

The Telehealth Resource Centers (TRCs) have expertise in each of the following common telehealth skill areas: *Operations/Work flow, Planning/Assessment, Tech Assessment/Selection, Evaluation/Quality Improvement, Reimbursement, Policy/Regulations*. The TRCs also have competencies in a broad variety of more in-depth focus areas and specialties, including but not limited to those listed in the table below.

TELEHEALTH RESOURCE CENTER SKILLS MATRIX

TRC	Skill Area(s)	Clinical Telehealth Specialties
California	Rural Health; Readiness Assessments and Preparedness; Program Development and Implementation; Grant Development and Project Management; Tool Development; Workflow and Change Management Support; Consumer Education; Digital Literacy; Virtual and Onsite Curriculum Training and Development	All outpatient specialties, ED & ICU, Public Health, School Based Telehealth and Remote Patient Monitoring, DTC, General Clinical Programs
Great Plains	Mental health, outcomes and services research, consumer education, rural health, and policy, telehealth program development & implementation, telehealth project management, workflow support, virtual & in-person training	Telebehavioral Health, Remote Monitoring, eHospitalist, Stroke, Telepsychiatry, Tele-PT/OT/SLP
Heartland	Rural, Frontier, and Tribal Health; Communications/promotion; Billing, coding, & compliance; readiness assessment	Telebehavioral health, Project ECHO/telementoring, School-based telehealth, Prevention and public health, CHW, Pediatric and developmental services, TeleHospice, Teledermatology
Mid-Atlantic	Rural health, public health, program evaluation, strategic planning, policy, education and training, telecommunications, congregate care settings (long-term care, group homes, jails, prisons), older adults and people with disabilities	Behavioral health, neurology/stroke, population health/remote patient monitoring, chronic disease management, school telehealth, e-consults, many areas of specialty care for adult and pediatric populations, geriatrics, autism
Northeast	Training/curriculum development (online and traditional), rural health, public health, digital equity and inclusion, broadband expansion, coalition building, program planning and implementation, proposal development, communications, billing/coding, quality improvement, value-based care, Project ECHO	Telepsychiatry, teledermatology, sleep med psychology, post-surgical wound follow-up; tediabetic retinopathy screening; telestroke; evisits (asynchronous) PCP /patient; eConsults, telepalliative care; TeleSUD; Disaster response; TeleSANE
Northwest	USAC funding programs, broadband, public health, USDA DLT grants, online training/curriculum development, digital equity, digital inclusion, digital health navigation	Telestroke, Acute Telehealth Programs, School Based Telehealth, Behavioral Health support groups
Pacific Basin	Grants Development, Project ECHO, FCC Funding, small island very rural environments, digital literacy, digital equity, broadband, coalition building, health informatics	Behavioral health, Telepsych, Stroke, Telederm, Specialty care in general, maternal health, Telegenetics
South Central	Research and Evaluation, digital health demonstrations, grant and project management, outreach, marketing and social media, videography and media development, instructional tools development, scientific and educational event planning, web development, graphic design	General clinical programs, remote patient monitoring, high-risk OB, Neonatology, Telestroke, Correctional Telehealth, Teletrauma, eVisits/DTC, school health, telenursery, TeleSane
Southeast	Coalition building, Emergency Preparedness & Response, conference/event planning, Public Health, Rural Health, State and Federal policy & reimbursement, State workgroup formation and facilitation, technology assessment, telehealth project management, telehealth program development and implementation, virtual and in-person training, Women Infants and Children (WIC), workforce development & provider education	Adult Telehealth, Tele-Behavioral Health, Corrections Telehealth, Tele-Dentistry, Tele-Dermatology, Tele-Emergency Response, Tele-Infectious Disease, Tele-Lactation support (WIC), Maternal Fetal Medicine (High Risk OB), Tele-Nutrition Education (WIC), Telehealth, Pediatric Telehealth, Pediatric Autism Spectrum Disorder-Early Diagnosis & Intervention Education, Tele-Primary Care, Project ECHO, Tele-Psychiatry, Remote Patient Monitoring, School-Based Telehealth, Skilled Nursing Facilities Telehealth, Tele-Stroke, Tele-Therapy for early pediatric intervention and Video Direct Observation Therapy for TB patients
Southwest	Business of Telemedicine, Broadband, Evaluations, Facility Design, Grants, Human Factors, Information Technology, IT Security and HIPAA, Rural Health, State & Federal Policy, Telegenetics, Telemedicine Education, Telemedicine Training, Healthcare Law	Telehospice and Palliative Care, Tele-infectious Disease/HIV, Telepathology, Teleradiology
TexLa	Rural and frontier public health, health care quality and equity, multidisciplinary and collaborative healthcare, informatics, nursing, broadband technology, telehealth policy, telehealth training and education	Telepsychiatry and behavioral health, Correctional telehealth, School-based Telemedicine, Telemedicine education, Tele-Trauma, Tele-Surgery, Tele-Burn and Teleneurology
Upper Midwest	FCC Funding for Broadband Access, Rural Health Care, Telehealth Program Development and Sustainability, Public Health, Population Health, and Emergency Preparedness and Continuity Planning, Needs Assessment/CHNAs, Grant Development/Writing, Diversity/Equity and Inclusion/Justice	Telestroke, Telepsychiatry, Tele-behavioral health, Tele-trauma, School-based telemedicine
Center for Connected Health Policy	State and Federal Policy, legal and regulatory expertise on health and telehealth issues including reimbursement, prescribing, licensing, etc.	N/A (policy-specific only)
Telehealth Technology Assessment Center	Technology Assessment, Integrating Telehealth into the E.H.R., establishing telehealth protocols for network design and expansion	Teledermatology, Telecardiology, Telepsychiatry, Primary Care

Who are the Telehealth Resource Centers?

Strong Expertise

TRCs are experts in program development and administration

Diversified

Our centers are throughout the country, housed in various organizations with ample resources

Professional Back-grounds

Our staff are experts in a variety of fields, from business to academia.

For over a decade, Telehealth Resource Centers (TRCs) have provided the nation comprehensive, unbiased information and education in telehealth. Staffed by the most knowledgeable telehealth experts in the country, TRCs are funded by the U.S. Department of Health and Human Services' (HHS) Health Resources and Services Administration (HRSA) Telehealth Innovations and Services Division, Office for the Advancement of Telehealth (OAT).

Our twelve regional centers cover the nation, Puerto Rico, the US Virgin Islands, and the Affiliated Pacific Islands. Two centers have a national focus; one specializing in technology assessment, and the other on policy, both offering their services across the nation.