



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

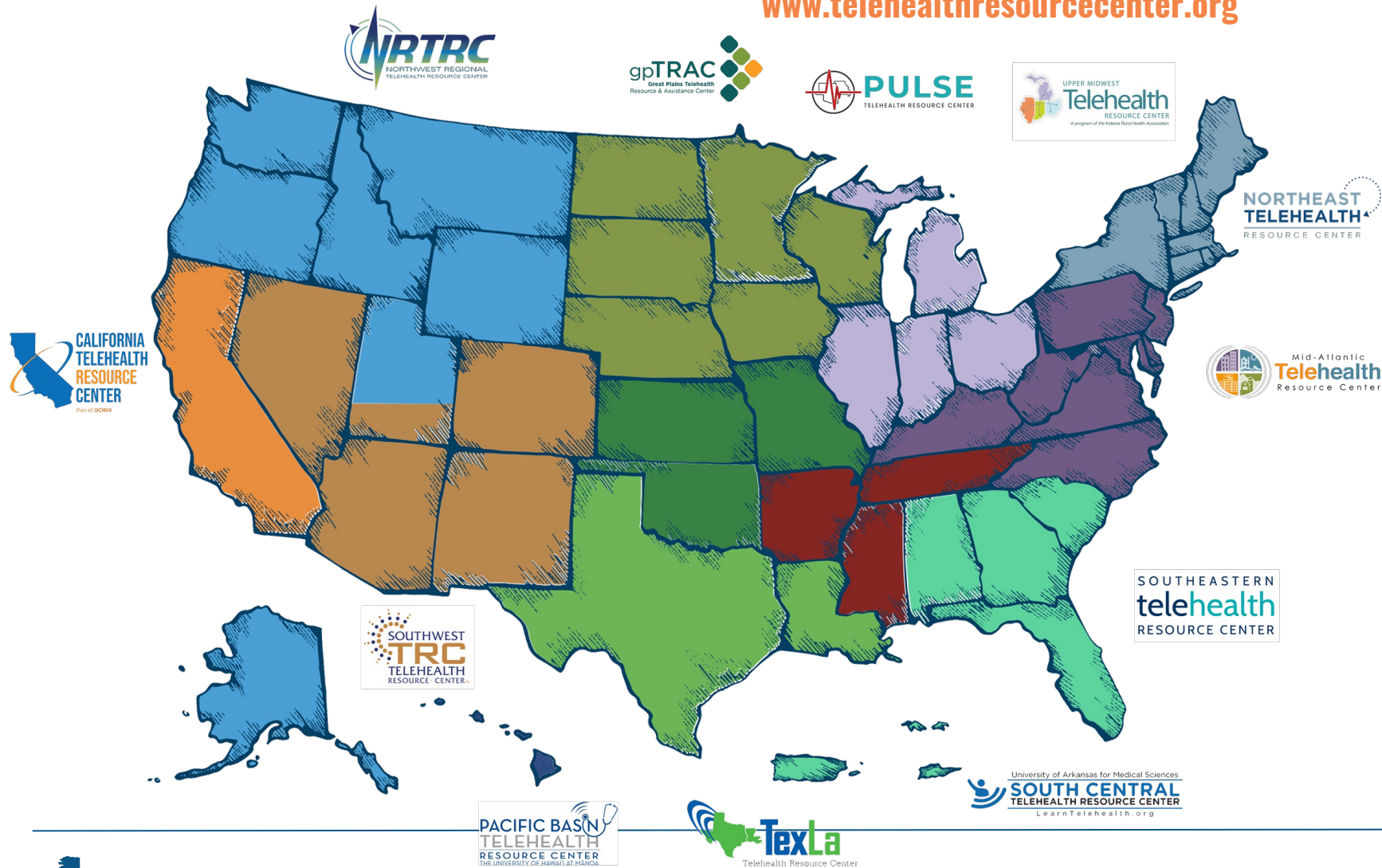
Trust as Infrastructure: The Human Foundation of Sustainable Telehealth Programs

July 16, 2026



HRSA Funded Telehealth Resource Centers

www.telehealthresourcecenter.org



NRTRC	gpTRAC	NETRC
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12 REGIONAL RESOURCE CENTERS		

 TTAC TelehealthTechnology.org	 CCHP
2 NATIONAL RESOURCE CENTERS	

Share your Telehealth Success Story!

- The National Consortium of Telehealth Resource Centers (NCTRC), representing all 14 Telehealth Resource Centers (TRCs), is collecting success stories from organizations, patients, and providers who have benefited from telehealth **with support from a TRC**. Share how your TRC helped make telehealth work for you for a chance to be featured – along with your organization – in the NCTRC newsletter.
- Survey - <https://www.surveymonkey.com/r/TT2RXQZ>



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Trust as Infrastructure

The Human Foundation of Sustainable Telehealth Programs

Presented by: Cindy Garza Moore
Program Director | Pili Ola





ROOTED IN COMMUNITY. DESIGNED FOR HAWAI'I. WOVEN TOGETHER IN CARE.

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Have you ever worked incredibly hard to build a program...

...that you knew could make a difference...
...and still wondered why people didn't use it?

**But sometimes, even
when we build all of these
things...**

Programs still struggle.

But, why?



**"I was too afraid to touch
the computer today."**





**“Sometimes the smallest
moments build the
greatest trust.”**

**No metric captured
that moment.**

Looking Beyond the Metrics

We Measure	What Else Might We Notice?
Attendance	Confidence
Telehealth Visits	Trust
Portal Registrations	Relationships
Survey Results	Community Ownership

What Ka'ū Taught Me

- Technology creates opportunity.
- Relationships create participation.
- Trust creates confidence.
- Confidence creates engagement.
- Engagement creates sustainable programs.

Trust isn't accidental.

It's built.

What are we designing for?

What changed?

What did that look like?

- Community Partnerships
- Digital Navigators
- Trusted Spaces
- Continuous Support

What Trust Made Possible

Designing For Trust

People

- Hire for empathy, not just expertise.
- Teach listening before technology.
- Give your workforce time to build relationships.

Programs

- Build with communities, not just for them.
- Partner with trusted local organizations.
- Meet people where they already are.

Evaluation

- Measure outcomes and stories.
- Listen before you redesign.
- Let community voices shape what's next.

Trust isn't something we hope happens. It's something we intentionally design for.

What Will You Build?

I hope you remember that...

Technology is the tool.

Programs are the vehicle.

Metrics tell us what happened.

**But the thing that changes lives...
The thing that makes programs last...
Is profoundly human.**

So let's keep people at the heart of everything we build.

Mahalo nui.

Questions? Comments?

Please feel free to reach out
to me at Cynthia@uhtasi.org

Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Hosting TRC: Upper Midwest Telehealth Resource Center (UMTRC)

Telehealth Topic: The Importance Of Operations Planning For Telehealth: How To Develop A Plan That Works

Date: August 20, 2026

Times: 11 AM – 12 PM (PT)



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