



NCTRC Annual Report 2024

www.TelehealthResourceCenter.org

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NCTRC Annual Report 2024

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From the NCTRC Project Manager

The [National Consortium of Telehealth Resource Centers \(NCTRC\)](#) continues to lead the transformation of healthcare delivery through the advancement of telehealth services across the United States. This year's report highlights the Consortium's significant strides in enhancing accessibility and innovation in telehealth, emphasizing its commitment to underserved and rural communities.

KEY HIGHLIGHTS OF OUR IMPACT:

- **Technical Assistance:** Provided over 3,300 technical assistance (TA) sessions, supporting hospitals, clinics, academic institutions, and healthcare organizations across diverse topics like AI integration, telehealth policy, and broadband access. Conducted 266 webinars and presentations, engaging more than 62,000 participants, and hosted impactful regional telehealth conferences across the country.
- **Resource Development:** Delivered actionable resources such as the [Digital Health Payment Guide](#), [AI in Rural Health Factsheet](#), and [Telehealth Access Points Best Practices Guide](#).
- **Accessibility Focus:** Advanced telehealth inclusivity by addressing the needs of underserved populations, including those with disabilities, veterans, and rural communities. Examples include webinars on [Equitable Access To Telehealth For Deaf, Hard Of Hearing, And Deaf-Blind Patients](#) and [Expanding Rural Access – Key Insights From Implementing Telehealth Access Points Across Oklahoma](#).
- **Building Partnerships and Collaborations:** Fostered strategic partnerships with the American Telemedicine Association and the Telehealth Centers of Excellence to advance telehealth initiatives. These collaborations resulted in shared resources, cross-sector innovation, and enhanced support for telehealth implementation at every level of care.
- **Informing Telehealth Policy:** The Center for Connected Health Policy (CCHP) made significant strides in keeping the public up-to-date on telehealth policy, such as the release of the [State Telehealth Laws and Reimbursement Policies Report \(Fall 2024\)](#), a comprehensive analysis of state-level telehealth regulations, and a detailed [Final Physician Fee Schedule \(PFS\) CY 2025 Factsheet](#) that highlighted Medicare reimbursement updates.
- **Advancing Telehealth Technology:** The Telehealth Technology Assessment Center (TTAC) conducted its biennial Telehealth Technology Survey, leveraging an updated platform to identify trends such as increased interest in direct-to-consumer hardware. TTAC also led collaborative workgroups on artificial intelligence and broadband, producing vital resource guides available on the NCTRC website.

This work would not be possible without the support of the [Health Resources and Services Administration \(HRSA\) Office for the Advancement of Telehealth \(OAT\)](#), which provides funding for this program. Through collaboration and education, the NCTRC continues to support the advancement of healthcare delivery through telehealth. With growing interest in the field, the Telehealth Resource Centers (TRCs) remain steadfast in their commitment to offering vital technical assistance, training, and resources to the nation's healthcare system and its citizens. On behalf of the staff across all 14 TRCs, we are proud to present this annual report detailing our activities and accomplishments in 2024.



Aria Javidan

Aria Javidan, MPH, PMP
Project Manager, NCTRC

About the NCTRC

The National Consortium of Telehealth Resource Centers (NCTRC) is a collaborative network dedicated to supporting the growth and expansion of telehealth across the United States.

Funded by the U.S. Department of Health and Human Services (HHS) Health Resources and Services Administration (HRSA) Office for the Advancement of Telehealth (OAT), the NCTRC brings together 12 regional Telehealth Resource Centers (TRCs) and two national centers to provide comprehensive resources, technical assistance, and expertise to healthcare providers, organizations, and communities. 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.

Our mission is to enhance the accessibility and quality of healthcare through telehealth by helping providers integrate and expand telehealth services, particularly in rural, underserved, and medically disadvantaged areas. Each regional center offers specialized support tailored to the unique needs of their specific geographic area, while our national centers provide overarching resources and guidance on both telehealth policies and technology innovations at a national level.

The NCTRC plays a critical role in assisting healthcare systems in overcoming the barriers to adopting telehealth technologies, offering training, strategic consulting, and practical tools to ensure effective implementation. We work alongside healthcare providers, educators, and policymakers to advance telehealth adoption and to improve healthcare access and outcomes across the nation.

By promoting the use of telehealth as an essential tool for the delivery of high-quality, patient-centered care, the NCTRC is at the forefront of transforming healthcare delivery and improving access to care for all Americans.



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

Throughout 2024, the Center for Connected Health Policy (CCHP) continued to keep the public informed of the dynamic landscape of telehealth policy. This year we reached a new milestone in that the CCHP website, which houses all of our available materials including the [state telehealth policy finder](#), reached over 1 million hits. While the primary topic areas and questions remained much the same, the types of complex questions being asked demonstrate that much of the telehealth community felt well-versed in the foundations of telehealth policy, but were still confused on some of the finer nuances. CCHP saw increased questions regarding licensure, prescribing and highly specific questions regarding billing. Some of these questions were fueled by the uncertainty surrounding federal policy, but states have also continued to make changes that practitioners and patients may not have known occurred. Through it all, CCHP continued to provide the public with assistance and educational materials like our well-attended webinar series on court cases. Such work has elicited feedback such as, “Informed, thorough, sourced, could not ask for better than that.” All of CCHPs resources can be viewed at www.cchpca.org



Telehealth Technology Assessment Resource Center (TTAC)

NATIONAL CENTER

Jordan Berg, Director

www.telehealthtechnology.org

This year, the Telehealth Technology Assessment Center (TTAC) continued to excel in advancing telehealth technology by delivering valuable insights and resources to diverse audiences



nationwide. Through enhanced engagement and outreach, we’ve strengthened our presence through individual outreach, presentations and webinars, and in interactive tools and engagement.

Key initiatives include our biennial Telehealth Technology Survey, conducted in March 2024. Leveraging an updated survey platform, we gathered critical insights into emerging trends, such as heightened interest in direct-to-consumer hardware, widespread development of behavioral health services, and growing curiosity about artificial intelligence. These insights were shared in a national summary and regional reports, equipping stakeholders with actionable intelligence.

TTAC also led two TRC collaborative Technology Workgroups focused on artificial intelligence and broadband. These collaborative groups were focused on creating actionable resources for both internal and general audiences around these pivotal topics. Resource guides on both these topics are available through the NCTRC website.

TTAC’s webinars and showcases—featured at events hosted by organizations like MATRC, gpTRAC, and NRTRC—spotlighted critical themes such as AI in rural health, broadband innovations, and telehealth technology trends. These events engaged diverse participants and included hands on interactive engagement with technology.

Our commitment to delivering actionable insights and supporting the telehealth community underscores our mission to enhance healthcare through cutting-edge technology. TTAC looks forward to tackling the emerging technology topics of 2025 and beyond.



California Telehealth Resource Center (CTRC)

CALIFORNIA

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

CTRC provided no-cost training and technical assistance to over 3,400 participants through direct technical assistance support and a mix of virtual and in-person events. Monthly webinars covered topics like payment updates, AI integration, and digital navigation. In collaboration with PBTRC and UMTRC, CTRC hosted a multi-part virtual Healthcare AI workshop, while regional in-person workshops, supported by partners like the CA State Office of Rural Health, focused on audience-tailored digital health strategies.

With a 94% satisfaction rating, CTRC maintained its reputation for delivering high-quality education. This year, we expanded our impact by presenting at seven national and regional events, including those hosted by the Department of Health Care Access and Information, the Center for Care Innovations, and HRSA. Our reach also grew, with over 7,400 combined social media followers and newsletter subscribers engaging with regular updates.

CTRC released valuable resources, including the enhanced [Digital Health Payment Guide](#), a [Healthcare AI Toolkit](#), and quick-reference materials. Ten blog posts addressed emerging topics like disaster preparedness and payment changes. Our website (CalTRC.org) was expanded with new pages for Healthcare AI, Payment, and Rural Health, improving access to critical information.

Additionally, CTRC's inaugural advisory board completed its first year, offering expert guidance to strengthen digital health initiatives. We remain committed to equipping healthcare providers with the tools and knowledge needed to thrive in an evolving digital landscape.



Great Plains Telehealth Resource & Assistance Center (gpTRAC)

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

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

Our annual regional telehealth conference, TELEHEALTH EVERYWHERE! (done this year in conjunction with HTRC), has become a signature event in our region. Our attendance of 140 was slightly lower than last year, but we still fielded a strong program, including four plenary sessions, 12 breakout sessions, 12 SPLASH session tables, and 18 exhibitors packed into a 1.5-day conference that won a high level of praise from attendees and exhibitors alike.

Over 300 people attended one or more of the federal/state policy update webinars that we traditionally present in February and March leading up to our conference. We also hosted 15 more webinars, including topics like, "Measuring Telehealth Effectiveness (85 attendees)," "Planning a Statewide Telehealth Network" (25 attendees), "What is gpTRAC, and Why Should I Care?" (75 attendees), and "Telehealth for High Performing Rural Healthcare Organizations" (12 attendees by invitation).

Over the course of the grant year, gpTRAC exhibited at 13 state conferences across our region and several important national conferences, including ATA, NACHC-CHI, and APHA, where Zoi did an [extended video interview](#) with JMIR Media.

We provided technical assistance on the usual range of both general and niche topics in telehealth, including virtual supervision for specific state licensees, applying for a telehealth grant to support reopening a critical access hospital, providing feedback on newly developed mobile apps, and helping resolve specific telehealth billing issues.

Finally, we maintained our traditional booth at the Minnesota State Fair in August, where over 150 fairgoers experienced tele dermatology firsthand.



Heartland Telehealth Resource Center (HTRC)

KANSAS, MISSOURI, AND OKLAHOMA

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



The Heartland Telehealth Resource Center (HTRC) co-hosted the [Telehealth Everywhere 2024](#) conference for the second year, supporting dissemination of telehealth best practices across the region. Representing the Heartland, Sam Karns with Oklahoma Complete Health showcased work in implementing telehealth access points at libraries across the state and Dr. Gaurav Kulkarni with Compass Health Network – Missouri shared insights and best practices to care in FQHC health systems. As part of conference media, exclusive “audiograms” of presenters and attendees were created and shared. The [audiogram](#) format has become very popular on HTRC social media platforms and is used as a tool to share information from outreach events.

HTRC regional partners, Missouri Telehealth Network (MTN) and OSU Center for Health Sciences (OSU) continue to advance telehealth resources, services, and training. The [Interprofessional Telehealth Training Program \(ITTP\)](#) was launched as part of MTN programming and is a free online training with continuing education units offered for a fee. OSU equipped two cargo vans as mobile telehealth units to increase access to care, as part of a larger [grant awarded](#) to the university. The mobile telehealth program will be highlighted in a breakout session at the Telehealth Everywhere 2025 conference.

Finally, the HTRC expanded relationships with rural and tribal communities and hosted a presentation in collaboration with the Telehealth Technology Assessment Center and the Choctaw Nation Health Services Authority. The presentation, “[Introduction to AI in Rural Healthcare](#)” was very popular and has been widely shared with telehealth professionals inquiring about advancements in virtual care.



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

The Mid-Atlantic Telehealth Resource Center (MATRC) continues to embody innovation and resourcefulness, demonstrating how to “do more with less” to accomplish our mission of advancing telehealth adoption and best practices in order to improve access to quality care, particularly for those in rural and underserved communities and populations. Below are just a few highlights from this year’s impactful work:

Strategic Partnerships in Action. MATRC collaborated with Virginia Impact to assist a rural Area Agency on Aging in integrating telehealth into its Program of All-Inclusive Care for the Elderly (PACE). MATRC supported the program through every phase of a year-long development journey—from needs assessment and technology selection to staff training and implementation.

Championing Telehealth Best Practices for People with Disabilities. MATRC advanced telehealth accessibility for individuals with disabilities through a

partnership with the Division of Services for the Deaf and Hard of Hearing within the North Carolina Department of Health and Human Services. By disseminating best practices for Deaf, Hard of Hearing, and Deaf-Blind communities through webinars and conferences, MATRC promoted inclusivity in telehealth delivery.

Innovating with Artificial Intelligence. MATRC enhanced its web-based resources by integrating artificial intelligence into its chatbot, leveraging machine learning and natural language processing to make navigating our website easier, faster, and more engaging.

In addition, MATRC hosted its annual Telehealth Summit, provided technical assistance to nearly 300 individuals, and delivered 97 presentations, webinars, and trainings, reaching close to 3,900 participants. Our work impacted FQHCs, RHCs, hospitals, health systems, free clinics, and private practitioners, solidifying MATRC’s role as a leader in advancing telehealth innovation and access.

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“I feel extremely fortunate to have had access to such valuable information and from sources with so much knowledge...I feel extremely grateful and satisfied by the added value of all the exponents to this process of integrating technology to cover a larger population and give better opportunities to the patient to participate in their care process.”

- PUERTO RICO DIGITAL HEALTH & TELEMEDICINE CONFERENCE ATTENDEE

”



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 Maine Dental Connection Toolkit

The Maine Dental Connection mobilizes and connects the state's existing network of oral health care providers to increase access for Maine people by bringing care into community settings where people already spend their days. This program expands the vision of a dental home beyond a brick-and-mortar office, embracing community-based, patient-centered care to build dental homes as ongoing, trusting relationships between a dental care team and the patient and their family.

LEARN MORE ▶

The Northeast TRC continued to support telehealth innovation and expansion across the region throughout 2024. During this project period (9/1/23 through 8/31/24) NETRC responded to 474 TA requests and hosted or presented at 50+ outreach activities such as: presentations, webinars, and trainings, reaching more than 4,100 stakeholders. Some highlights were: NDIA 2024, Telehealth Access Point Developments, Community Health Worker Integrations, and Telebehavioral Health Integration Models.

NETRC hosted our 10th Annual conference in Nashua, NH during ATA’s 4th annual Telehealth Awareness Week in September 2024, reaching roughly 100 stakeholders from the Northeast and beyond.

NETRC also worked closely with numerous stakeholders in need of improving their integration of telehealth across multiple fields and topics, such as: workforce development, upstream into medical education, or forging new partnerships between health systems and community organizations and patient interest groups. Many of these efforts resulted in unique deliverables that could be used more broadly as well, including the [Telehealth Information for Persons with Disabilities Guide](#), and multiple new eTraining resources for [Telehealth Classroom](#). Additional new toolkits were created based on the results and lessons learned from regionally based state level initiatives, such as: Virtual Dental Homes & Teledentistry, TelePsychiatry in Emergency Departments, School Based Telebehavioral Health Programs, and more.

In addition, the team continued to refine [NETRC.org](#) to ensure our 20,000+ annual visitors get the information they're looking for, such as the addition of Artificial Intelligence (A.I.) resources in the [Telehealth Resource Library](#), and improving the mobile/tablet functionality of the [Telehealth Technology Test \(T3\)](#).



Northwest Regional Telehealth Resource Center (NRTRC)

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

Sarah Bauman, Principal Investigator; Nicki Perisho, RN, Program Director; Jaleen Johnson, Program Manager
www.nrtrc.org

In 2024, the [NRTRC](#) held their [12th Telehealth Conference](#) at the University of Washington, in Seattle, with over 150 attendees. The conference kicked off with a pre-conference workshop on Quality Improvement specific to telehealth. Presentations covered Artificial Intelligence, virtual nursing models, and telehealth



program implementation and management. The conference concluded with a dedicated day focused on healthcare and digital literacy.

In July, NRTRC participated in the Federal Office of Rural Health Policy Region E Partners meeting in Anchorage, Alaska. This was the first in-person engagement with Alaskan partners in nearly five years. Visits to the Seward Critical Access Hospital, Alaska Native Medical Center and other key facilities provided valuable insights related to best practices and telehealth models to share across the region and inform 2025 program goals.

During National Digital Inclusion Week in October, NRTRC's campaign to map public Telehealth Access Points (TAPs) reached 165 locations, including notable expansions in Hawaii and South Carolina. This initiative, integrated with the [Find Telehealth Mapping Application](#) and [digital navigation training course](#), elevated NRTRC's role as a leader in helping to address barriers to digital health access.

The NRTRC expanded its [online telehealth training courses](#) with the introduction of [Telebehavioral Health 401](#), and 501 set to launch in early 2025. To date, 87,330 participants have enrolled in the NRTRC's 13-course telehealth training programs, with 61,689 successfully completing courses that often include free continuing medical education credits.

The impact achieved through these activities demonstrates NRTRC's ability to expand telehealth access in the rural and underserved region it serves as well as across the nation.



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



Throughout 2024, PBTRC advocated for increased telehealth access and digital equity across the State of Hawai'i and the Pacific Islands Region. Through focused outreach and collaboration with partner organizations, PBTRC successfully connected with rural communities, including individuals and those that care for people with disabilities, veterans, and newborns.

PBTRC participated in statewide traveling conferences with Leadership in Disabilities & Achievement of Hawai'i, reaching over 350 individuals across four Hawaiian Islands to highlight services, conduct a survey, and share updates. Insights from these events will inform strategies to improve telehealth access for people with disabilities. Further, PBTRC recorded a TV Public Service Announcement to promote a survey on telehealth and disabilities in our region.

PBTRC joined the 2024 Pacific Basin Medical Association Conference in Koror, Palau, which focused on "One Health: Tides of Change in Pacific Medical Practice." Dr. Christina Higa was a featured telehealth speaker. Following the VA's recent authorization to provide healthcare to Veterans in US Freely Associated Pacific Islands, the team conducted veteran interviews

as part of an initiative to understand how to improve health care for Native Hawaiian and Pacific Islander Veterans, including improving access to health care via telehealth.

PBTRC responded to a number of TA Requests and one in particular includes newborn hearing screening for Natus Corporation. The goal is to complete screening by 1-month, diagnose by 3-months and enter early intervention by 6-months. PBTRC is exploring a business plan to improve diagnostic testing using telehealth which will help reach the specific goal nationally.



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 South Central Telehealth Resource Center (SCTRC) continues to advance telehealth accessibility and education. In July 2024, the inaugural cohort of the Telehealth Implementation Bootcamp launched with a dynamic kick-off in New Orleans. This initiative brought together over 35 organizations representing 15 states and one territory, equipping participants with best practices for implementing telehealth programs. Through ongoing, focused education, tailored resources, and support, the Bootcamp empowers healthcare organizations to expand their telehealth capabilities. Additional collaborators include HRSA-funded programs at the Southeastern Telehealth Resource Center (SETRC), TexLa Telehealth Resource Center, the MUSC Telehealth Center of Excellence, and the project's lead, the UMC Telehealth Center of Excellence.



SCTRC provided telehealth training for Community Health Workers (CHWs) in Northwest Arkansas. This training empowered CHWs to advocate for virtual care, use remote monitoring devices, and navigate telemedicine billing. Our staff also participated in the Tennessee Primary Care Association’s Annual Conference and the TN Health Career Summits, where over 1,000 attendees engaged with telehealth tools like mobile EKG devices.

SCTRC partnered again with SETRC to translate two telehealth modules into Spanish, broadening access for Spanish-speaking populations. It also supported older adults through telehealth education, including a session on Understanding Dementia & Alzheimer’s Disease.

To further its mission, SCTRC unveiled an updated website with a dynamic look, enhanced navigation, and enriched resources to improve access to telehealth education. These initiatives reflect SCTRC’s commitment to underserved communities in Arkansas, Mississippi, and Tennessee.

SOUTHEASTERN
telehealth
RESOURCE CENTER

Southeastern Telehealth Resource Center (SETRC)

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

*Suleima Salgado, Principal Investigator
& Lloyd Sirmons, Director*

www.setrc.us

Education & Training / Workforce Development

The SETRC was onsite at Mercer University School of Medicine in Georgia, where they provided hands-on equipment training with real-time connections to third year medical students as part of ongoing efforts to train medical students on digital technologies, specifically telehealth.

Mobile Learning Center

The SETRC has teamed up with the City of Cape Canaveral in Florida as part of their disaster response team so that in the aftermath of a disaster, the mobile learning center can be deployed to aid in relief efforts. The unit can serve as a cooling station, or as a hub for telemedicine consultations with First Health.

Tuskegee University Shooting

In November, a shooting occurred at Tuskegee University in Alabama. Dr. April Jones, Chair of the Department of Social Work at the university, contacted the SETRC needing telehealth counselors to support the students affected. In response, we reached out to our workgroup members, and immediately provided multiple providers and organizations who offered their services.

Puerto Rico Telehealth Conference

The SETRC is hosting the first ever Digital Health and Telemedicine Conference in Puerto Rico. This conference will allow attendees to learn about key broadband initiatives, foster connections and drive forward-thinking discussions around telehealth.

USVI Digital Health Summit

The SETRC participated in the 3rd Annual Digital Health Summit in the US Virgin Islands. This is part of our efforts to work alongside the Office of Health Information Technology to create a reliable, efficient, and affordable healthcare delivery system in the USVI.

“

“Thank you for putting in all the hard work to organize and implement the conference, you all did a wonderful job!”

**- NTRTC CONFERENCE
ATTENDEE**

”



Southwest Telehealth Resource Center (SWTRC)

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

Elizabeth A. Krupinski, PhD, Director; Michael Holcomb, Principal Investigator; Carrie Foote, Program Administrator

www.southwesttrc.org



Q4 EXTENDED EVENT!!!
THURSDAY OCTOBER 17TH, 2024
2:00 PM - 7:30 PM
INDIAN PUEBLO CULTURAL CENTER
(VIRTUAL OPTION AVAILABLE)

Health Inno
a HealthTech Rx event

INNOVATING REMOTE ACCESS TO CARE

THIS QUARTER SPONSORED BY

SOUTHWEST TRC
TELEHEALTH RESOURCE CENTER

New Mexico Telehealth Alliance

SWTRC had an impactful year with a range of outreach activities across our region, and continued development of national and regional telehealth service provider directories. Of note was a regional telehealth meeting that we held in Albuquerque, New Mexico with our colleagues from the New Mexico Telehealth Alliance and HealthTech^{Rx}, a hub for healthcare innovation. HealthTech^{Rx} hosts quarterly community-building events that bring together healthcare thought leaders from organizations throughout New Mexico to learn from each other on healthcare innovation related topics. Surprisingly, telemedicine had not yet been a focus of these events, giving SWTRC a unique opportunity to engage a new audience. The half-day event, at the beautiful Indian Pueblo Cultural Center, featured talks by SWTRC on telehealth parity, digital innovation, Medicare changes, and an update on telehealth in New Mexico by Deputy Secretary Alex Castillo Smith. Attendees also participated in a series of “Table Talks” where experts hosted roundtable discussions on rural health delivery challenges, broadband access, barriers to primary care provider adoption, healthcare innovations, Medicare, Medicaid, Tribal communities, and SWTRC services.

Our webinars remain a mainstay of our efforts to educate the region about telehealth and other digital solutions to improve healthcare, access, and parity. Some examples of the diverse and timely topics we have hosted is “Come as you are? Democratizing Healthcare Through Black Church-Telehealth Initiatives” by Meighan Parker, JD from the University of Chicago; and “Prescribing in Telemedicine: Charting the Course Beyond the PHE Era” by Beju Shah, PharmD, MBA from doxy.me and the Pharmacy Informatics Academy.



TexLa Telehealth Resource Center (TexLa TRC)

TEXAS AND LOUISIANA

Ariel Santos, MD, Principal Investigator & Caroline Bowers, Program Manager

www.texlatrc.org

In 2024, through more than 135 requests for technical assistance, the TexLa Telehealth Resource Center provided essential tools, resources, and education to those seeking to implement or expand their telehealth services. TexLa upheld its commitment to education by providing CEUs through the Frontiers in Telemedicine training laboratory and Telemedicine Project ECHO events as well as partnering with the West Texas Area Health Education Center to develop a high school telemedicine course.

TexLa made a significant impact by reaching individuals through various outreach initiatives, including its annual Telehealth at the Crossroads Conference, the Louisiana Rural Health Workshop, the inaugural Telehealth Implementation Bootcamp kick-off event, and the Texas Organization of Rural and Community Hospitals.

TexLa TRC drives innovation and fosters collaboration with diverse groups such as the Matador UAS Consortium, which provides drone-based clinical support, numerous school-based telemedicine programs, the Telehealth Centers of Excellence in Mississippi and South Carolina, the West Texas Area Health Education Center, the National Consortium of Telehealth Resource Centers, the Louisiana Department of Health, the Society of Critical Care Medicine, the Association of American Medical Colleges, the Society for Education and the Advancement of Research in Connected Health, the Alzheimer’s Association, the ADA, and the Institute of Telehealth and Digital Innovation at TTUHSC.

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.



Upper Midwest Telehealth Resource Center (UMTRC)

ILLINOIS, INDIANA, OHIO, AND MICHIGAN

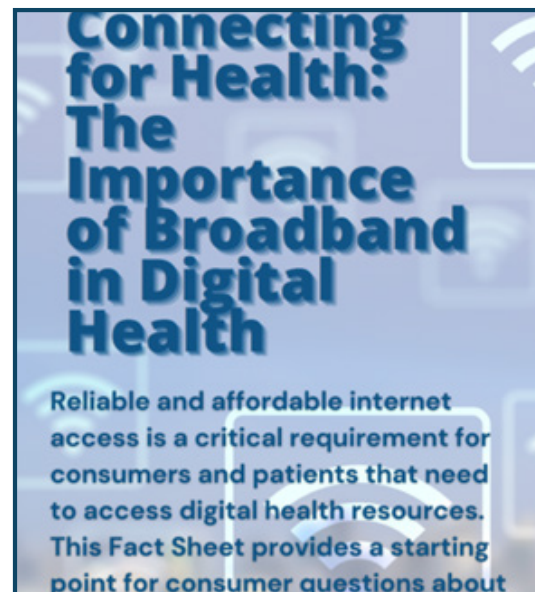
Luke Wortley, MFA, Program Director

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

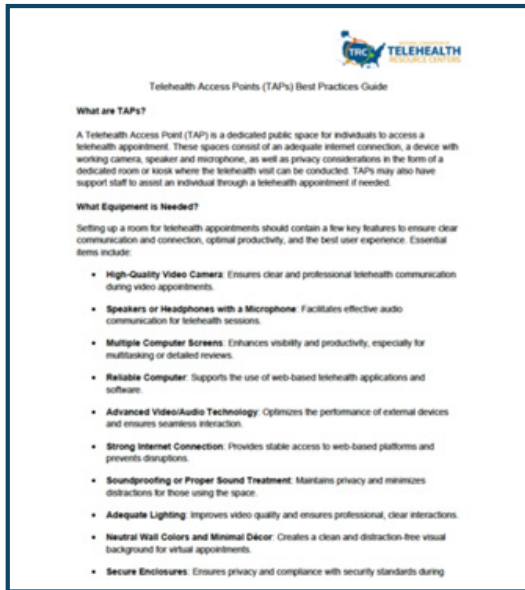
Special TRC Projects

Consumer Broadband Factsheet



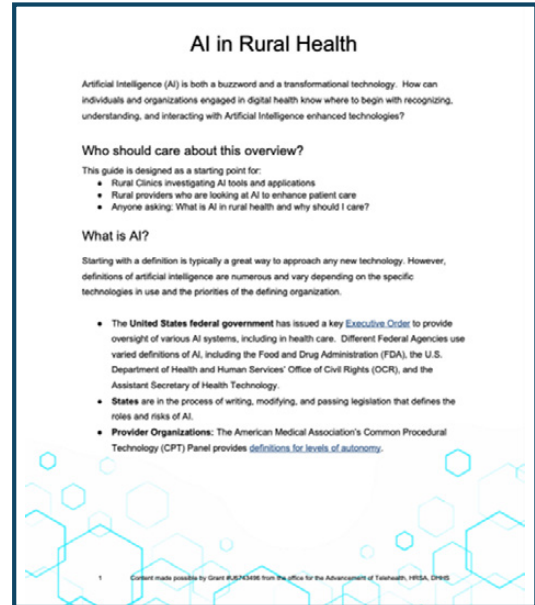
The [Consumer Broadband Factsheet](#) provides an informative overview of broadband internet’s critical role in supporting telehealth services. It highlights the importance of reliable, high-speed internet for delivering effective virtual healthcare, particularly in rural and underserved areas. The factsheet includes practical tips for consumers to improve connectivity, outlines broadband options, and offers resources to help individuals and communities access essential digital tools for telehealth. By addressing broadband barriers, this resource aims to ensure broader access to quality telehealth services.

Telehealth Access Points (TAPs) Best Practices Guide



The [Telehealth Access Points \(TAPs\) Best Practices Guide](#) outlines how to create public spaces where individuals can access telehealth appointments. TAPs are equipped with essential tools like internet access, video/audio devices, and privacy enclosures, ensuring effective and secure virtual healthcare visits. The guide details necessary equipment, sanitization protocols, scheduling options, and emphasizes the role of digital navigators in supporting users with digital skills and healthcare access. It highlights the importance of community partnerships to overcome barriers like digital literacy and infrastructure, and explores TAP models in locations such as libraries, banks, and kiosks.

Artificial Intelligence in Rural Health Factsheet



The [Artificial Intelligence in Rural Health Factsheet](#) highlights how artificial intelligence can enhance healthcare in rural areas by improving diagnostics, mitigating provider shortages, and streamlining administrative tasks. It outlines three AI classifications—assistive, augmentative, and autonomous—and emphasizes the potential benefits, such as remote patient monitoring and enhanced diagnostic capabilities. However, the document also stresses the importance of addressing risks like AI bias, data privacy concerns, and over-reliance on technology, especially in rural settings with limited resources.



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.**

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

The TRCs collaborated with various organizations to share their expertise at numerous in-person and virtual events over the past year. SCTRC, SETRC, and TexLa teamed up with the two Telehealth Centers of Excellence to host a first-of-its-kind [Telehealth Implementation Bootcamp](#). This bootcamp brought together a cohort of healthcare organizations and professionals committed to participating in an ongoing program offering telehealth support, technical assistance, and education. The bootcamp kicked off in July 2024 in New Orleans, Louisiana, and will continue virtually through the spring of 2025.

Several TRCs were also called upon to moderate sessions at HRSA's [National Telehealth Conference](#), the largest federal event focused on telehealth. Telehealth leaders gathered to discuss best practices and the future of virtual care. TRC representatives participated in sessions on broadband services, federal telehealth policy, and improving telehealth accessibility.

Additionally, this year, the NCTRC partnered with Ingenium Health Advisors for their monthly Telehealth T-Time Meetings. These meetings aimed to build a community for telehealth enthusiasts, allowing attendees to explore innovative telehealth use cases and solutions. The TRCs played an active role in identifying speakers for several sessions. The NCTRC also had a dedicated space on the virtual show floor at each meeting, where attendees could learn more about the TRCs and the telehealth technical assistance services available to them.

As part of our commitment to eliminating health disparities, the TRCs had an increased presence at the Net Inclusion Conference, an annual event that brings together leaders from across the country to expand digital access and inclusion, particularly in underserved communities. The NCTRC was selected for a lightning round presentation, where the TRCs and our telehealth accessibility resources were shared. Several TRCs also presented in sessions focused on digital health access and its relationship to telehealth.

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

Region	Date	Conference	Location
California	January 25	Digital Health Workshop (NorCal)	Sacramento, CA
California	March 21	Digital Health Workshop (Central CA)	Fresno, CA
Mid-Atlantic	April 14 - 16	MATRC Summit	Pocono Manor, PA
Northwest	April 29 - May 1	The Next Generation of Telehealth: From Reactionary to Visionary	Seattle, WA
Great Plains/ Heartland	May 21 - 22	Telehealth Everywhere Conference	Minneapolis, MN
California	May 30 - 31	Digital Health Summit	Virtual
Upper Midwest	June 11 - 12	Indiana Rural Health Association Conference	French Lick, IN
South Central/ Southeast/TexLa	July 18 - 19	Telehealth Implementation Bootcamp	New Orleans, LA
California	July 24	Digital Health Workshop (SoCal)	Los Angeles, CA
Northeast	September 16 - 18	NETRC Regional Conference	Nashua, NH
TexLa	September 20	Telehealth at the Crossroads Conference	Lubbock, TX
California	September 24 - 26	CCI Safety Net Innovation Summit	Oakland, CA
Southwest	October 17	Innovating Remote Access to Care	Albuquerque, NM
Southeast	December 12 - 13	Puerto Rico Digital Health & Telemedicine Conference	San Juan, PR

The NCTRC also exhibited at three 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 Nexus Conference
2. National Association of Community Health Centers
Community Health Institute & Expo
3. American Public Health Association Annual Meeting & Expo





Data Profile

TABLE 1. TA, contacts, outreach, resources, and website interactions from all TRCs combined from September 1, 2023 through August 31, 2024.

Type of Interaction	Count
Technical Assistance (TA)	
TA Events	3,303
Contacts	
New Contacts Added	2,230
Returning Contacts	4,177
TOTAL Contacts	6,407

Type of Interaction	Count
Outreach	
Outreach Events	1,787
Presentations (subset of outreach events)	266
Outreach Participants	62,598
Website	
Web Hits	1,536,876

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, 2023 through August 31, 2024.

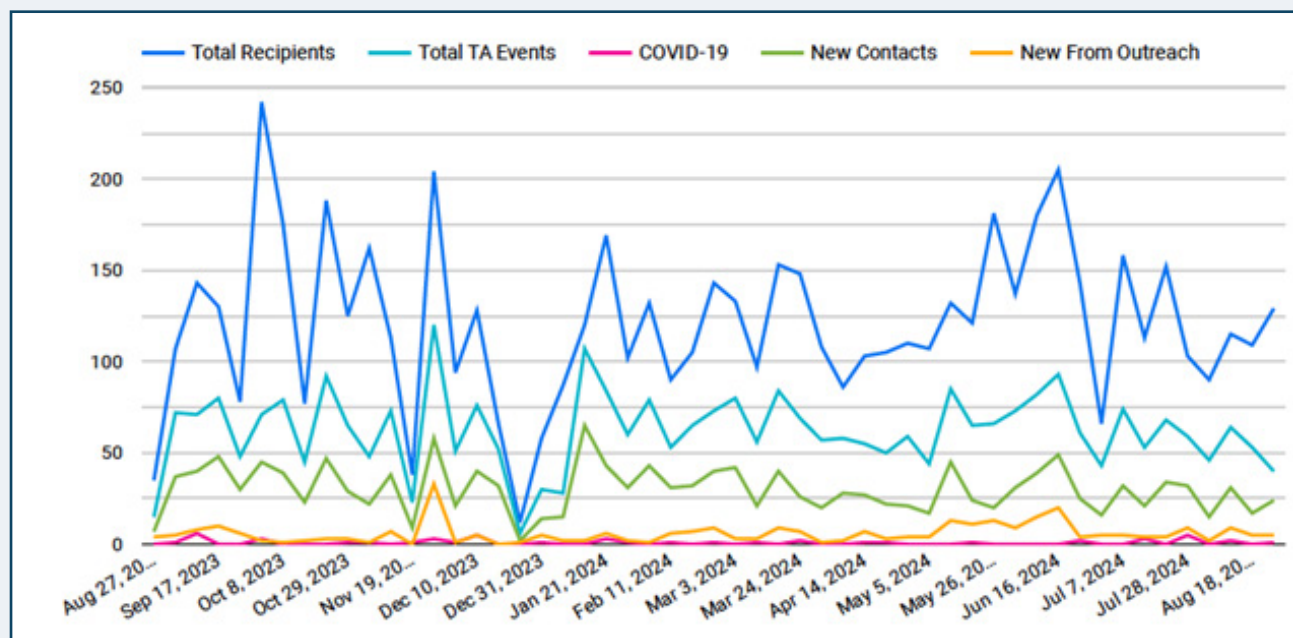




FIGURE 2. Total number of outreach events and outreach participants from all TRCs combined from September 1, 2023 through August 31, 2024.

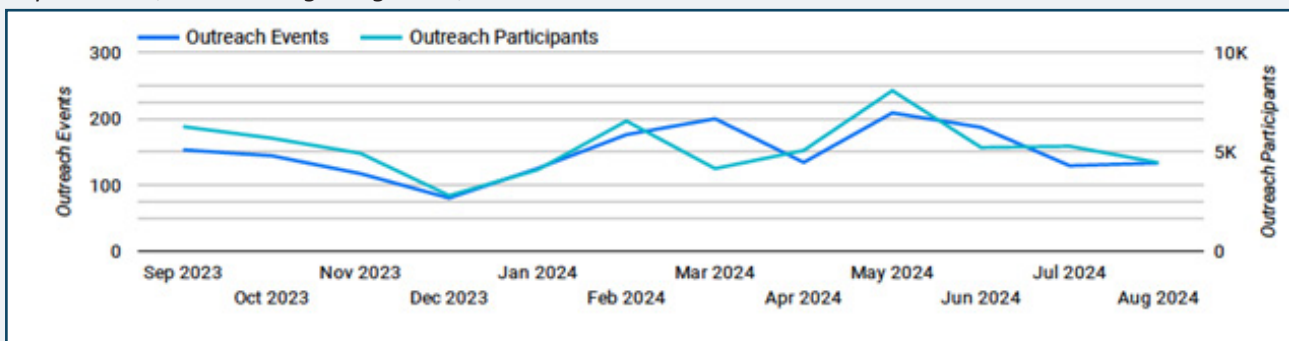
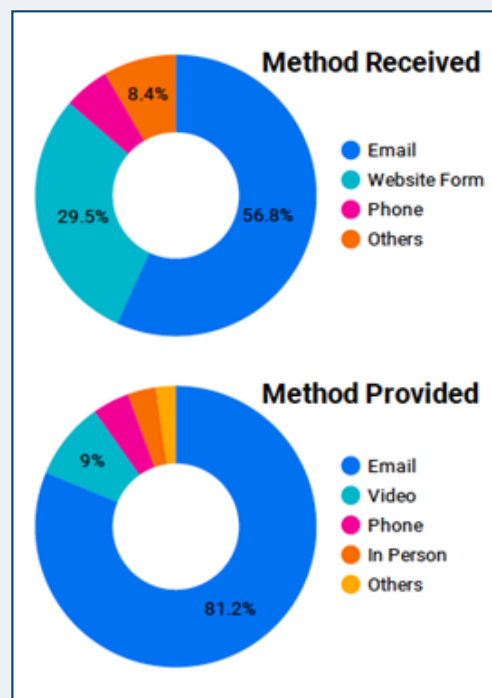


FIGURE 3. TA requests by organization type from all TRCs combined from September 1, 2023 through August 31, 2024.

Organization Type	Count
Hospital – Other Hospital/Health System	415
Provider – Primary Care/Specialty/Other Medical	336
Provider – Other Mental/Behavioral Health	275
Academic Institution – Hospital/Department/Clinic	222
Academic Institution – Research/Training	177
Healthcare Associations/Organizations/Foundations	161
Other – Not Otherwise Listed	131
Clinic – FQHC/RHC	124
Vendor – Technology	107
HRSA Grantee – Telehealth Resource Center	105

FIGURE 4. Method of TA requests received and provided from all TRCs combined from September 1, 2023 through August 31, 2024.



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.

“

“Great sessions, excellent speakers, appreciate the work - let’s advance behavioral health and CONTINUE telehealth at all levels of care!”

- NCTRC WEBINAR ATTENDEE

”

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

WEBINAR TOPIC	Number of Attendees
What will 2024 Bring for Telehealth Policy?	508
Can You Hear Me? Equitable Access to Telehealth for Deaf, Hard of Hearing, and Deaf-Blind Patients	84
Vermont Emergency Telepsychiatry Network: Lessons Learned from 2 years of Progress	24
AI in Healthcare - Hope, Hype, Promise, Peril	88
Virtual Support Systems: The Impact of Telehealth on SUD/ODU Prevention, Treatment, and Recovery	38
Bridging the Gap: Innovations in Telebehavioral Health Access	66
Priority Setting in Digital Health	48
Connecting Closer To Home - Why Broadband and Telehealth Need Each Other	60
Closer to Home: Improving Specialty Access and Decreasing Hospital Transfers with Inpatient Telehealth Services	81
The Southern Regional Disaster Response System (SRDRS) – A Comprehensive Overview	106
CISA Services: Federal Cybersecurity Resources for Telehealth	135
Total attendees	1,238

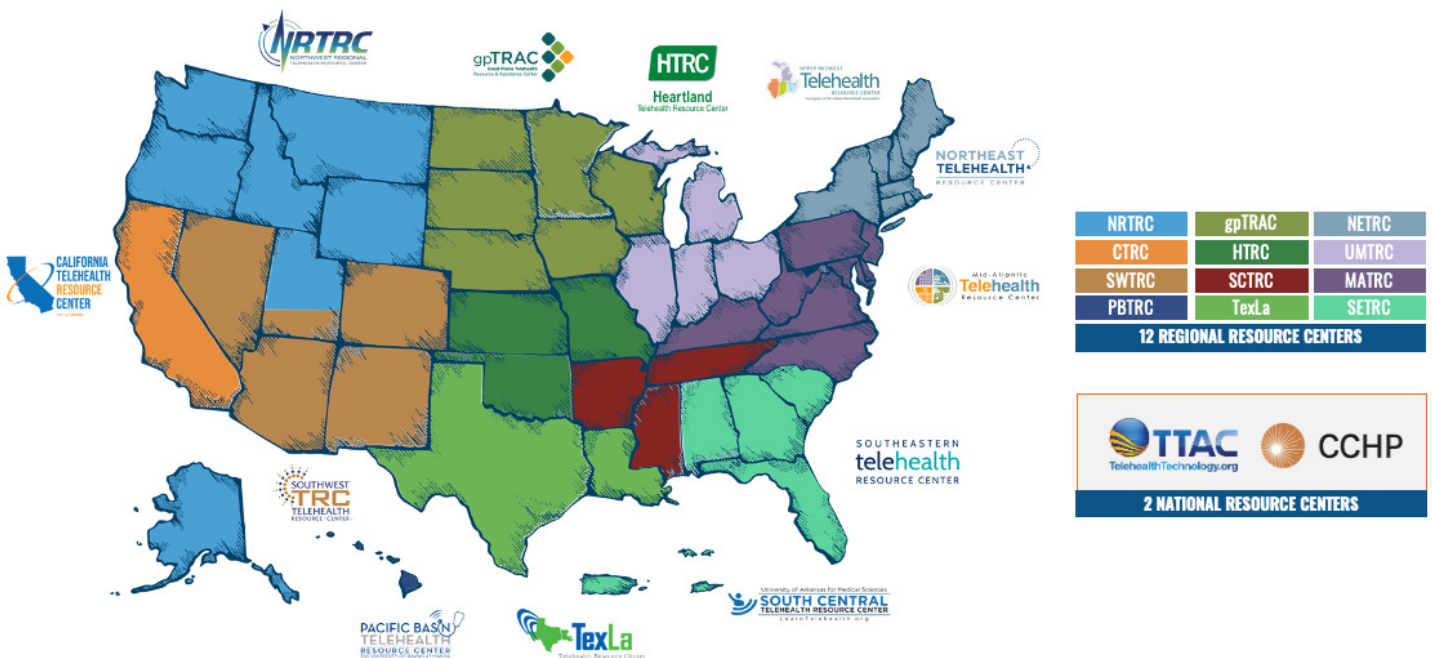
Conclusion

As we move into 2025, the NCTRC remains committed to expanding our reach and impact. We will continue to support the telehealth needs of healthcare providers, foster innovation in telehealth delivery, and keep the public informed of any new or changing telehealth policies. Together with our partners, we will continue working toward a more accessible and efficient healthcare system for all Americans.

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



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.