### Summary of Practicum Projects at Anthem Blue Cross Blue Shield:

- **Anthem Digital Health**

  **My practicum with Dr. Liz Kwo at Anthem BCBS involved collaborating with Anthem medical directors and data scientists, and Anthem vendors/partners to evaluate the clinical efficacy of several digital health tools.**

  **Conducted digital health informatics analyses and gained insights into how a large payor organization assesses benefit, risk, and cost-effectiveness of digital therapeutic options to manage musculoskeletal pain and chronic diseases.**

  **Assisted with Anthem’s rapid response to the COVID-19 pandemic.**

  **Assessing Musculoskeletal Digital Health Solutions:**

  - Musculoskeletal disorders are the largest cause of workplace disability and missed days of work. Anthem is evaluating tools to track musculoskeletal injuries, predict responses to treatment and recovery time, and recommend optimal therapeutic options, to reduce lost work time due to disability.
  
  - Worked with data analysts to evaluate the clinical effectiveness of digital health tools intended to evaluate and manage physical therapy for musculoskeletal injuries.

  **COVID-19 Occupational Health and Patient Messaging:**

  - Worked with medical directors at Anthem BCBS to digest CDC guidelines regarding COVID-19.
  
  - Created COVID-19 Return to Work checklist for Anthem insured employers.
  
  - Drafted information handouts to Anthem members regarding coronavirus prevention, symptom recognition, and targeted information for people with high-risk conditions.

  **Cardiac Rehab Evidence-Based Clinical Study:**

  - The cardiac rehab platform is based on the Stanford MULTIFIT Chronic Care Management System and targets management of chronic diseases including post-MI, coronary artery disease, and diabetes.
  
  - Provided clinical perspectives on the scientific/medical validity of studies assessing the platform’s effectiveness for home-based cardiac rehab and diabetes management.

### Operational & Clinical Efficiency in a Community Occupational Medicine Clinic

For this practicum, I gathered data on clinic operations and efficiency, such as clinic scheduling, use of available appointment slots, types of appointments booked, cancellation rates, no-show rates, and whether any differences existed for each day of the week. I gathered this same data after the implementation of a patient appointment reminder system to see if there were any changes in patient behavior, clinical efficiency, and overall clinic operations. Concurrent with data gathering, I also worked directly in the clinic to gain firsthand exposure to clinic operations and insight into potential improvements that would not have been readily apparent from the data alone. I worked with the front-line staff and the business operations manager to review the data and ensure that I had a correct understanding of how our clinical systems functioned.
### Practicum Project Abstracts 2020

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<tr>
<th>Organization/Role</th>
<th>Project Title</th>
<th>Description</th>
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<tbody>
<tr>
<td>Deloitte Consulting, LLP</td>
<td><strong>Increasing Physician Awareness &amp; Adoption of Digital Therapeutics</strong></td>
<td>Digital Therapeutics (DTx) are software products that are used in the treatment of medical conditions. In contrast to other mobile health apps and digital health offerings, digital therapeutics are evidence-based and specifically focused on treatment. DTx have been shown to be quite effective in reducing costs and improving outcomes, which can be especially important for lifestyle-attributed chronic diseases which are estimated to cost the United States about $3.3 trillion dollars. However, few physicians are aware of DTx, and limited physician awareness or understanding of DTx may limit its growth and perceived legitimacy. Ultimately, getting physicians to adopt this technology is important, as the engagement between physicians and patients with DTx can improve compliance with these health tools and ultimately, outcomes. During the practicum, extensive secondary sources were reviewed and interviews with 14 subject matter experts were conducted to understand the problem further and determine possible solutions. We determined that strategic partnerships and effective education throughout and after medical training can increase awareness of DTx among patients. Tactics identified to increase physician adoption included: involvement of physicians in the prescribing process, distinguishing DTx from ‘wellness’ apps, informing physicians to drive decisions, integrating into the clinical workflow, unburdening physicians from troubleshooting, and mitigating liability risk.</td>
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<td>Massachusetts Coalition for Occupational Safety and Health (MassCOSH)</td>
<td><strong>Community Healthcare Workers: Hazards and their role in Occupational Health and Safety</strong></td>
<td>This practicum project involves helping to create policy and guidance for Community Health Workers’ occupational safety and health training and work-place safety checklists. At this time, there is no set regulation mandating Community Healthcare Worker occupational safety training. Due to the fact that the term Community Health Worker can encompass varying ranges of services and employee training levels, it is hard to create a generalized training program that captures all of the at risk job functions. However, by narrowing down the most common community health worker occupational hazards and streamlining a training curriculum to address those risks, we can hopefully mitigate potential workplace injuries across the spectrum of these Community Healthcare Workers. To accompany the establishment of a training curriculum and guidelines, we hope to also develop a home safety screening/checklist which community healthcare workers can use to evaluate each home work-site prior to providing care services. The combination of occupational safety training and a site safety screening/checklist should provide reasonable control and risk management for occupational hazards among this under-represented worker population.</td>
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