



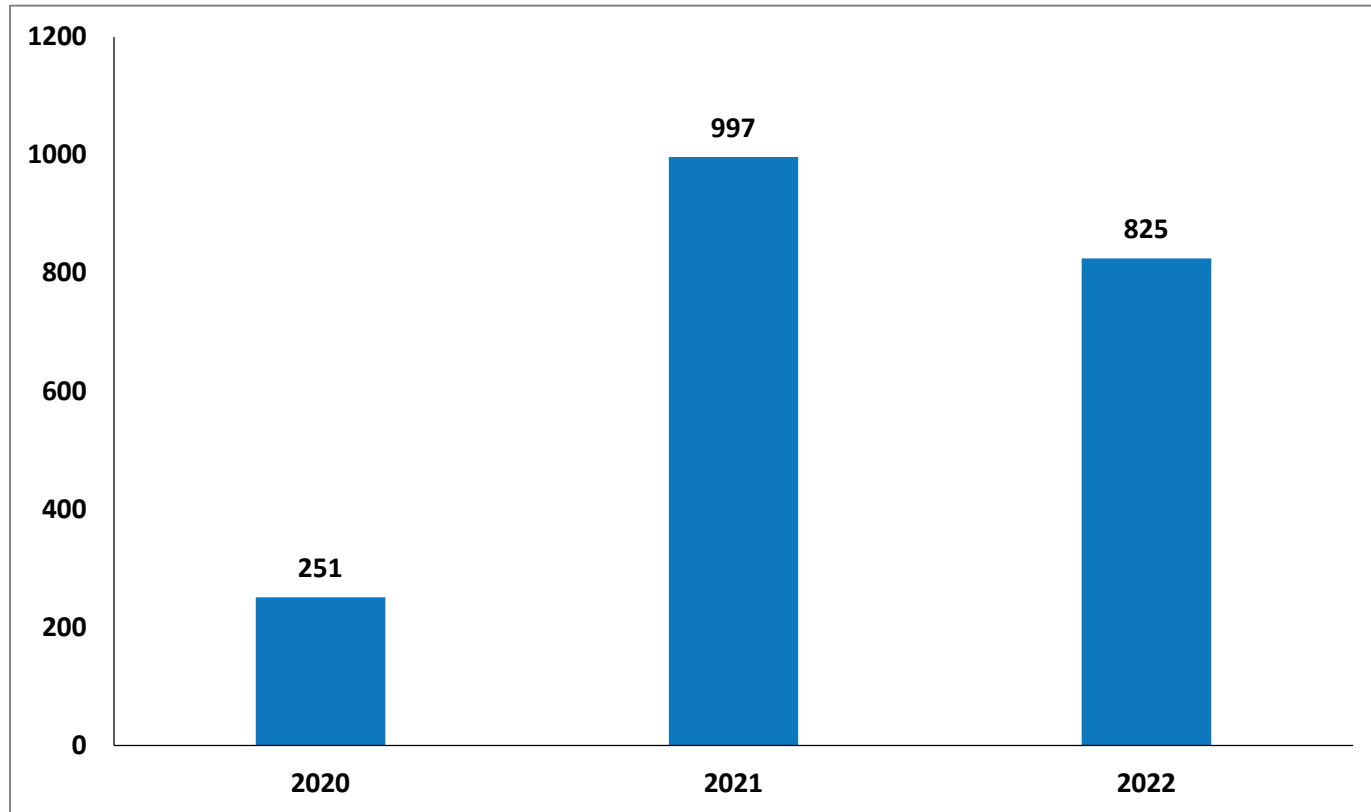
# NRTRC Telehealth Survey

2022

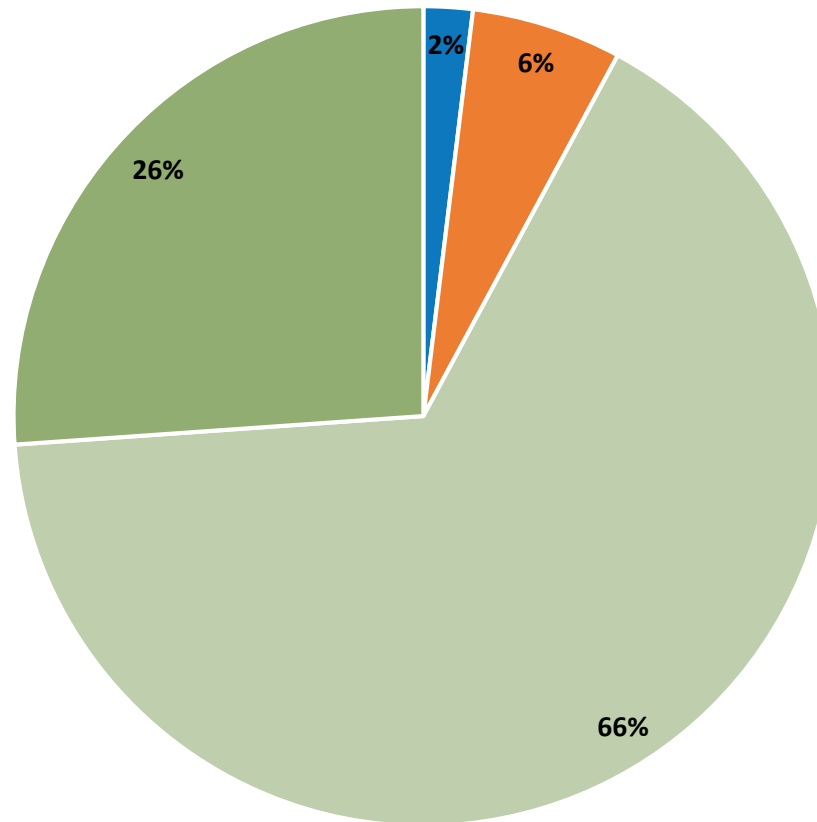


# Survey response

Number of Completed Surveys  
2020, 2021 & 2022



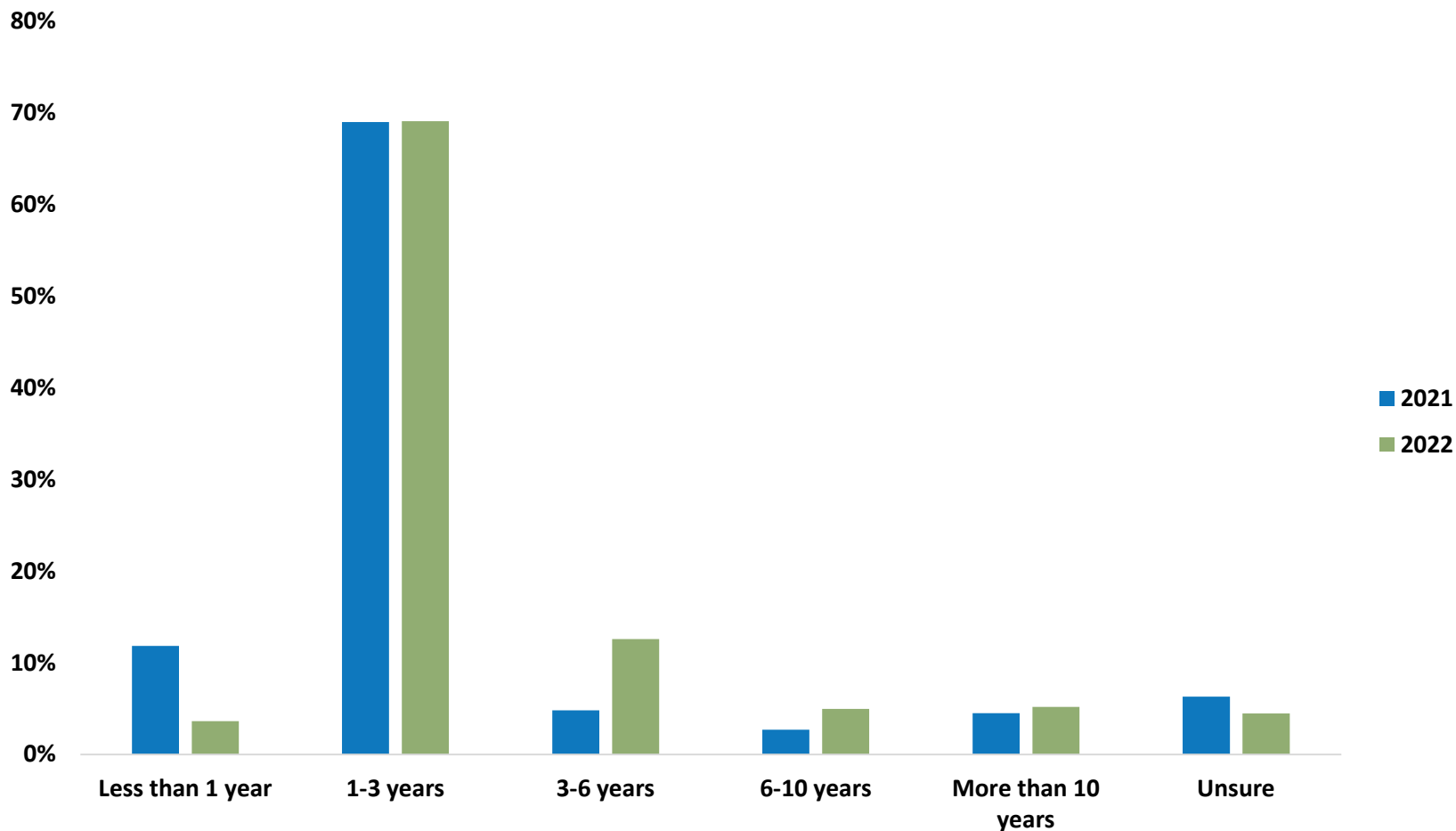
# Do you provide services via telehealth?



- 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

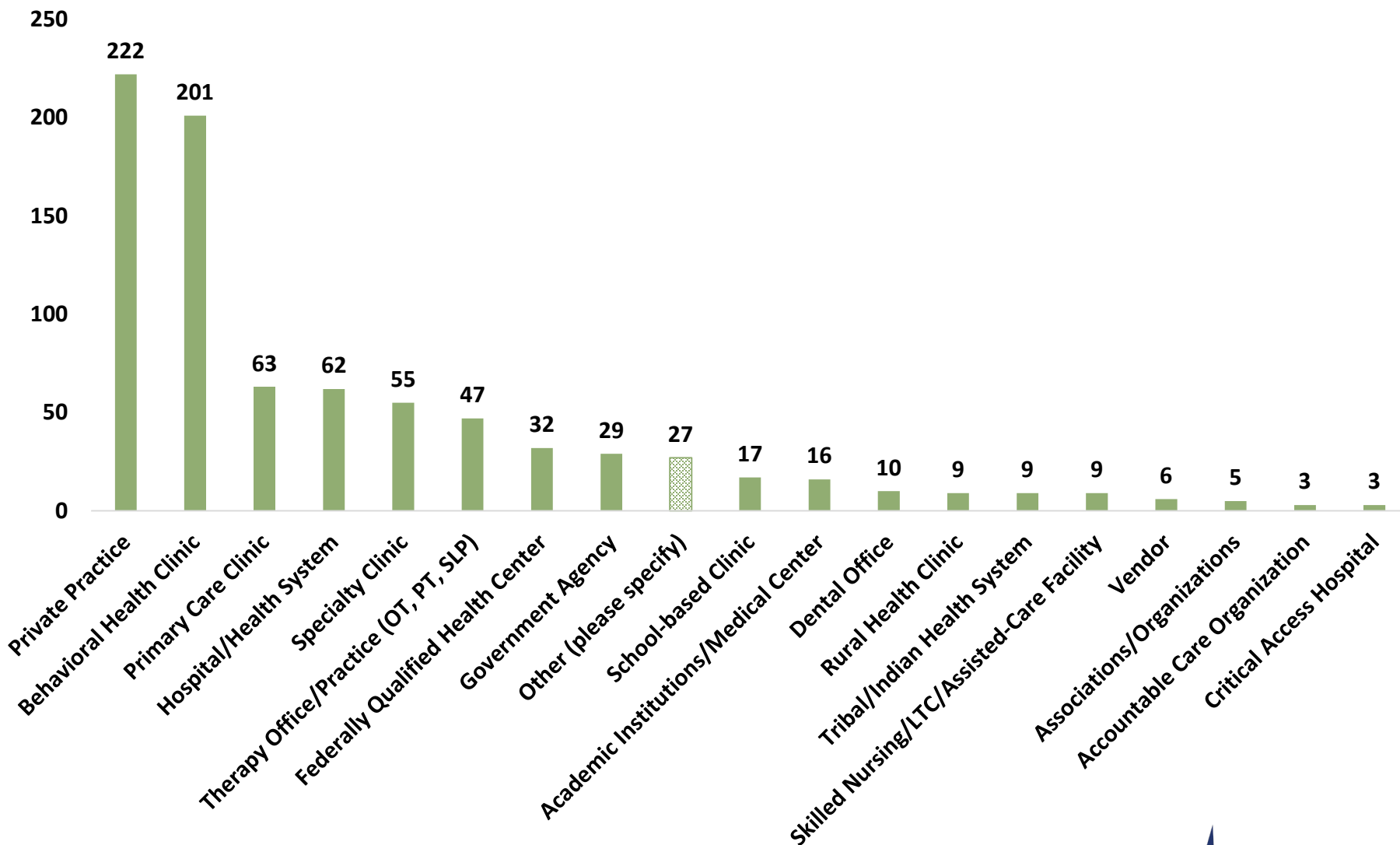
# How long has your organization been offering telehealth services or programs?



2021 N=997  
2022 N=825



# Which best describes your organization?



2022 N=825



# Which best describes your organization? – 2021 to 2022 comparison

30%

25%

20%

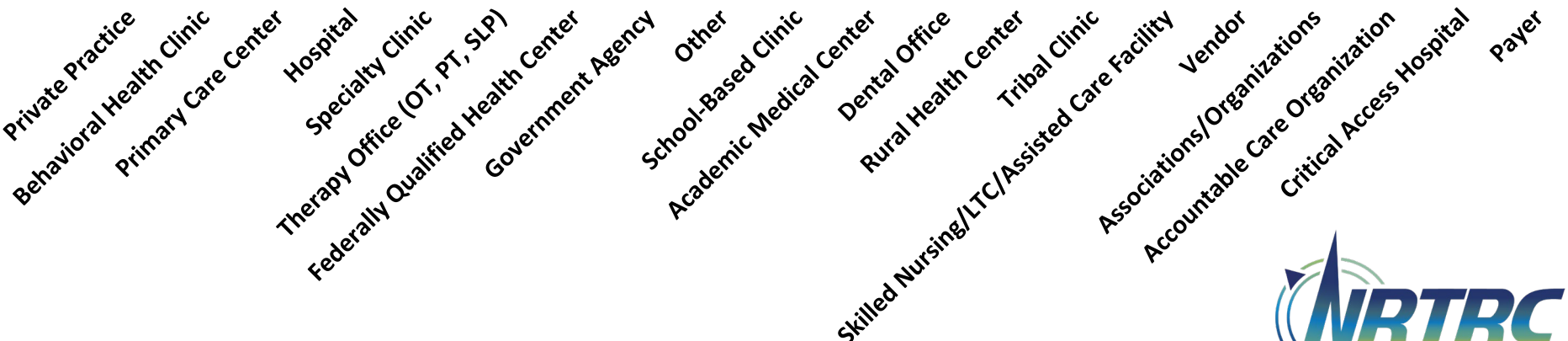
15%

10%

5%

0%

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

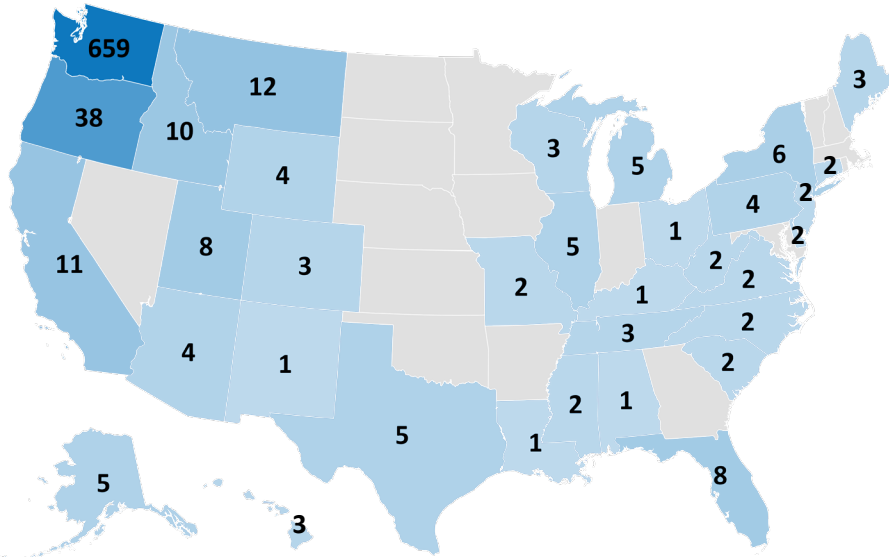


■ 2021 ■ 2022



# Geographic distribution

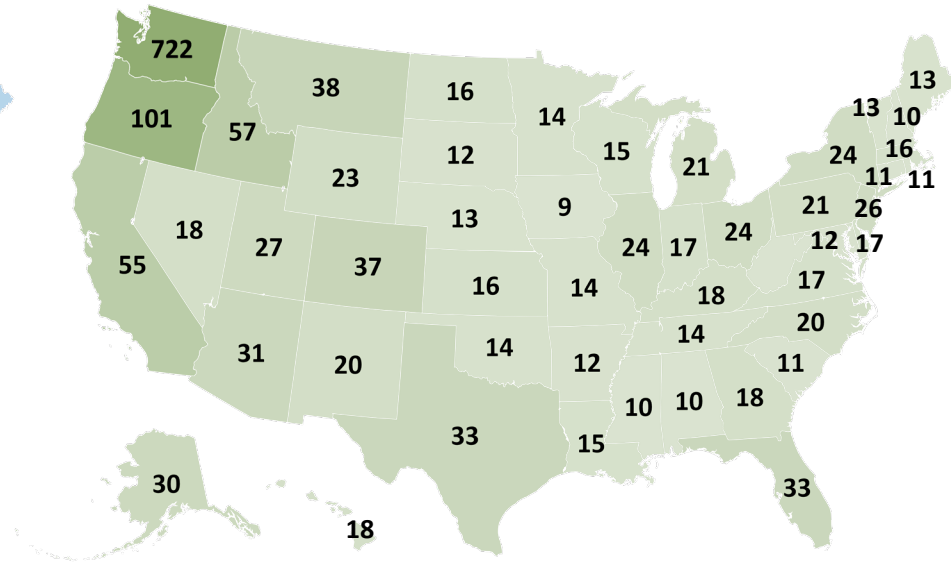
**States Where Respondents Reside  
(N=825)**



**+3 international**

**Respondents choose one state of residence**

**States Where Respondents Provide Telehealth  
(N=1797)**

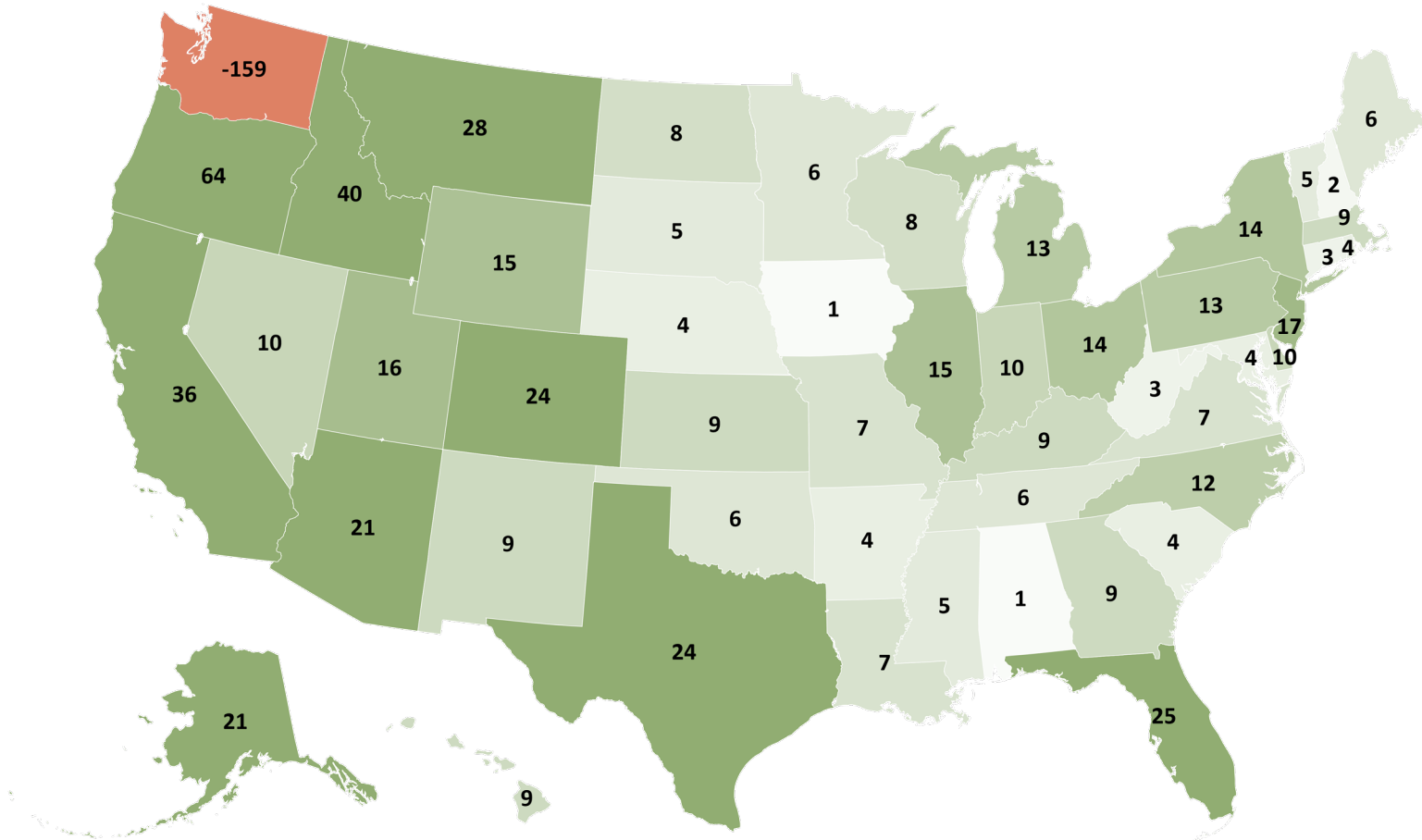


**+16 international**

**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

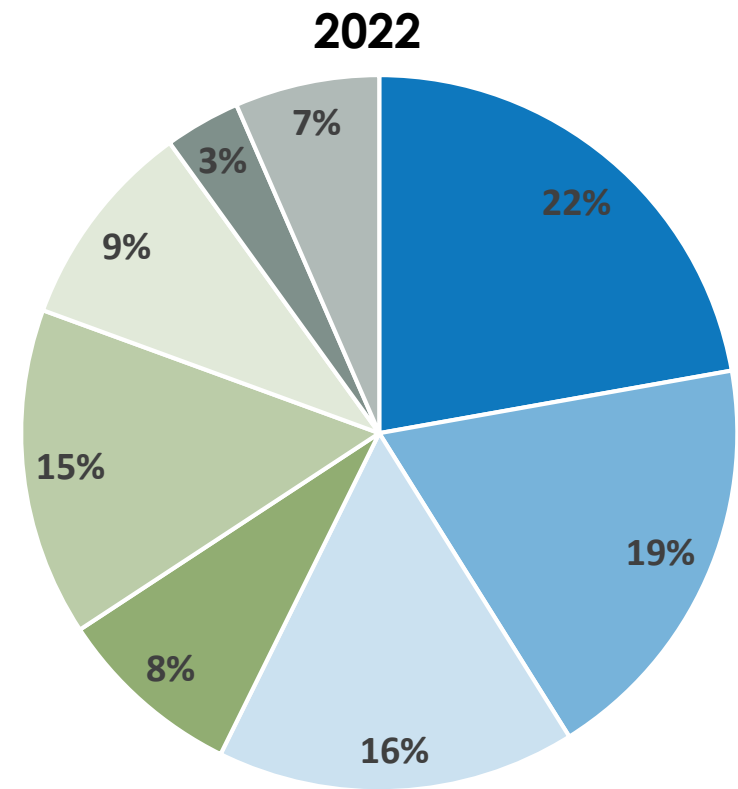
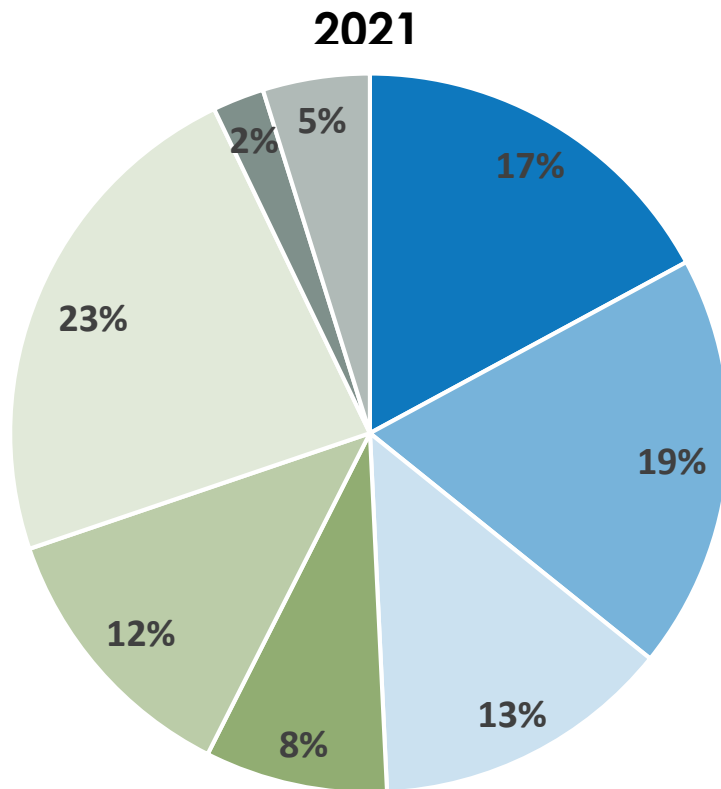


+13 international respondents

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



# Types of special populations served

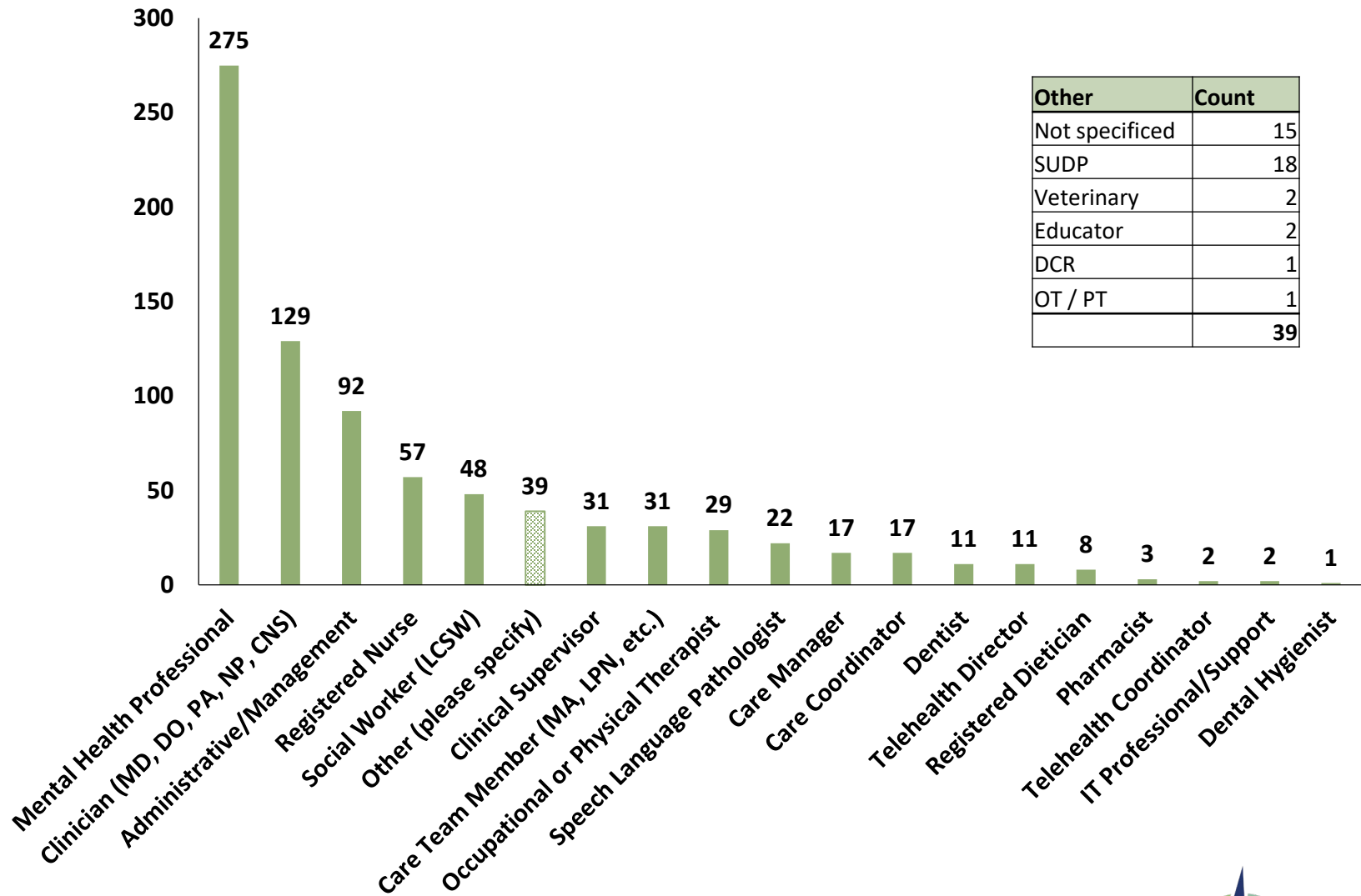


- Rural under-served
- Urban under-served
- American Indian
- Alaska Native
- Veterans
- Other
- N/A
- Unsure

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



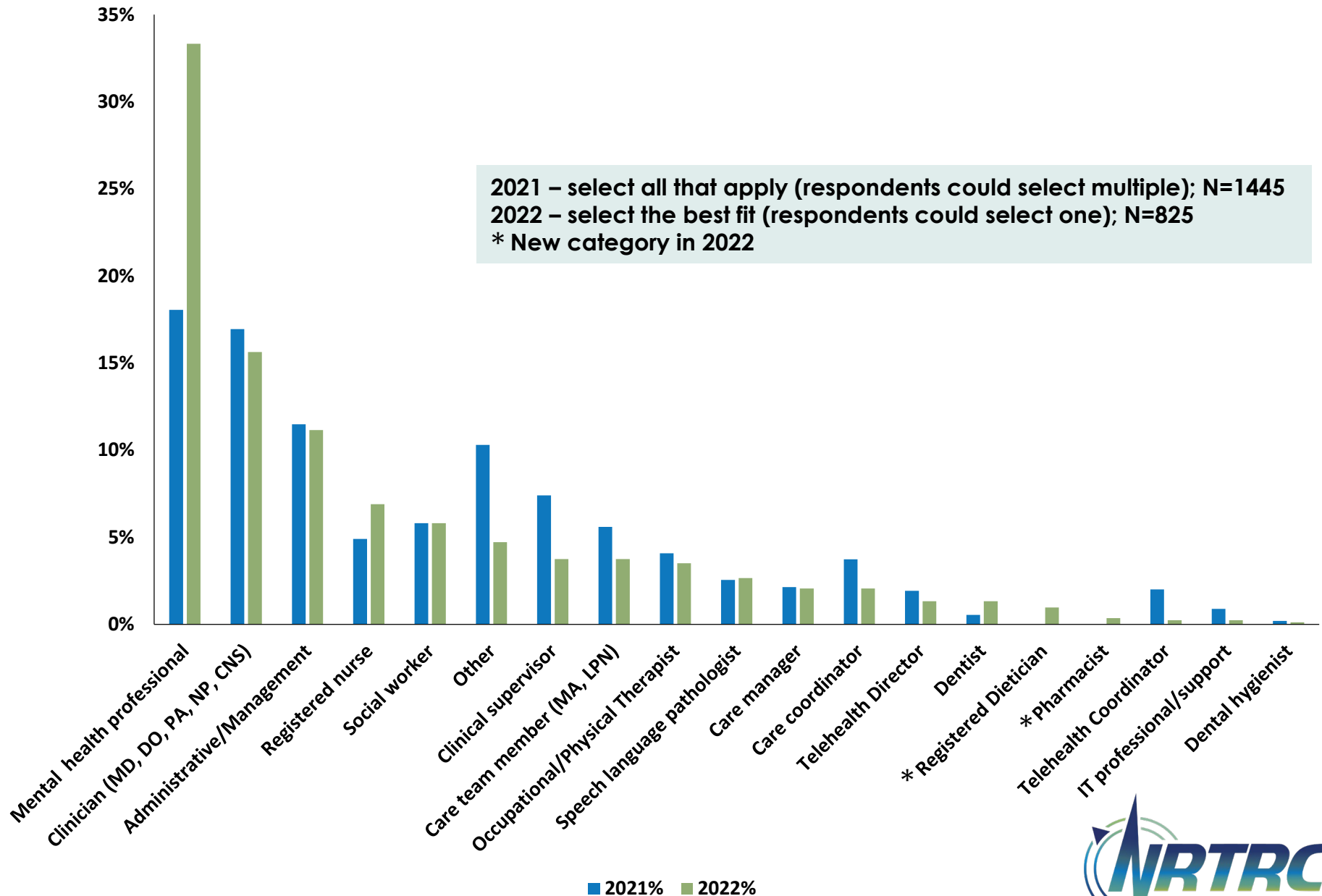
# Position or role type



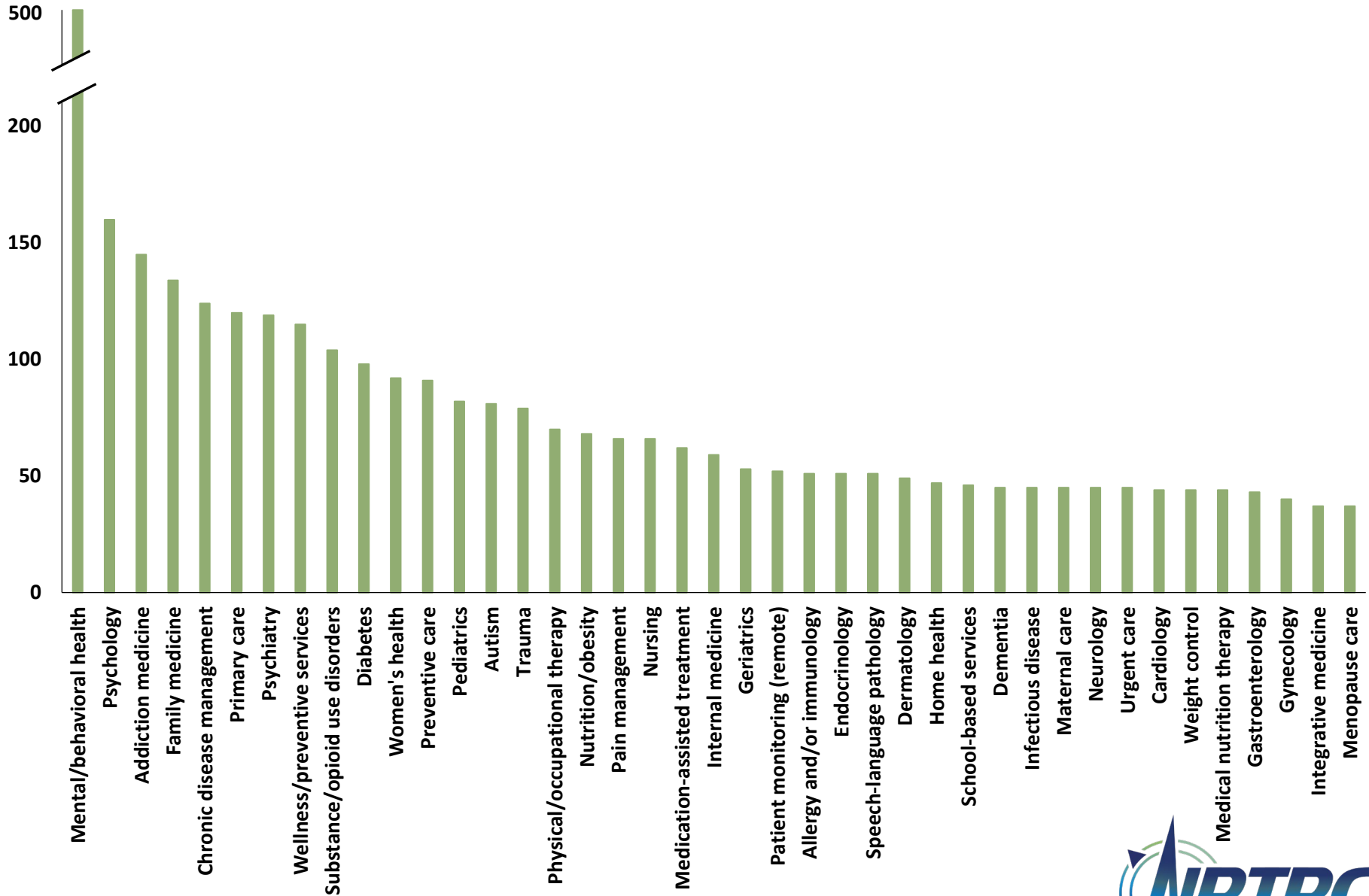
Other	Count
Not specified	15
SUDP	18
Veterinary	2
Educator	2
DCR	1
OT / PT	1
	<b>39</b>

N=825

# Position or role type – 2021 to 2022 comparison



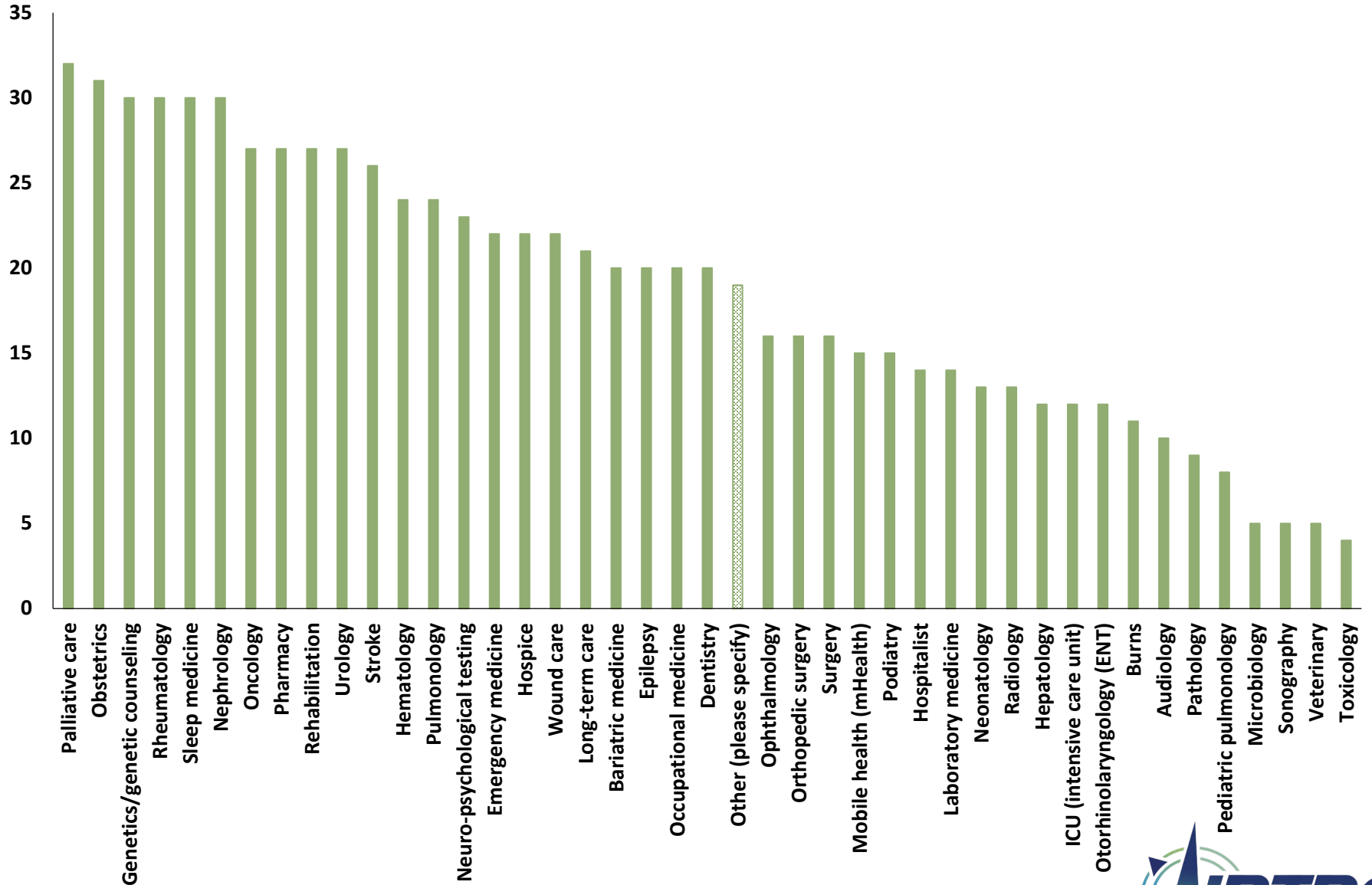
# Health care services delivered by telehealth (pg 1 of 2)



Respondents can select all that apply; N=4123



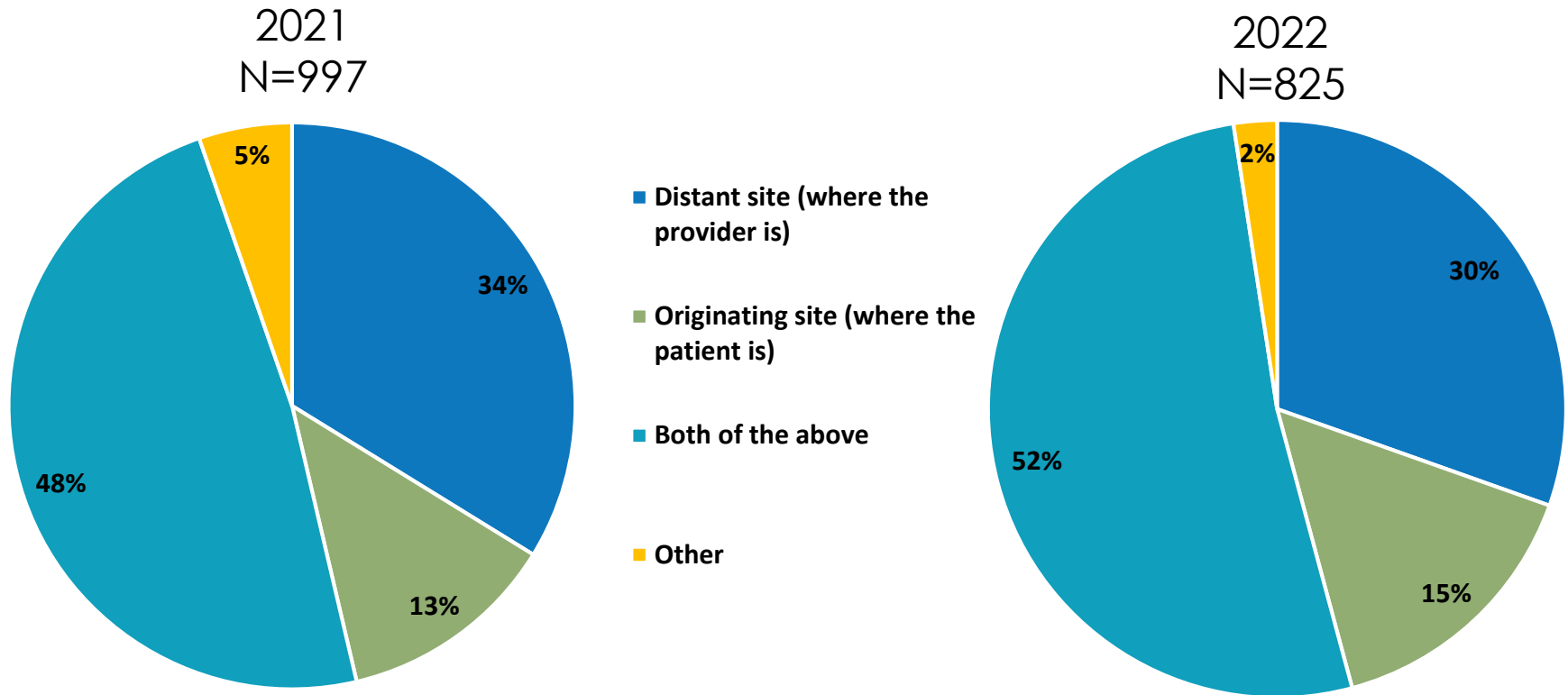
# Health care services delivered by telehealth (pg 2 of 2)



Respondents can select all that apply; N=4123

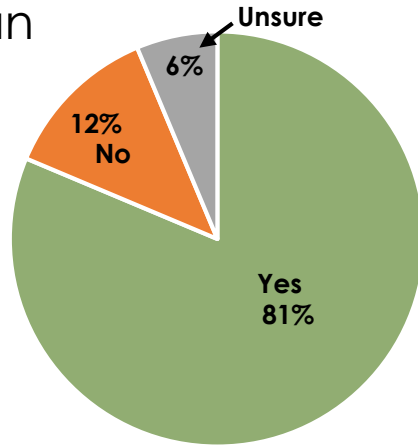


# Do you support/deliver telehealth as a/an:

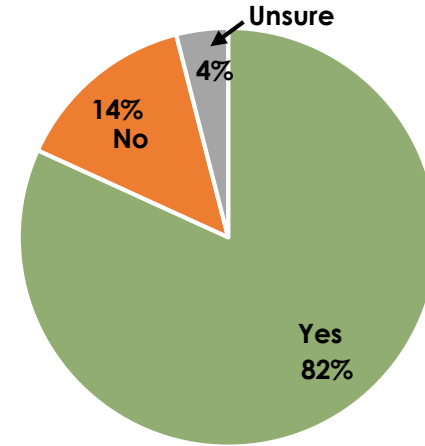


Do you or your organization use an electronic health record (EHR)?

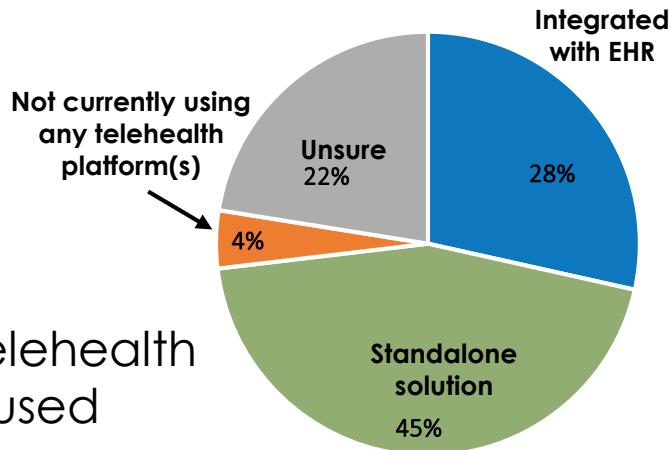
2021  
N=997



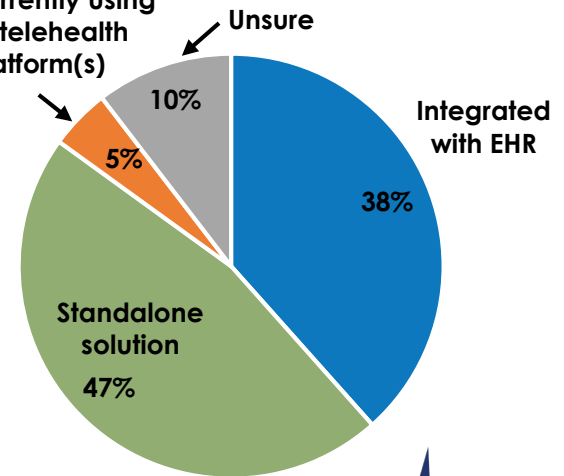
2022  
N=825



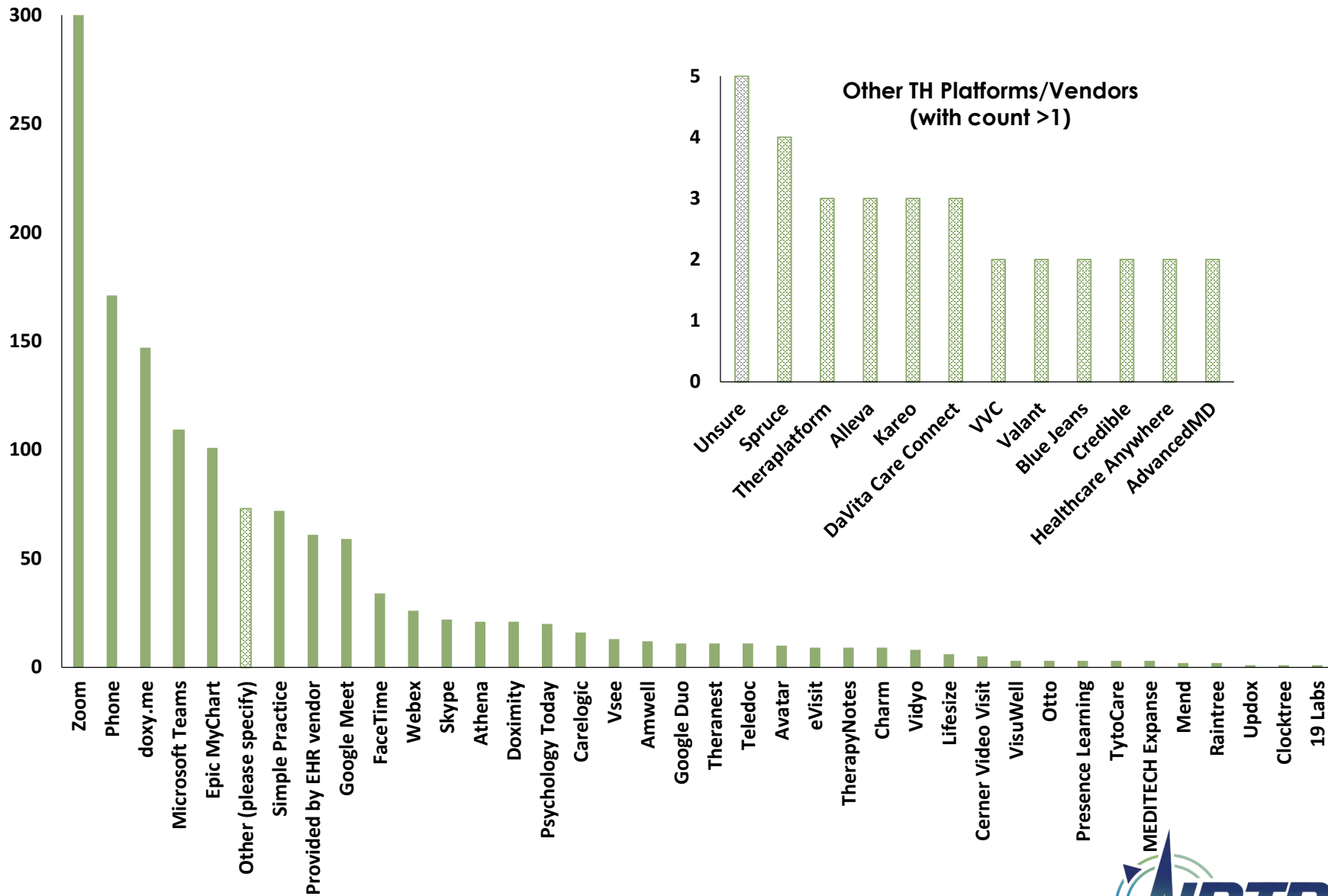
Type of telehealth platform used



Not currently using any telehealth platform(s)



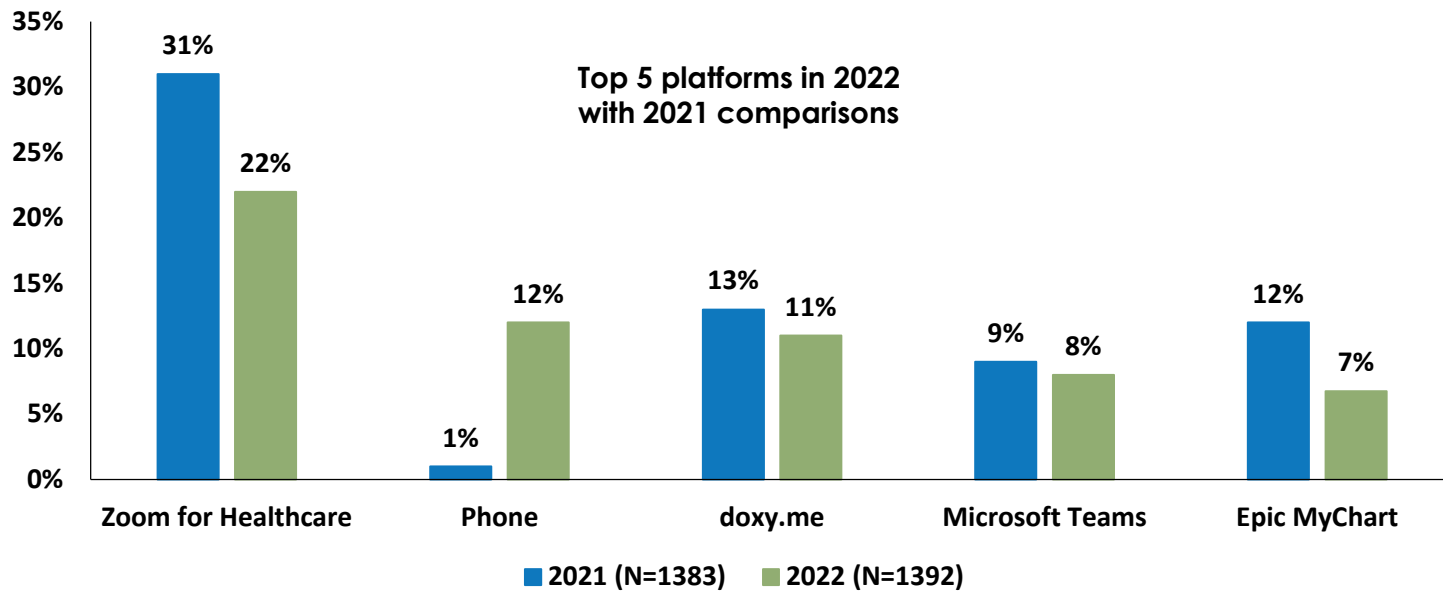
# Telehealth Platforms or Vendors in Use



Respondents can select all that apply  
N=1391



# Telehealth Platforms or Vendors in Use – 2021 to 2022 comparison

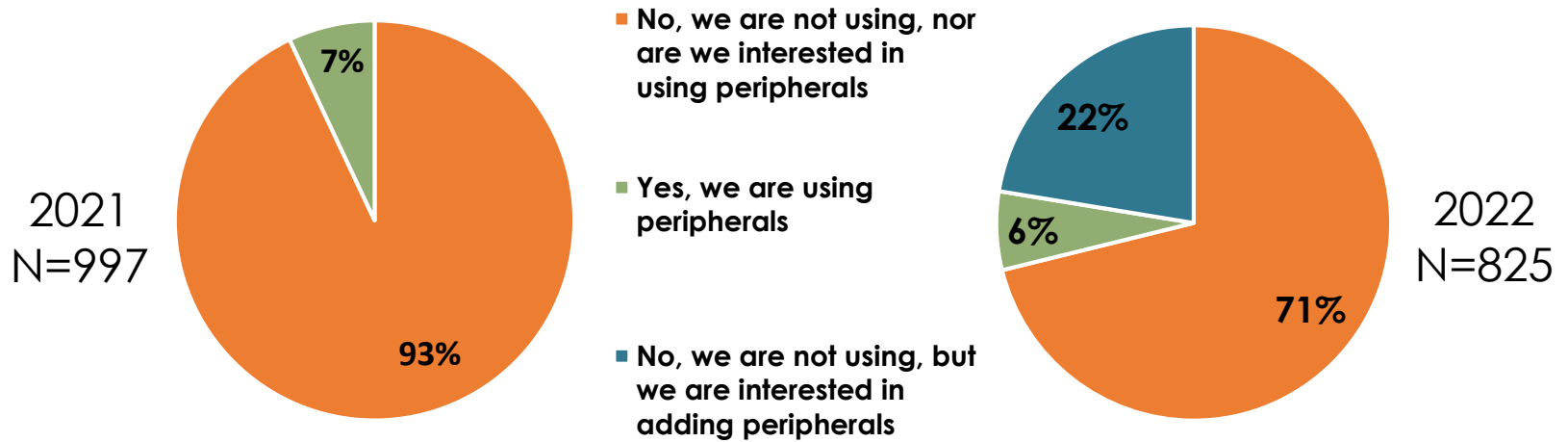


**Respondents can  
select all that apply**

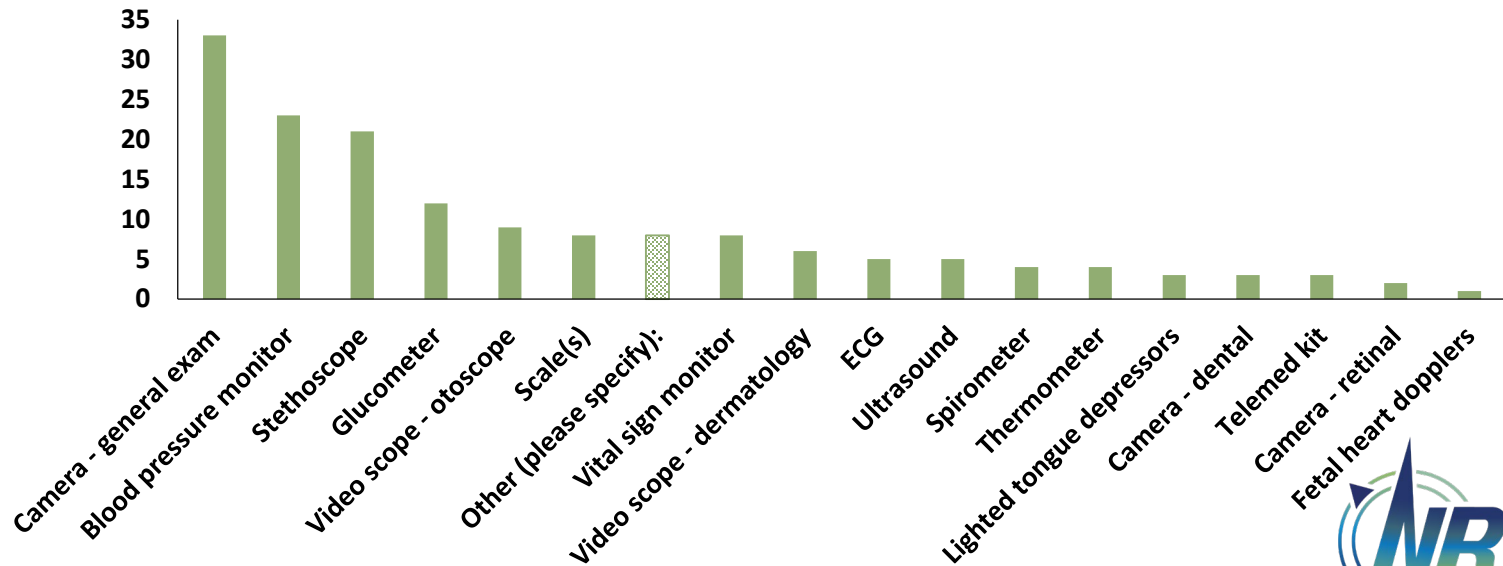
Platform/Vendor	% Change 2021 to 2022
Zoom for Healthcare	-11%
Phone	12%
doxy.me	-3%
Microsoft Teams	-1%
Epic MyChart	-5%
Other (please specify)	-6%
Simple Practice	3%
Google Meet	3%
Provided by EHR vendor	-2%
FaceTime	2%
Webex	-2%
Vsee	-3%



# Is your organization using any telehealth peripherals?

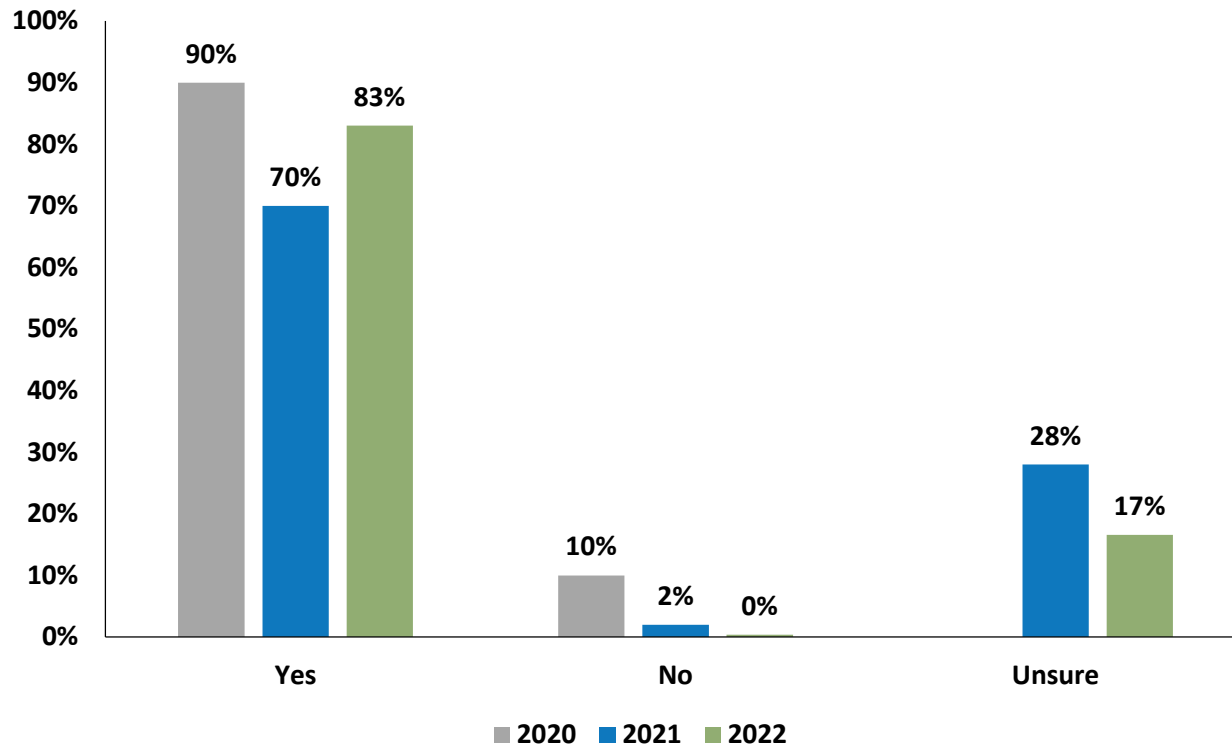


Types of Peripherals Used – 2022



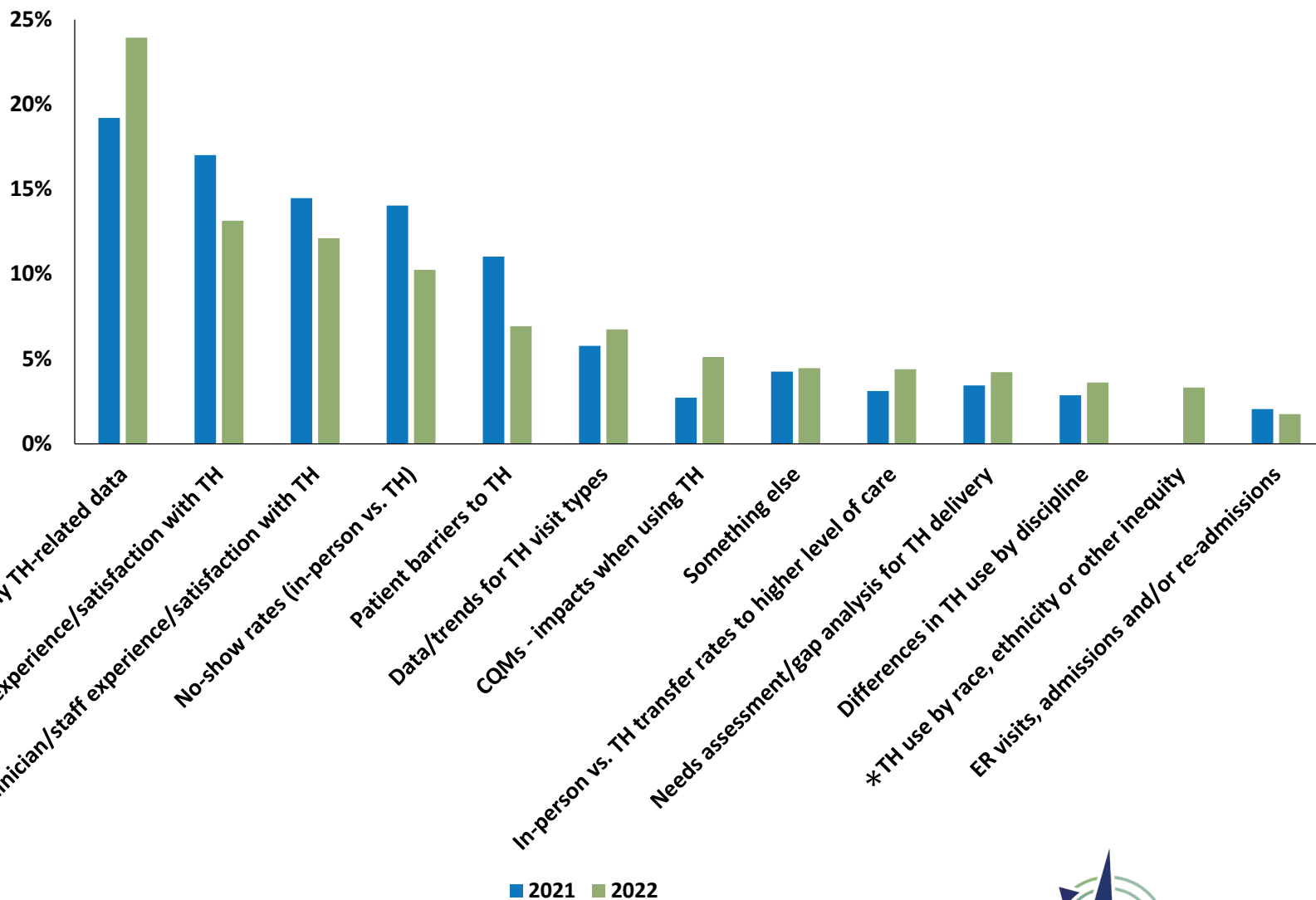
Respondents can select all that apply

# 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?



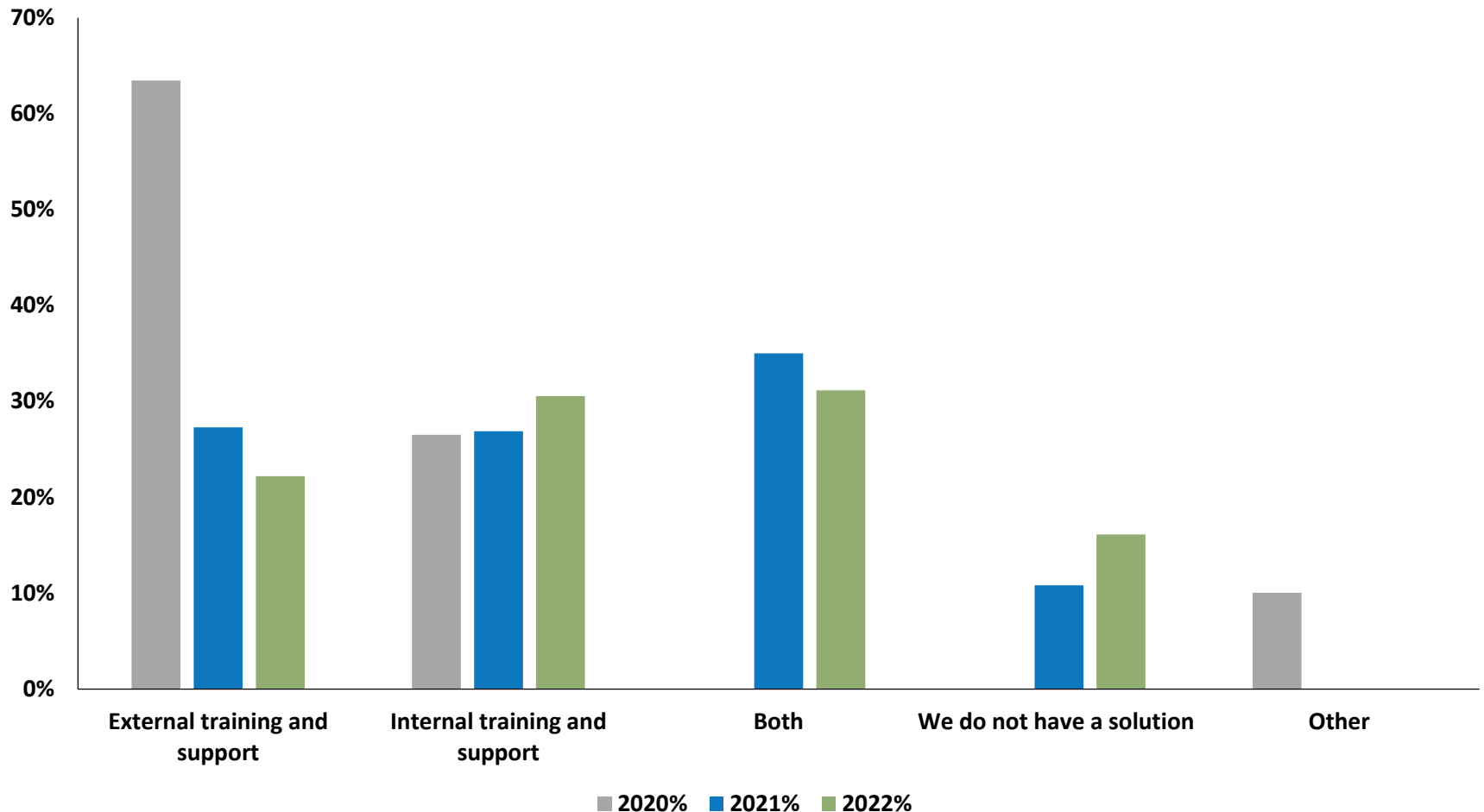
Respondents can select all that apply

2021 N=2093; 2022 N=1659

\* New category in 2022

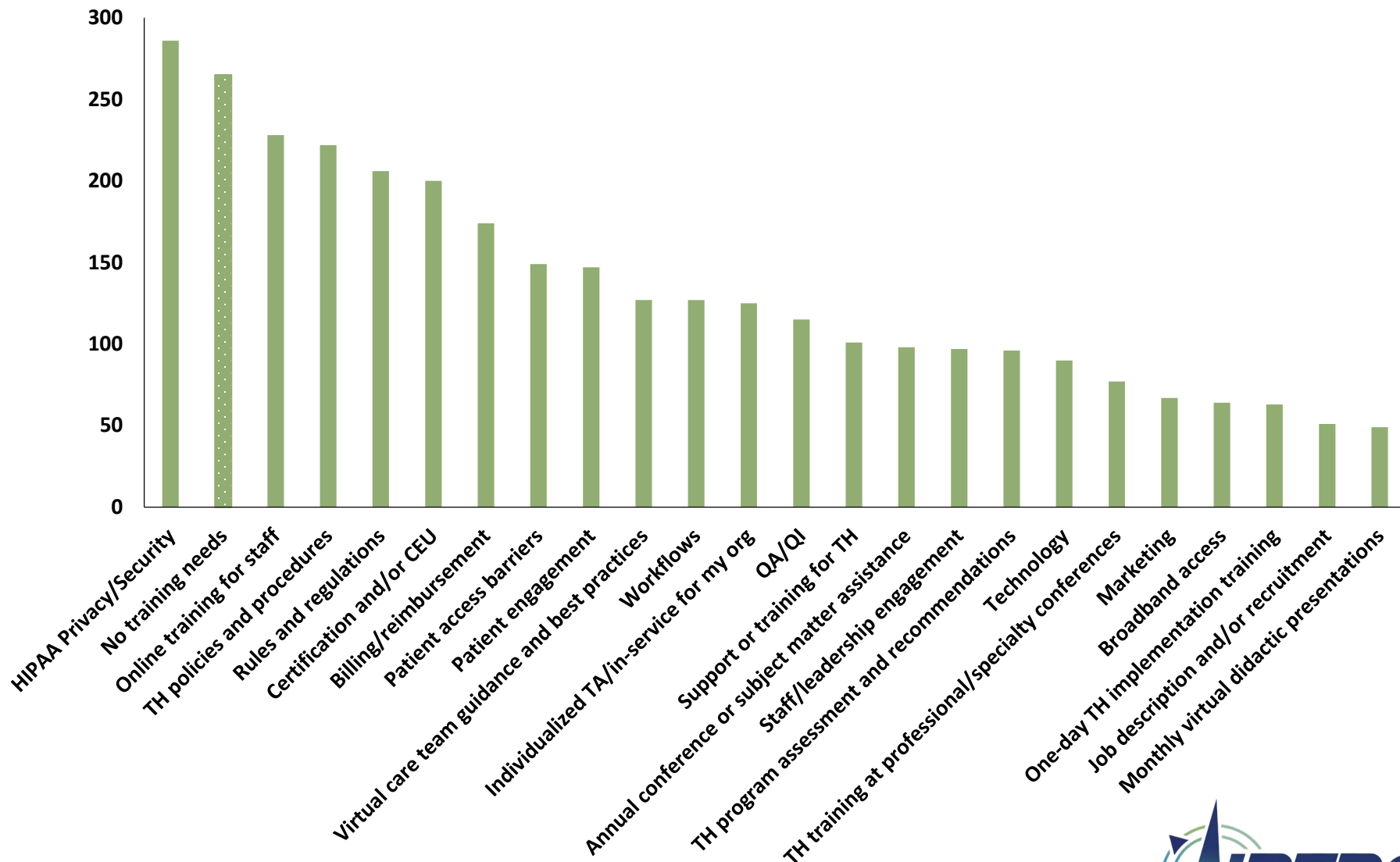


# How does your organization receive telehealth-related training and support?



2020 N=249  
2021 N=997  
2022 N=825

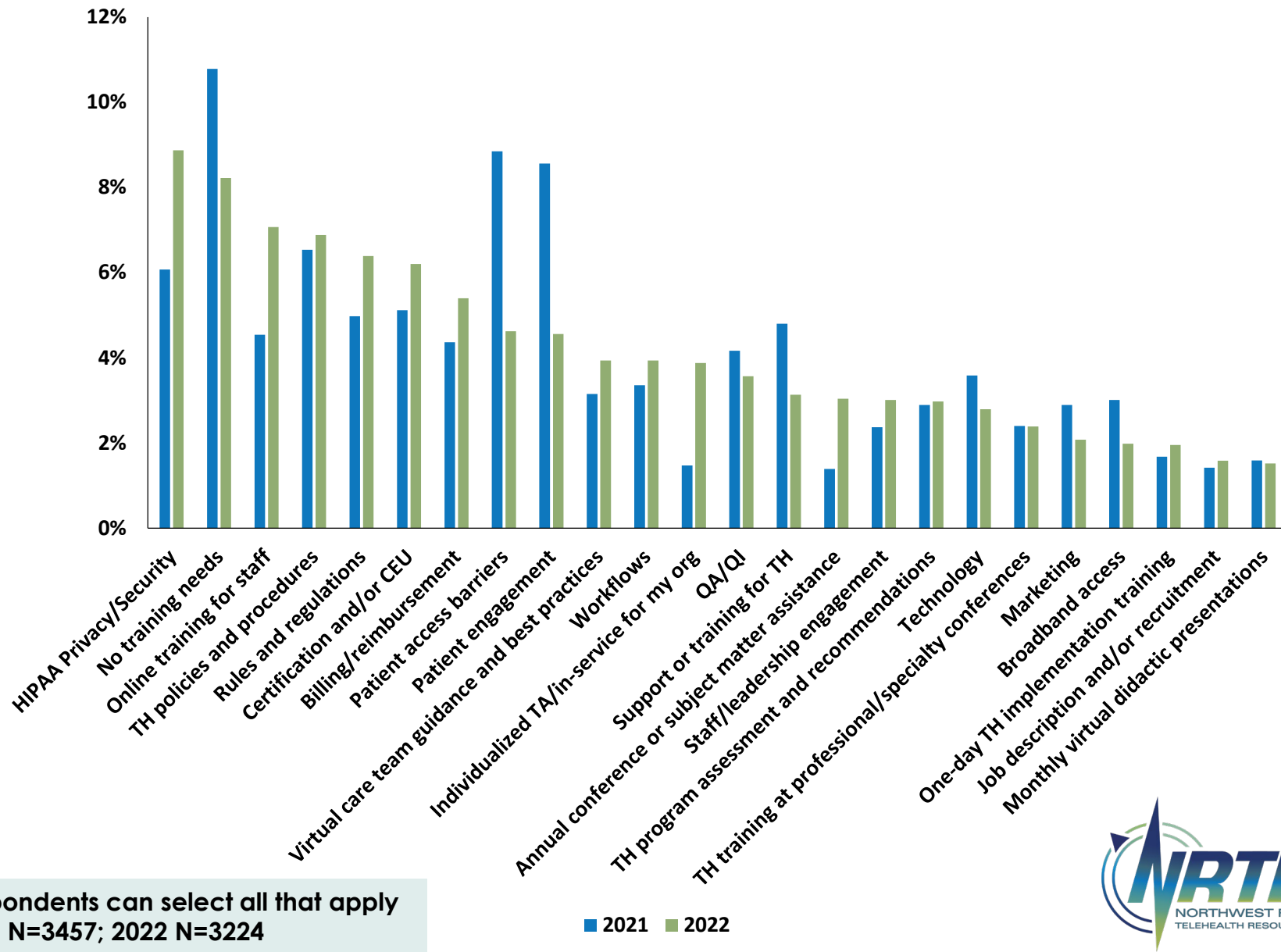
# What telehealth resources, tools, training and/or support do you or your organization need?



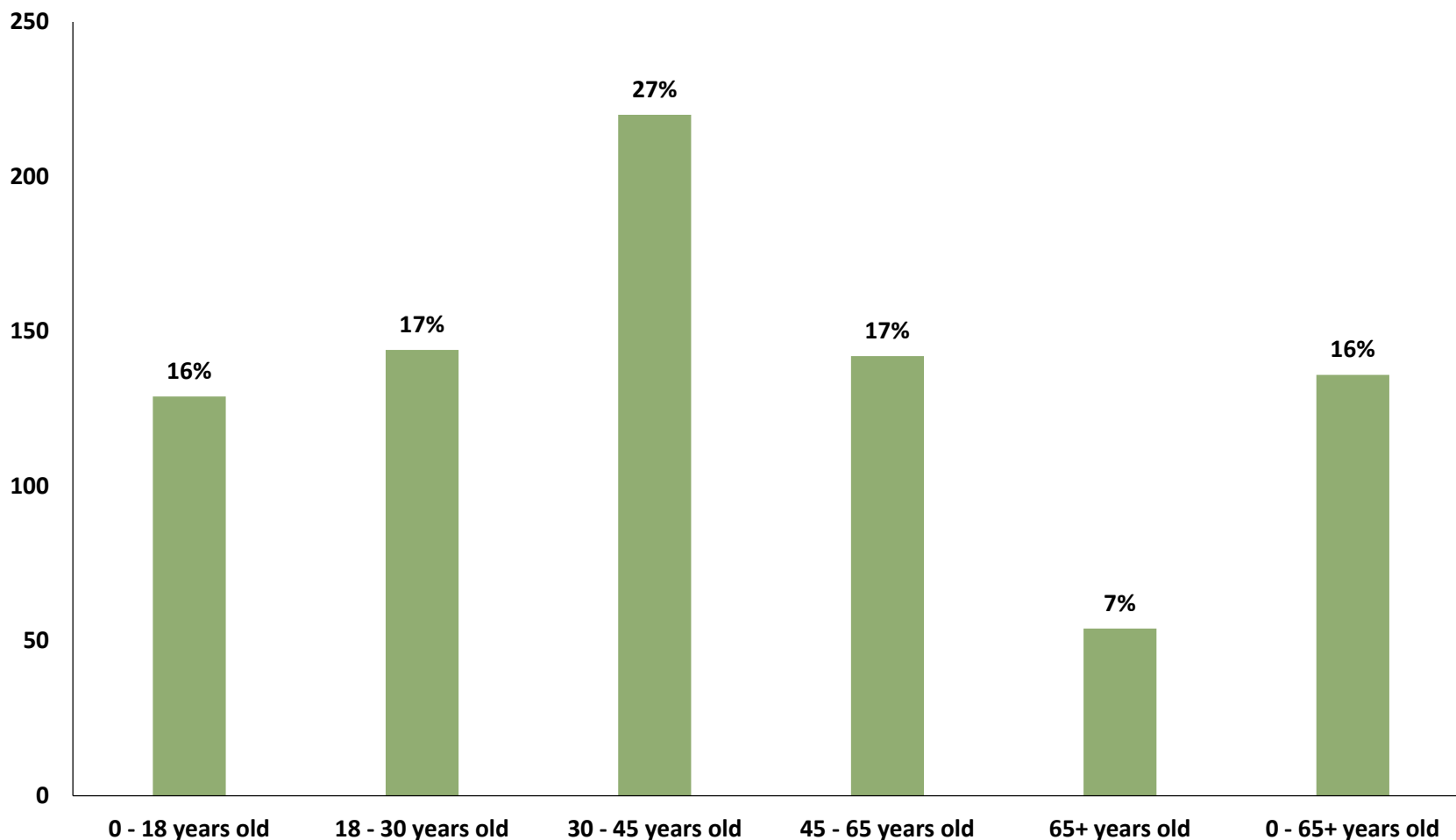
Respondents can select all that apply  
2022 N=3224



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



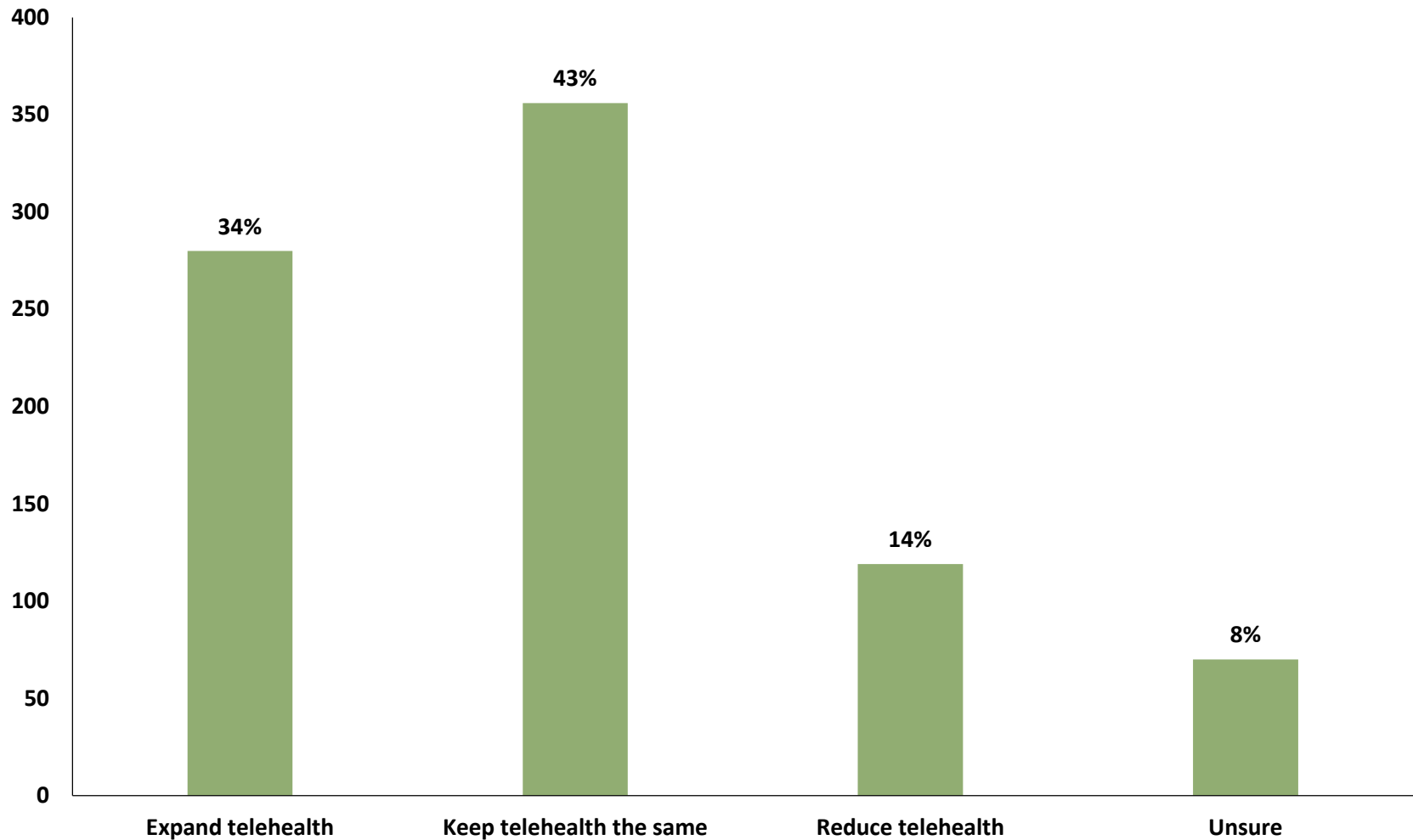
What is the predominant age of the patients you serve via telehealth? (select the best fit)



2022 N=825



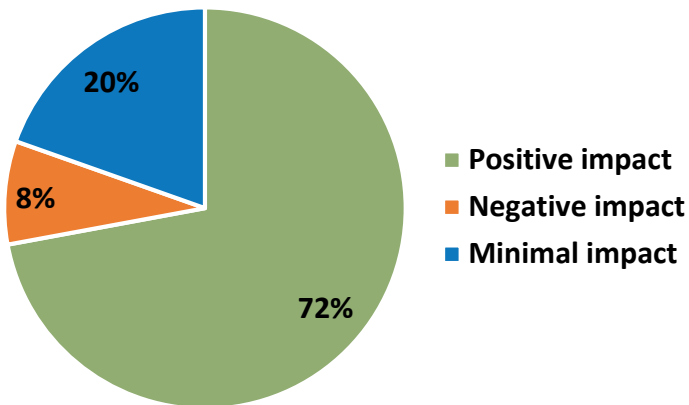
# In the next 1-2 years I expect my organization to:



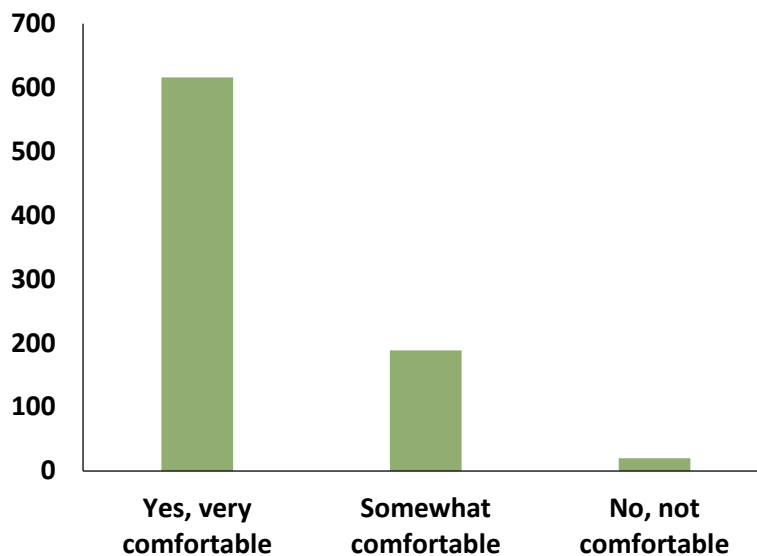
2022 N=825



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



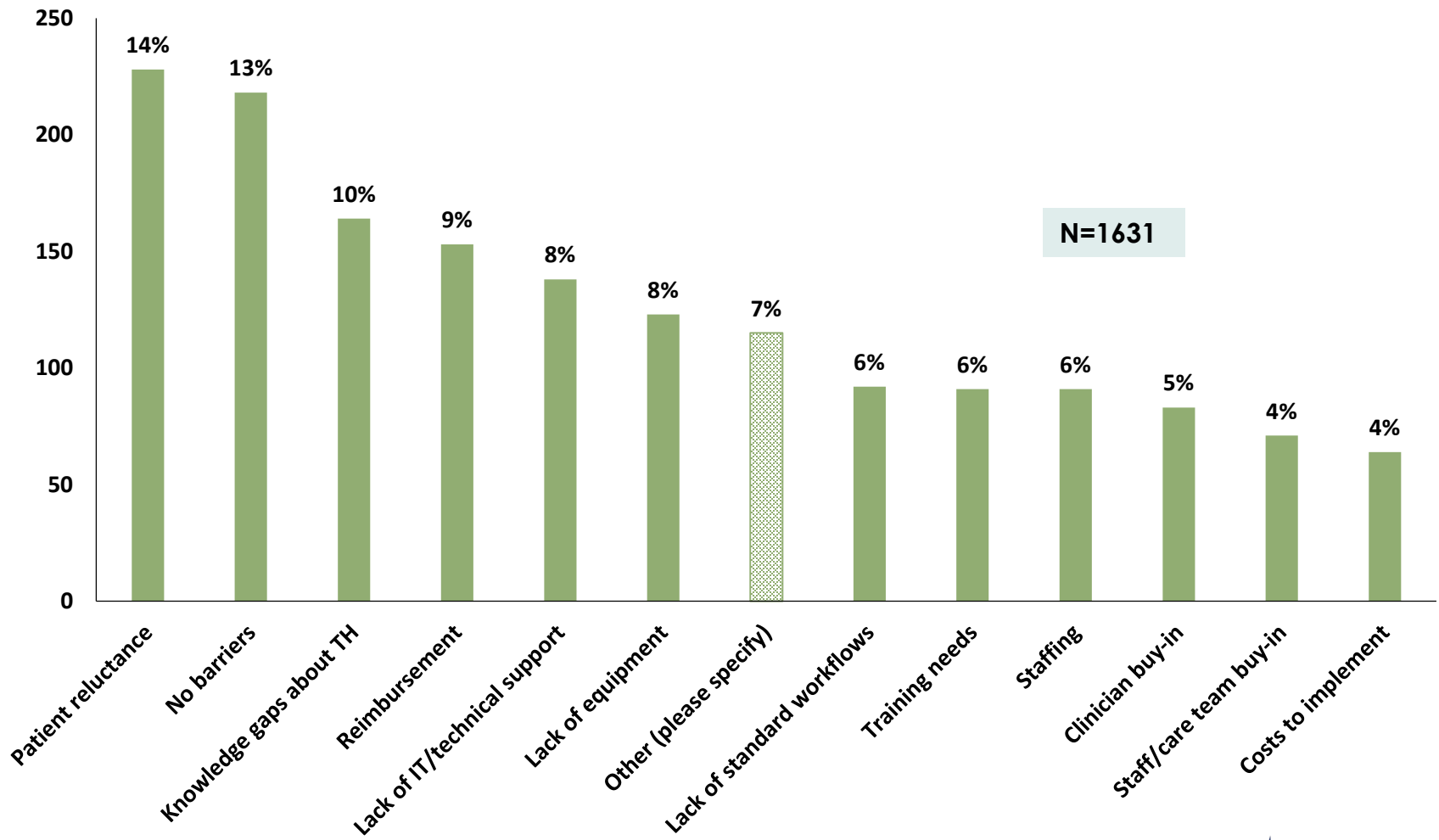
# Are you comfortable with the quality of care that you or your organization provides virtually?



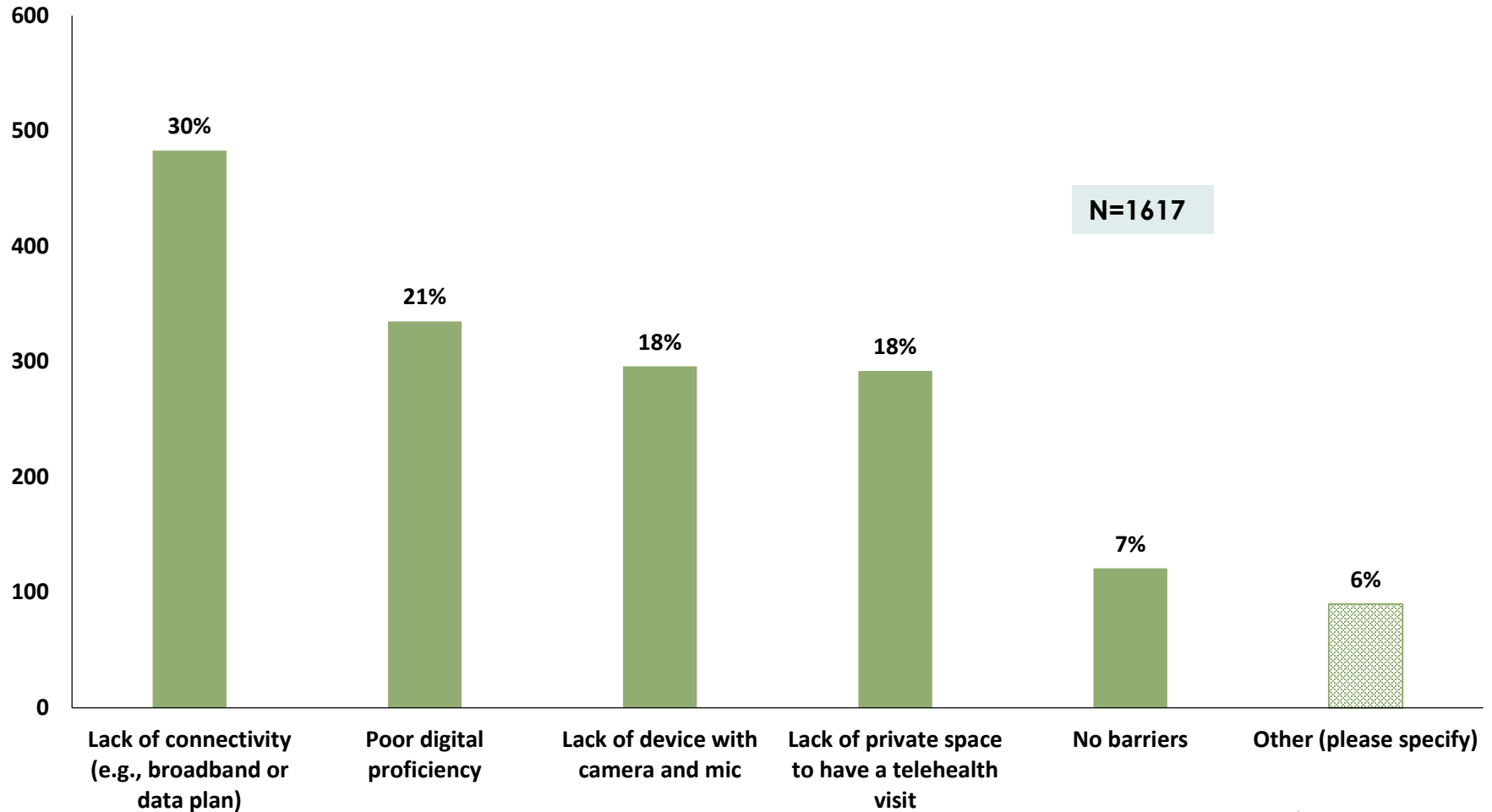
2022 N=825



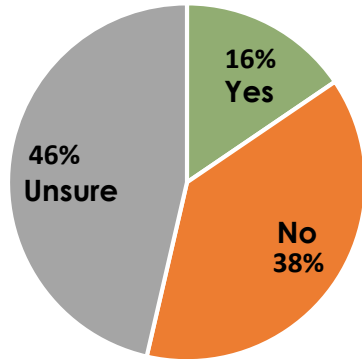
# What are the most common barriers to fully implement telehealth for you or your organization?



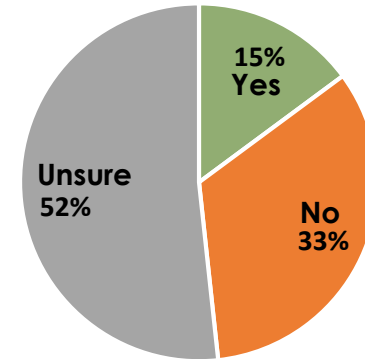
# What are the most common barriers your patients face with telehealth?



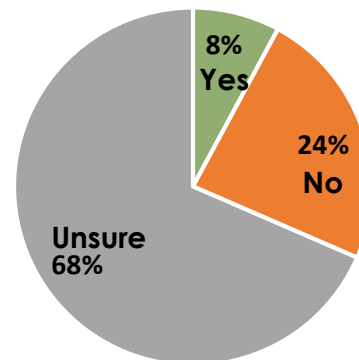
Does your TH platform offer language translation services?



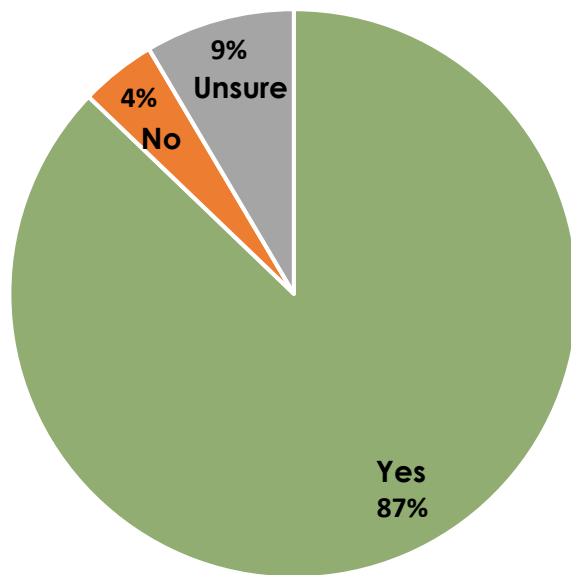
Does your TH platform offer interpretive services?



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



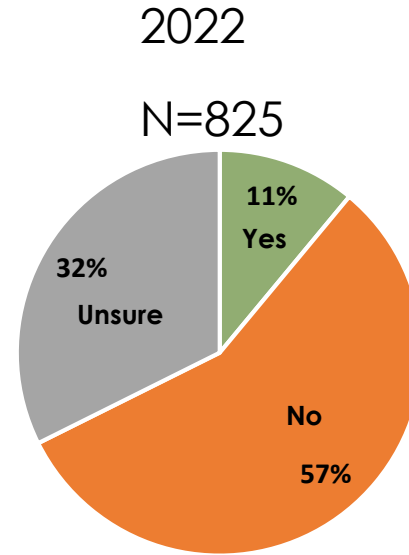
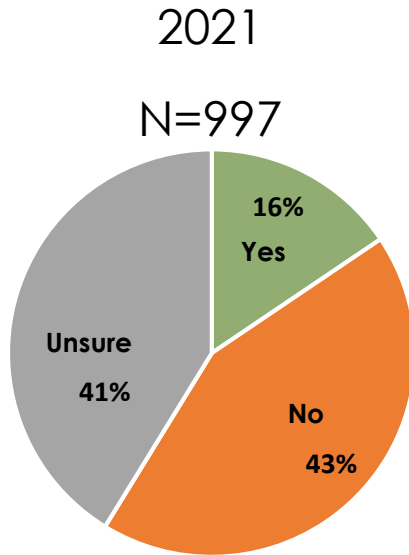
# Is your or your organization's broadband/connectivity adequate for delivering telehealth services using audio and video?



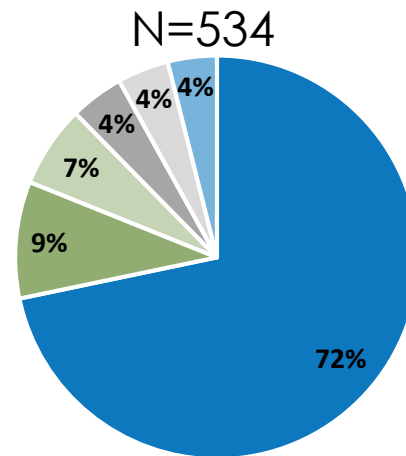
Download Speed (Mbps)	Count
Download speed <10	2%
Download speed 10-25	3%
Download speed 25-50	7%
Download speed 50-100	10%
Download speed >100	15%
Respondent did not provide	64%

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%

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



If no, what are primary reasons why?



- 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.



\*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 <b>physician or other qualified healthcare professional</b> (99441-99443)	34
By a qualified <b>nonphysician health care professional</b> (98966-98968)	22
By a <b>FQHC/RHC</b> (G2025)	7

Providing or in the process of implementing...

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