



# NATIONAL CONSORTIUM OF

TELEHEALTH

RESOURCE

CENTERS

ANNUAL  
REPORT 2019

# ANNUAL REPORT

**14** Organizations

**15+** Years Experience

**50** States Reached



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# ABOUT THE NCTRC

*The National Consortium of Telehealth Resource Centers (NCTRC) is dedicated to building sustainable telehealth programs and improving health outcomes for rural and underserved communities.*

In 2017, the 12 regional and 2 national Telehealth Resource Centers (TRCs) began operating collaboratively as the NCTRC ([www.telehealthresourcecenter.org/](http://www.telehealthresourcecenter.org/)).

Funded by the U.S. Department of Health and Human Services (HHS) Health Resources & Services Administration (HRSA) Office for the Advancement of Telehealth (OAT) for nearly 15 years, the TRCs provide unbiased, nonpartisan and expert telehealth technical assistance to health care organizations, networks, and providers with a focus on community health centers such as federally qualified health centers (FQHCs) and rural health clinics (RHCs). The TRCs provide advice on how to implement

cost-effective telehealth programs, with particular emphasis on rural and medically underserved areas.

The TRCs specialize in training, education, research, clinical applications and consultation services that are founded on staff expertise and knowledge. Their unique and dedicated skills, experience, and knowledge have provided services that have facilitated the utilization and growth of telehealth, addressing the needs of some of the nation's most vulnerable populations. As the telehealth industry continues to expand, the TRCs will help America's health system transition into a new era.



## CONSORTIUM MEMBERS

### California Telehealth Resource Center

Kathy Chorba, Executive Director  
[www.caltrc.org](http://www.caltrc.org)

### Great Plains Telehealth Resource and Assistance Center

Jonathan Neufeld, Ph. D, Program Director  
[www.gptrac.org](http://www.gptrac.org)

### Heartland Telehealth Resource Center

Eve-Lynn Nelson, Ph. D, Principal Investigator  
[www.heartlandtrc.org](http://www.heartlandtrc.org)

### Mid-Atlantic Telehealth Resource Center

Kathy Hsu Wibberly, Ph. D, Director  
[www.matrc.org](http://www.matrc.org)

### Northeast Telehealth Resource Center

Danielle Louder, Program Director  
Terry Rabinowitz, MD, DDS, Principal Investigator  
[www.netrc.org](http://www.netrc.org)

### Northwest Regional Telehealth Resource Center

Deb LaMarche, Principal Investigator  
[www.nrtrc.org](http://www.nrtrc.org)

### Pacific Basin Telehealth Resource Center

Deborah Birkmire-Peters, Ph. D, Program Co-Director  
Christina Higa, Program Co-Director  
[www.pbtrc.org](http://www.pbtrc.org)

### South Central Telehealth Resource Center

Hari Eswaran, Ph. D, Principal Investigator  
[www.learntelehealth.org](http://www.learntelehealth.org)

### Southeast Telehealth Resource Center

Rena Brewer, MA, RN, Principle Investigator  
[www.setrc.us](http://www.setrc.us)

### Southwest Telehealth Resource Center

Elizabeth A. Krupinski, Ph. D, Co-Director  
Ronald S. Weinstein, MD, Co-Director  
[www.southwesttrc.org](http://www.southwesttrc.org)

### TexLa Telehealth Resource Center

Ariel Santos MD, Principal Investigator  
[www.texlatrc.org](http://www.texlatrc.org)

### Upper Midwest Telehealth Resource Center

Becky Sanders, MBA, Program Director  
[www.umtrc.org](http://www.umtrc.org)

### Center for Connected Health Policy

Mei Wa Kwong, JD, Executive Director  
[www.cchpca.org](http://www.cchpca.org)

### Telehealth Technology Assessment Resource Center

Doris T. Barta, MHA, Director  
[www.telehealthtechnology.org](http://www.telehealthtechnology.org)



# NATIONAL REACH

# PARTNERSHIPS

*The results of collaboration.*

## FQHC Webinar Series

FQHCs expand health care access to the medically underserved and uninsured, acting as a safety net for millions of patients.

In recent years, FQHCs have shown increased interest in establishing telehealth programs. The TRCs have helped FQHCs through education and implementation of telehealth services. FQHCs operate uniquely from one another, and there are few resources to be shared between FQHCs when starting their own telehealth program. With the telehealth industry rapidly

growing, TRCs have identified gaps in information and begun to create resources aimed specifically at FQHCs. In 2019, the TRCs developed a series of informational webinars for FQHCs on how to integrate telehealth into their organizations.

**Over 1,750**  
FQHC Webinar registrations



“  
**Very informative session in whole, great collaborative mix of perspectives.**  
”

These specific webinars were designed to train and educate FQHCs on how to set up a successful telehealth program, and featured three key topic areas that are particularly relevant to FQHC's current needs: chronic care management, opioid use disorder, and mental/behavioral health. With **over 1,750 registrations**, audiences received varying perspectives and approaches to improve their telehealth programs.

## TRC Toolkits

In 2019, the TRCs developed a number of toolkits in collaboration with health professionals for various disciplines such as telebehavioral health, remote patient monitoring, tele-MAT, school telehealth, and telegenetics. Various toolkits can be found on our website. ([www.telehealthresourcecenter.org/resources/](http://www.telehealthresourcecenter.org/resources/))



## HIMSS Collaborator

The TRCs attend the Healthcare Information and Management System Society's (HIMSS) annual conference. Recently, HIMSS has recognized the NCTRC as a key player in telehealth, and now the TRCs are a HIMSS collaborative partner. The TRCs recognize this as an exciting opportunity in that health care professionals from different backgrounds are recognizing telehealth as an integral part of effective health care delivery.

# OUR WORK AND IMPACT

*The world of health care is becoming interconnected and digitized as a result of modern technology. Who is impacted and how is telehealth changing the landscape?*



For over a decade, the TRCs have fielded tens of thousands of telehealth technical assistance (TA) questions. The TRCs cover and provide expertise on a wide range of topics that few can match.

Queries vary from legal issues and reimbursement to technology, specialty care, and substance use disorders. As telehealth expands, the TRCs have seen a significant increase in TA and demand for their unique services and expertise. The average consult time (time to research and respond to a given inquiry) for TA is 16 hours, showing how complicated telehealth questions have become.

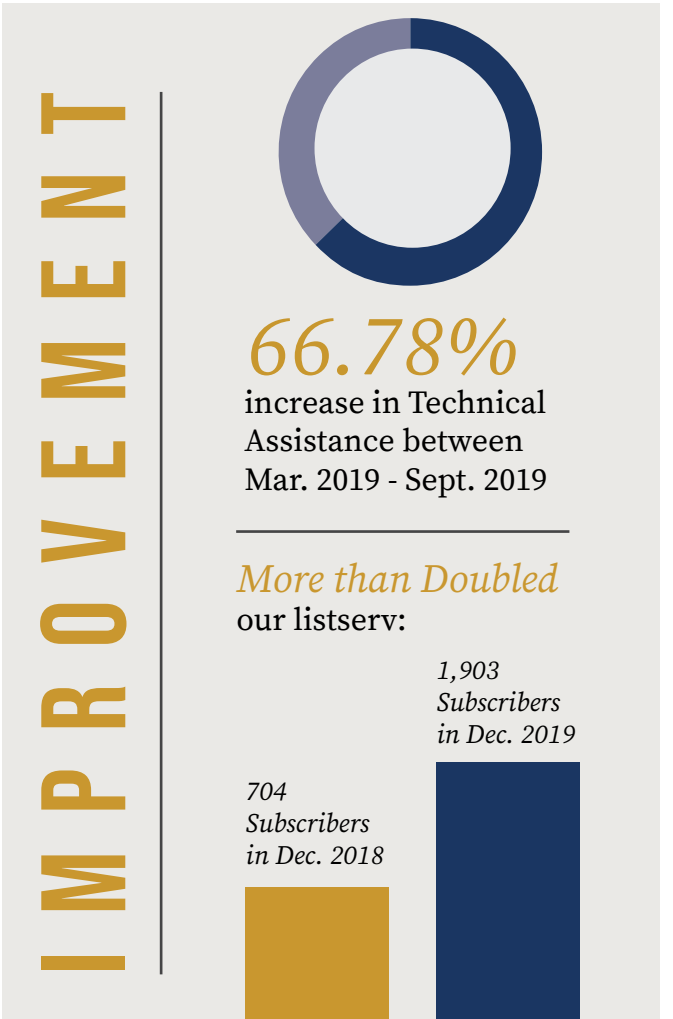
The TRCs assist various health care organizations navigate the complexities of telehealth. TRCs can address basic aspects of a telehealth program, such as what technology is needed, and how will staff be trained in this new service. TRCs can also address in-depth technical questions, such as what happens when the provider wants to reach patients across state lines. The TRCs are constantly tracking new developments and state policy trends to help novices and veterans in the field. Testimonials from past clients attest to the quality of our work, reinforcing our mission to help health services reach underserved communities.

“

*Mary and Jonathan provided a training to our clinical staff that will be utilizing telehealth services to reach our clients. They were very professional, prepared and made the process comfortable and fun for everyone. Their depth of knowledge was appreciated by our staff and it helped them grow in their service delivery to the clients we serve! Thanks gpTRAC!*

”

**Amy Hartman, Managing Director of Behavioral Health**  
Volunteers of America



# OUR REACH



TRCs excel at educating and reaching audiences in telehealth. Over the 2018 - 2019 fiscal year, the TRCs had nearly **9,000** total attendees in webinar trainings. Webinar topics have encompassed a wide spectrum of topics. Our expertise goes beyond FQHCs/RHCs and our expert staff have an expensive network of speakers that can address program development, policy, and more. Also available on regional TRC websites are various resources and training modules that thousands of people access every day.

in telehealth. Some TRCs have transitioned from hosting an annual conference to visiting states in their region to conduct smaller workshops with state-tailored agendas and educational material. TRCs have reached **over 7,000** people through regional conferences and training events. Audiences at these events are primarily state leaders, health system executives, and medical providers.



Several of our TRCs host regionally focused conferences. These conferences are designed to address region-specific barriers and challenges commonly encountered



## Accomplishments



[CTRC and NETRC Collaboration: Telehealth Coordinator eTraining Toolkit](#)

[Results of HTRC's 2019 Physician Assistant Telehealth Survey](#)



[MATRC's Telegenetics Toolkit](#)

[SCTRC's Newly Developed Digital Health Training Modules](#)



[CCHP's 50 State Telehealth Laws, Regulations and Medicaid Reimbursement Policies Report](#)

[TTAC's New and Updated Website](#)

## “ Testimonials

*“The training was an opportunity for HRSA recipients serving People Living with HIV in rural communities to learn about current innovative practices, collaborate and network with other HRSA recipients. Sharing your knowledge and expertise contributed to the success of our training. We successfully hosted approximately 100 HRSA recipients with your help.”*

**- Mahyar Mofidi, DMD, PhD, Captain, United States Public Health Service, Chief Dental Officer HIV/AIDS Bureau of Health Resources and Services Administration**

*“Finding gpTRAC was a catalyst for us to the next level of development in our telehealth program. There are numerous resources available on the website which are helpful. The most helpful resource [are] the people. We are provided with such quick responses to emails and calls and always provided with more information than we asked for.”*

**- Martha Stricker MBA, RN, CMPE**

*“I was blown away by the Telehealth Conference yesterday! [UMTRC] did a fantastic job on putting that together and getting some wonderful speakers to participate. I learned a lot and I'm looking forward to next year. Thanks a million for all your hard work, and again, very well done on the conference!”*

**- John Knowles, RN, RHIA, Health Information Technology Specialist Qsource**

*“I'm writing to share the good news that Simmons has received the HRSA grant for the Opioid Workforce Expansion Project. I cannot thank [NETRC] enough for your letter of support and for your consultation in the process. I am now circling back to you because we would very much like to work with you in our efforts to train our students in telehealth.”*

**- Jennifer M. Putney Ph.D, LICSW  
Simmons University School of Social Work**

”



# NATIONAL PROJECTS

*The focus on Policy and Technology:  
Our national TRCs and major projects*



## CENTER FOR CONNECTED HEALTH POLICY

The Center for Connected Health Policy (CCHP) issues a 50-State Telehealth Laws and Reimbursement report on a bi-annual basis that offers policymakers, health advocates and other interested health care professionals an overview of state telehealth laws, regulations and Medicaid policies. This twice yearly report details state initiatives and policy trends regarding telehealth. For example, in the 2019 report, one recent finding indicated that forty states and D.C. currently have a law that governs private payer telehealth reimbursement policy.

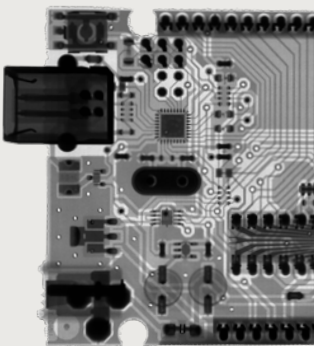
Learn more about CCHP at [www.cchpca.org](http://www.cchpca.org).



## TELEHEALTH TECHNOLOGY ASSISTANCE AND RESOURCE CENTER

The Telehealth Technology Assistance and Resource Center (TTAC) conducts a nationwide Telehealth Technology Showcase. TTAC travels to regional TRC conferences and provides audiences an interactive experience with the latest telehealth technology. Attendees are able to participate in hands-on demonstrations, and those new to the field have the opportunity to discuss technology choices with experts. TTAC offers a variety of services in technology assessment and assists consumers by matching appropriate technology to their respective telehealth programs.

Learn more about TTAC at [www.telehealthtechnology.org](http://www.telehealthtechnology.org).



# NCTRC NATIONAL WEBINAR SERIES

Every month, the NCTRC presents an educational telehealth webinar. Topics range from policy trends to the success of telehealth in various clinical specialties such as emergency medicine. Some of the more popular topics from 2019 were:

## Feb.

379

registrants

Topic:  
CMS 2019 Updates

## May

240

registrants

Topic:  
Distance Counseling: Best Practices in Higher Education

## Apr.

309

registrants

Topic:  
Telehealth: How to Do It Right!

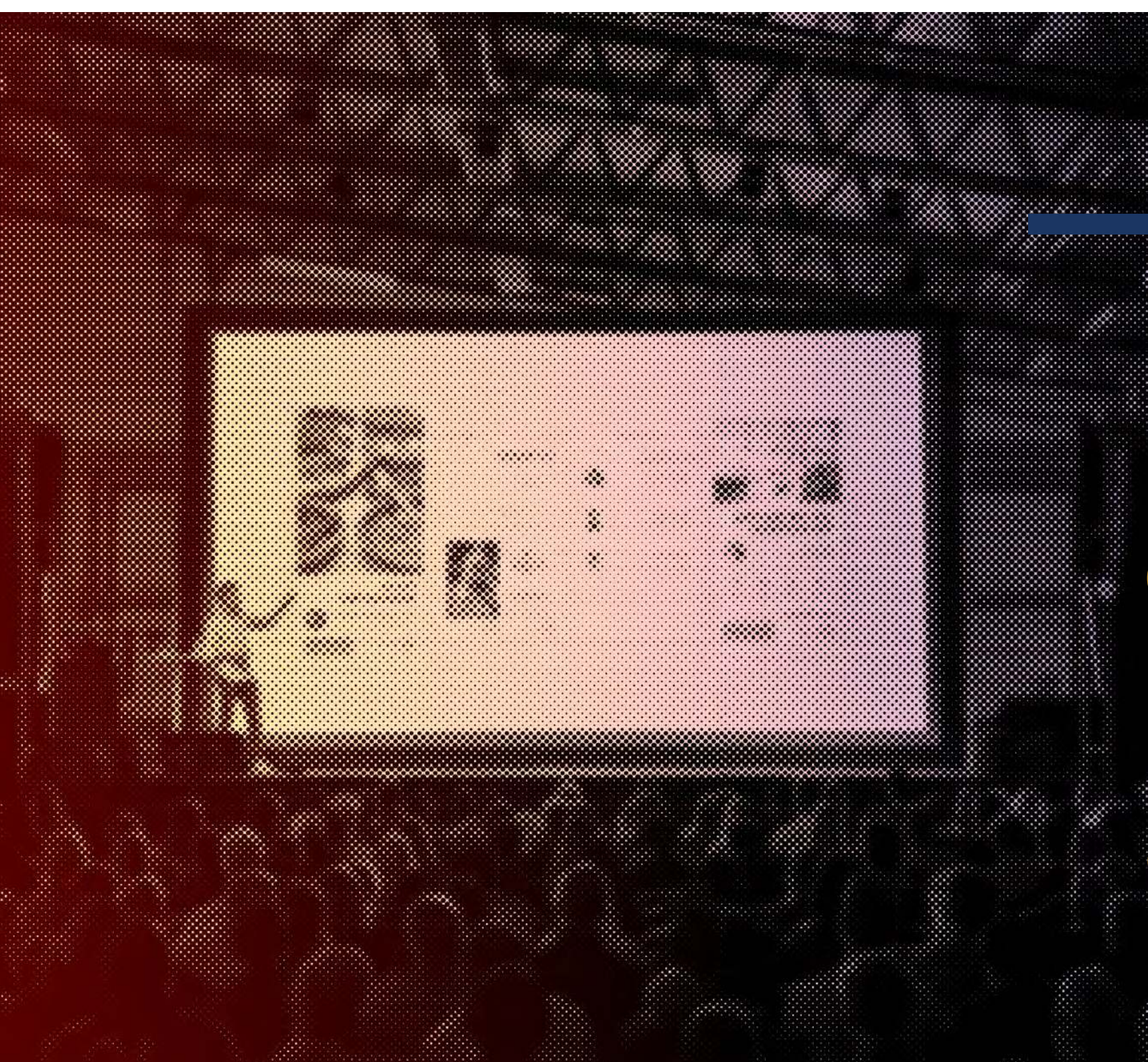
## Aug.

240

registrants

Topic:  
PATH & Healthcare Transformation: Advancing Robotics and AI in Healthcare

2,176  
total registrants  
in 2019



# 2019 IN CONCLUSION

The National Consortium of Telehealth Resource Centers have assisted and educated thousands of healthcare professionals in 2019. The support, growth, and demand for telehealth services will only continue to grow. The TRCs

are positioned to provide expertise and experience to advance the use of telehealth and connect rural and underserved communities for a healthier America.



## Contact us

We welcome new connections and friends who believe in helping Americans receive quality healthcare as strongly as we do. You can find our contact information below to get in touch.



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@NCTRC



[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)

The National Consortium of Telehealth Resource Centers (NCTRC) is an affiliation of the 14 Telehealth Resource Centers funded individually through cooperative agreements from the Health Resources & Services Administration, Office for the Advancement of Telehealth. The goal of the NCTRC is to increase the consistency, efficiency, and impact of federally funded telehealth technical assistance services. This report was made possible by 14 Telehealth Resource Centers and administered through grant #G22RH30365 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, Department of Health and Human Services.