemic, how he had to pivot to stay afloat, what he has learned about being resilient and the spicy oyster sauce he is very excited about. Of course, our interview lasted more than 20 minutes. Catch the interview [here](#).



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# RPM-Remote Patient Monitoring: A Promising Future, Forward.

Sshune Rhodes, MHA, FACHE - VP/ Virtual Health Officer

#Take10!

Each monthly #TAKE10! Live interview will be advertised with a photo that will serve as the clue of the topic to be discussed and/or the guest that will be interviewed. Below was the May photo clue for our first live interview.



To generate a healthy dose of competition we want our followers to spread the word about the #TAKE10! Iglive interviews with their friends and colleagues and compete to guess what the topic, or who the guest will be, for each interview. Winners will earn a featured spot in our #theHealthyDose newsletter issues.

The next #TAKE10! interview will be on **June 19, 2021 at 10AM EST.**

Look out for the June photo clue advertisement on Instagram @healthconceptsintl, one week before we go live.

Amidst the COVID-19 pandemic and public health emergency (PHE), many institutions faced pressures head-on to develop and provide virtual solutions such as Remote Patient Monitoring (RPM) services practically overnight in order to meet the needs of patients.

According to the Medical Economics Journal, RPM, is a relatively easy way for physicians to keep tabs on patients without requiring them to come into the office. A prevalent way providers can do this is by monitoring the data daily from the recordings of a patient's blood pressure, glucose, pulse oximetry, respiratory flow, or weight. Important steps and key tools that can be used to develop a promising future, forward for RPM service development include:

- strategize program development
- identify physician champions and administrative buy-in
- develop a program charter and solidify use case
- standardize the workflow
- implement a billing and documentation process
- monitor outcomes for continuous process improvement

It is imperative to strategize RPM program development by first having a solid understanding of the problem, and how to resolve it, in order to prevent episodic medical events and, reduce ED visits and readmissions.

In collaboration with key stakeholders and physician champions, administrative buy-in should be at the forefront of leading the RPM service development with the ultimate goal of improving patient outcomes.

Developing an RPM service program charter can be a valuable tool to help establish a framework and formalized structure, inclusive of the charter's purpose, guiding principles, scope and action items, operating procedures, and stakeholders. Solidifying a use case provides RPM service justification, clinical and professional champions, and a gap analysis focusing on exploration of RPM equipment and device needs.

A standardized RPM workflow is an effective tool, and like a recipe consisting of its ingredients, the workflow illustrates a step-by-step roadmap representation of the RPM service process and provides a clear graphic from start to finish.

Billing and documentation implementation for RPM services includes Medicare coverage for patients with one or more acute or chronic conditions, and commercial payer coverage may vary. During the Public Health Emergency, physicians initiated RPM on new and established patients, using the relevant CPT billing codes are 99453, 99454, 99457, 99458, 99473, and 99474.(Medical Economics, 8-2020, p. 20)

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As the RPM service evolves, monitoring outcomes for continuous process improvement is essential to the program's overarching success. RPM will track and follow up on patient vital biometric data and maximize meaningful voice of the patient, family and provider, through the analysis of feedback such as the net promoter score that gauges the likelihood of recommending the RPM service.

RPM holds a promising future, forward, indeed.

**IT'S TIME TO START  
A NEW CHAPTER**

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# Mindfulness and Minding your Mental Health and Well-being.

Dr. Jacqui A. Watson, DO, MBA - President / Chief Strategy Officer

The COVID-19 Pandemic has certainly had a profound impact on how we view our overall mental health and well-being. And, for those that suffer from mental health disorders, the past 15 months has been very challenging with the isolation, social distancing and masked faces, contributing to rising levels of anxiety, depression and substance abuse, both in adults and children.

Mindfulness has been found to improve attitudes, behaviors, physical health and overall mental health and well-being. Further, it has been found that people who practice mindfulness are less likely to stress about the future, or what happened in the past, and are better able to form deep connections with others. Psychotherapists have turned to mindfulness meditation as an important element in the treatment of a number of problems, including: depression, substance abuse, eating disorders, couples' conflicts, anxiety disorders, and obsessive-compulsive disorder.

So, what exactly is Mindfulness and what is its role in mental health and well-being? According to an article by the Mayo Clinic Health System, "mindfulness is the act of being intensely aware of what you're sensing and feeling at every moment." A Harvard Health article describes mindfulness as "the practice of purposely focusing your attention on the present moment—and accepting it without judgment".

Is there even any science behind Mindfulness? Well, yes there is. According to neuroscience research, mindfulness practices diminish activity in our amygdala (the part of the brain that drives the so called fight or flight response and is associated with the bodies fear and stress) and increase the connections between the amygdala and prefrontal cortex (which plays a central role in cognitive control functions). Both of these parts of the brain help us better manage our stress and allow for better recovery from stress when we experience it.

So, how can you practice mindfulness?

Here are a few pointers:

- Breathe: Stop what you're doing and take 3 deep breaths. Relax!
- Take Digital Breaks-Put down that cell phone and disconnect from social media.
- Do One Thing at a Time...yes, that's Ok.
- Find Mindful Moments in Everyday Tasks.
- Wake Up Early: Tune in to your body and be aware of your senses.
- Journal: Jot down your thoughts in a journal daily.
- Meditate, even if it's just for a few moments.
- Plan a Trip. Yes, taking a trip can be great for your mental health and well-being.

# The Future of Work is Hybrid

Kim W. Salandy-DeFour, MA, MBA - Vice President/Talent Acquisition

The nature of how people work and where they work from has dramatically shifted since the beginning of the COVID-19 pandemic. After spending most of the pandemic in a remote posture, as things return to normal and people return to the workplace, the new work normal will be hybrid.

For those who are hesitant to go back in person, perhaps the recent WSJ article entitled, 'Companies Brace for Reality of Hybrid Work', which cautions that workers who stay remote could wind up as second-class corporate citizens, falling behind in promotions and pay, will serve as a motivating factor to trade remote time for some in-person face time.

According to a Willis Towers Watson (WTW) Global Future work survey, there will be less full-time workers and more free agent workers and consultants. AI and social robotics will change all aspects of work and talent acquisition leaving companies with the challenge of matching the demand for new work skills with the new hybrid model.

Recruiting for the best talent will require organizations to offer the right blend of reward and engagement strategies.



## Vision

To disrupt the health status quo, reshape the healthcare landscape, and transform lives.

## Mission

To provide innovative, practical, evidence-based, and cost-effective health, policy, and management solutions.

## Our Core Values

Passion  
Reliability  
Integrity  
Dependability  
Efficiency

# Telehealth and Regulations

Amha Selassie MS, CPM - VP / Chief Regulatory and Compliance Officer

Telehealth or Telemedicine is the provision of medical services remotely through telephonic and electronic communication links. Patients can talk to their providers by phone or video chat, send and receive messages and utilize remote patient monitoring. According to the World Health Organization (WHO), telehealth has been in use since the early 20th century following the development and availability of the telephone, radio and later television. Over the years, the introduction of the internet and growing utilization of communication technologies by the general public have increased the need and demand for telehealth and the development of telemedicine applications. Telemedicine can be used for communication between providers and between patients and providers. Most telehealth services utilize smartphones or a device with an internet connection and audio/video capabilities.

Over the last few decades, the utilization rate of telehealth has been growing. However, because of the lack of clear licensure standards, reimbursement issues, restrictions in the provision of services across statelines, and the like, many people believe that the full potential of telehealth has not been realized.

Since the coronavirus pandemic, however, telemedicine has received a big boost. Because we were all forced into isolation, the federal government and states waived some of the requirements for the provision of telemedicine that had previously presented barriers for utilization by both patients and providers. The need and demand for services and the utilization rates have increased significantly and as a result, there is now a need to reexamine telehealth rules and guidelines in order to make sure that patients continue to take advantage of the benefits of these services.

In addition, because of the stress, anxiety, loneliness, depression, grief, and other problems associated with the pandemic, there is a growing need for access to mental health services and psychosocial support. It is, therefore, critical to making sure that appropriate regulatory mechanisms are developed to protect patients seeking services via telemedicine.

One way to strengthen telehealth services is to develop legal and regulatory frameworks that will govern the delivery of accessible, high-quality, affordable, equitable, and appropriate care. The pandemic has exposed the stark inequities in both health and the health care delivery system. Deliberate efforts have, therefore, to be made by governments to ensure access to telehealth by the underserved, poor, elderly, minority, or rural residents who have poor health literacy and/or access to smartphones, the internet, or Wi-Fi.

In order to meet the needs of patients, providers, payers, and the overall healthcare delivery system, federal, state, and local governments should reexamine their laws, regulations policies, and guidelines in the following areas:

- Licensure laws and regulations;
- Certificate of Need (CON);
- Reimbursement;
- Patient privacy and confidentiality;
- Practice guidelines and ethics;
- Maintenance, protection, and transfer of health data and patient records;
- Adoption of emerging technologies and new ways of providing care;
- Mental health support and online counseling;
- Prevention of fraud and neglect; and
- Guidelines on quality, accessibility, and appropriate use of telemedicine.

Simply put, Telehealth should become a standard of practice and be adopted as a viable tool to improve access to quality care and advance health equity.

Next #tHD Issue November/December 2021