NRTRC Regional Telehealth Survey
* Respondents may deliver services in multiple states
Geographic Distribution

States Where Respondents Deliver Services

* Respondents may deliver services in multiple states
Survey Response

• 4-fold increase!

Number of Completed Surveys
2020 and 2021

- 2020: 224
- 2021: 941
Which best describes your organization?

* Respondents can select all that apply
Types of special populations served

- Minority populations: 23%
- Veterans: 12%
- Alaska Native: 14%
- American Indian: 19%
- Rural underserved: 17%
- Urban underserved: 19%
- Not serving any of these populations: 2%
- Unsure: 5%

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Position or role type?

* Respondents can select all that apply
Health care services delivered by telehealth, 1 of 2

Distribution of health care services delivered by telehealth

* Respondents can select all that apply
Distribution of health care services delivered by telehealth

* Respondents can select all that apply
Health care services delivered by telehealth

- Distant site: where provider is (34%)
- originating site: where patient is (13%)
- Both as a distant site and originating site (48%)
- Other (5%)
How long has your organization been offering telehealth services or programs?

- Less than 1 year: 10%
- 1-3 years: 70%
- 3-6 years: 10%
- 6-10 years: 5%
- More than 10 years: 5%
- Planning to implement: 3%
- Unsure: 2%
Do you or your organization use an electronic health record (EHR)?

Type of telehealth platform used:
- Not currently using any telehealth platform(s) - 45%
- Standalone solution
- Integrated with EHR - 28%
- Unsure - 23%
Telehealth Platforms or Vendors in Use

- Zoom for Healthcare
- doxy.me
- Epic MyChart
- Microsoft Teams
- Integrated in our E.H.R.
- Vsee
- Webex
- Teledoc
- Lifesize
- eVisit
- Vidyo
- Cerner Video Visit
- Amwell
- Updox
- VisuWell
- MEDITECH Expanse
- Chiron Health
- SimplePractice
- Google Meet
- Phone
- Psychology Today
- Unknown
- CareLogic
- TheraNest
- TherapyNotes
- Athena
- Charm
- RainTree
- Avatar

Other TH Platforms/Vendors
Is your organization using any telehealth peripherals?

- No, we are not using any peripherals (94%)
- Yes, we are using peripherals (6%)

Something else (please specify):
- ROM smartphone app
- Camera for inside mouth
- Pulse/ox
- mHealth
- Oximeter
- CGM
- Dermascope
- Amwell eye lens

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Will you offer telehealth services after the COVID-19 pandemic is over or the public health emergency declaration is lifted?

- Yes: 69%
- No: 2%
- Unsure: 29%
What telehealth related data are you collecting?

- Not collecting data
- Patient satisfaction
- Staff satisfaction
- No show rates
- Patient barriers
- Trends for visit types
- Something else
- Transfers to higher level of care
- Needs assessment
- Impacts on CQMs
- Use by discipline
- ED visits, admissions
How does your organization receive telehealth-related training and support?

- None: 11%
- Internal: 28%
- External: 27%
- Both: 35%
What telehealth resources, tools, training and/or support do you or your organization need?

Top 15 Needs

- No training needs
- Patient access barriers
- TH policies and procedures
- HIPAA Privacy/Security
- Certification and/or CEU
- Rules and regulations
- Support/training for TH
- Online training
- Quality assurance/improvement
- Billing and reimbursement
- Technology
- Workflows
- Virtual care team guidance
- Broadband access
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

If no, what are primary reasons why?

If no, what are primary reasons why?

- Not applicable to my/our practice
- Concerns with reimbursement (please specify):
  - Lack of patient engagement/participation
  - Lack of clinician/staff buy-in
  - Concerns with return on investment
  - Lack of leadership
Providing or in the process of implementing...

<table>
<thead>
<tr>
<th>Virtual Service</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Check-Ins</td>
<td>20</td>
<td>47</td>
<td>60</td>
</tr>
<tr>
<td>Remote Eval of Recorded Info</td>
<td>18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Visits (incl. FQHC &amp; RHC)</td>
<td>24</td>
<td>47</td>
<td>66</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>24</td>
<td>51</td>
<td>62</td>
</tr>
<tr>
<td>Principal Care Mgmt (PCM) – incl. FQHCs/RHCs</td>
<td>11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs</td>
<td>29-BHI</td>
<td>39</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td>14-CoCM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Surprising number of people unsure about these services.
- May be opportunities to increase PCM, BHI and CoCM.

*CoCM – Psychiatric Collaborative Care Services
Providing or in the process of implementing...

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<tr>
<th>Virtual Service</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Evaluation and Management (E/M) Services</td>
<td>38</td>
<td>51</td>
</tr>
</tbody>
</table>

**Telephone E/M Services (Breakdown)**

<table>
<thead>
<tr>
<th>By a <strong>physician or other qualified healthcare professional</strong> (99441-99443)</th>
<th>37</th>
</tr>
</thead>
<tbody>
<tr>
<td>By a qualified <strong>nonphysician health care professional</strong> (98966-98968)</td>
<td>20</td>
</tr>
<tr>
<td>By a <strong>FQHC/RHC</strong> (G2025)</td>
<td>7</td>
</tr>
</tbody>
</table>
Providing or in the process of implementing...

<table>
<thead>
<tr>
<th>E-Consults (aka Interprofessional Consultations)</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>By the <strong>consultative physician</strong>, including verbal and written report</td>
<td>22</td>
<td>41</td>
<td>65</td>
</tr>
<tr>
<td>By the <strong>requesting/treating physician</strong></td>
<td>17</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remote Physiologic/Patient Monitoring</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial set up and patient education</td>
<td>18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related remote patient monitoring services</td>
<td>17</td>
<td>51</td>
<td>56</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>12</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>