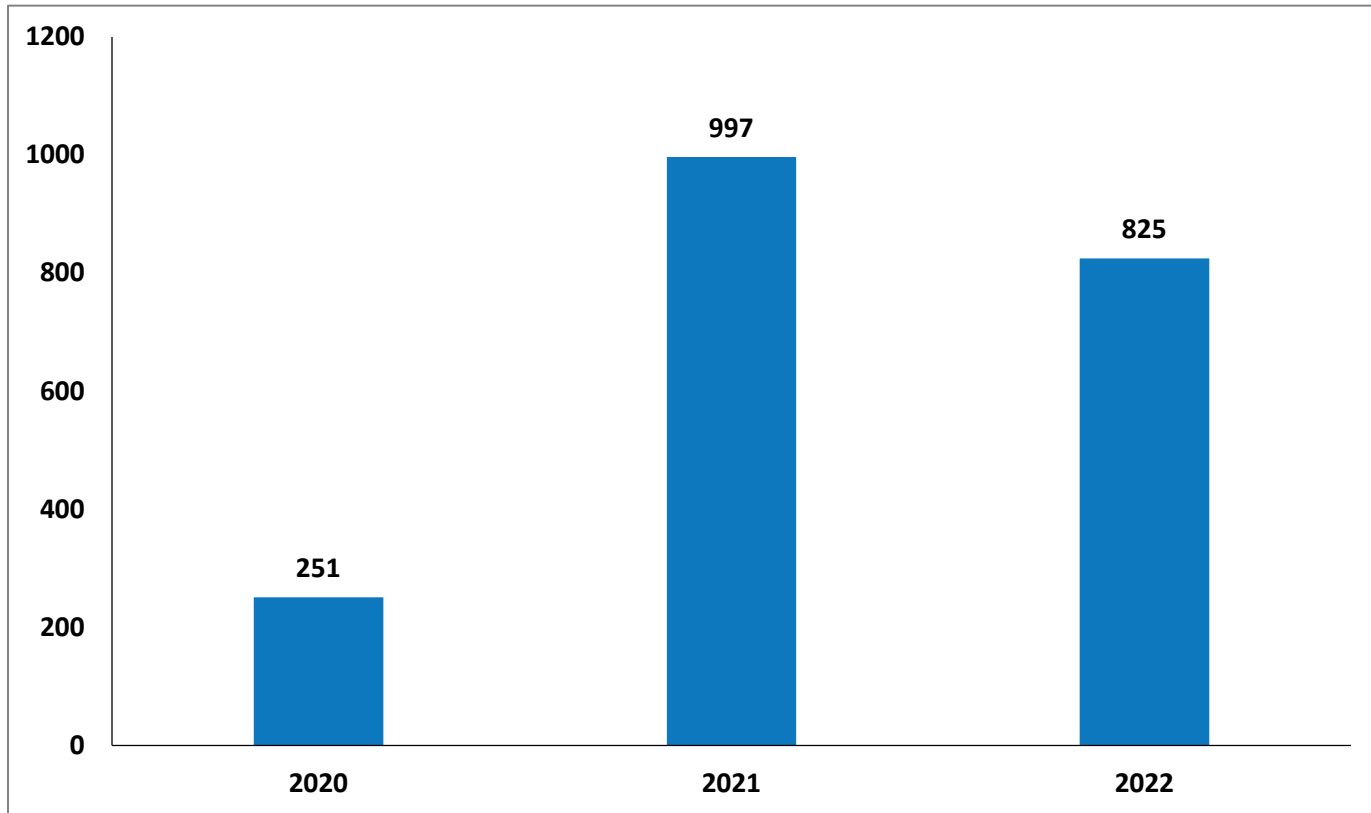# NRTRC Telehealth Survey

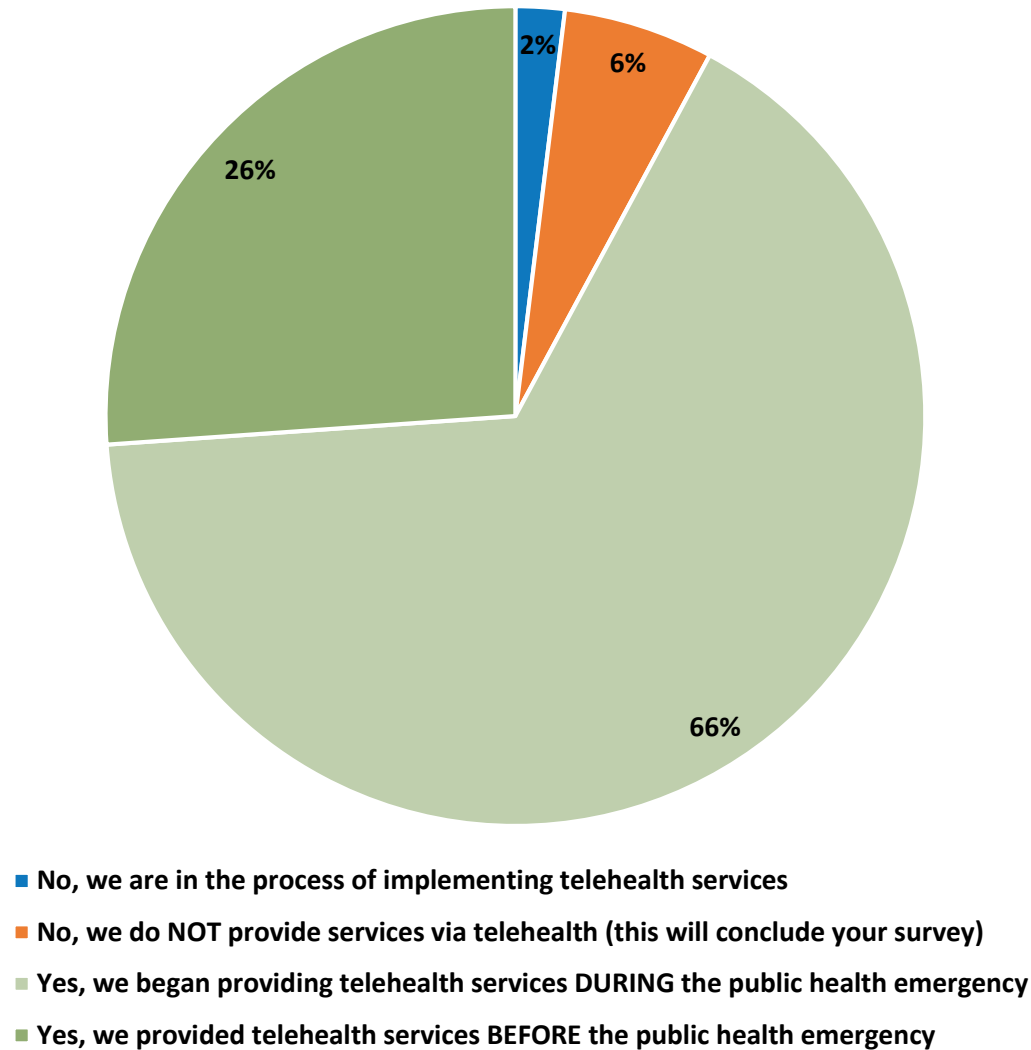2022

Survey response

Number of Completed Surveys
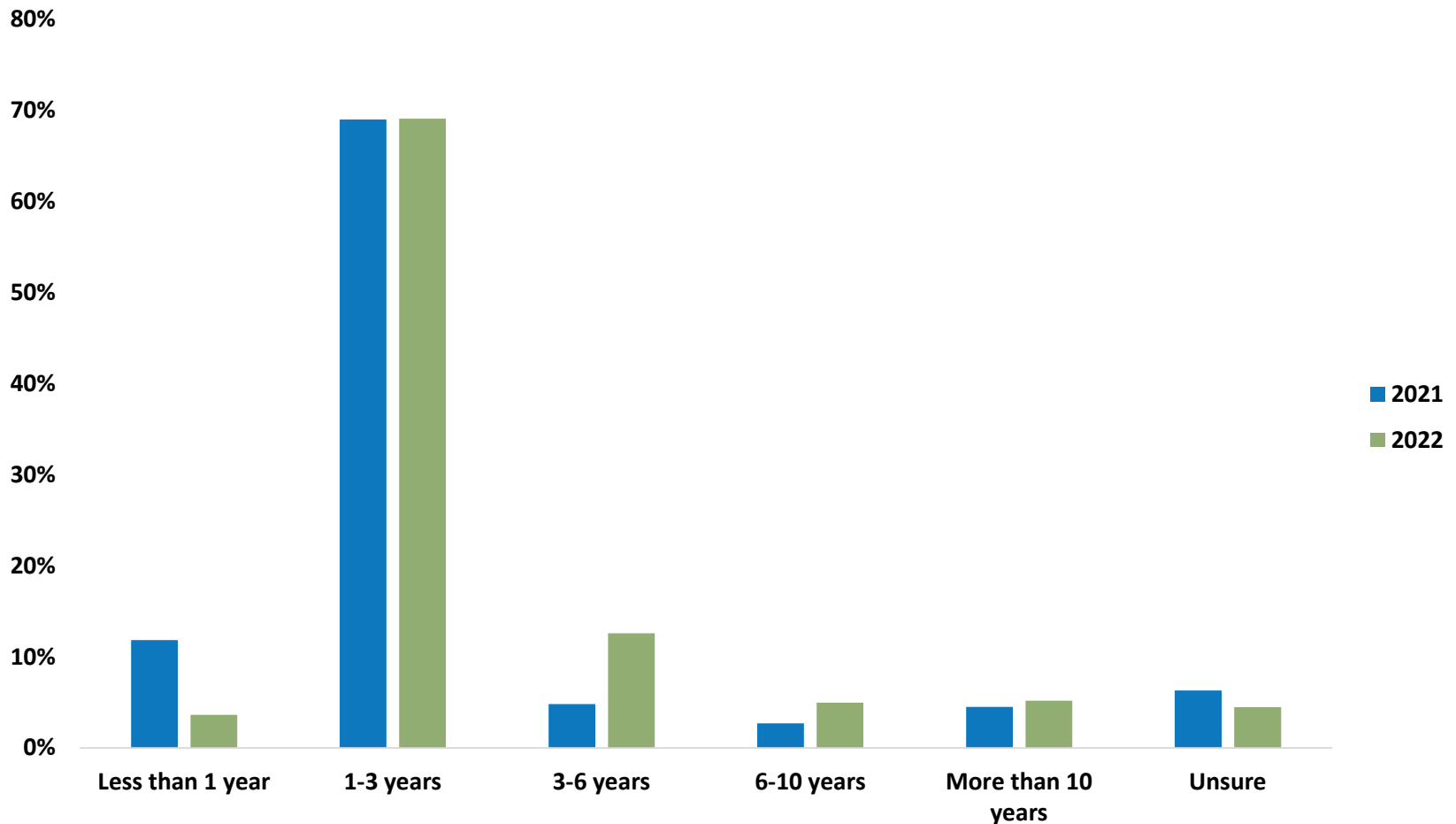### 2020, 2021 & 2022

Do you provide services via telehealth?

- ■ No, we are in the process of implementing telehealth services
- ■ No, we do NOT provide services via telehealth (this will conclude your survey)
- ■ Yes, we began providing telehealth services DURING the public health emergency
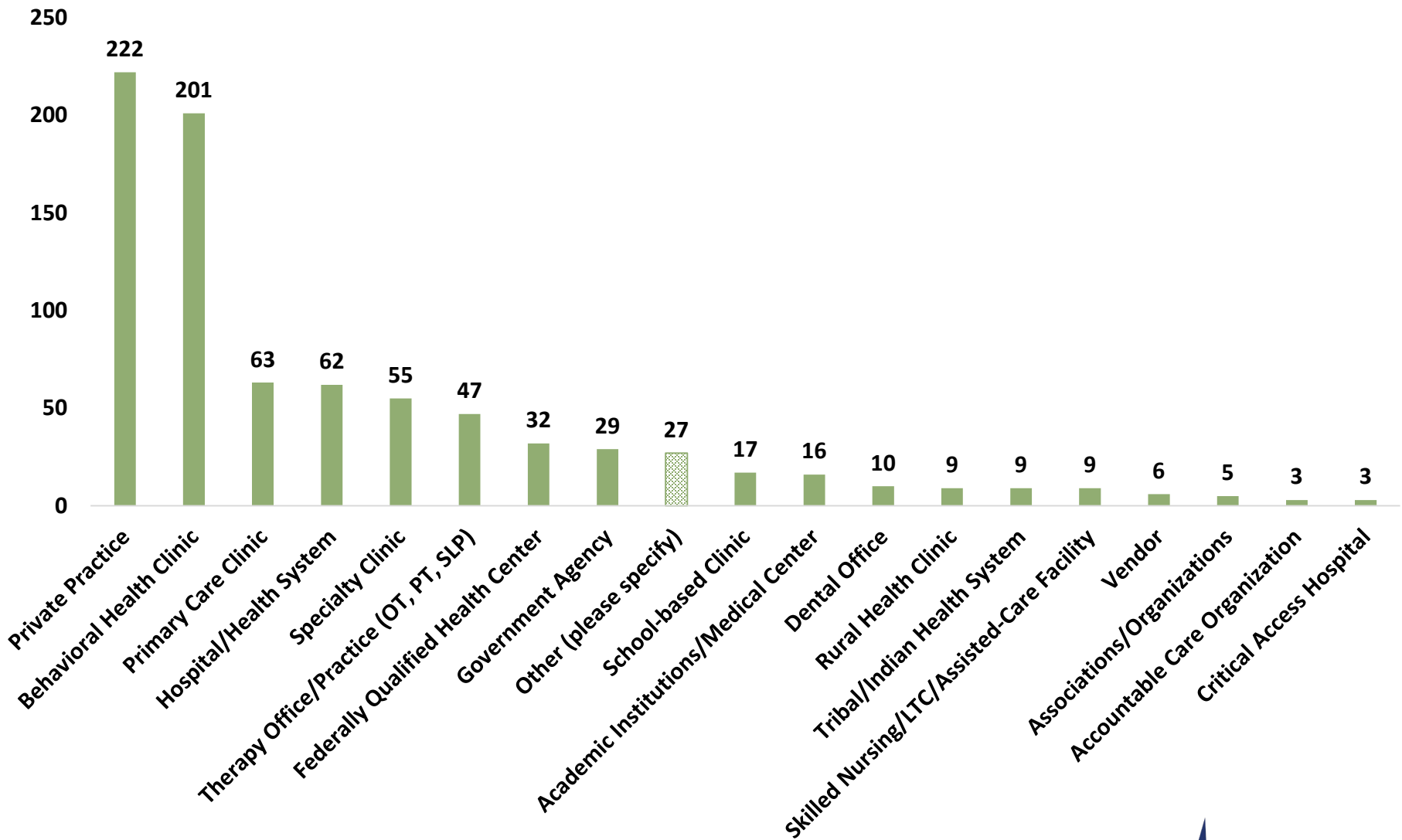- ■ Yes, we provided telehealth services BEFORE the public health emergency

N=877

How long has your organization been offering telehealth services or programs?

2021 N=997
2022 N=825

Which best describes your organization?

Organization	Count
Private Practice	222
Behavioral Health Clinic	201
Primary Care Clinic	63
Hospital/Health System	62
Specialty Clinic	55
Therapy Office/Practice (OT, PT, SLP)	47
Federally Qualified Health Center	32
Government Agency	29
Other (please specify)	27
School-based Clinic	17
Academic Institutions/Medical Center	16
Dental Office	10
Rural Health Clinic	9
Tribal/Indian Health System	9
Skilled Nursing/LTC/Assisted-Care Facility	9
Vendor	6
Associations/Organizations	5
Accountable Care Organization	3
Critical Access Hospital	3

2022 N=825

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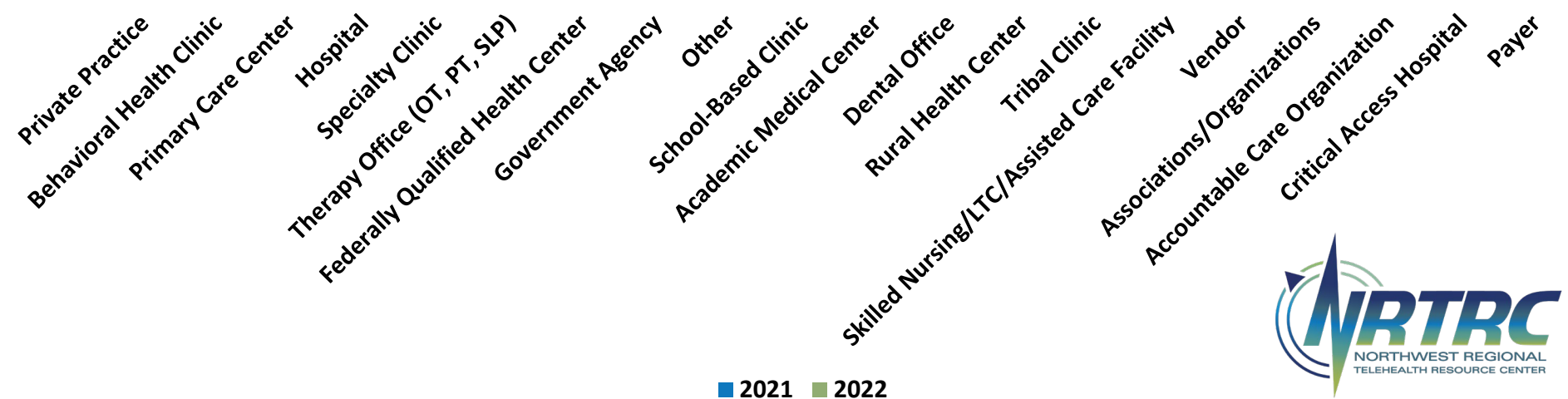
Which best describes your organization? – 2021 to 2022 comparison

2021 – select all that apply (respondents could select multiple); N=1249
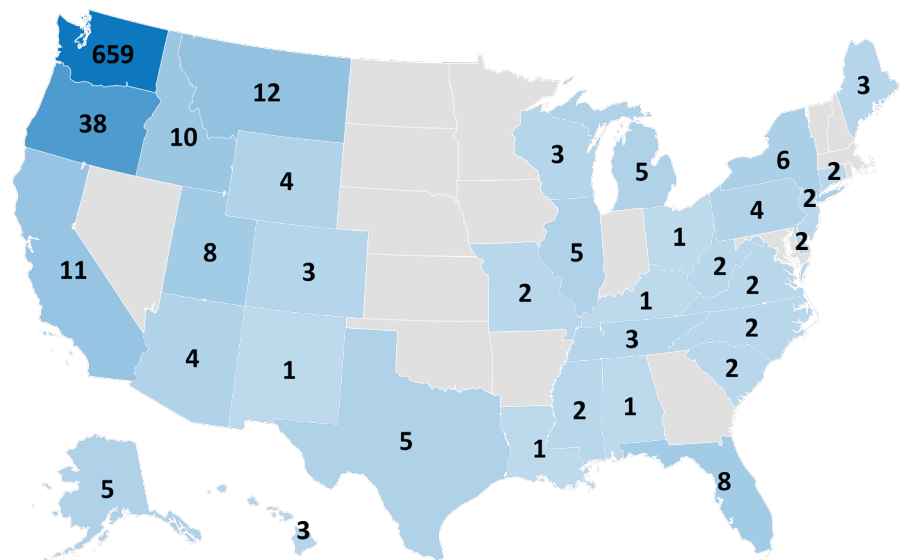2022 – select the best fit (respondents could select one); N=825

Legend: ■ 2021 ■ 2022

Geographic distribution

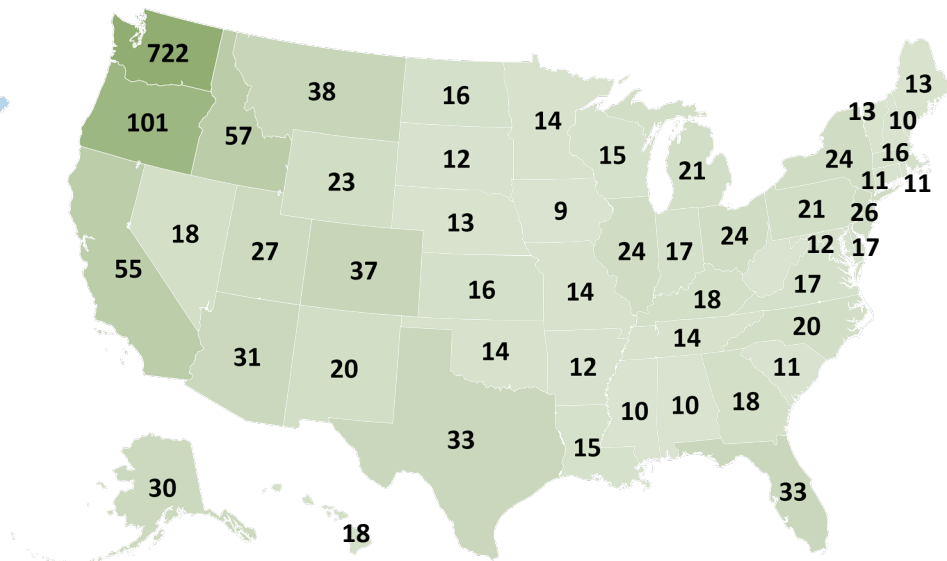
States Where Respondents Reside (N=825)

+3 international

Respondents choose one state of residence
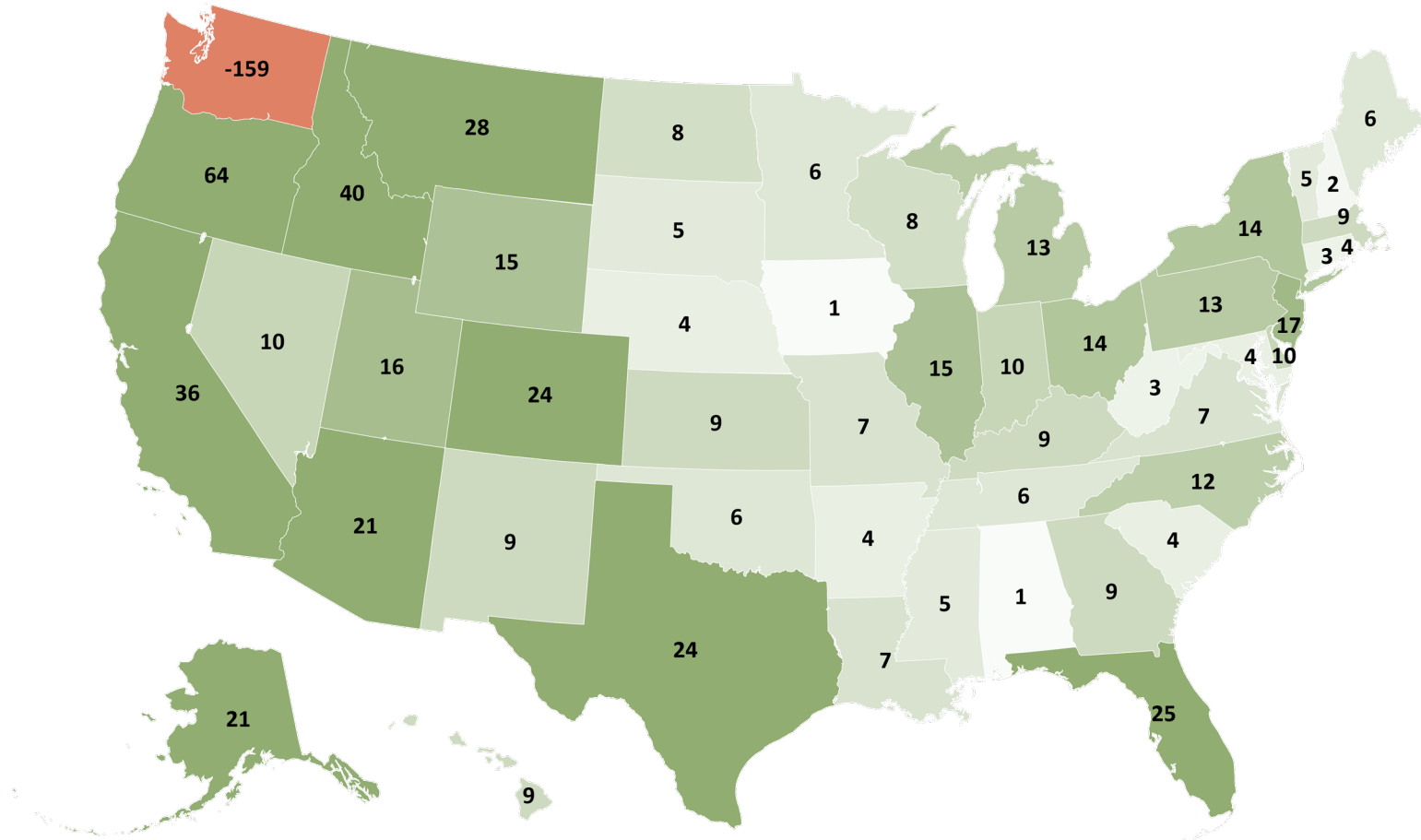
States Where Respondents Provide Telehealth (N=1797)

+16 international

Respondents may deliver services in multiple states

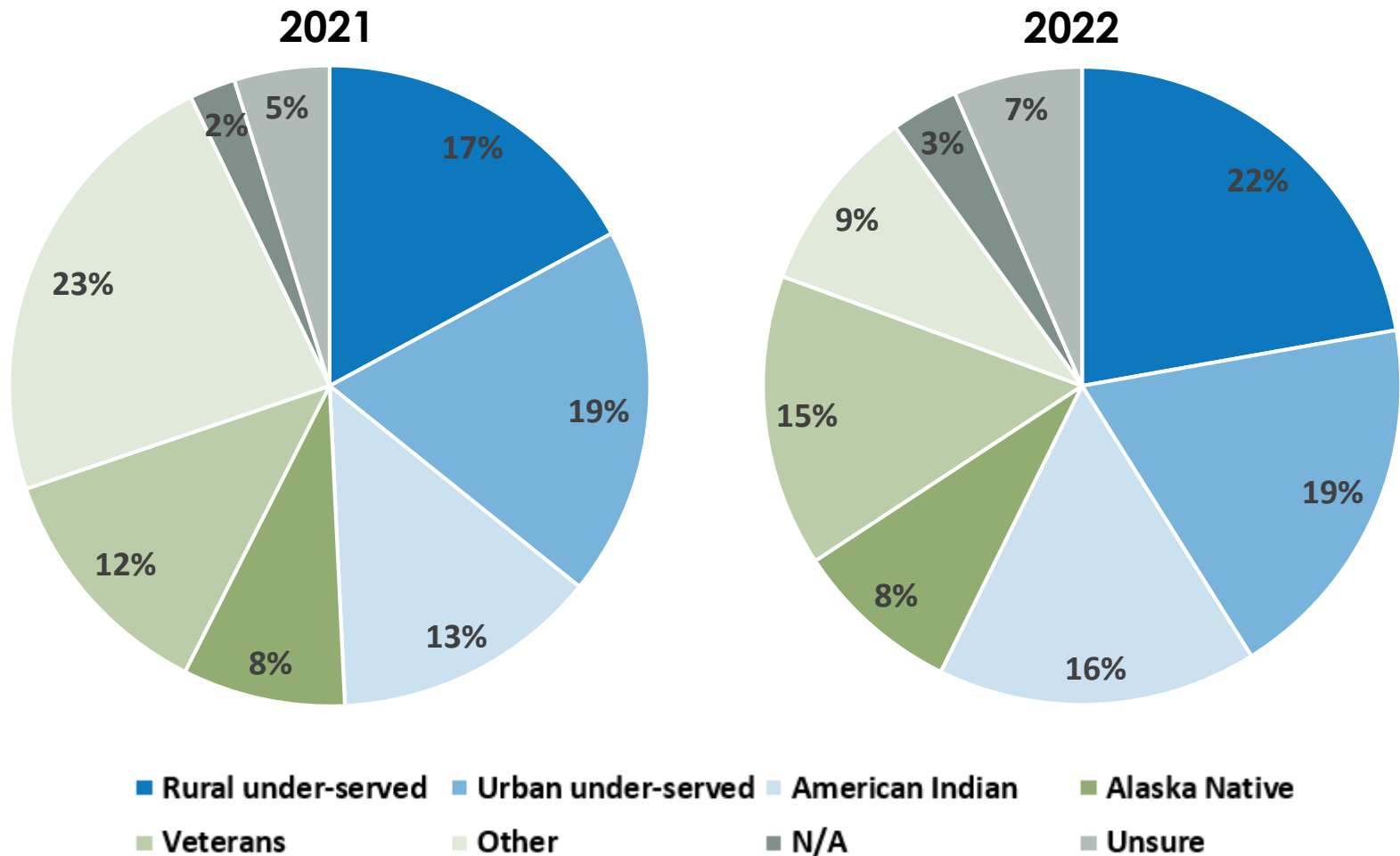# Geographic distribution of telehealth services – 2021 to 2022

**States Where Respondents Provide Telehealth
Change from 2021 to 2022**
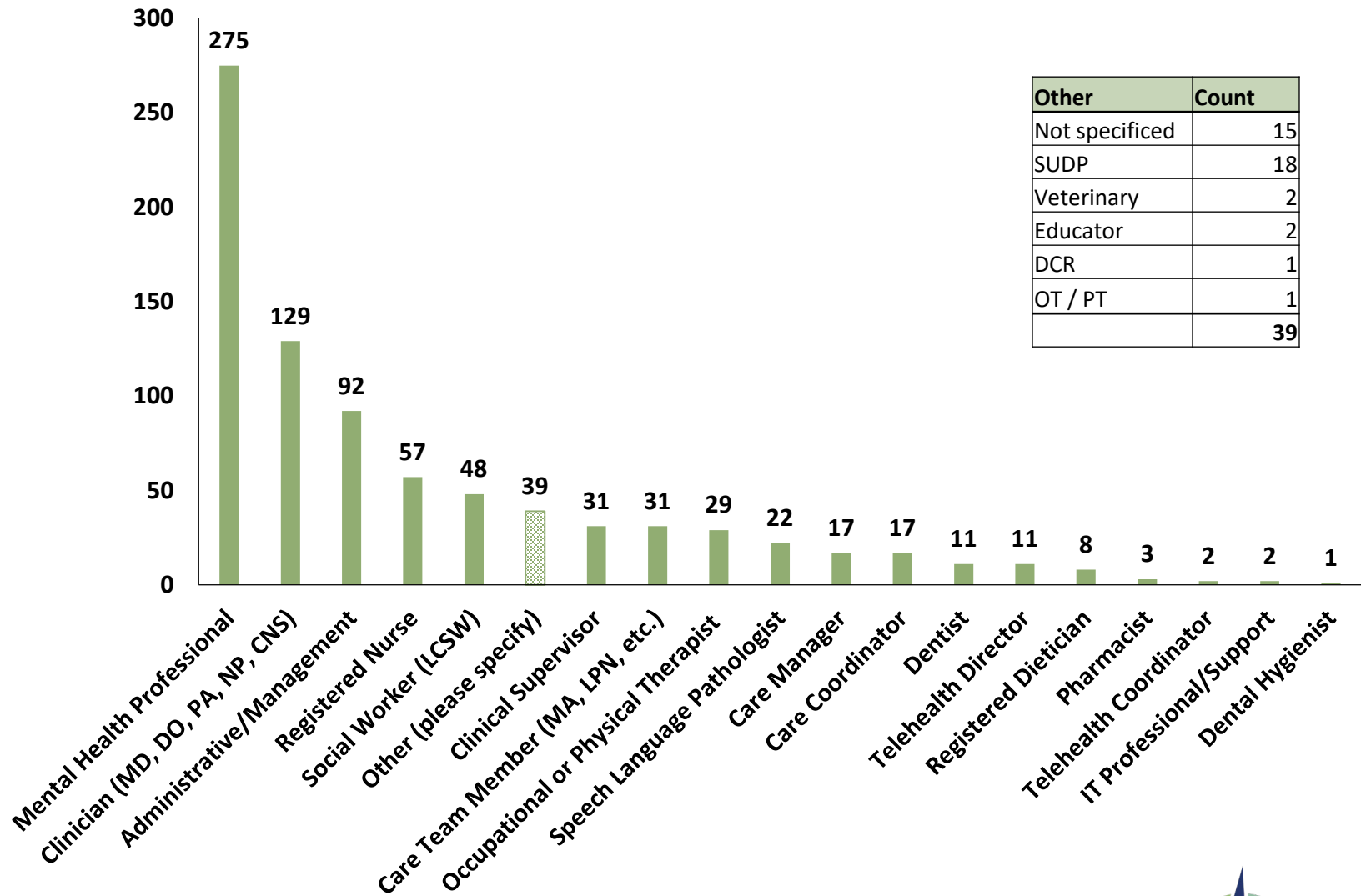
+13 international respondents

Respondents may deliver services in multiple states (N=1797)

Types of special populations served

2021
- Rural under-served: 17%
- Urban under-served: 19%
- American Indian: 13%
- Alaska Native: 8%
- Veterans: 12%
- Other: 23%
- N/A: 2%
- Unsure: 5%

2022
- Rural under-served: 22%
- Urban under-served: 19%
- American Indian: 16%
- Alaska Native: 8%
- Veterans: 15%
- Other: 9%
- N/A: 3%
- Unsure: 7%

Legend:
- Rural under-served
- Urban under-served
- American Indian
- Alaska Native
- Veterans
- Other
- N/A
- Unsure

Respondents may select all that apply
2021 N=2764
2022 N=1869

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Position or role type

Other	Count
Not specificed	15
SUDP	18
Veterinary	2
Educator	2
DCR	1
OT / PT	1
	39

Mental Health Professional: 275
Clinician (MD, DO, PA, NP, CNS): 129
Administrative/Management: 92
Registered Nurse: 57
Social Worker (LCSW): 48
Other (please specify): 39
Clinical Supervisor: 31
Care Team Member (MA, LPN, etc.): 31
Occupational or Physical Therapist: 29
Speech Language Pathologist: 22
Care Manager: 17
Care Coordinator: 17
Dentist: 11
Telehealth Director: 11
Registered Dietician: 8
Pharmacist: 3
Telehealth Coordinator: 2
IT Professional/Support: 2
Dental Hygienist: 1

N=825

Position or role type – 2021 to 2022 comparison

2021 – select all that apply (respondents could select multiple); N=1445
2022 – select the best fit (respondents could select one); N=825
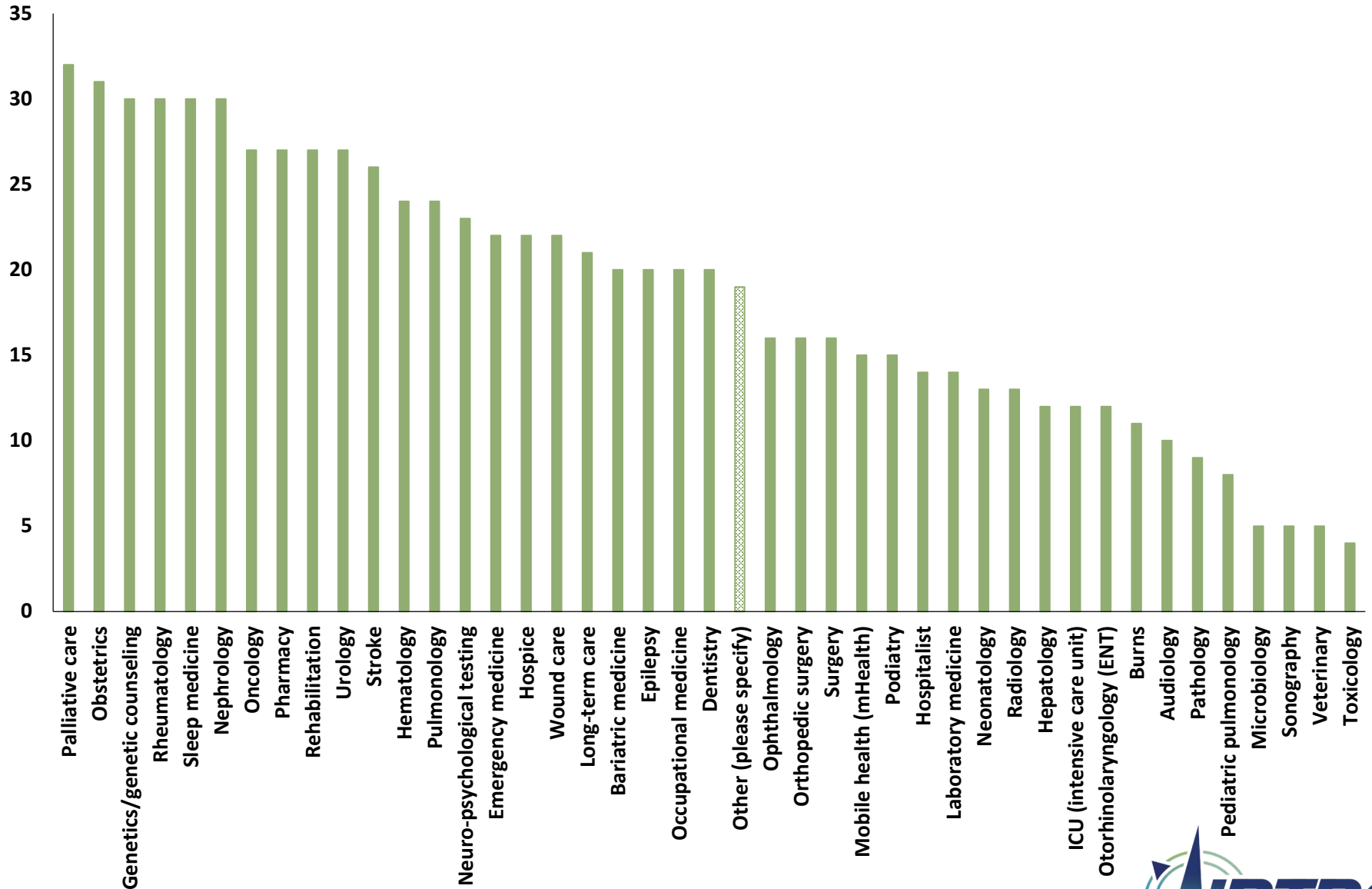* New category in 2022

Legend: ■ 2021% ■ 2022%
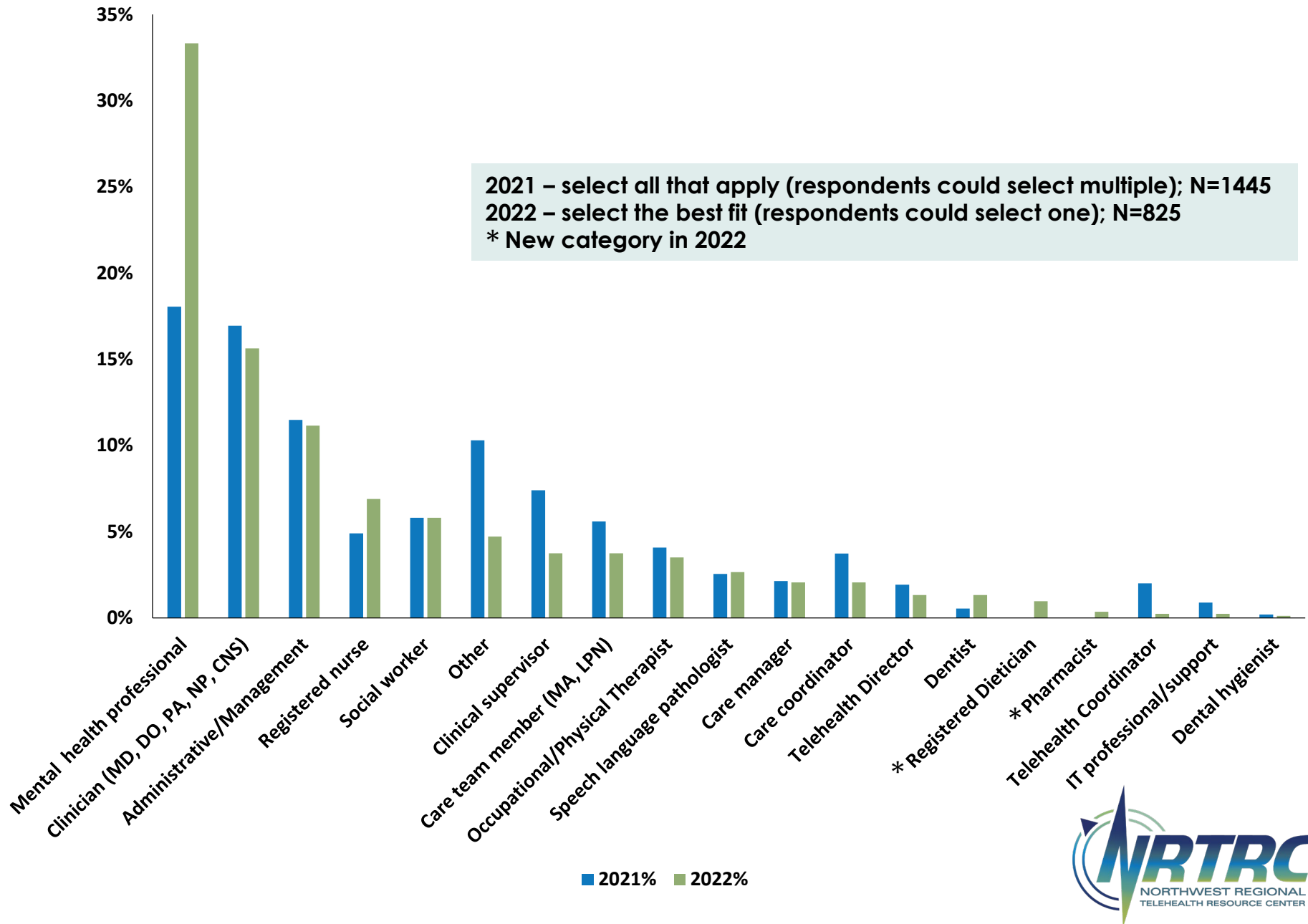
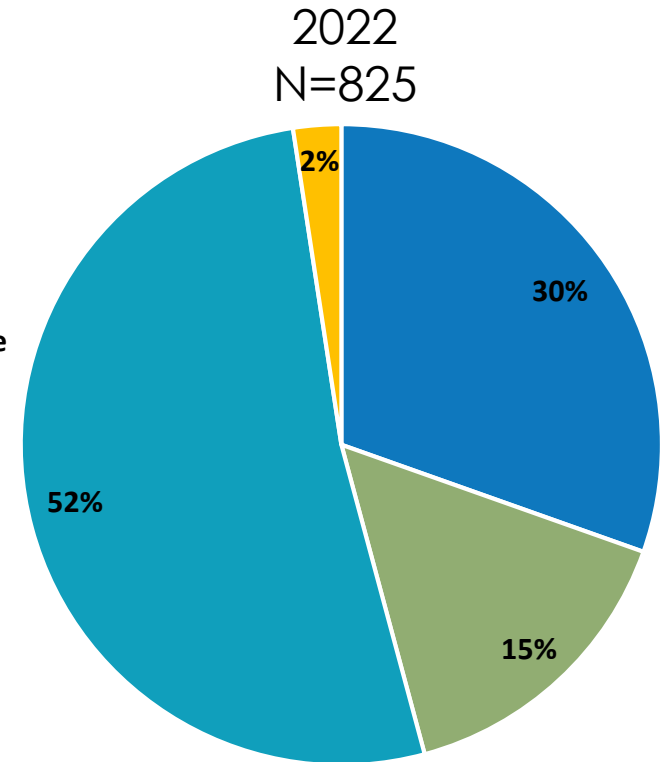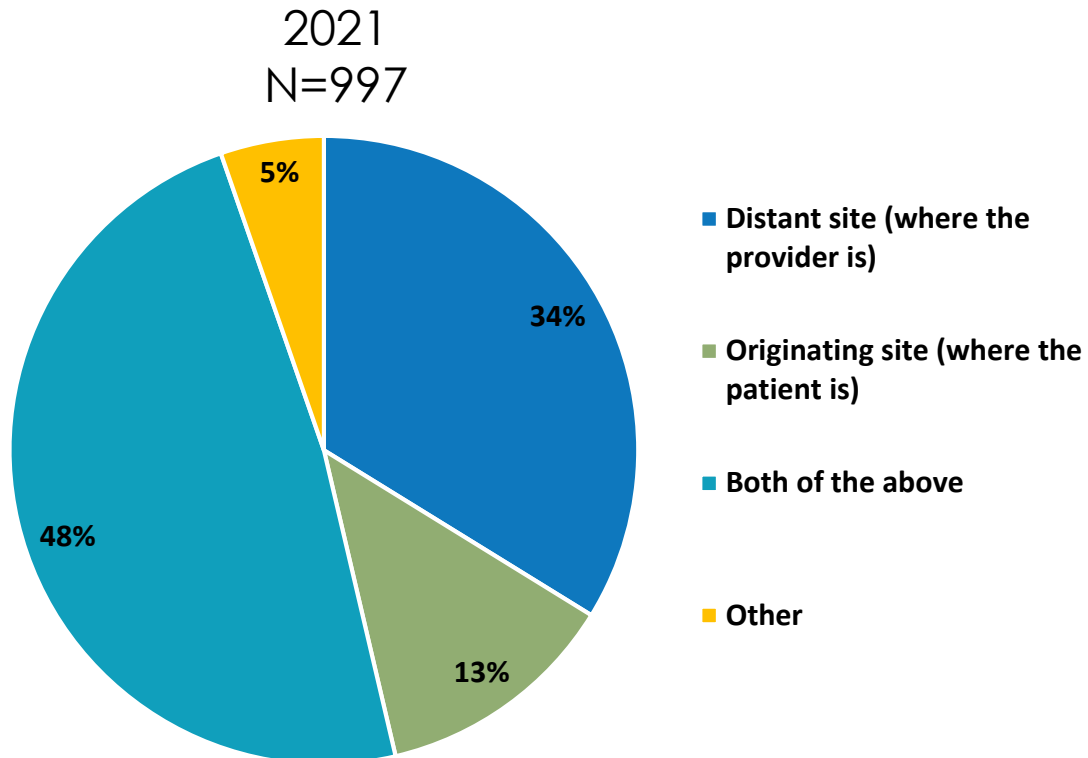# Health care services delivered by telehealth (pg 1 of 2)
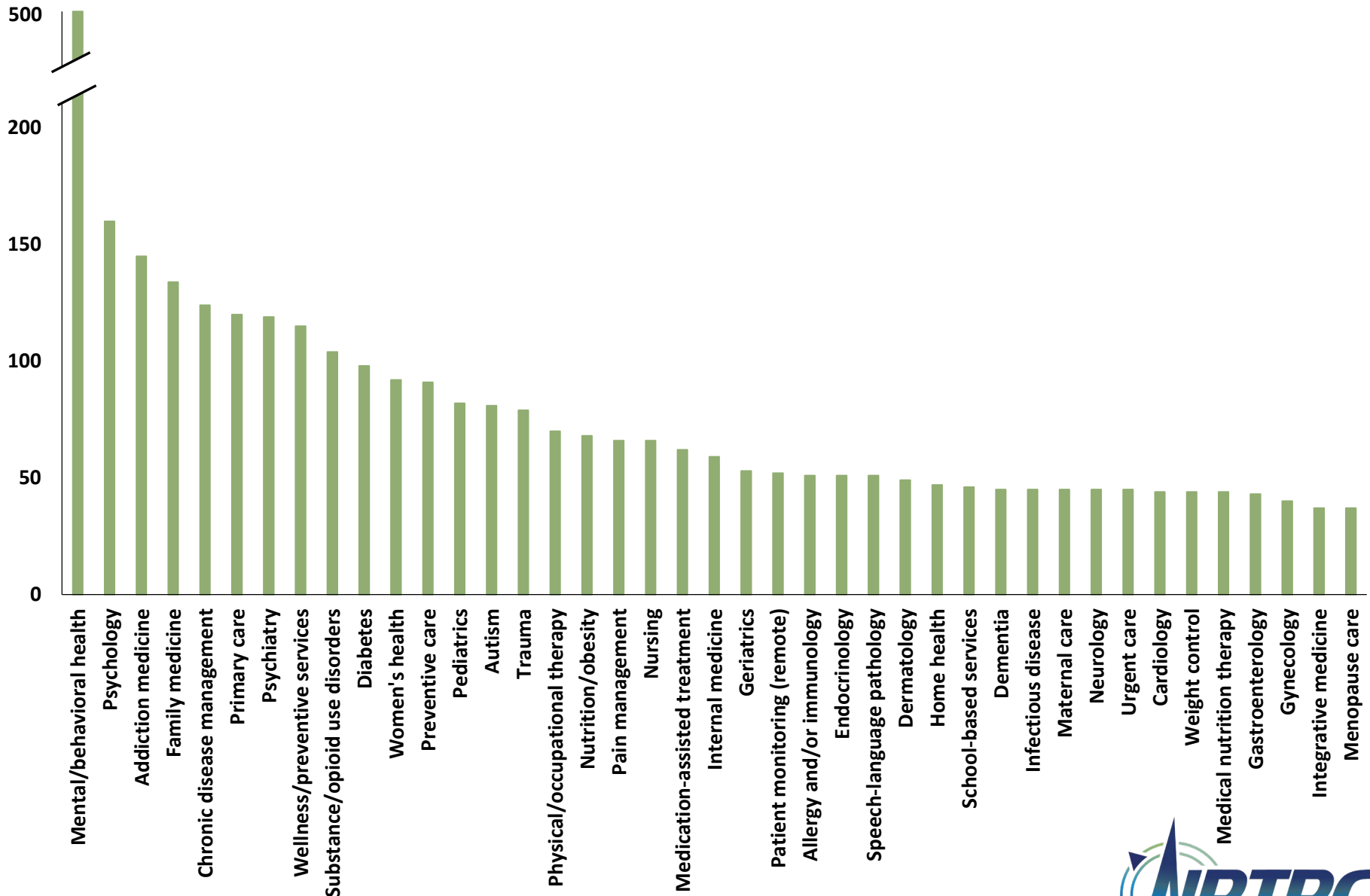
Respondents can select all that apply; N=4123

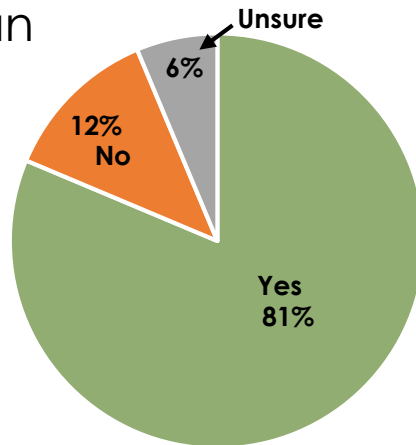# Health care services delivered by telehealth (pg 2 of 2)

Respondents can select all that apply; N=4123
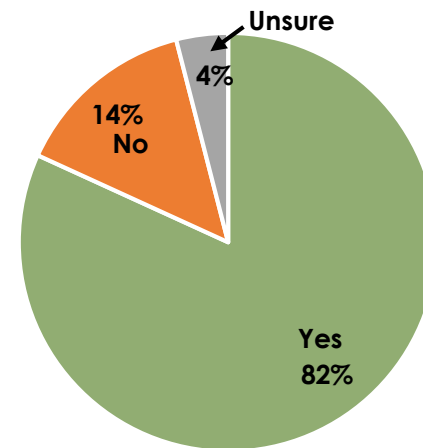
Do you support/deliver telehealth as a/an:

2021
N=997

2022
N=825

- Distant site (where the provider is)
- Originating site (where the patient is)
- Both of the above
- Other

2021
N=997

2022
N=825

Do you or your organization use an electronic health record (EHR)?

2021 pie chart:
- Unsure 6%
- No 12%
- Yes 81%

2022 pie chart:
- Unsure 4%
- No 14%
- Yes 82%

Type of telehealth platform used

2021 pie chart:
- Integrated with EHR 28%
- Unsure 22%
- Not currently using any telehealth platform(s) 4%
- Standalone solution 45%
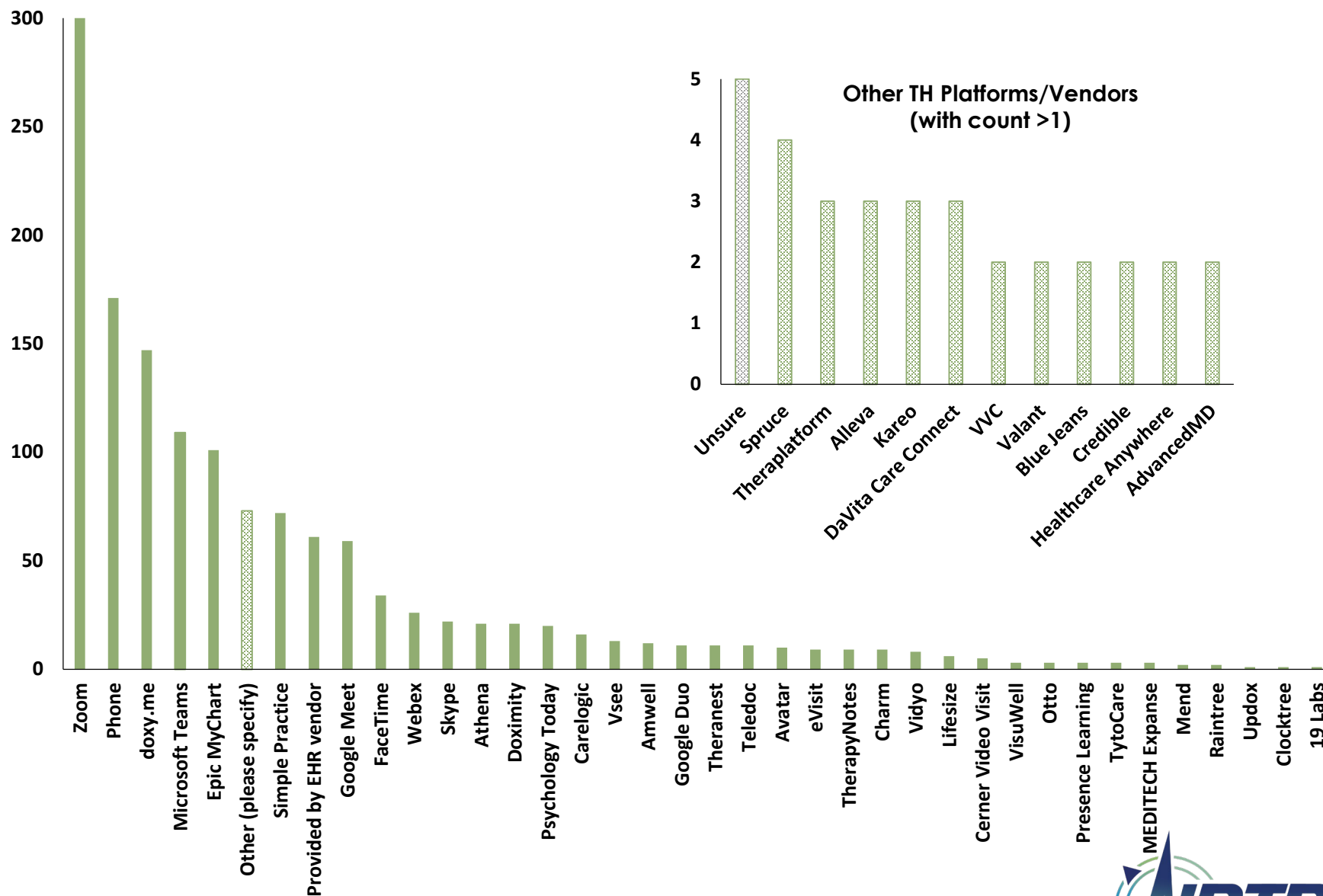
2022 pie chart:
- Integrated with EHR 38%
- Not currently using any telehealth platform(s) 5%
- Unsure 10%
- Standalone solution 47%

NRTRC
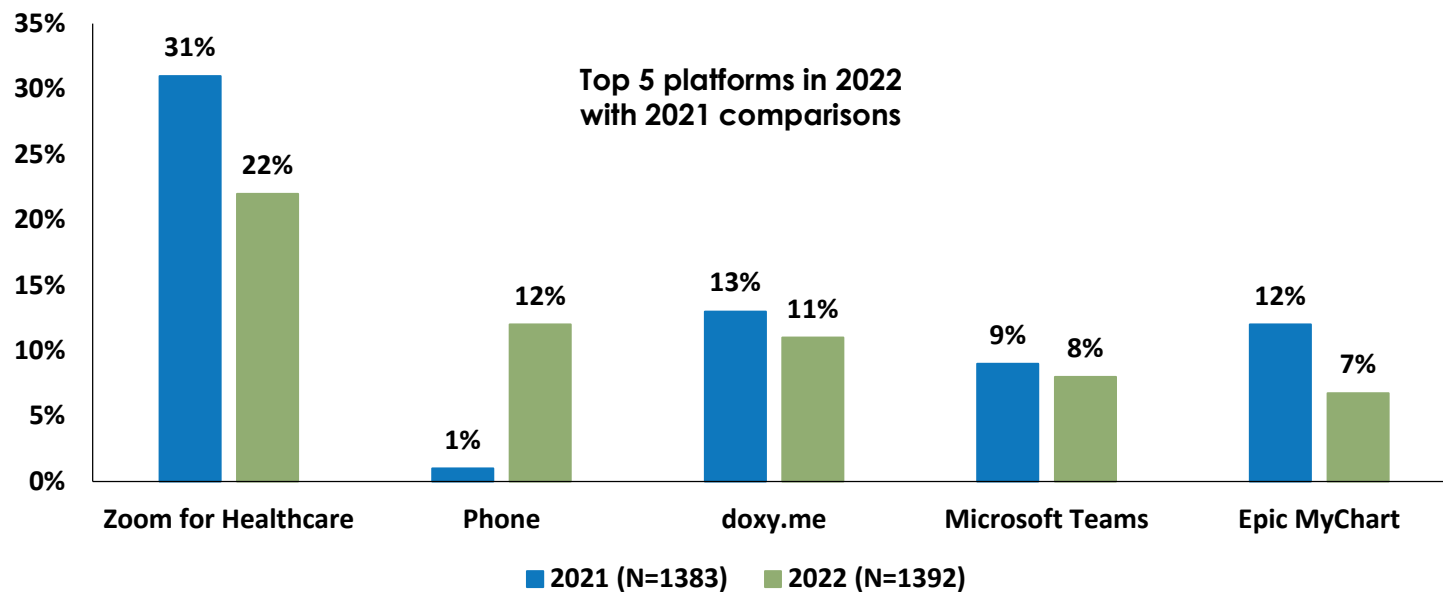NORTHWEST REGIONAL
TELEHEALTH RESOURCE CENTER
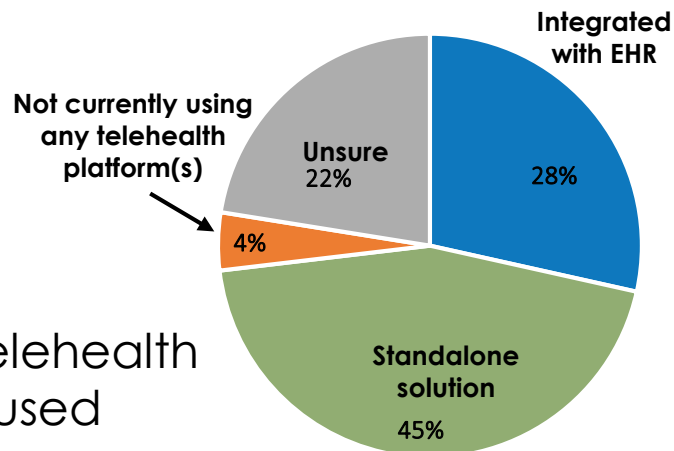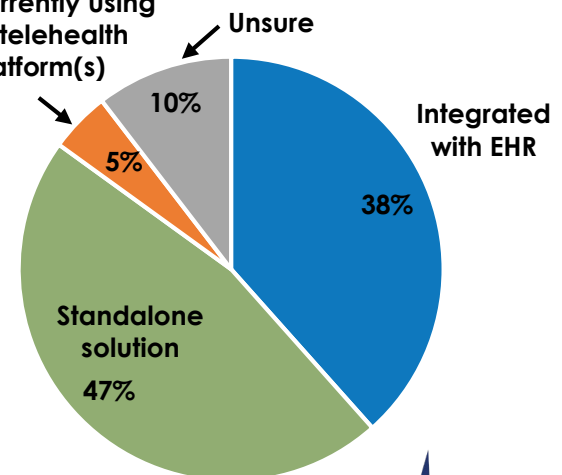
Telehealth Platforms or Vendors in Use

Respondents can select all that apply
N=1391

Telehealth Platforms or Vendors in Use – 2021 to 2022 comparison
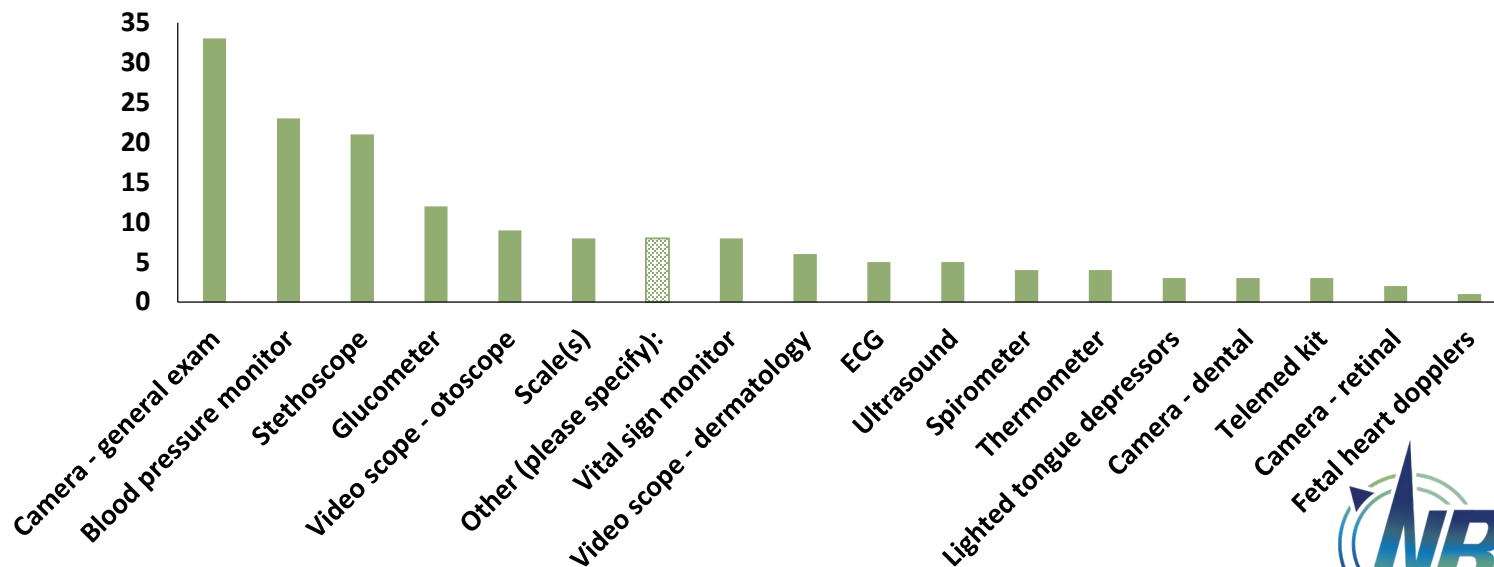

Top 5 platforms in 2022 with 2021 comparisons

Chart values:
- Zoom for Healthcare: 2021 = 31%, 2022 = 22%
- Phone: 2021 = 1%, 2022 = 12%
- doxy.me: 2021 = 13%, 2022 = 11%
- Microsoft Teams: 2021 = 9%, 2022 = 8%
- Epic MyChart: 2021 = 12%, 2022 = 7%

Legend: ■ 2021 (N=1383) ■ 2022 (N=1392)

Respondents can select all that apply

Platform/Vendor	% Change 2021 to 2022
Zoom for Healthcare	-11%
Phone	12%
doxy.me	-3%
Microsoft Teams	-1%
Epic MyChart	-5%
Other (please specify)	-6%
Simple Practice	3%
Google Meet	3%
Provided by EHR vendor	-2%
FaceTime	2%
Webex	-2%
Vsee	-3%

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Is your organization using any telehealth peripherals?

2021
N=997

7%

93%

- No, we are not using, nor are we interested in using peripherals
- Yes, we are using peripherals
- No, we are not using, but we are interested in adding peripherals

2022
N=825

22%

6%

71%
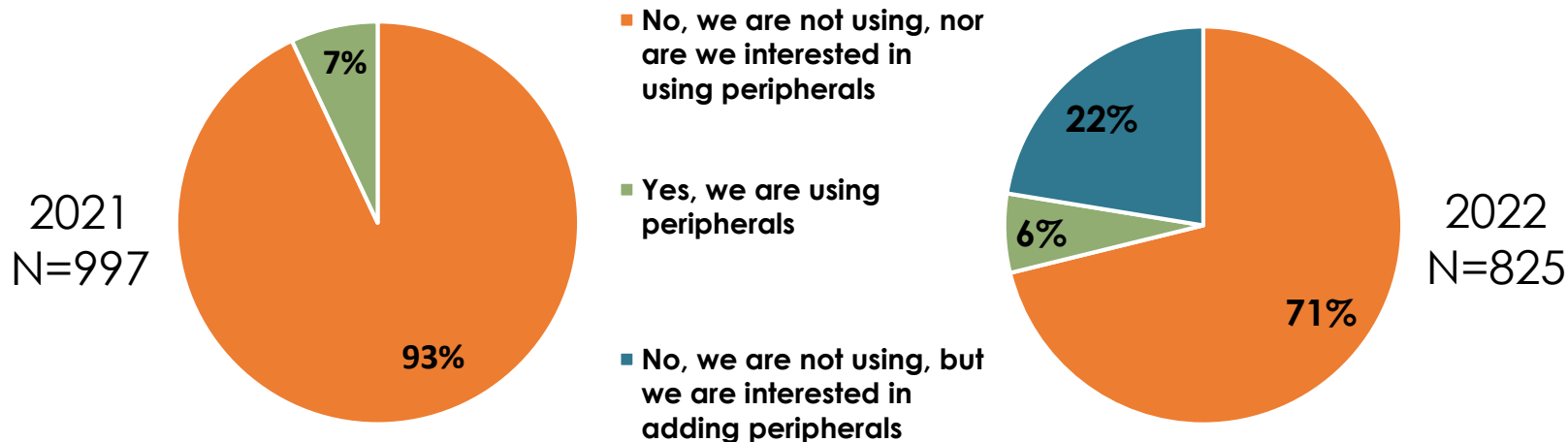
Types of Peripherals Used – 2022

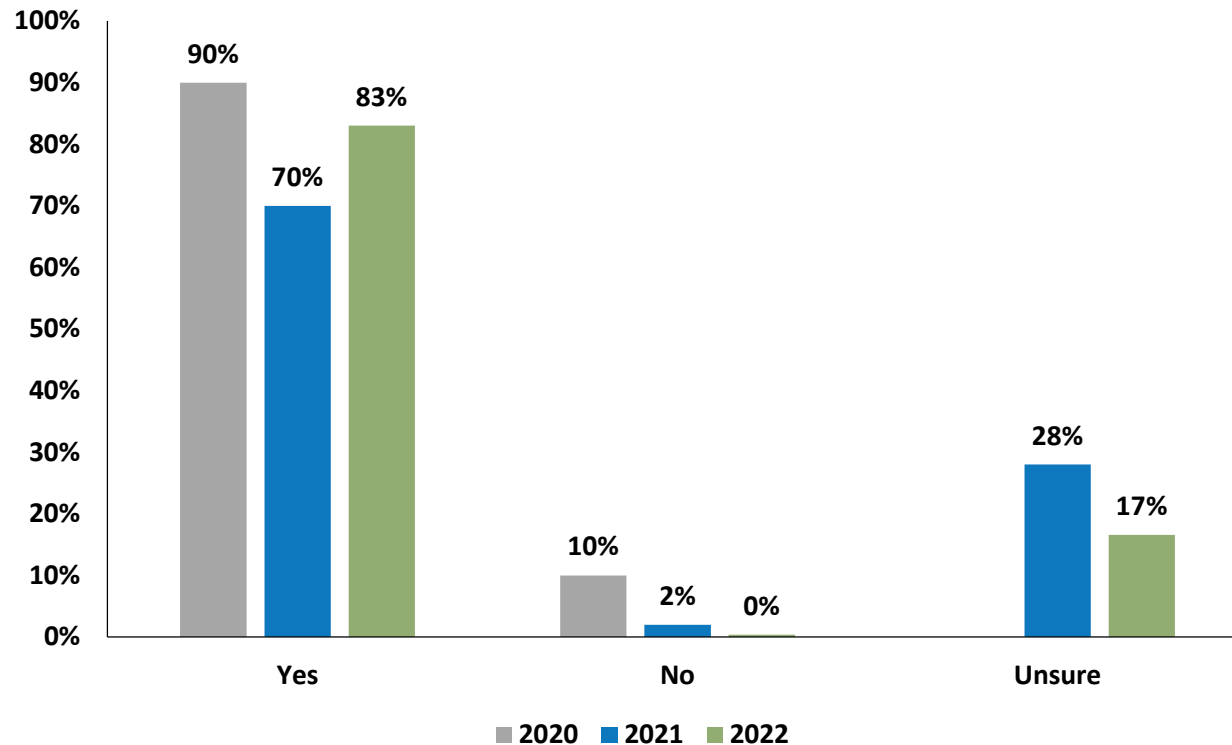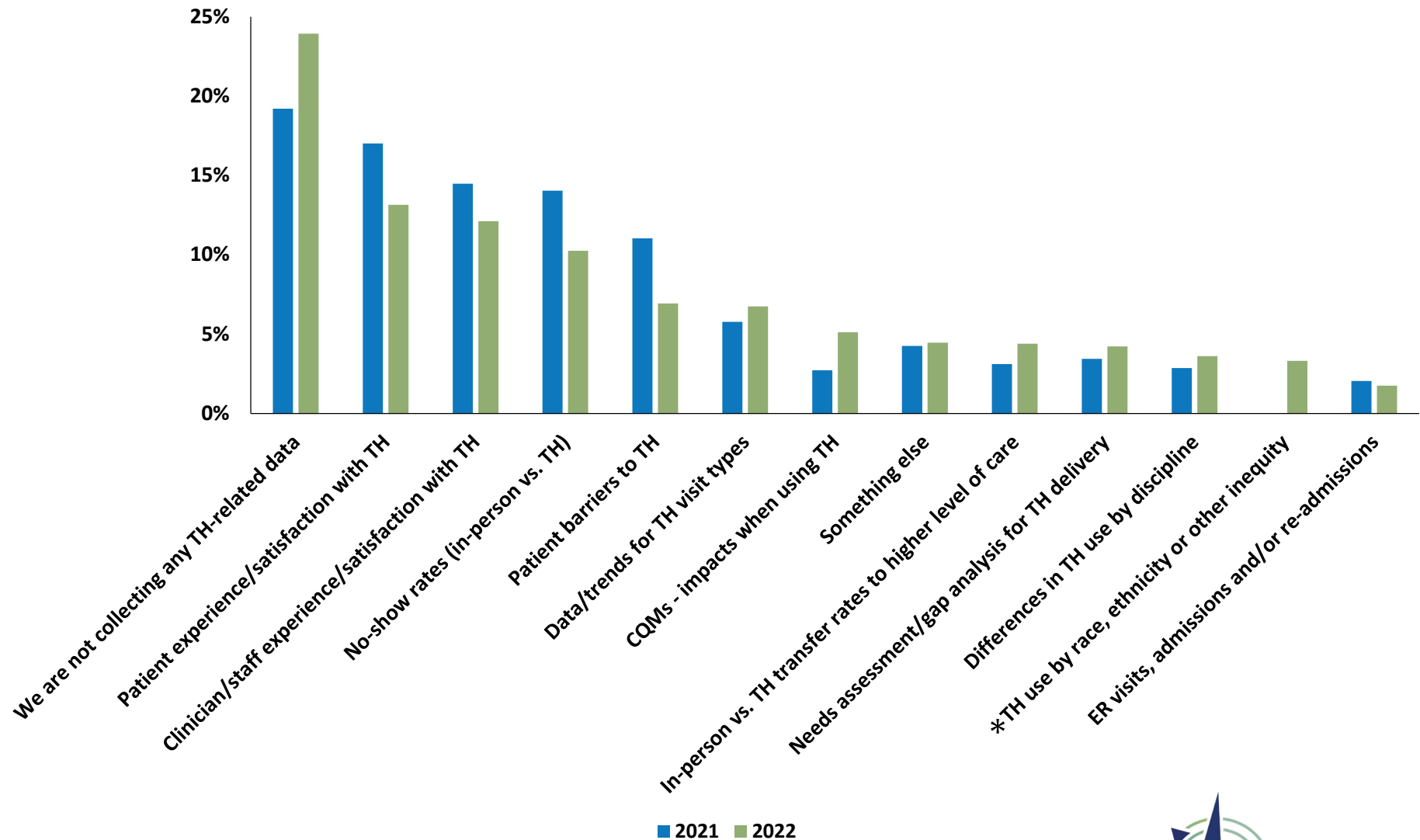| Peripheral	Value
Camera - general exam	33
Blood pressure monitor	23
Stethoscope	21
Glucometer	12
Video scope - otoscope	9
Scale(s)	8
Other (please specify):	8
Vital sign monitor	8
Video scope - dermatology	6
ECG	5
Ultrasound	5
Spirometer	4
Thermometer	4
Lighted tongue depressors	3
Camera - dental	3
Telemed kit	3
Camera - retinal	2
Fetal heart dopplers	1

Respondents can select all that apply

Will you offer telehealth services after the COVID-19 pandemic is over or the public health emergency declaration is lifted?

2020 N=251
2021 N=997
2022 N=825

# What telehealth related data are you collecting?

Legend: ■ 2021 ■ 2022

Categories (left to right):
- We are not collecting any TH-related data
- Patient experience/satisfaction with TH
- Clinician/staff experience/satisfaction with TH
- No-show rates (in-person vs. TH)
- Patient barriers to TH
- Data/trends for TH visit types
- CQMs - impacts when using TH
- Something else
- In-person vs. TH transfer rates to higher level of care
- Needs assessment/gap analysis for TH delivery
- Differences in TH use by discipline
- *TH use by race, ethnicity or other inequity
- ER visits, admissions and/or re-admissions

Respondents can select all that apply
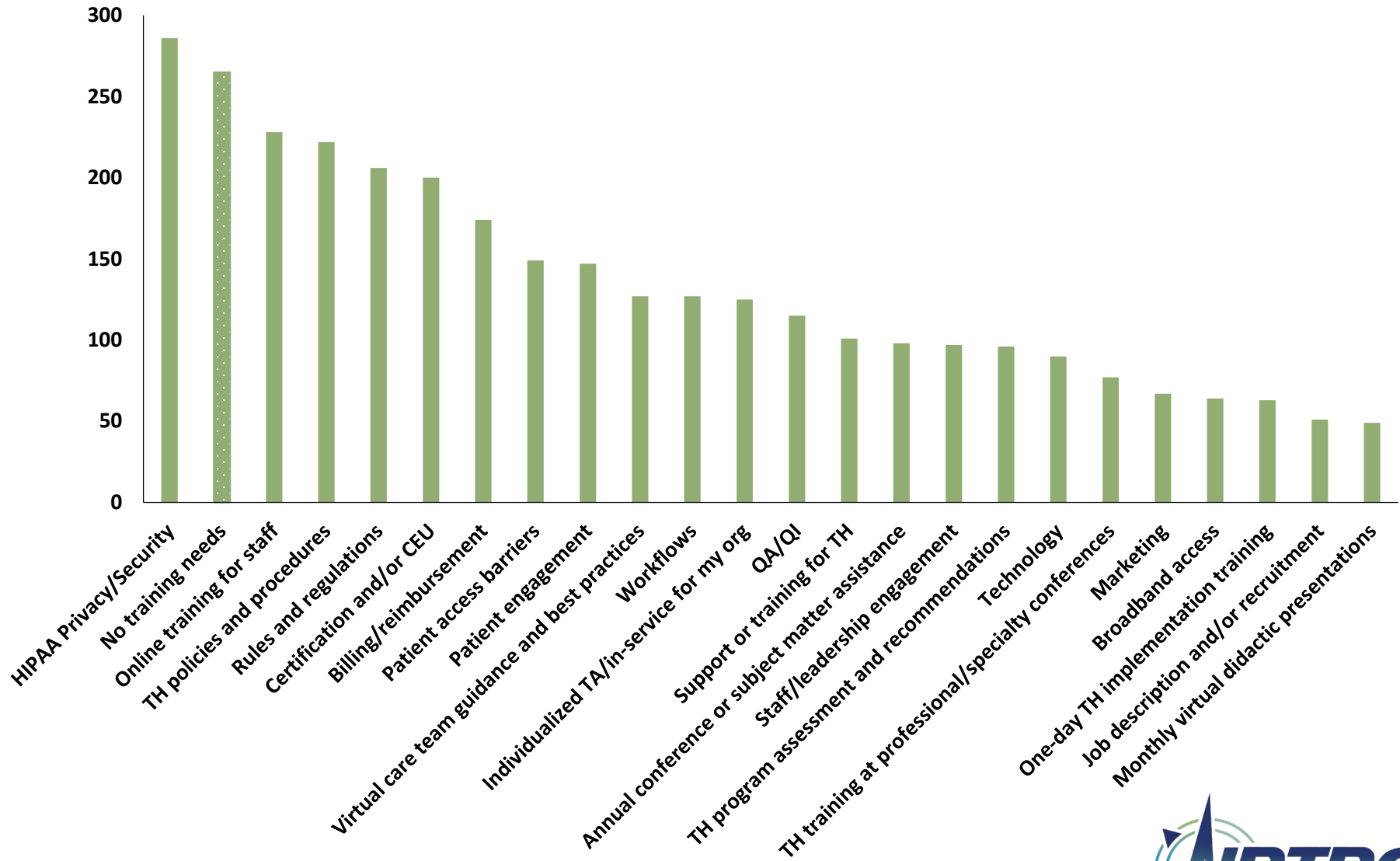2021 N=2093; 2022 N=1659
* New category in 2022

# How does your organization receive telehealth-related training and support?
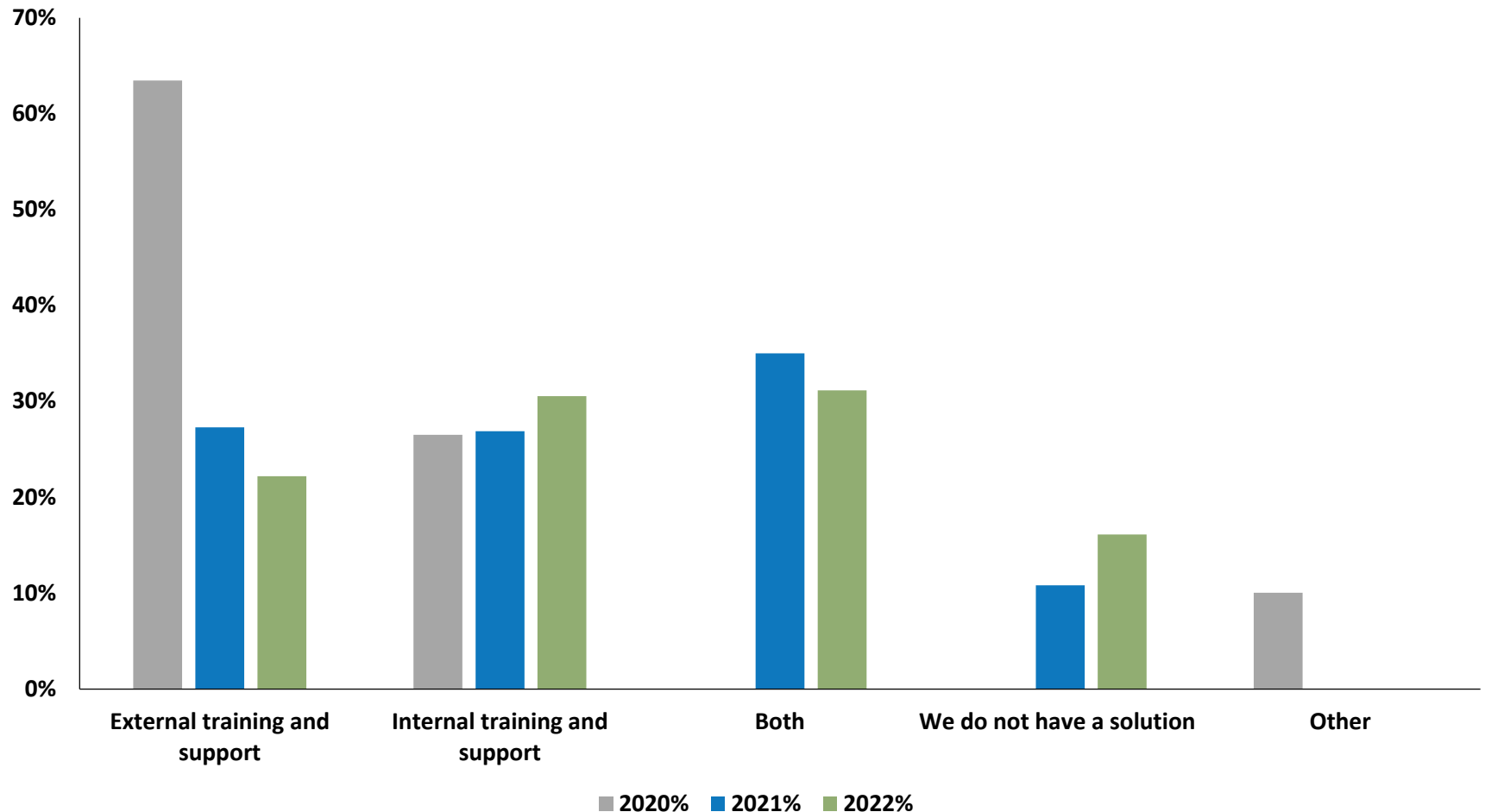
2020 N=249
2021 N=997
2022 N=825

# What telehealth resources, tools, training and/or support do you or your organization need?

Respondents can select all that apply
2022 N=3224

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What telehealth resources, tools, training and/or support do you or your organization need? – 2021 to 2022 comparison
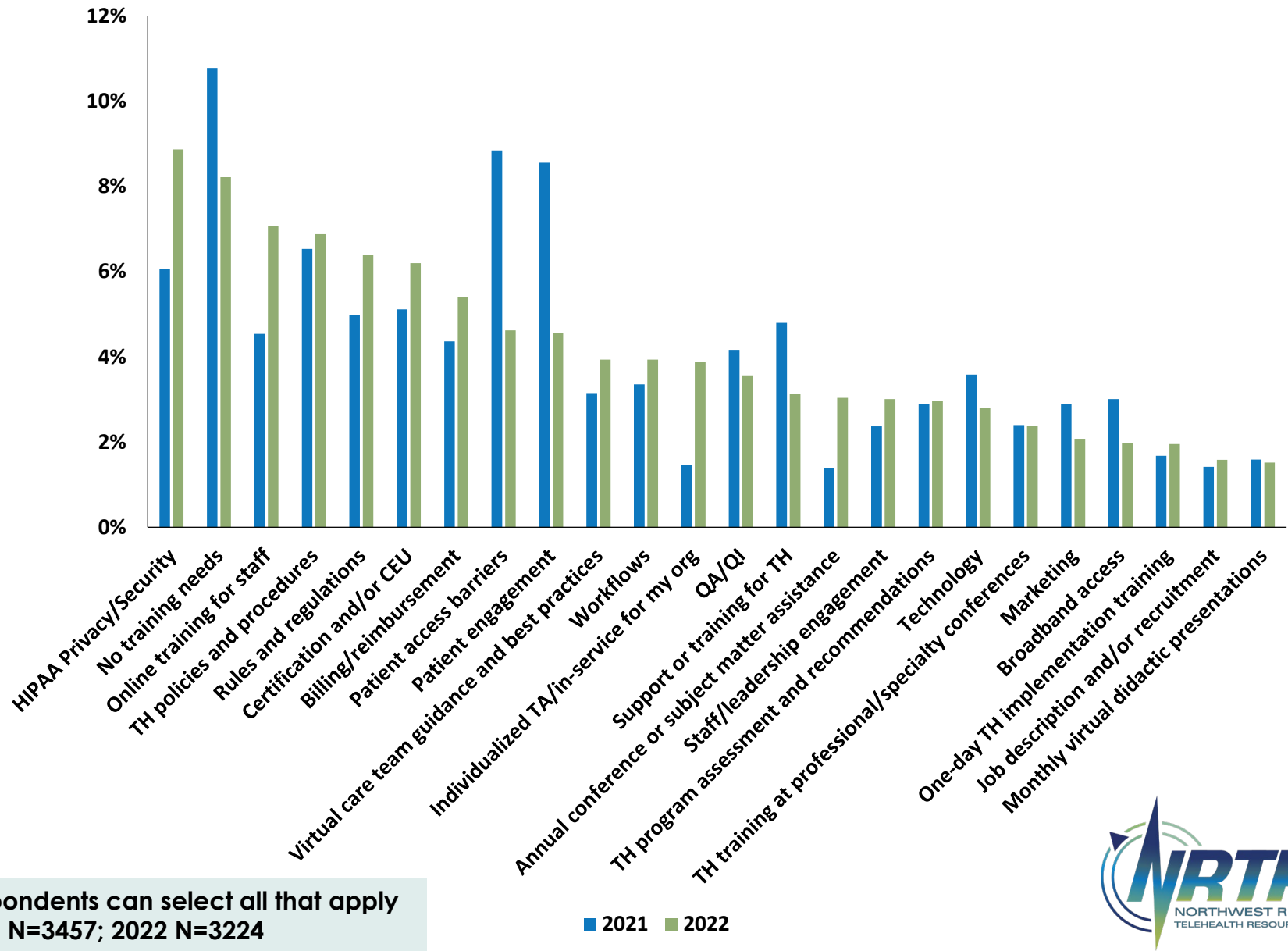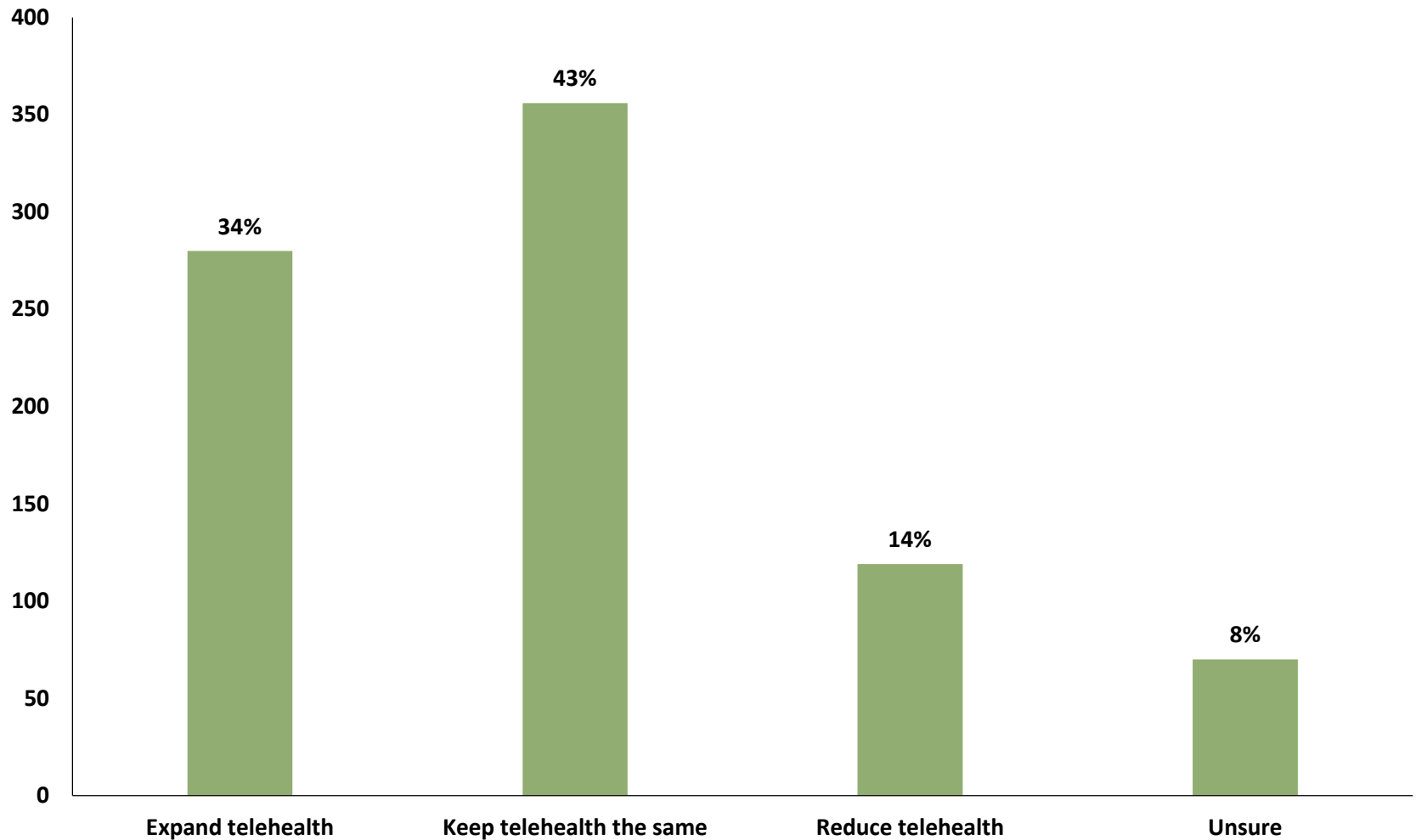

Respondents can select all that apply
2021 N=3457; 2022 N=3224

Legend: 2021 (blue), 2022 (green)

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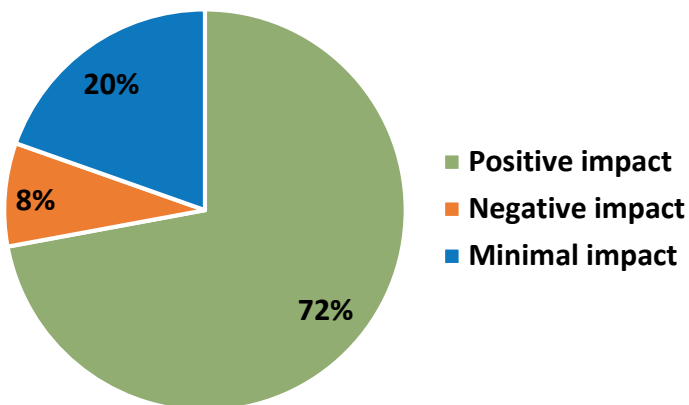# What is the predominant age of the patients you serve via telehealth? (select the best fit)
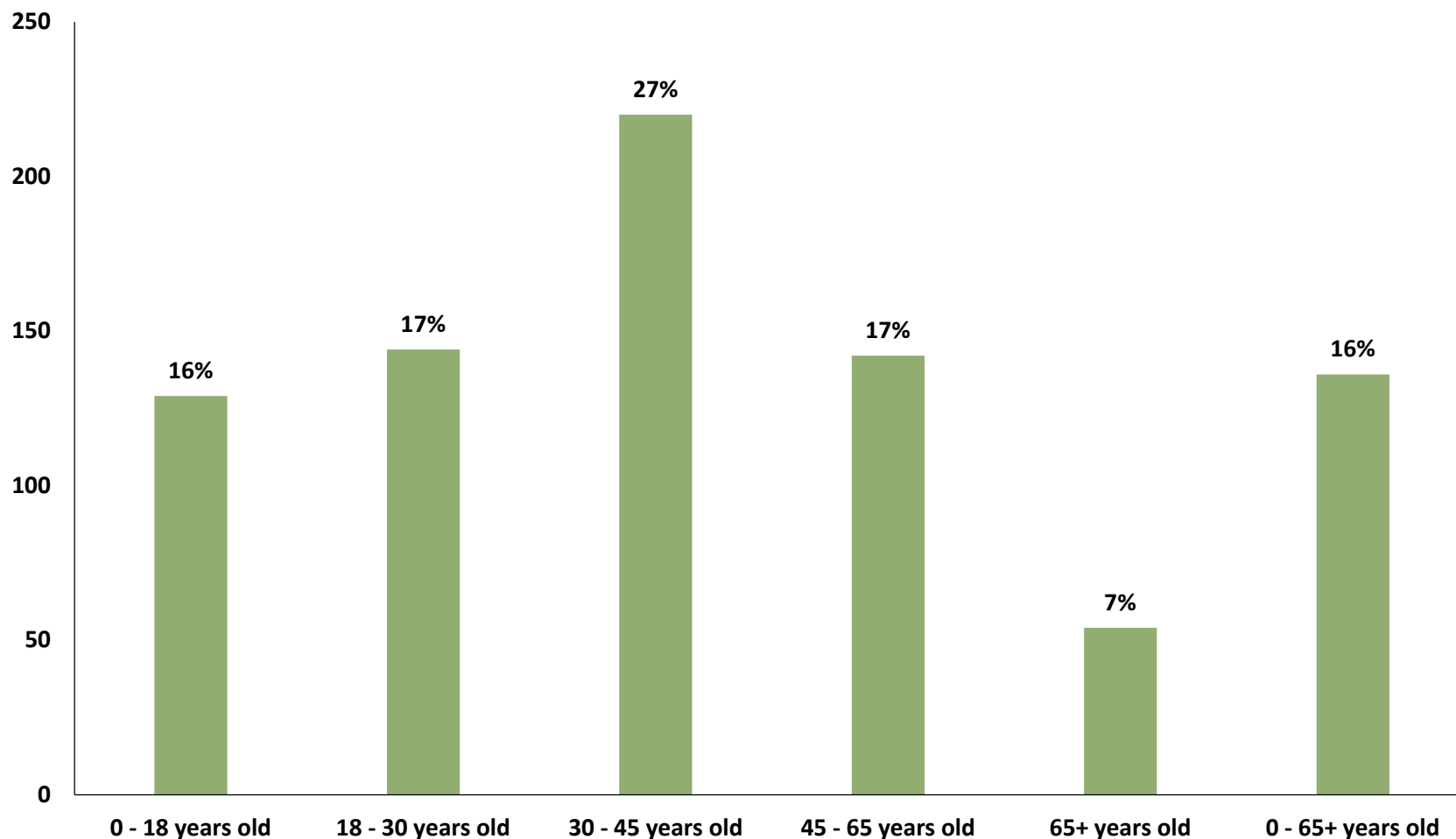
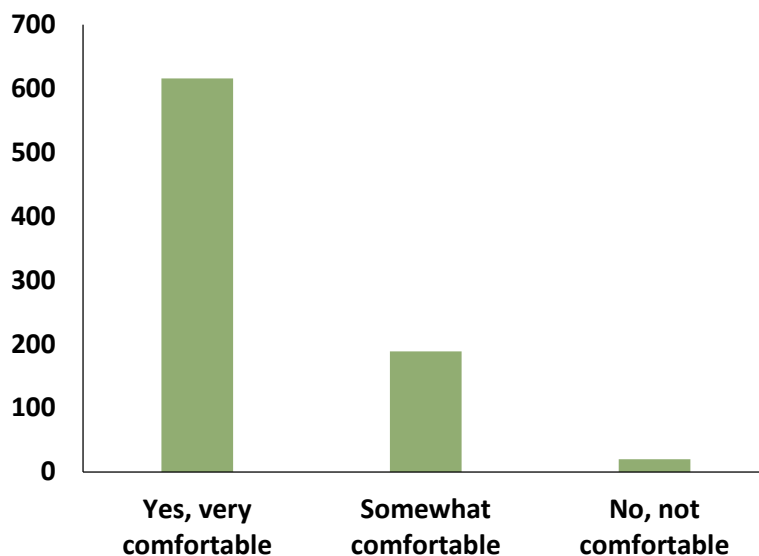2022 N=825

In the next 1-2 years I expect my organization to:

2022 N=825

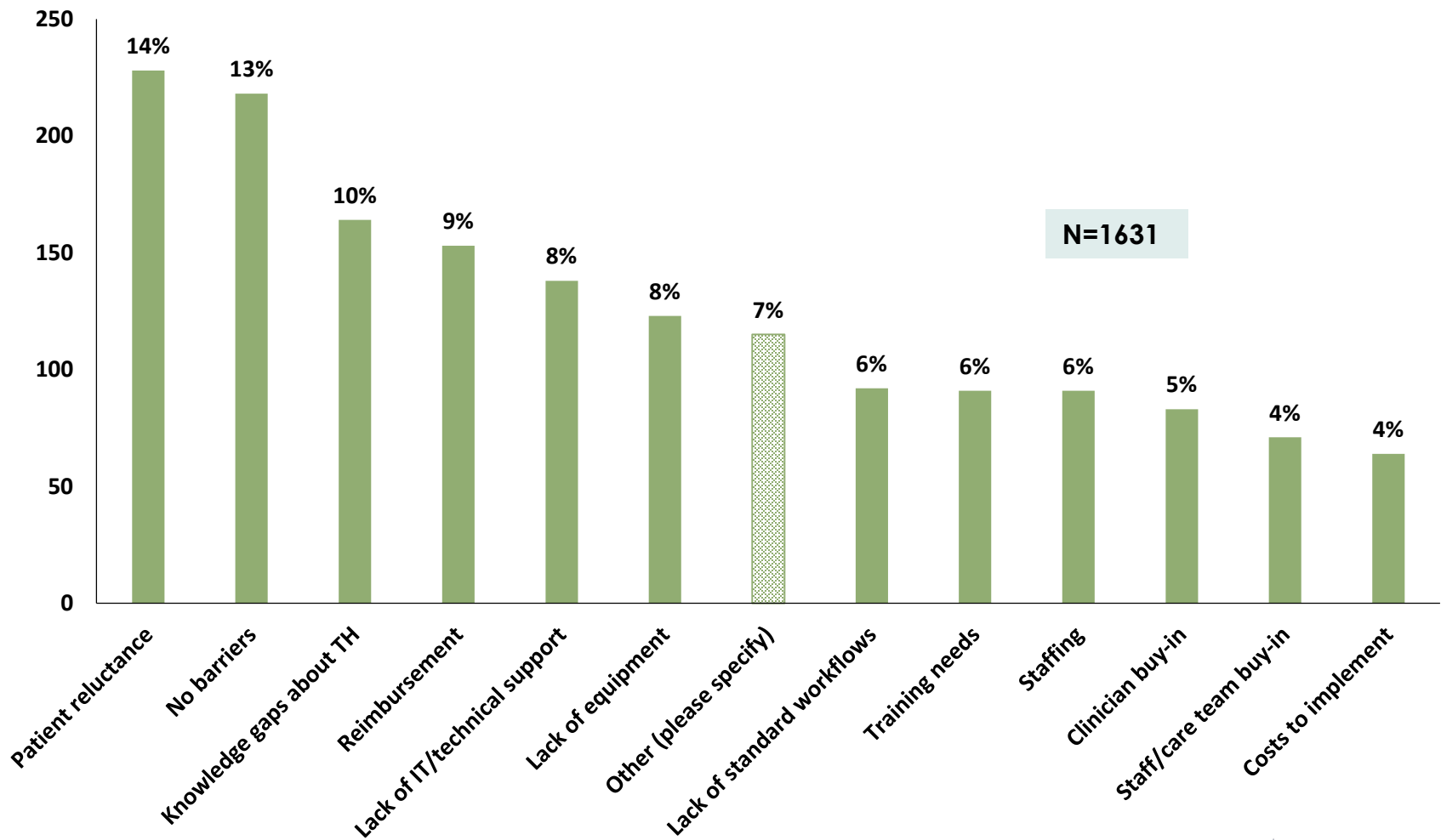# How has telehealth impacted your enjoyment / satisfaction as a provider?

- Positive impact
- Negative impact
- Minimal impact

72%
8%
20%

Are you comfortable with the quality of care that you or your organization provides virtually?

	Yes, very comfortable	Somewhat comfortable	No, not comfortable

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What are the most common barriers to fully implement telehealth <u>for you or your organization</u>?

N=1631

Barrier	Percentage
Patient reluctance	14%
No barriers	13%
Knowledge gaps about TH	10%
Reimbursement	9%
Lack of IT/technical support	8%
Lack of equipment	8%
Other (please specify)	7%
Lack of standard workflows	6%
Training needs	6%
Staffing	6%
Clinician buy-in	5%
Staff/care team buy-in	4%
Costs to implement	4%

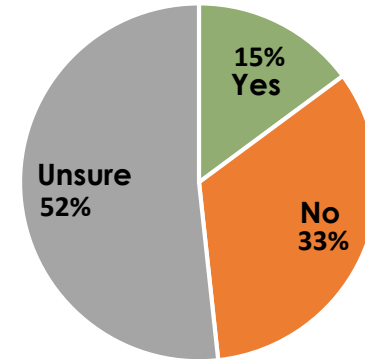# What are the most common barriers <u>your patients</u> face with telehealth?
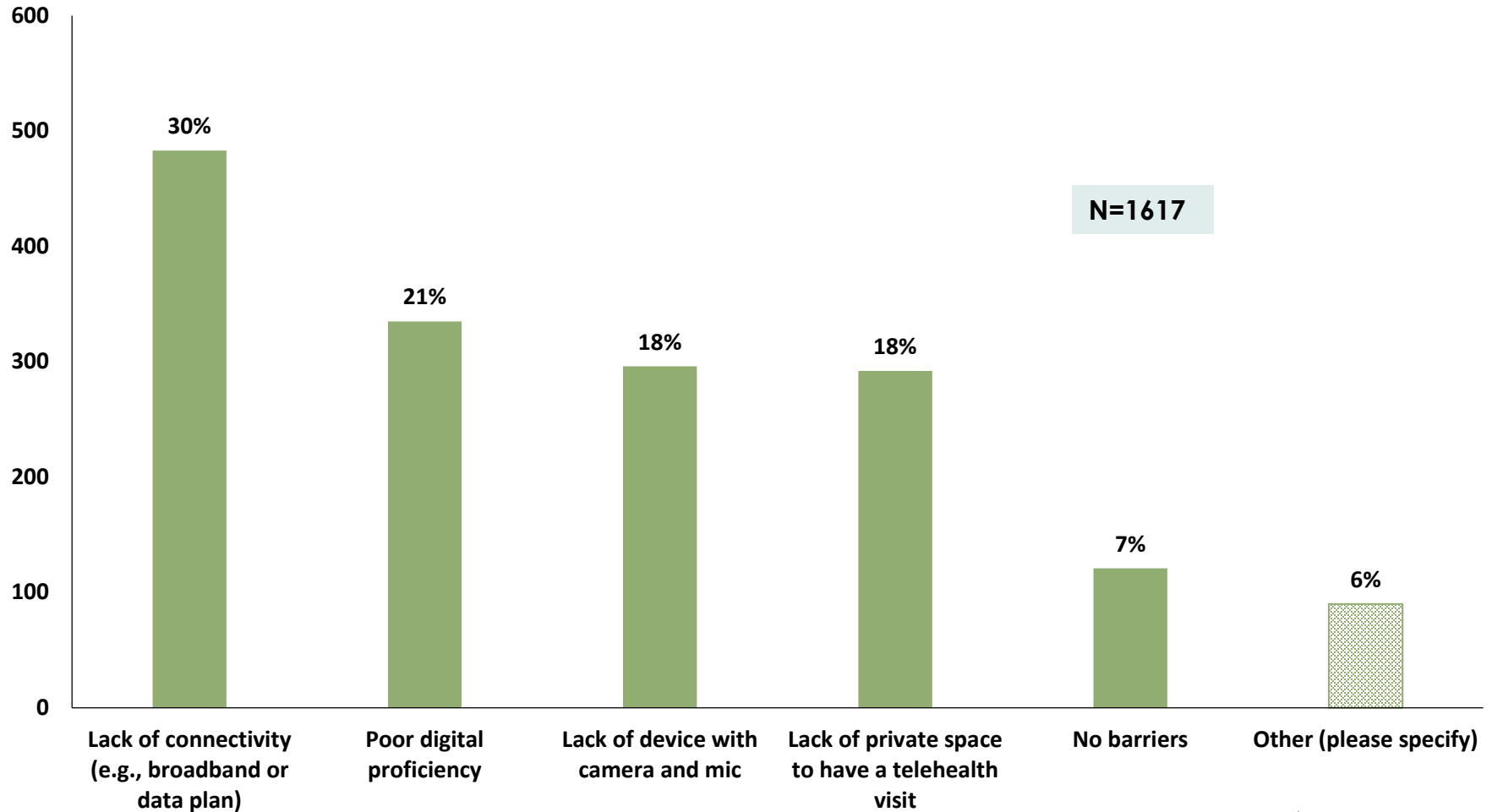
# Does your TH platform offer language translation services?

- 16% Yes
- No 38%
- 46% Unsure
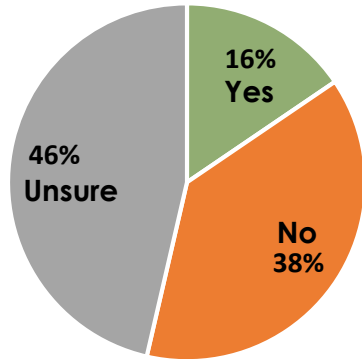
Does your TH platform offer interpretive services?

- 15% Yes
- No 33%
- Unsure 52%

Does your TH platform offer functionalities other than language translation or interpretive services to support and/or accommodate people with disabilities?

- 8% Yes
- 24% No
- Unsure 68%

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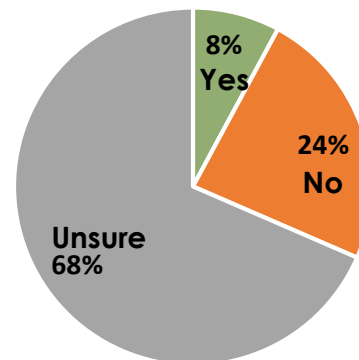
Is your or your organization's broadband/connectivity adequate for delivering telehealth services using audio and video?
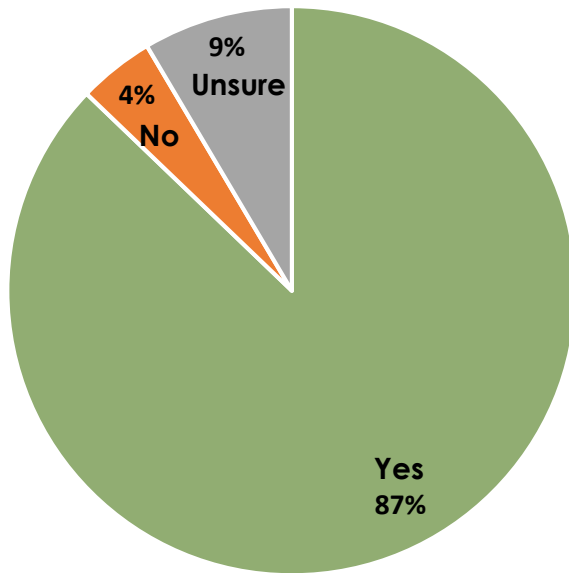
Download Speed (Mbps)	Count
Download speed <10	2%
Download speed 10-25	3%
Download speed 25-50	7%
Download speed 50-100	10%
Download speed >100	15%
Respondent did not provide	64%

Upload Speed (Mbps)	Count
Upload speed <3	2%
Upload speed 3-10	8%
Upload speed 3-20	7%
Upload speed >20	19%
Respondent did not provide	64%

Pie chart:
- Yes 87%
- No 4%
- Unsure 9%

2021

Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

N=997

- 16% Yes
- No 43%
- Unsure 41%

2022

N=825

- 11% Yes
- No 57%
- 32% Unsure
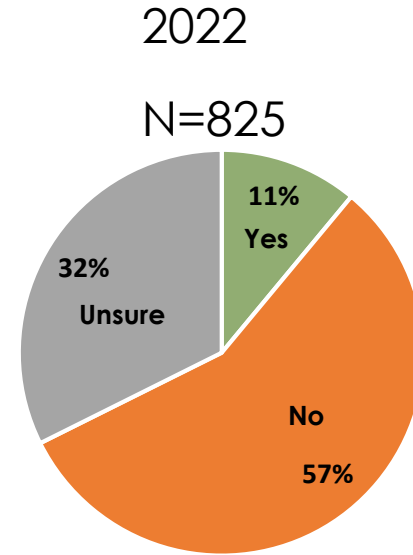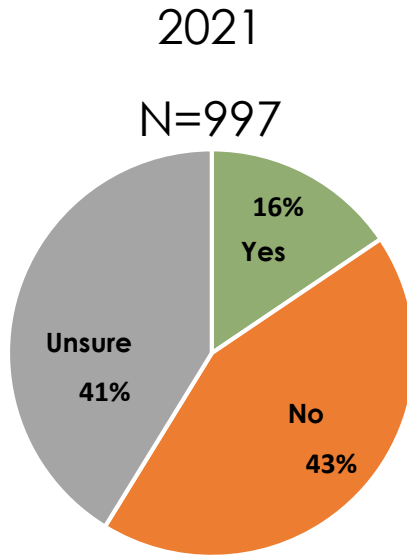
If no, what are primary reasons why?

N=470

- 66%
- 12%
- 9%
- 6%
- 5%
- 3%

N=534

- 72%
- 9%
- 7%
- 4%
- 4%
- 4%
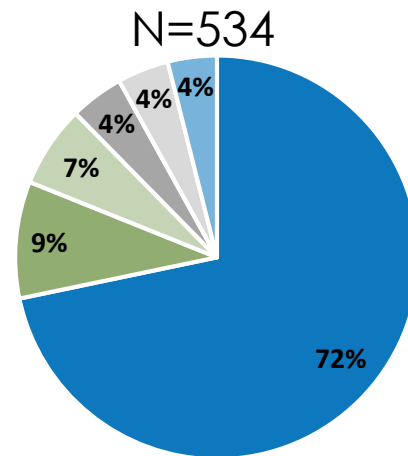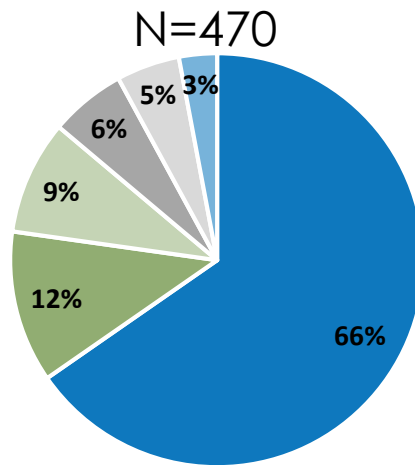
Legend:
- Not applicable to my/our practice
- Concerns with reimbursement
- Lack of patient engagement/participation
- Lack of clinician/staff buy-in
- Concerns with return on investment
- Lack of leadership

Providing or in the process of implementing…

Virtual Service	Yes	No	Unsure
Virtual Check-Ins	19	35	31
Remote Eval of Recorded Info	16		
E-Visits (incl. FQHC & RHC)	27	32	35
Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs	11	33	45
Principal Care Mgmt (PCM)– incl. FQHCs/RHCs	5		
Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs	22-BHI	23	45
	9-CoCM		

- Surprising number of people unsure about these services.
- May be opportunities to increase PCM, BHI and CoCM.

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*CoCM – Psychiatric Collaborative Care Services

Providing or in the process of implementing…

Virtual Service	No	Unsure
Telephone Evaluation and Management (E/M) Services	15	32

Telephone E/M Services (Breakdown)	Number
By a **physician or other qualified healthcare professional** (99441-99443)	34
By a qualified **nonphysician health care professional** (98966-98968)	22
By a **FQHC/RHC** (G2025)	7

Providing or in the process of implementing…

E-Consults (aka Interprofessional Consultations)	Yes	No	Unsure
By the **consultative physician**, including verbal and written report	18	28	43
By the **requesting/treating physician**	11		

Remote Physiologic/Patient Monitoring	Yes	No	Unsure
Initial set up and patient education	20	34	34
Related remote patient monitoring services	13		
Remote monitoring of blood pressure	7		
Remote therapeutic monitoring (as of Jan 1, 2022)	10		