



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

NCTRC Annual Report **2023**

www.TelehealthResourceCenter.org
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NCTRC Annual Report 2023

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From the NCTRC Project Manager

As the country transitioned out of the COVID-19 Public Health Emergency (PHE), telehealth remained an essential tool to deliver healthcare across the country. The [National Consortium of Telehealth Resource Centers \(NCTRC\)](#), consisting of the 14 Telehealth Resource Centers (TRCs), worked diligently to provide up-to-date information and resource guides on PHE telehealth flexibility planning, including the creation of a central [webpage](#) dedicated to end of PHE resources for providers and patients alike with up-to-date information on the latest telehealth policy changes.

This year was also marked by a period of collaboration for the NCTRC as we partnered with several key players in the telehealth space. The NCTRC was a proud partner of the American Telemedicine Association (ATA) Annual Conference & Expo, the International Society for Telemedicine & eHealth Global Connections for Sustainable Telehealth Conference, and the Society for Education and the Advancement of Research in Connected Health. These conferences provided a platform for the NCTRC to grow its national identity and inform stakeholders across the healthcare industry of the various TRC resources available to the public. Recognizing the benefit and capabilities of telehealth to provide key services to all groups, the NCTRC also collaborated with the National Network of the National Library of Medicine and the Pacific ADA Center to co-host webinars to educate the public on the important work the TRCs have accomplished within the field of telehealth and accessibility. The NCTRC continues to be a valuable community partner at both the regional and national levels.

Additionally, the TRCs' commitment to health equity and digital inclusion was especially evident within this past year. The NCTRC developed a [digital navigation toolkit](#), providing helpful resource links relating to digital health navigators for both newcomers and veterans in the digital navigation field. Also, in coordination with the North Carolina Department of Health and Human Services, we helped create [over 25 factsheets](#) focusing on telehealth for patients who are deaf, hard of hearing, and deafblind. These factsheets provide helpful information for communication accommodations needed for a successful and equitable telehealth appointment.

This work would not be possible without the [Health Resources and Services Administration \(HRSA\) Office for the Advancement of Telehealth \(OAT\)](#), which provides funding for this program. Through significant expertise and partnerships with stakeholders, the NCTRC rose to the challenge of helping the nation advance telehealth in an ever-changing healthcare landscape. As there continues to be increased interest in the field of telehealth, the TRCs remain committed to providing vital technical assistance, training and resources to the nation's healthcare system and citizens. On behalf of the staff across all 14 TRCs, we are pleased to provide this annual report on our activities for 2023.



Aria Javidan

Aria Javidan, MPH
Project Manager, NCTRC

About the NCTRC

The National Consortium of Telehealth Resource Centers (NCTRC) is a collaborative of the 12 regional and 2 national Telehealth Resource Centers (TRCs) committed to assisting organizations in the implementation of telehealth programs for rural and underserved communities.

The TRCs are funded through cooperative agreements with the U.S. Department of Health and Human Services (HHS) Health Resources and Services Administration (HRSA) Office for the Advancement of Telehealth (OAT). The 12 regional TRCs cover all 50 states and the District of Columbia, the affiliated Pacific Islands, Puerto Rico and the US Virgin Islands. The remaining two centers have a national focus and include the Center for Connected

Health Policy and the Telehealth Technology Assessment Resource Center which focus on policy and telehealth technology, respectively.

The NCTRC provides unbiased, nonpartisan and expert telehealth technical assistance to various health care organizations throughout the country, with particular emphasis on rural and medically underserved areas. The regional TRCs are experts in telehealth implementation. TRCs are equipped to provide TA, training, education, and resources on various topics. Each TRC has a regional uniqueness, allowing them to provide a wide range of assistance that targets local community needs. The vision of the NCTRC is to connect health providers to people through telehealth, starting with rural communities.



TRC Spotlights



**Center for Connected
Health Policy**

THE NATIONAL
TELEHEALTH POLICY
RESOURCE CENTER

Center for Connected Health Policy (CCHP)

NATIONAL CENTER

Mei Wa Kwong, JD, Executive Director
www.cchpca.org

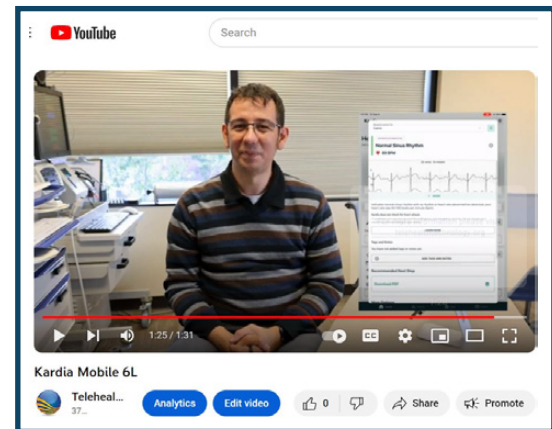
The beginning of the year started with many believing 2023 would usher in significant changes to telehealth policy due to the end of the public health emergency (PHE) and the uncertain future of the temporary COVID-19 federal telehealth policy waivers. This generated a high volume of technical assistance inquiries as the public tried to figure out, with CCHP's help, what would happen to the telehealth-delivered services they had been receiving, and providing, the last few years once the PHE was declared over. This high demand for policy help and interest was also reflected in the amount of traffic to CCHP's website, particularly the state policy finder which generated nearly 750,000 unique views. CCHP was also able to provide more information on the 50-state policy finder with the addition of Puerto Rico and the Virgin Islands, and thanks to additional funding from the National Association of Community Health Centers (NACHC), a section dedicated to the Medicaid fee-for-service telehealth policies specifically for federally qualified health centers. CCHP looks forward continuing to work with the telehealth community on policy in 2024.



Telehealth Technology Assessment Resource Center (TTAC)

NATIONAL CENTER

Jordan Berg, Director
www.telehealthtechnology.org



TTAC's dedicated team and subject matter experts have continued to deliver comprehensive telehealth technology insights to various groups and individuals across the United States. Enhancing our engagement and outreach efforts TTAC has placed increased emphasis on improving its social media presence and relevance. Our toolkit "What Technology Will Most Impact Healthcare in 3-5 Years" created by our Crystal Ball Project Team launched in August 2023, and has garnered significant attention with 267 views and 109 downloads. The toolkit featured insights into the future of telehealth technology and its potential impact. TTAC was also able to provide the Telehealth Technology Showcase at events hosted by NRTRC, MATRC, GPTRAC, and UMTRC. We have also paid special attention to our short form Innovation Watch posts, focusing on incorporating more robust content, improved product images, and the addition of demo and unboxing videos. These efforts collectively contribute to TTAC's commitment to advancing telehealth technology and fostering innovation in the field.

**"Always enjoy the quality of
presenters and subject matter
the NCTRC delivers. Learned
something new on the last
webinar which means it was
time well spent."**

- NCTRC WEBINAR ATTENDEE



California Telehealth Resource Center (CTRC)

CALIFORNIA

Sylvia Trujillo, MPP, JD, Executive Director
www.caltrc.org

The CTRC team continued its work to provide timely and relevant no-cost digital health education opportunities and resources to the California region. In 2023, CTRC hosted an annual Summit, monthly virtual office hours, and regular online training sessions for over 2100 total registrants on topics such as school-based services, regulation and coverage updates, program sustainability, and best practices for provider and staff training. CTRC's live virtual learning events received an average satisfaction rating of over 90%. We also presented a webinar for the National Association of Community Health Clinics and contributed to 5 additional conferences. Our team provided 560+ hours of training, technical assistance, and outreach. We published [10 blogs](#) to provide relevant and timely information on various topics, as well as an on-demand [RPM/RTM online course](#) and several [quick resources](#). CTRC also maintained and expanded the website's [Provider](#) and [Patient](#) resource pages as well as our [events calendar](#). This year, CTRC launched its first-ever advisory board with strong connections in our state and across the nation which will provide our team with increased digital health subject matter expertise and a deeper regional connection. We regularly post and share updates to our combined 7200+ social media followers and newsletter subscribers. [Subscribe](#) or [follow us](#) to stay informed!



Great Plains Telehealth Resource & Assistance Center (gpTRAC)

IOWA, MINNESOTA, NEBRASKA, NORTH DAKOTA, SOUTH DAKOTA AND WISCONSIN

Jonathan Neufeld, PhD, Program Director
www.gptrac.org

Throughout 2023, gpTRAC continued to engage with a wide variety of organizations from across our six-state region and beyond. gpTRAC participated in at least one state-wide healthcare conference in each of the six states we serve, attending ten events. The gpTRAC team provided 19 webinars and presentations targeted at either our region or a national audience. A new project this year was the development of state-specific telehealth policy update webinars delivered uniquely for each of gpTRAC's states. They were well received and are being planned again in 2024. These webinar sessions were recorded and added to our growing video library, which also includes a series on tele-behavioral health services and an intra-TRC training series around our data collection platform. The newsletter is distributed to almost 2400 subscribers monthly and has an open-rate of over 50%. Our website has received over 5,300 visits.

The majority of our technical assistance requests come through email communications, followed by in-person contacts at the outreach events we attended and presentations provided. gpTRAC assisted 320 clients (237 within our region), with 192 repeat clients. The topics of these requests continue to be wide-ranging but are requiring much more in-depth attention as programs gain more sophistication.

The 2023 Telehealth Everywhere conference saw an increase in attendance over last year, up to 160 attendees. The Heartland Telehealth Resource Center partnered with us to expand the coverage to nine states. The conference experience was enriched by adding a "Splash Session", allowing telehealth programs from across the nine states to showcase their telehealth efforts.



Heartland Telehealth Resource Center (HTRC)

KANSAS, MISSOURI, AND OKLAHOMA

Eve-Lynn Nelson, PhD, Principal Investigator
www.heartlandtrc.org

In collaboration with the gpTRAC, HTRC co-hosted the “Telehealth Everywhere” conference, fostering collaboration and knowledge exchange among telehealth professionals across our regions. Children’s Mercy Hospital, the University of Kansas Health System, the Missouri Telehealth Network, and the OSU Center for Rural Health Telehealth Program were among the presenters. To advance telehealth education, we partnered with the KUMC Center for Health Informatics to develop a telehealth graduate elective track with “Introduction to Telehealth Policy and Practice” offered this fall. This program equips future healthcare professionals with essential knowledge and skills to navigate the dynamic telehealth landscape. As part of our outreach, the podcast “Telehealth Unmuted” expanded its focus in Episode 19, titled “For People and Pets,” exploring TeleVeterinary services with Dr. Lori Teller, Immediate Past President of the American Veterinarian Medical Association. The Missouri Telehealth Network secured American Rescue Plan Act funds for the Rural Citizens Access to Telehealth program, using funds to support projects throughout the state with MTN providing technical assistance. They also launched an interactive Telehealth Billing Tool, offering comprehensive reimbursement guidance for clinics. The OSU Center for Rural Health received funds through a Centers for Disease Control and Prevention health equity grant. The funds facilitate equipping and deploying two mobile vans as telehealth access points in rural and tribal areas of Oklahoma, directly addressing healthcare disparities. These initiatives aim to bring essential telehealth services, resources, and education to our region, contributing to a more inclusive and accessible healthcare landscape.



Mid-Atlantic Telehealth Resource Center (MATRC)

DELAWARE, DISTRICT OF COLUMBIA, KENTUCKY, MARYLAND, NEW JERSEY, NORTH CAROLINA, PENNSYLVANIA, VIRGINIA, AND WEST VIRGINIA

*Kathy Hsu Wibberly, PhD, Director &
Karen S. Rheuban, MD, Principal Investigator*
www.matrc.org

MATRC achieved significant milestones in the past year, showcasing a commitment to advancing telehealth accessibility and effectiveness. In the face of limited grant dollars, MATRC staff developed and leveraged strategic partnerships that allowed us to build new and timely resources:

1. Collaborating with the West Health Institute, we initiated a groundbreaking age-inclusive telehealth initiative. This effort involved forming a national collaborative of experts, establishing principles and guidelines, launching a dedicated website, introducing a case study award, implementing a pledge campaign and creating a robust resource database with toolkits to support the initiative.
2. Collaborating with the Virginia Telehealth Network resulted in the Virginia Telemental Health Initiative, the nation’s first statewide virtual mental health free clinic.
3. Collaborating with the Virginia Department of Health (VDH) through a CDC grant focused on cardiovascular disease, we developed multiple online telehealth training modules and established the Innovation Exchange, a web portal that allows clinicians to share successful telehealth models. Also, in collaboration with VDH, we were able to support those living and working in congregate care settings with telehealth program assessment, development and education through Project ECHO to improve infection control.

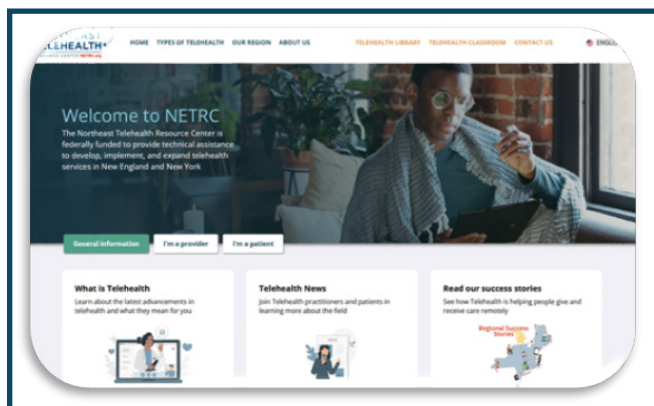
With TRC grant funding, MATRC maintained and updated our web-based resources, hosted an annual Telehealth Summit, provided technical assistance to over 400 individuals, and developed and presented at over 60 events (webinars, trainings, and conferences) reaching over 3,000 individuals. MATRC activities touched various sectors, including FQHCs and RHCs, hospitals and health systems, free clinics, state and national organizations and associations, as well as private practitioners.



Northeast Telehealth Resource Center (NETRC)

**CONNECTICUT, MAINE, MASSACHUSETTS,
NEW HAMPSHIRE, NEW YORK, RHODE
ISLAND, AND VERMONT**

*Danielle Louder, Director &
Terry Rabinowitz, MD, DDS, Principal Investigator*
www.netrc.org



The Northeast continued to see significant evolution across the telehealth landscape throughout 2023. During this project period (9/1/22 through 8/31/23) NETRC responded to 417 individual TA requests throughout the region, reaching 4,460 stakeholders through 200+ outreach activities, including presentations, webinars, and trainings. A few highlights were: Sessions focused on Digital Equity and

Inclusion, Pediatric and Adolescent Mental Health, Accessibility Considerations, and a continuation of the annual multi-part HRSA IEA R1 Partnership Webinar Series.

NETRC hosted the 9th Annual NETRC conference in Nashua, NH during ATA's 3rd annual Telehealth Awareness Week in September 2023, reaching over 150 stakeholders from the Northeast and beyond.

The NETRC team continued to work upstream in preparing tomorrow's healthcare workforce to leverage technology to improve health access and outcomes, expanding relationships with regional academic institutions to incorporate telehealth training, and collaborating with stakeholders to improve digital equity and inclusion. This included creating multiple new eTraining resources for [Telehealth Classroom](#), including toolkits for School-Based Telebehavioral Health, Telehealth Services for Substance Use and Opioid Use Disorder, Virtual Dental Homes and more.

The NETRC Team launched its new website in late Summer 2023, including an innovative new tool - [Telehealth Technology Test](#) (T3) designed to allow individuals to test their devices prior to a telehealth visit- the website had over 21,000 website visits 2022-2023. In addition, NETRC continued to collaborate with other TRCs on the [Telehealth Locator](#) mapping tool, launching a unique grant writer views and provider facing maps.





Northwest Regional Telehealth Resource Center (NRTRC)

ALASKA, IDAHO, MONTANA, OREGON, UTAH, WASHINGTON, AND WYOMING

Nicki Perisho, RN, Principal Investigator &

Jaleen Johnson, Program Manager

www.nrtrc.org



The NRTRC continues to build upon its telehealth training courses with the addition of *Telebehavioral Health 301*, *Navigating the Telehealth Neighborhood*, and *Telehealth-specific training for the State of Idaho*. To date, 71,782 participants have enrolled in the twelve-course offerings, many of which offer continuing medical education credits at no cost, and 50,066 participants have completed the courses. The NRTRC was able to participate in person at six out of the seven states' meetings this year, either by speaking to stakeholders or attending meetings for the states where they provide telehealth technical assistance.

This was a year of collaboration for the NRTRC. In spring, NRTRC partnered with the Behavioral Health Institute to cohost the inaugural Telebehavioral Health Summit, garnering over 1,500 registrants from all 50 states and over 650 in virtual attendance of this two-day event.

The [NRTRC Find Telehealth website](#) expanded to include Southwest TRC's states of Nevada and Arizona in the mapping of healthcare facilities that provide telehealth services. Also being mapped are Telehealth Access Points (TAPs), existing community anchor institutions such as libraries or community health centers, that provide a safe location with a private space, internet access, and a device with a microphone, speakers, and camera to have a telehealth visit.

NRTRC closed out the year with an invitation to testify before the United States Senate Finance Subcommittee on Health Care. The hearing, titled "[Ensuring Medicare Beneficiary Access: A Path to Telehealth](#)," explored the critical role of telehealth in providing essential healthcare services to Medicare beneficiaries.



Pacific Basin Telehealth Resource Center (PBTRC)

HAWAII AND PACIFIC BASIN

Christina Higa, PhD, Program Co-Director &

Sylvia Mann, MS, Program Co-Director

www.pbtrc.org



The PBTRC is dedicated to advancing Digital Equity through A.L.L (Access, Literacy, Livelihood) initiatives, prioritizing collaboration with partner organizations to support our most vulnerable communities. This includes individuals with disabilities, those experiencing houselessness, veterans, and high-risk pregnant women. Our focus revolves around enhancing their telehealth experiences, ensuring better-equipped healthcare providers for their treatment.

Key achievements this year included hosting the virtual Hawai'i Disabilities & Healthcare Symposium in partnership with the Hawaii Healthcare & Disability Coalition which PBTRC helped found. This event featured presentations by individuals with disabilities, healthcare providers, and caregivers.

Additionally, PBTRC launched the Tech Literacy Training Series, specifically Audio Description for the Blind Videos, in collaboration with Aloha Independent Living Hawaii. We also adapted the “What to Expect in a Telehealth Visit” video for caregivers, incorporating audio descriptions.

Moreover, PBTRC co-sponsored the 2023 Hawai’i Maternal Telehealth Summit, gathering representatives from across the State of Hawaii to address maternal healthcare needs and explore emerging telehealth solutions for rural and underserved communities. Lastly, PBTRC conducted a site visit to the Republic of Palau, collaborating with the Ministry of Health, hospital, and community health centers to reassess telehealth infrastructure and video teleconferencing needs. Partnering with the University of Hawai’i Area Health Education Center (AHEC), PBTRC provided follow-up video teleconferencing and telehealth training with Social Work and Pre-Med students from the University of Hawai’i during their summer assignments in Palau.



South Central Telehealth Resource Center (SCTRC)

ARKANSAS, MISSISSIPPI, AND TENNESSEE

Hari Eswaran, PhD, Principal Investigator, Co-Director & Wendy Ross, Co-Director

www.learntelehealth.org



The SCTRC continues to offer telehealth-focused workforce development opportunities to providers, researchers, and consumers via its six Telehealth Training Centers serving Arkansas, Mississippi, and Tennessee. Each center is equipped with multiple



“We applaud HHS and HRSA for their foresight and commitment to building sustainable telehealth programs and improving health outcomes for rural and underserved communities through the work of the TRCs. The ATA is privileged to partner with the consortium, and we look forward to expanding our work together.”

**- ANN MOND JOHNSON, CEO,
THE AMERICAN TELEMEDICINE
ASSOCIATION**



digital health devices, carts, and portable demonstration kits. These centers give consumers and providers a no-pressure environment to experience the technology first-hand and discover how it can be used to improve patient outcomes. Specific audiences have included first responders, providers serving the aging population, high school students, high risk pregnancy professionals, healthcare educators, and more. New programs in development are for first responders and caregivers and incorporate VR technology while other efforts are specifically for high school math, science, and healthcare students and include discussions for digital healthcare and technology.

Just-in-time training and technical assistance remains at the SCTRC core via the online resource, LearnTelehealth.org. Site visitors will find free webinars, videos, and easy-to-use, state-specific information for Medicare, Medicaid, and private payers. Each quarter, virtual visit billing guides are updated to reflect the current codes, rules, and other information necessary to process claims in the SCTRC region. Training may also include customized agendas that meet specific needs for organizations interested in developing programs and education that incorporate telehealth such as for stroke, trauma, and high-risk pregnancy.

SOUTHEASTERN telehealth RESOURCE CENTER

Southeastern Telehealth Resource Center (SETRC)

**ALABAMA, FLORIDA, GEORGIA, PUERTO RICO,
SOUTH CAROLINA, AND US VIRGIN ISLANDS**

Rena Brewer, MA, RN, Principal Investigator
www.setrc.us



Mobile Telehealth Learning Center (TLC): SETRC promotes awareness and hands-on learning through its mobile telehealth learning center.

Notably, in Florida, the TLC took center stage at the 2023 Community Health IT Conference at NASA Kennedy Space Center. First Responders had the opportunity to tour the TLC. During these engagements, SETRC explored potential applications of the TLC in disaster response efforts.

SETRC extended the TLC's presence to the City of Cape Canaveral, meeting with the Office of Sustainability and Resilience and First Responder organizations from Brevard County, including the cities of Cape Canaveral, Palm Bay, and Titusville. These interactions served as a platform for in-depth discussions on leveraging the TLC for training purposes, emergency response initiatives, and fostering partnerships with local health systems. Such strategic outreach underscores TLC's versatility and its potential to enhance collaboration in critical telehealth application scenarios.

US Virgin Islands (USVI): SETRC's partnership with the Governor's Office of Health Information Technology (OHIT) is central to advancing telehealth on the island. In 2022

and 2023, SETRC collaborated with OHIT to host the USVI Digital Health Summit, facilitating knowledge sharing and collaboration among stakeholders. SETRC is revitalizing the telehealth workgroup program to engage clinicians, administrators, researchers, and citizens in telehealth advancement.

Puerto Rico: SETRC continues to engage and support telehealth champions while working to optimize access to virtual care in underserved communities across the island. SETRC is working with PR telehealth workgroup members to plan an April 2024 telehealth Summit and Expo, the first of its kind for the island.



Southwest Telehealth Resource Center (SWTRC)

**ARIZONA, COLORADO, NEW MEXICO,
NEVADA, AND FOUR CORNERS REGION**

Elizabeth A. Krupinski, PhD, Director &
Michael Holcomb, Principal Investigator
www.southwesttrc.org

NAVIGATING TELEHEALTH LEGISLATIVE AND POLICY CHANGES BEYOND THE PUBLIC HEALTH EMERGENCY



Tara Sklar, JD, MPH
Faculty Director, Arizona Law
Associate Director for Telehealth Law and Policy, Arizona Telemedicine Program



SWTRC held some amazing on-site events in 2023, bringing together regional and national telehealth leaders. We partnered with friends from multiple healthcare organizations in Nevada to host "Nevada Telehealth: Moving Beyond the Pandemic," in July. This multi-site hybrid event had in-person attendees in three cities – Las Vegas, Reno, Carson

City – all connected virtually, with virtual participants as well. The highlight was a panel of experts discussing recent telehealth favorable legislation and what’s next for Nevada. In August SWTRC partnered with colleagues at the University of Colorado for “Colorado Innovations in Healthcare Scientific Meeting: Telehealth and Technology Advances for Mental Health Care”. The most thought-provoking presentation and discussion focused on practical applications of Artificial Intelligence, particularly in relation to clinical considerations and issues related to biases and diversity, equity, and inclusion. At both meetings, SWTRC provided updates on current national level telehealth initiatives and local speakers talked about their successes and challenges in telehealth. The uniqueness of each state was nicely captured and attendee participation was engaging and thoughtful. SWTRC organized and hosted several webinars on timely topics attended by people from over 90% of US states. Highlights include: March 23rd [“DEA Proposed Rules for Telehealth Prescribing of Controlled Substances Post-PHE,”](#) moderated by SWTRC director, Elizabeth A. Krupinski, PhD and featured subject matter experts from CTel and the Arizona Telemedicine Program (ATP); and our April 12th [“Navigating Telehealth Legislative and Policy Changes Beyond the Public Health Emergency,”](#) featuring ATP’s associate director for telehealth law and policy, Tara Sklar, JD, MPH.

TexLa TRC upheld its commitment to education by providing CME/CNE through Project ECHO, Frontiers in Medicine Lab’s online course, and crafting a specialized curriculum for high school students. In the fiscal year 2023, TexLa made a significant impact by reaching out to 3,151 individuals through various education and outreach initiatives including Telehealth at the Crossroads Conference, Well-Ahead Louisiana Rural Health Workshop, Telehealth Week Event, and social media engagements. The FIT Lab course was revised to mirror the adjustments in telehealth due to the PHE and policy amendments. The course has transitioned to a completely online format, employing a fresh and more interactive teaching style to equip providers with the required skills to successfully implement various telehealth strategies providing training to 57 providers.

TexLa TRC drives innovation and foster collaborations with diverse groups such as the Matador UAS Consortium, which offers drone-based clinical support, numerous school-based telehealth programs, Telehealth Centers of Excellence in Mississippi and South Carolina, West Texas AHEC, HRSA, National Consortium, Broadband Project, SCCM, AAMC, SEARCH, Alzheimer Association, ADA, and the recently created Institute of Telehealth and Digital Innovation at TTUHSC.



TexLa Telehealth Resource Center (TexLa TRC)

TEXAS AND LOUISIANA

*Derrick Ramsey, Program Director &
Ariel Santos MD, Principal Investigator*
www.texlatrc.org

The TexLa TRC continued in delivering technical support and guidance to healthcare providers, patients, and the general public including the very first Texas Capitol visit in March to educate our state lawmakers. Driven by our mission, we provided technical aid to healthcare facilities and providers helping more than 130 clients with the necessary tools, resources, and knowledge pertaining to telehealth technology, policies, and reimbursement.



Upper Midwest Telehealth Resource Center (UMTRC)

ILLINOIS, INDIANA, OHIO, AND MICHIGAN

Luke Wortley, MFA, Program Director
www.umtrc.org

The UMTRC experienced a significant increase in collaborative opportunities with agencies at the state, county, and municipal level throughout the four-state service area of IL, IN, MI, and OH in addition to responding to normal technical assistance inquiries. The UMTRC engaged in extensive virtual training

and facilitated roleplay with the Michigan Public Health Institute/Michigan WIC program to aid in professional development and provide technical assistance for WIC staff to launch their virtual programming for families in the realm of consultation and referral. The UMTRC also developed a monthly webinar series and a half-day didactic session for the Ohio State Office of Rural Health with a variety of topics covered including: health equity and justice, artificial intelligence, usage and adoption rates since the onset of the public health emergency, and more. The UMTRC also established significant partnerships with flagship universities throughout the four-state region and have been consulted in multiple states for digital equity plans and broadband funding allocation as subject matter experts in the realm of digital health and serving marginalized populations. Staff also attended and presented at several regional and national events, including the Ohio Association of Community Health Centers Fall Conference, the American Public Health Association Conference, the Community Behavioral Health Association Conference in Chicago, IL, and the Indiana Rural Health Association Conference. Finally, the UMTRC has published, in conjunction with their partnership with Rural Med, comprehensive billing guidelines for all four states.

Unwinding of the Public Health Emergency Resource Collection

UNWINDING OF THE PUBLIC HEALTH EMERGENCY (PHE)

Understand Telehealth Changes As The Public Health Emergency (PHE) Winds Down

We are pleased to provide a central webpage for end of Public Health Emergency (PHE) telehealth flexibility planning, which includes blog posts, trusted resource links, tips and tricks, and downloadable tools. Below are a few telehealth resources surrounding the end of the PHE.

What Are Business Models For RPM That Would Allow A Clinic/Practice To Make It Financially Sustainable Over Time?

Audio-Only Telehealth Post-PHE — Medicare, Medicaid, And Private Payers

Medicare Reimbursement For Rehabilitation Telehealth Service: Sifting Through The Rumors And Half Truths

Our newest collection of resources, [Unwinding of the Public Health Emergency \(PHE\)](#), provides a central site for the end of PHE telehealth flexibility planning, including blog posts, trusted resource links, and downloadable tools. Multiple TRCs drafted comprehensive blog posts providing information on important topics, such as Audio-Only Telehealth Post-PHE and Medicare Reimbursement for Rehabilitation Telehealth Services.

Special TRC Projects

Digital Navigation Toolkit



Digital Navigation Toolkit

Process Maps and Resources for Digital Health Navigation

- Process Maps and Corresponding Links
 - Establishing a Participant Appropriateness** – This process map can be utilized to determine if a participant is appropriate for telehealth.
 - Participant Device Access** – This process map can be utilized to determine what steps to take to determine if participants have a proper device to access telehealth.
 - Participant Internet Access** – This process map can be utilized to determine what steps to take if participants have internet access or not.
 - Participant Space Access** – This process map can be utilized to determine what steps to take if participants have a safe and secure space for their telehealth visit.
 - Telehealth Navigation Process Map** – This process map can be utilized to determine what steps to take to ensure a successful telehealth visit with a patient.
- General Resource Links
 - NKTRC Find Telehealth Map** – This telehealth finder map provides telehealth service locations throughout the NKTRC region (AK, WA, OR, MT, ID, WY, UT). The map also includes Telehealth Access Points (TAP). A TAP is a dedicated public space for individuals to access a telehealth appointment. Telehealth Access Point (TAP) mapping is not exclusive to the northwest states, and can be mapped anywhere across the country.
 - Instructions for the Find Telehealth Map
 - Add a TAP
 - Add a telehealth facility/provider in the Northwest
 - AFTRR Map and Contacts for Non-Profit Device Refurbishers and Recyclers** – Use this interactive map to locate and learn about the nonprofits refurbishers and recyclers in your area.
 - FCC Affordable Connectivity Program Information** – The Affordable Connectivity Program (ACP), formerly the Emergency Broadband Benefit (EBB), is a broadband affordability program that provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. ACP is administered by the Universal Service Administrative Company (USAC) with oversight from the Federal Communications Commission (FCC). Eligible

Several TRCs collaborated to develop a [digital navigation toolkit](#). Digital Health Navigators are individuals who address the whole digital inclusion process — connectivity, devices, and digital skills — to support community members and provide access to healthcare. This toolkit provides helpful resource links relating to digital navigation.



Impact & Reach

The NCTRC works collaboratively to advance telehealth across the nation by providing services in these three areas: **1) Expert Technical Assistance, 2) Training, and 3) Resources.**

The NCTRC works collaboratively to advance telehealth across the nation by providing services in these three areas: Expert Technical Assistance, Training, and Resources.

Expert Technical Assistance:

- Design and execution of needs assessments and program evaluations
- Identification of funding sources for strategic and business planning
- Selection and use of various telehealth technologies
- Policy analysis and guidance

Training:

- Educational programs through webinars, online training courses, regional conferences, & technology showcases
- Training on policies, technologies, implementation of best practices and sustainability

Resources:

- Development of toolkits, factsheets, and educational webinars
- Specialized tools and templates for telehealth programs and providers

As the COVID-19 Public Health Emergency ended on May 11, 2023, the TRCs continued to assist various health organizations navigate the dynamic field of telehealth. TRC staff were called upon to share their expertise and knowledge at numerous events. For example, several TRCs presented on a webinar entitled “Ensuring Telehealth Access for All” as part of the ADA National Network Learning Sessions. TRC staff also presented as part of the Network of the National Library of Medicine’s inaugural session as part of their Bridging the Digital Divide: Telehealth and Libraries Webinar Series. These webinars provided important information on TRC projects relating to digital equity and accessibility. Additionally, the NCTRC collaborated with the North Carolina Department of Health and Human Services on over 25 factsheets focusing on telehealth for patients who are Deaf, Hard of Hearing and DeafBlind.

In addition to attending and speaking at partner events, several TRCs hosted their own regional conferences throughout the past year. These conferences delivered valuable information on telehealth to attendees within their respective regions. A detailed list of TRC regional conferences is included below.

Region	Date	Conference	Location
Mid-Atlantic	March 15 – 17	MATRC Summit	Norfolk, VA
Northwest	May 9 – 10	Telebehavioral Health Summit	Virtual
Great Plains/ Heartland	May 23 – 24	Telehealth Everywhere Conference	Minneapolis, MN
California	June 13 – 14	Telehealth Summit	Virtual
Upper Midwest	June 13 – 14	Indiana Rural Health Association Conference	French Lick, IN
Southwest	July 13	Nevada Telehealth: Moving Beyond the Pandemic	Las Vegas, Reno, Carson City, NV
Texas/Louisiana	July 27	Telehealth at the Crossroads Conference	Lubbock, TX
Southwest	August 17	Colorado Innovations in Healthcare Scientific Meeting: Telehealth & Technology Advances for Mental Health Care	Aurora, CO
Northeast	September 18 -19	NETRC Regional Conference	Nashua, NH

The NCTRC also exhibited at four national conferences this year. TRC staff provided presentations at several of these conferences to better inform conference attendees about the role of the NCTRC and the types of services and resources the TRCs provide.

National Conferences:

1. American Telemedicine Association Annual Conference & Expo
2. National Rural Health Association Annual Rural Health Conference
3. American Public Health Association Annual Meeting & Expo
4. International Society for Telemedicine & eHealth Global Connections for Sustainable Telehealth Conference



“I was not previously aware of the extent of the mission of the National Consortium of Telehealth Resource Centers and it is a great resource! I can use it to promote to healthcare providers the help available to them.”

- NATIONAL LIBRARY OF MEDICINE WEBINAR ATTENDEE



Data Profile

TABLE 1. TA, contacts, outreach, resources, and website interactions from all TRCs combined from September 1, 2022 through August 31, 2023.

Type of Interaction	Count
Technical Assistance (TA)	
TA Events	4,257
Contacts	
New Contacts Added	3,042
Returning Contacts	4,456
TOTAL Contacts	7,498

Type of Interaction	Count
Outreach	
Outreach Events	2,634
Presentations (subset of outreach events)	640
Outreach Participants	100,119
Resources	
Fact Sheet Downloads	5,313
Toolkit Downloads	1,627
Website	
Web Hits	335,882

FIGURE 1. Total number of TA recipients, TA events, COVID-19-related TA events, new contacts, and new contacts from outreach events from all TRCs combined from September 1, 2022 through August 31, 2023.

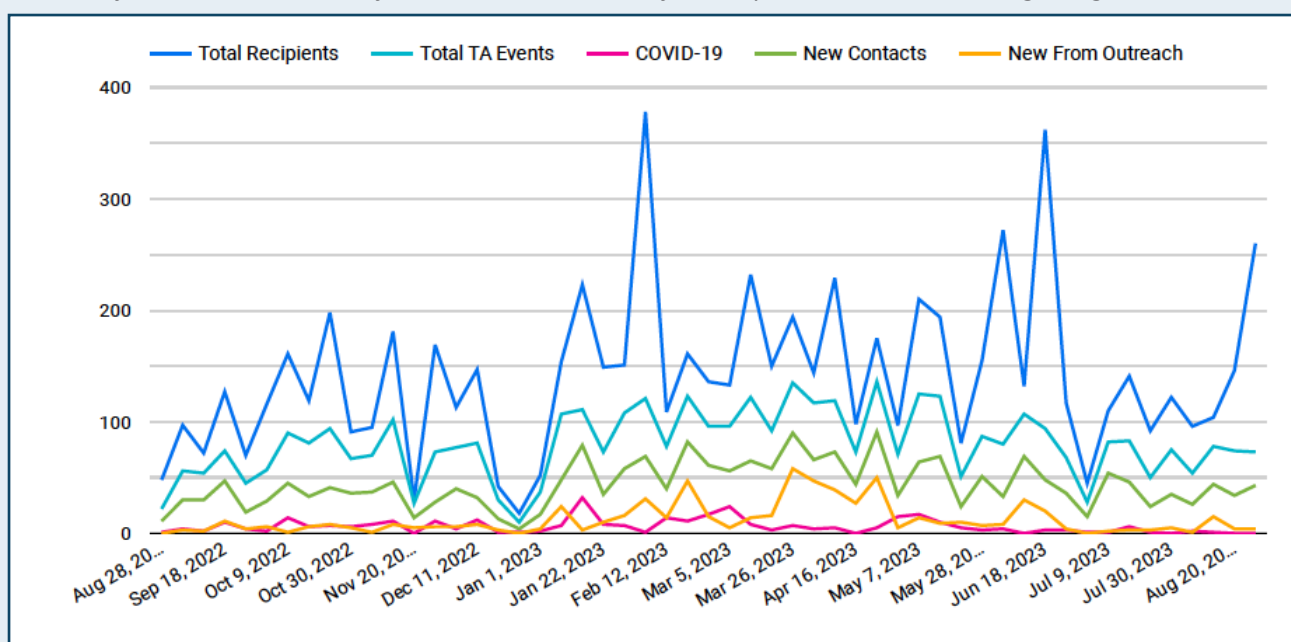




FIGURE 2. Total number of outreach events and outreach participants from all TRCs combined from September 1, 2022 through August 31, 2023.

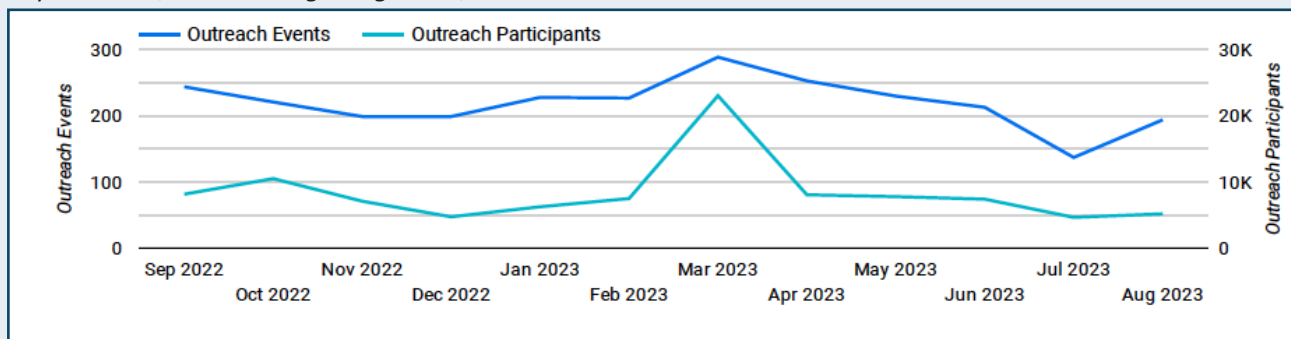


FIGURE 3. TA requests by organization type from all TRCs combined from September 1, 2022 through August 31, 2023.

OrgType		Count
2.	Hospital - Other Hospital/Heal...	426
3.	Provider - Primary Care/Speci...	374
4.	Provider - Other Mental/Behav...	368
5.	Academic Institution - Hospit...	287
6.	Academic Institution - Researc...	269
7.	Healthcare Associations/Orga...	256
8.	Clinic - FQHC/RHC	164
9.	HRSA Grantee - Telehealth Res...	138
1..	Vendor - Technology	116
1..	Vendor - Clinical Services	113

FIGURE 4. Method of TA requests received and provided from all TRCs combined from September 1, 2022 through August 31, 2023.

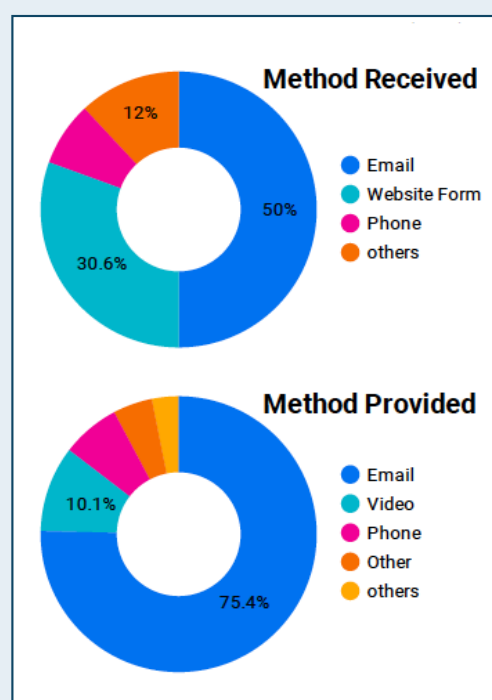
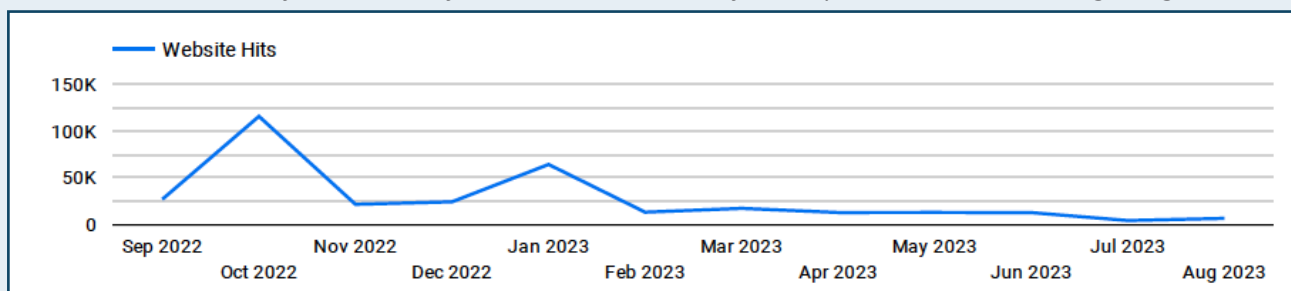


FIGURE 5. Number of website hits from all TRCs combined from September 1, 2022 through August 31, 2023.



NCTRC National Webinar Series

Every month, the NCTRC hosts an educational webinar, delivering virtual peer-to-peer webinar learning sessions to support the adoption of telemedicine across the nation.

TRCs host a different session each month centered on core topics surrounding telehealth. From these sessions, attendees learned:

1. Basic telehealth knowledge in implementation and best practices.
2. Learn from experienced peers, providing a sound foundation when setting up their own telehealth program.
3. Accessibility to telehealth experts throughout the nation. TRCs were available throughout pre- and post-sessions to assist with overcoming barriers and issues.

“This was such a great and inspiring presentation - so much to think about in terms of improving care in general and telehealth specifically - thank you!”

- NCTRC WEBINAR ATTENDEE

The table below provides a snapshot of the webinars the NCTRC hosted in the past year.

WEBINAR TOPIC	Number of Attendees
Telehealth Policy in 2023	360
Utilizing Innovations in Telehealth to Advance the Care of Patients in Congregate Settings	49
Leveraging Telemedicine to Eliminate Outcome Disparities for Rural-born Newborns	50
Social Determinants of Health and Value-Based Pay	84
TAP into Telehealth: Innovative Models of Telehealth Access Points (TAPs)	121
Telehealth Equity Among Medicare Beneficiaries (2018-2020)	52
Optimizing Virtual Care	103
The Crystal Ball Project: Telehealth Technology in 3-5 Years	151
Virtually Forgotten: Rural West Texas Telehealth Challenges and Opportunities	32
The Southern Regional Disaster Response System (SRDRS) – A Comprehensive Overview	106
Telehealth in Libraries	77
Total attendees	1,185

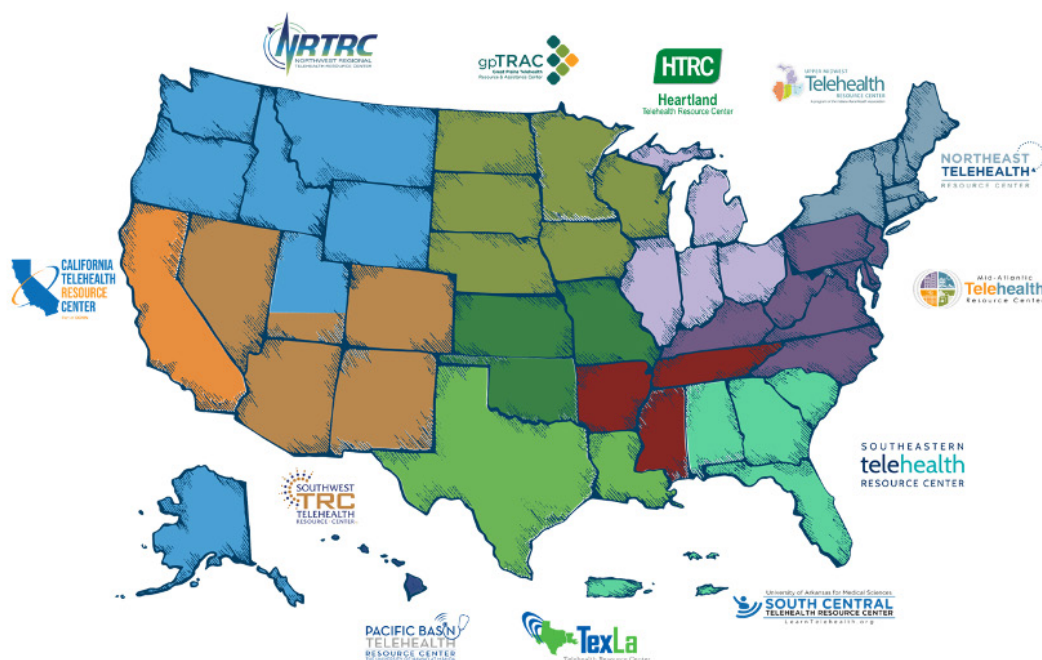
Conclusion

The NCTRC assisted thousands of stakeholders at healthcare organizations, hospitals, and university systems across the country. As the field of telehealth continues to expand to more health organizations, the NCTRC will remain dedicated to our mission to improve healthcare for all by spearheading community regional, and national telehealth growth and sustainability through providing trusted, unbiased expertise and leadership. The TRCs are committed to providing expertise and education to advance the use of telehealth in rural and underserved communities. Our voice will remain consistent and comprehensive, delivering accurate information to help the nation through the growth of telehealth.

Contact Us

Contact the NCTRC for assistance: We welcome the opportunity to connect with new partners and colleagues who believe in helping Americans receive quality healthcare through telehealth. Please reach out to us at:

- **Address:**
P.O. Box 981655
West Sacramento, CA 95798
- **Email:** nctrc@cchpca.org
- **X/Facebook:** @TheNCTRC
- **LinkedIn:** www.linkedin.com/company/thenctrc
- **Website:** www.telehealthresourcecenter.org



NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC
12 REGIONAL RESOURCE CENTERS		

TTAC TelehealthTechnology.org	CCHP
2 NATIONAL RESOURCE CENTERS	

The National Consortium of Telehealth Resource Centers (NCTRC) is an affiliation of the 14 Telehealth Resource Centers (TRCs) — 12 regional TRCs and 2 national TRCs, 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 was made possible by 14 Telehealth Resource Centers and administered through grant #U6743496 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, Department of Health and Human Services.