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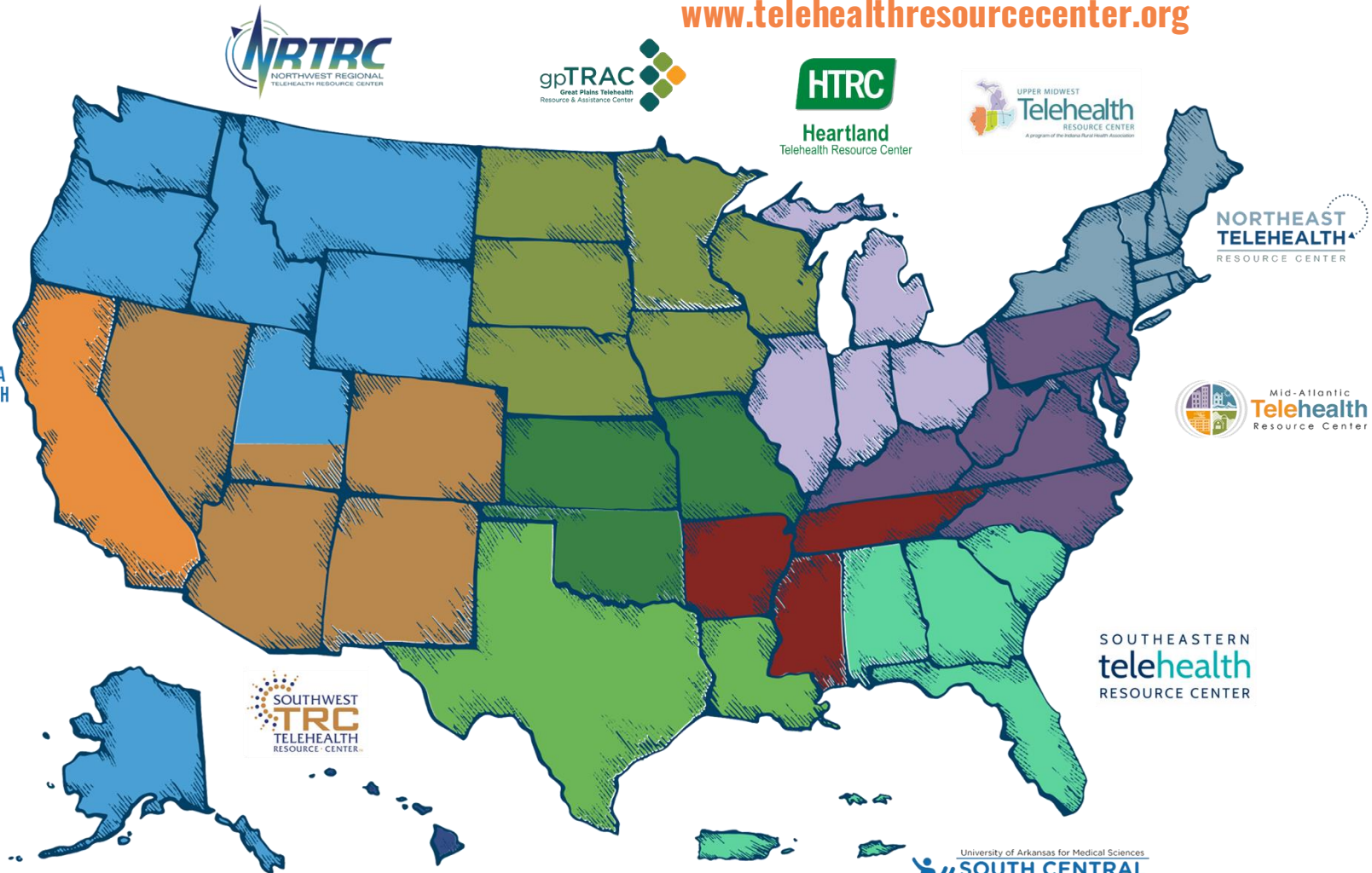
**Breaking Down Barriers to
Telehealth: How the Digital
Health Readiness Screener Can
Drive Equity and Access**

January 16, 2025



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www.telehealthresourcecenter.org



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SWTRC	SCTRRC	MATRRC
PBTRC	TexLa	SETRC

12 REGIONAL RESOURCE CENTERS




2 NATIONAL RESOURCE CENTERS



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<https://telehealthresourcecenter.org/contact-us/>
- Please fill out the post-webinar survey.
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- The webinar is being **recorded**.
- Recordings will be posted to our YouTube Channel:
<https://www.youtube.com/c/nctrc>





Breaking Down Barriers to Telehealth with the Digital Health Readiness Screener



Kristin Rising, MD MS
Executive Director, Jefferson Center for Connected Care
Professor of Emergency Med, Population Health & Nursing
Thomas Jefferson University

Center for Connected Care

Mission: We develop and test innovative approaches to build a more patient-responsive care delivery system.

Vision: To create replicable and sustainable models of care to reduce, and ultimately eliminate, health disparities.



**Digital
Health Readiness**



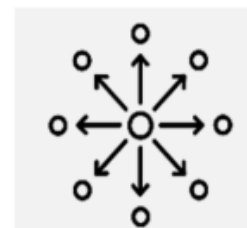
Food is Medicine



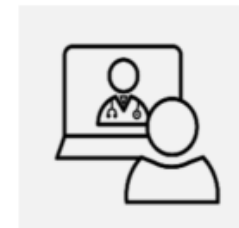
Harm Reduction



**Patient
Uncertainty**



**Decentralized
Care**



**Telehealth
Care Models**

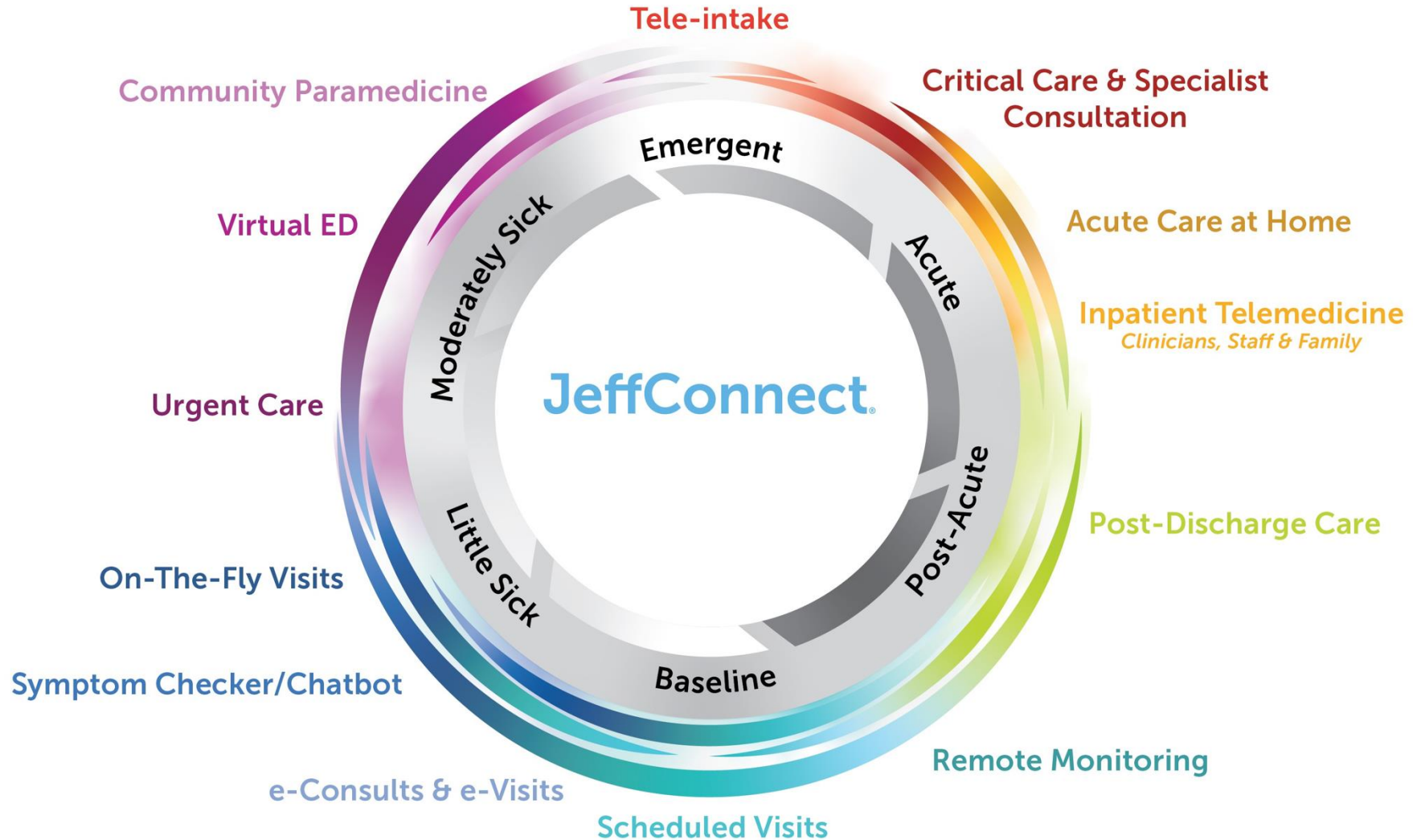


COVID

Center for Connected Care

- 3 core faculty, 22 staff, many students
- Cross department/college collaborations
 - SKMC, Nursing, Population Health, Pharmacy, Rehabilitation Sciences
 - Family Medicine, Med Onc, Internal Medicine, Neurology, Psychiatry, Otolaryngology, OB/Gyn
- Community partnership: 15+ across research and service projects

JeffConnect



COVID and Telehealth

COVID-19 pandemic

- Patients avoiding needed healthcare
 - Providers triaging treatment by urgency
- Surge in telehealth use

JEFFCONNECT	2015-2019	March 2020
On demand	10-15/day	200+/day
Scheduled visits	40-60/day	2,500-3,000/day
Overall visits	100,000 total	100,000 over one-month period

Digital Health Equity – Key Concepts

1. Telehealth can help increase access and decrease healthcare disparities, yet only if we address the digital divide

Digital Health Readiness

- Access
 - Knowledge
- 
- Digital literacy

Effort to address access/knowledge

Distributed iPads and remote patient monitoring devices

Students called patients for help in setting up/using the devices

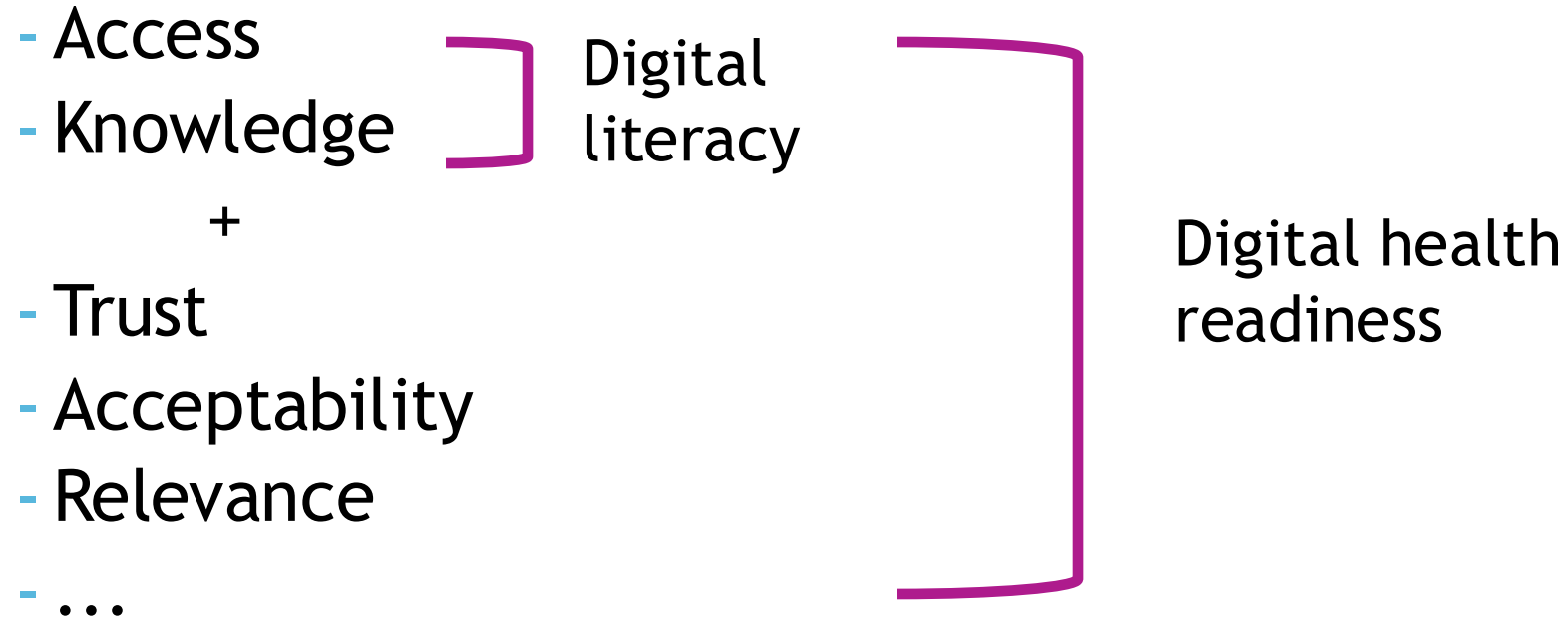
Out of 855 patients:

- 72% had active MyChart account
- 51% had at least 1 telehealth visit anytime
- 32% who received RPM devices (n=730) had any readings transmit

Digital Health Equity – Key Concepts

1. Telehealth can help increase access and decrease healthcare disparities, yet only if we address the digital divide
2. Addressing access and knowledge is not enough

Digital Health Readiness



Digital Health Equity – Key Concepts

1. Telehealth can help increase access and decrease healthcare disparities, yet only if we address the digital divide
2. Addressing access and knowledge is not enough - there are other underlying barriers such as trust
3. Must focus on understanding/addressing individual patient and family barriers



Original Investigation | Equity, Diversity, and Inclusion

Development and Preliminary Validation of a Screener for Digital Health Readiness

Kristin L. Rising, MD, MSHP; Amanda Guth, MPH; Alexzandra T. Gentsch, LSW; Karla Martin Gonzalez, MPP; Richard Hass, PhD; Lindsey Shughart, BA; Serena Gelfer, MPH; Megan McVane, LCSW, CPHQ; Brooke Worster, MD; Amy E. Leader, DrPH, MPH

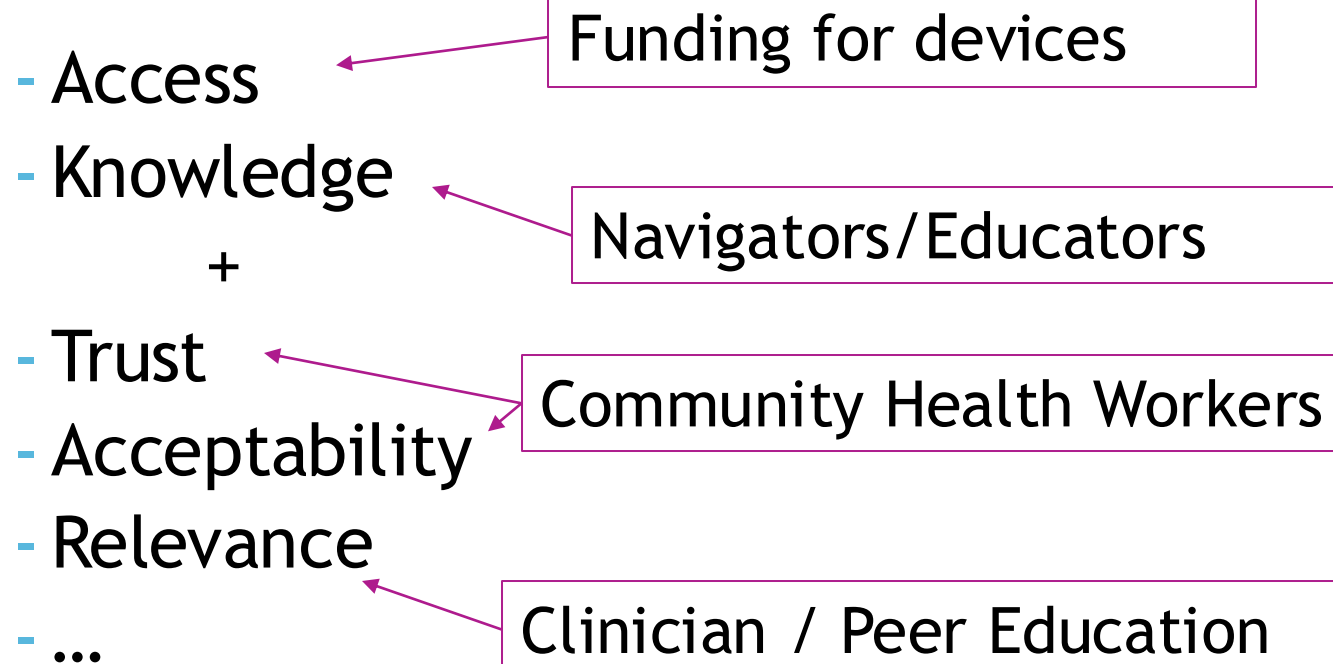
JAMA Network Open. 2024;7(9):e2432718.doi:10.1001/jamanetworkopen.2024.32718

Digital Health Readiness Screener

- A process to screen/identify barriers across individuals
- An approach for efficient deployment of clinically-integrated interventions to address identified barriers

Funding: AHIMA Foundation

Digital Health Readiness Screener



Digital Health Readiness Screener

- Content-valid items developed via cognitive interviewing
- Validation testing among 300 patients
- 24 items across two domains
 - Technical Readiness (18 items)
 - Quality of Care Readiness (6 items)

Digital Health Readiness Screener

TECHNICAL READINESS

- Video Visits: General
- Tech Access: General
- Tech Knowledge
- Patient Portal

QUALITY OF CARE READINESS

- Quality
- Trust

Digital Health Readiness Screener – Technical Readiness

Video Visits – General				
1	Have you ever completed a telehealth video visit with a provider?	<input type="radio"/> Yes	<input type="radio"/> No, unsuccessful	<input type="radio"/> No - never tried
2	Are you confident in your technical ability to do a telehealth video visit now or in the future?	<input type="radio"/> Yes	<input type="radio"/> No	
Tech Access - General				
3	Do you have access to the internet?	<input type="radio"/> Yes	<input type="radio"/> No	
4	Do you have a place where you are comfortable talking about your health needs?	<input type="radio"/> Yes	<input type="radio"/> No	
5	Do you know what to do when you have issues with sound or picture quality for video calls?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Haven't used the internet for videos
6a	Do you have access to a phone with a camera?	<input type="radio"/> Yes	<input type="radio"/> No	
6b	Do you have access to a computer with camera?	<input type="radio"/> Yes	<input type="radio"/> No	
7	Some patients do not participate in telehealth video visits because it takes up too many data minutes. Are you willing to use your data minutes for a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A – I don't have a data plan <input type="radio"/> N/A – I have unlimited min

Digital Health Readiness Screener – Technical Readiness

Technology Knowledge				
8	Do you feel confident using a computer?	<input type="radio"/> Yes	<input type="radio"/> No	
9	Do you feel comfortable accessing the Internet? (If no, skip to question 13)	<input type="radio"/> Yes	<input type="radio"/> No	
10	Do you feel confident accessing the internet?	<input type="radio"/> Yes	<input type="radio"/> No	
11	Can you find health information on the Internet?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A - Never tried
12	Are you able to use email?	<input type="radio"/> Yes	<input type="radio"/> No	
13	Do you use email at least every week?	<input type="radio"/> Yes	<input type="radio"/> No	
14	Can you download and install new apps when needed?	<input type="radio"/> Yes	<input type="radio"/> No	
15	Do you know how to create a new username and password for a new account?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A - Never tried
16	Are you able to reset your password for apps or online accounts when needed?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A - don't use online accounts <input type="radio"/> Unsure
Patient Portal				
17	Do you know what a patient portal is? (If no, skip to next section)	<input type="radio"/> Yes	<input type="radio"/> No	

Digital Health Readiness Screener – Quality of Care Concerns

Quality / Trust				
18	Are you concerned that you won't get high quality care on a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No	
19	Are you concerned that your doctor won't spend enough time with you on a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No	
20	Are you concerned that you won't have a personal connection with a doctor during a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No	
21	Are you concerned about the privacy of your information when using technology for your healthcare?	<input type="radio"/> Yes	<input type="radio"/> No	
22	Are you concerned about security of your personal information when using a patient portal?	<input type="radio"/> Yes	<input type="radio"/> No	

Digital Health Readiness Screener

Technical Readiness

- Video Visits: General → Telehealth navigators
- Tech Access: General → Targeted funding opportunities
- Tech Knowledge
- Patient Portal → **Jefferson Digital Onboarding Taskforce (JeffDOT)**

Quality of Care Readiness

Jefferson Digital Onboarding Taskforce (JeffDOT)

Starting Approach

- 2 community health workers (CHWs) trained as Digital Navigators
- Based at academic/community site
- Attend community events to do digital health outreach / offer assistance with portal set up

→ Low engagement numbers

Jefferson Digital Onboarding Taskforce (JeffDOT)

Starting Approach - Learnings

- Site of engagement is critical - mindset / relevance
- Best to wrap digital support into other services
- Trust building is essential - and takes time
- Many still lack sufficient digital literacy support in general

Jefferson Digital Onboarding Taskforce (JeffDOT)

JeffDOT - Current State

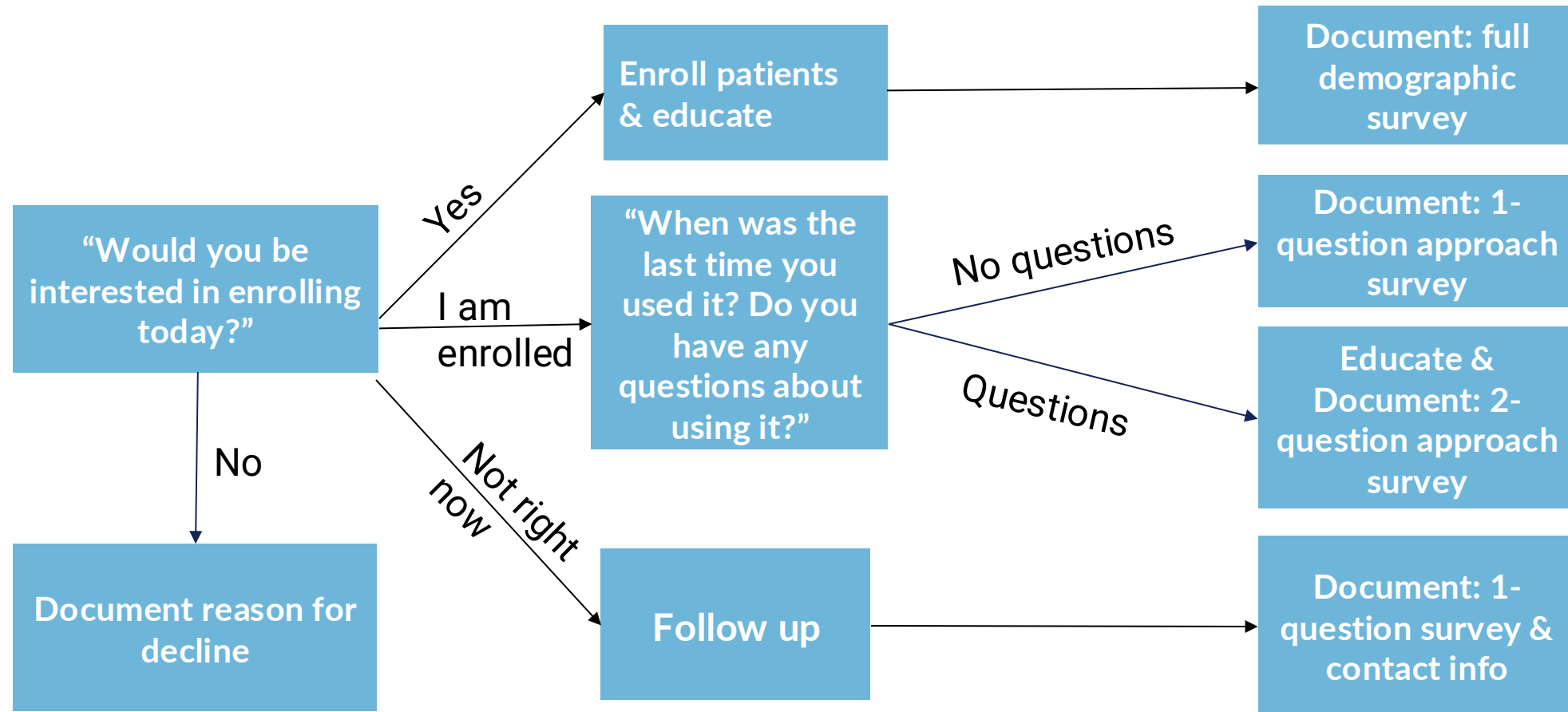
Goal: To provide support to hospitalized patients in signing up for and using the patient portal

Team: Primarily medical students, oversight from Center staff

Process for JeffDOT shift:

- Run EHR report of hospitalized patients without an active portal account
- Approach patients to offer assistance with portal set up and use

Jefferson Digital Onboarding Taskforce (JeffDOT)



Jefferson Digital Onboarding Taskforce (JeffDOT)

JeffDOT - Current State

Formal medical school group with officers

- Co-presidents
- Vice president
- Event director
- Outreach
- Finance
- Training directors

12 current members

** A path to sustainability

Jefferson Digital Onboarding Taskforce (JeffDOT)

JeffDOT Results to Date

- 1,414 approached → 393 enrolled (27.8%)
 - Age: 37.9% 18-45 yrs, 36.6% 46-65 yrs, 25.2% 66+ years
 - Race: 39.4% White, 34.4% Black, 22.1% Hispanic/Latinx
- Sample just through August 2024 (n=343)
 - Gender: 56.3% male
 - Language spoken at home: 19.2% Spanish
 - Access to internet: 93.9%
 - Comfortable using internet: 76.7%

Jefferson Digital Onboarding Taskforce (JeffDOT)

JeffDOT Results to Date (n=343)

- Health Literacy overall high:
 - 73% quite a bit/extremely confident filling out med forms
 - 15.7% problems understanding written info often/always
 - 12.0% problems understanding what is told about med info often/always
- Trust/quality
 - 27.4% concerned won't get high quality care
 - 38.2% concerned about privacy of info when using tech for healthcare

Jefferson Digital Onboarding Taskforce (JeffDOT)

JeffDOT Results to Date

- “On a scale of 1-5, where 1 is not at all empowered and 5 is very empowered, how empowered do you feel taking an active role in managing your health after talking with our team today?”
 - Average score 4.4, 64% (221/343) = 5
- “On a scale of 1-5, where 1 is not at all interested and 5 is very interested, if Jefferson were to offer a class for basic computer skills and how to use smart phones, how interested would you be in taking the class?”
 - Average 2.5, 33.2% (114/343) = 4 or 5

Digital Health Readiness Screener

Technical Readiness

- Video Visits: General → Telehealth navigators
- Tech Access: General → Targeted funding opportunities
- Tech Knowledge → **Jefferson Bedside IT Training (JeffBITT)**
- Patient Portal → Jefferson Digital Onboarding Taskforce (JeffDOT)

Quality of Care Readiness

Jefferson Bedside IT Training (JeffBITT)

JeffBITT

Goal: To provide basic digital literacy education to hospitalized patients

Team: Primarily medical students, oversight from Center staff

Process for JeffBITT shift:

- Run EHR report of hospitalized patients without an active portal account (no current standard screening for digital literacy)
- Approach patients to offer assistance with digital literacy skills on computer OR phone

Jefferson Bedside IT Training (JeffBITT)

JeffBITT Training

Patients can select up to three topics to address (smartphone OR computer):

TOPIC	ITEMS COVERED
Basic Navigation	Turning on your computer, typing, copy/paste, shift/caps lock, using mouse
Web Browsing	Using the web, using different search engines (e.g. Google, Bing), bookmarking a web page
Apps *smartphone	Downloading an app, opening / closing / updating apps
Email use	Sending, replying to, reading, attachments, forwarding
Patient Portal Use	Logging in, viewing menu options
Advanced Topics	Learning about Zoom, safety while using the internet, creating passwords

Jefferson Bedside IT Training (JeffBITT)

JeffBITT To Date (5 months)

- 218 approached → 22 enrolled
- 1-2 shifts/week
- Topic selection (up to 3)

TOPIC	Computer (n=2)	Smartphone (n=20)
Basic navigation	0	9
Web browsing	2	10
Email use	0	5
App use	-	11
MyChart / Patient Portal	2	14
Advanced Topics	2	3

Jefferson Bedside IT Training (JeffBITT)

JeffBITT Evaluation

- Skills - “confidence” survey
 - Baseline
 - Follow up 3-6 weeks after engagement
- Program Evaluation - 6 questions (satisfaction, length, utility, etc)

Digital Health Readiness Screener

Technical Readiness

- Video Visits: General → Telehealth navigators
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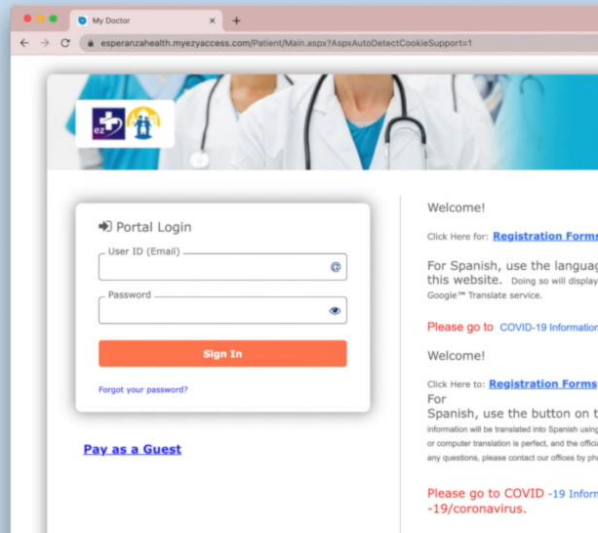
Quality of Care Readiness

→ Community outreach, community health workers (CHWs)

Community Initiatives - Esperanza Health Center

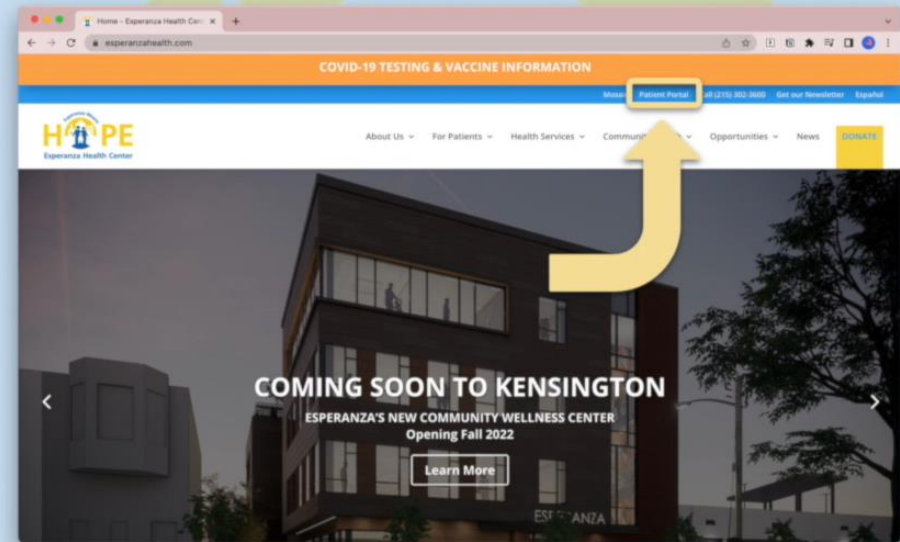
PATIENT HOW TO REGISTER

Once on this page, confirm that the Patient Portal is in English.



A screenshot of a web browser showing the patient portal login page. The browser tab is titled "My Doctor" and the address bar shows "esperanzahealth.myezyaccess.com/Patient/Main.aspx?AipsAutoDetectCookieSupport=1". The page features a header with the Esperanza Health Center logo and a navigation menu. Below the header is a "Portal Login" section with input fields for "User ID (Email)" and "Password", and a "Sign In" button. To the right of the login section, there is a "Welcome!" message and a "Registration Forms" link. A "Pay as a Guest" link is also visible at the bottom left of the page.

Go to esperanzahealth.com



and click, **"Patient Portal"** to get started!

Partnerships with community organizations providing digital literacy education

- Presentation "using technology to improve your health"
- Direct patient portal assistance

Digital Health Readiness – NEXT STEPS

Priorities moving forward

- Develop a DHRS short form screener
- Integrate the DHRS into routine healthcare screenings



Comments / Questions

kristin.rising@jefferson.edu

Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Hosting TRC: TexLa Telehealth Resource Center (TexLa TRC)

Telehealth Topic: Advancing Telehealth Integration in Patient Care

Date: February 20, 2025

Times: 11 AM – 12 PM (PT)



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(will also open after webinar):***

<https://www.surveymonkey.com/r/XK7R72F>

