



Northwest Regional Telehealth Resource Center 2023 Telehealth Survey

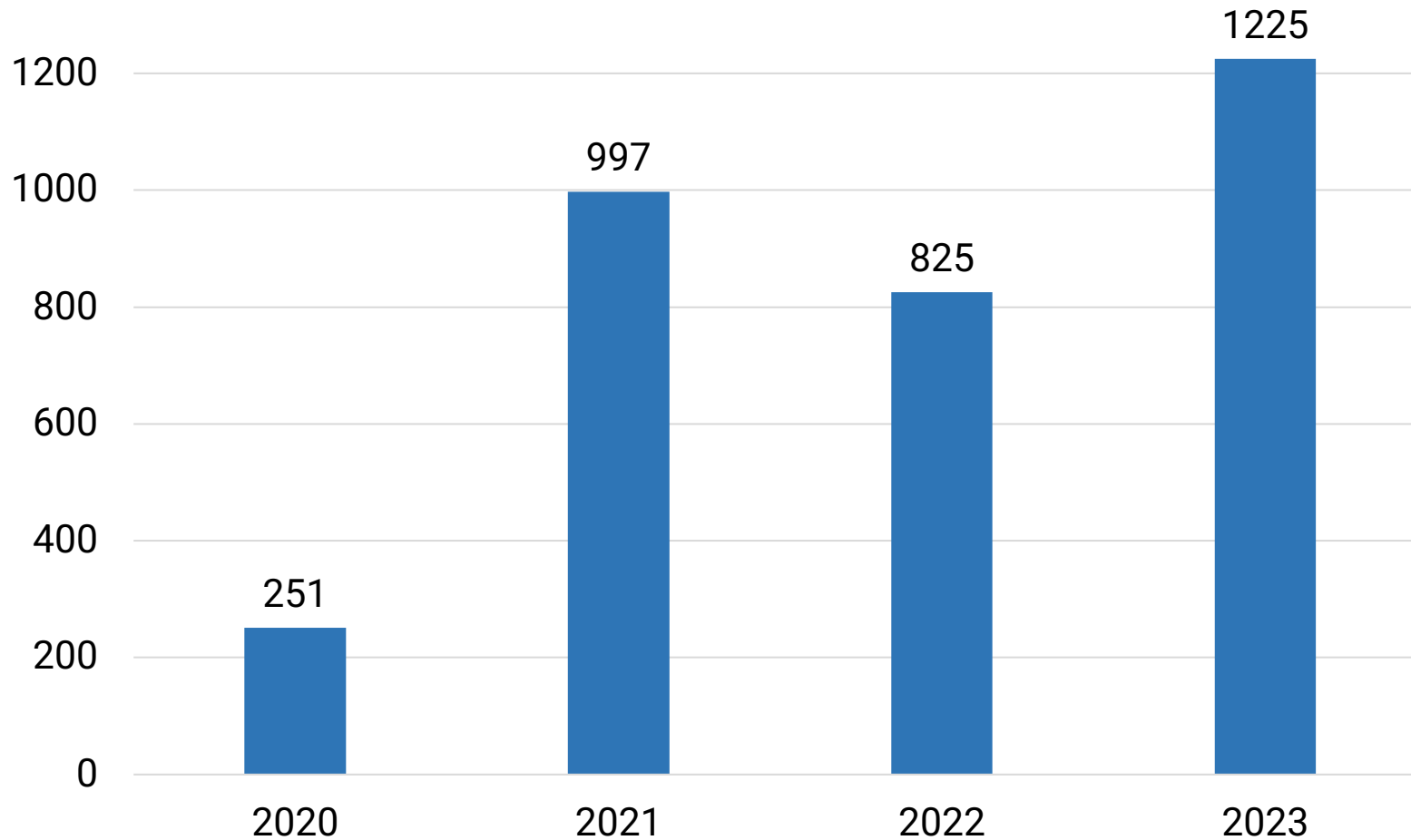


This survey was funded by U1UTH42531-03; the data analysis was funded by HRSA G01RH42534-01 and provided by Cornerstone Whole Healthcare Organization (C-WHO).



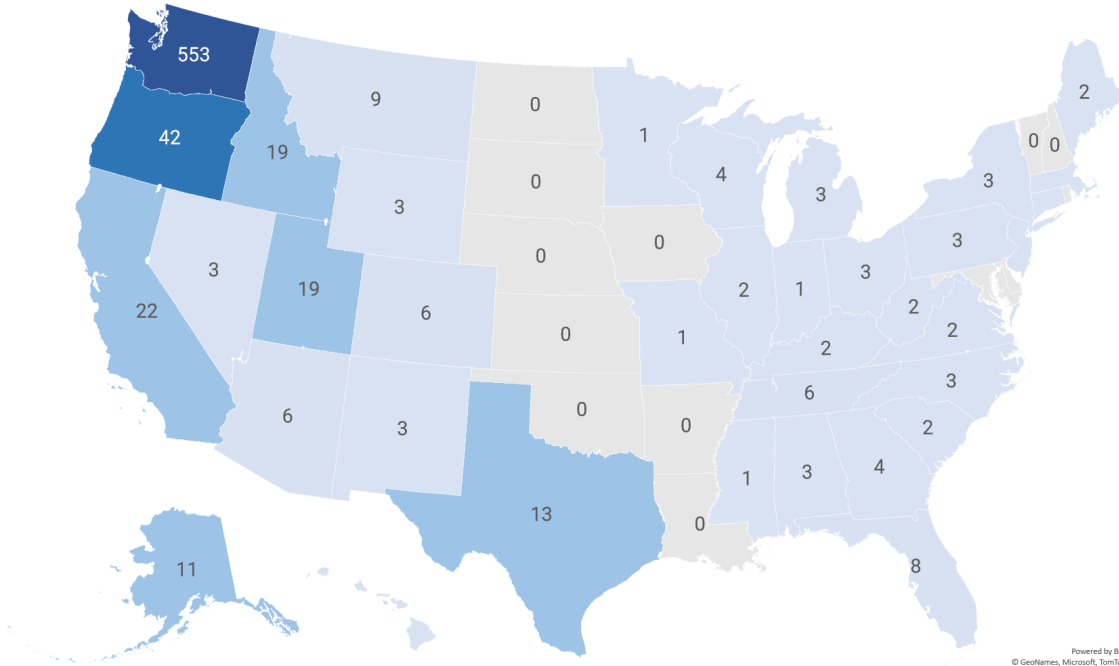
Completed Surveys

Number of Completed Surveys
2020, 2021, 2022 & 2023



Geographic Distribution

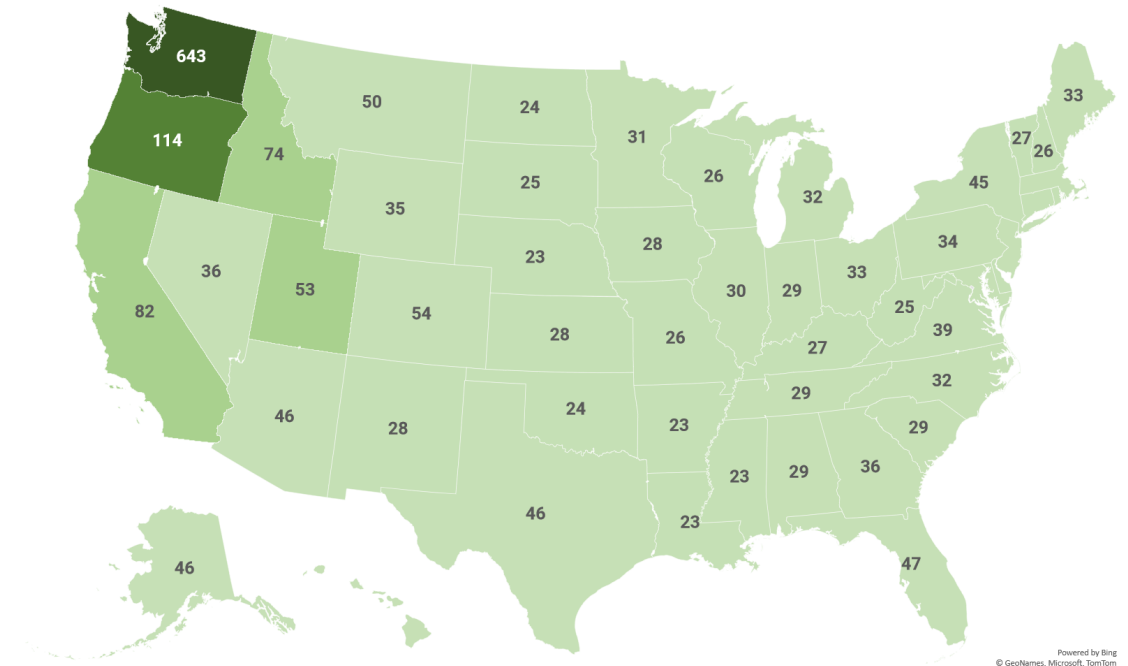
States Where Respondents Reside (N=779)



Powered by Bing
© GeoNames, Microsoft, TomTom

+4 international respondents
Respondents must choose one state of residence

States Where Respondents Provide Telehealth (N=2411)

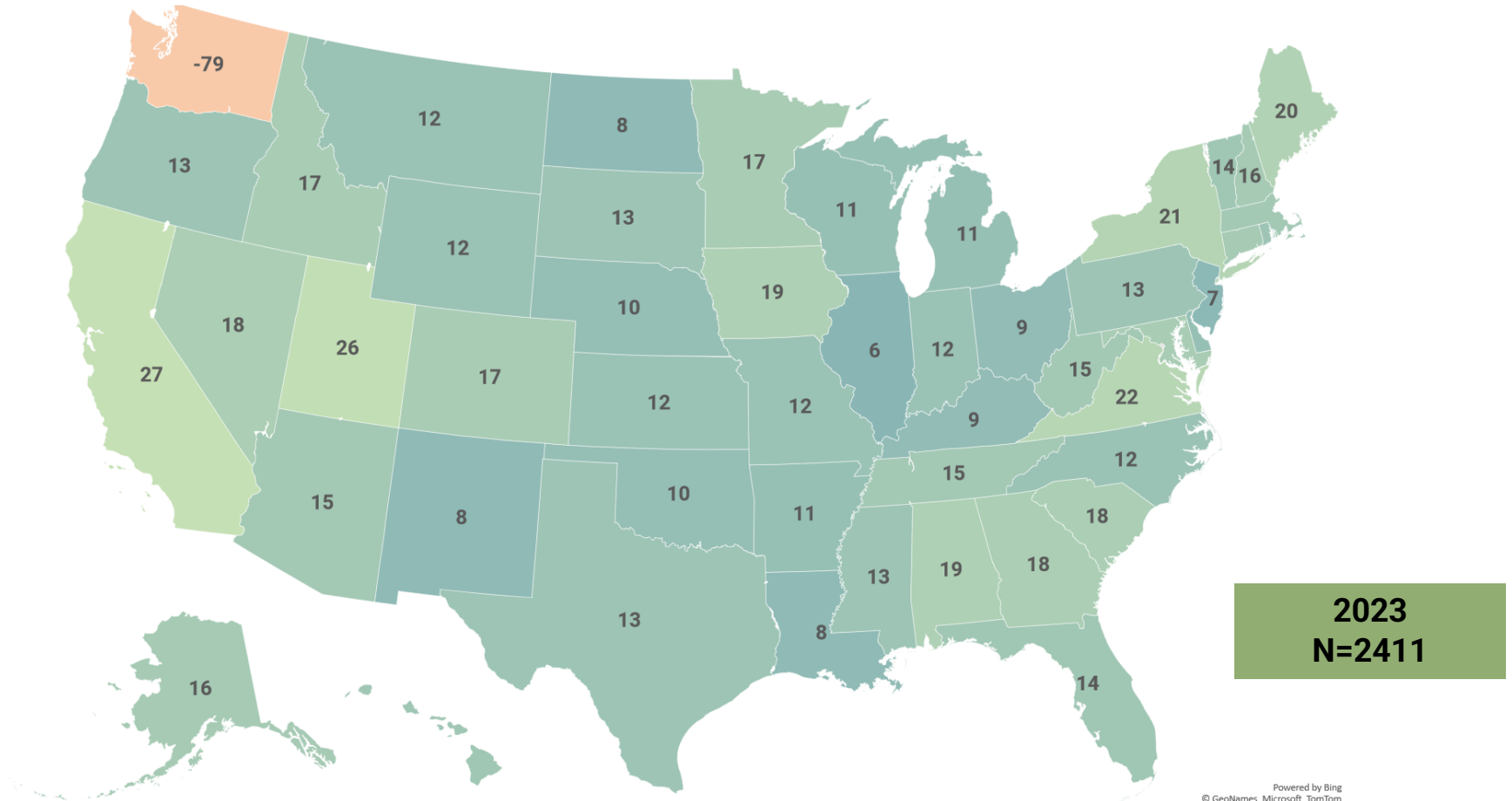


Powered by Bing
© GeoNames, Microsoft, TomTom

+14 international respondents
Respondents may deliver services in multiple states

Geographic Distribution

State Where Respondents Provide Telehealth Change from 2022 to 2023



2023
N=2411

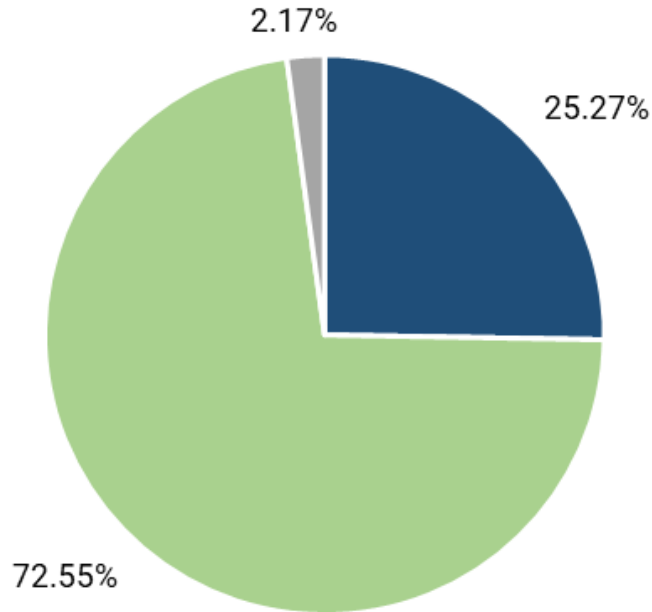
-2 international respondents
Respondents may deliver services in multiple states

Powered by Bing
© GeoNames, Microsoft, TomTom

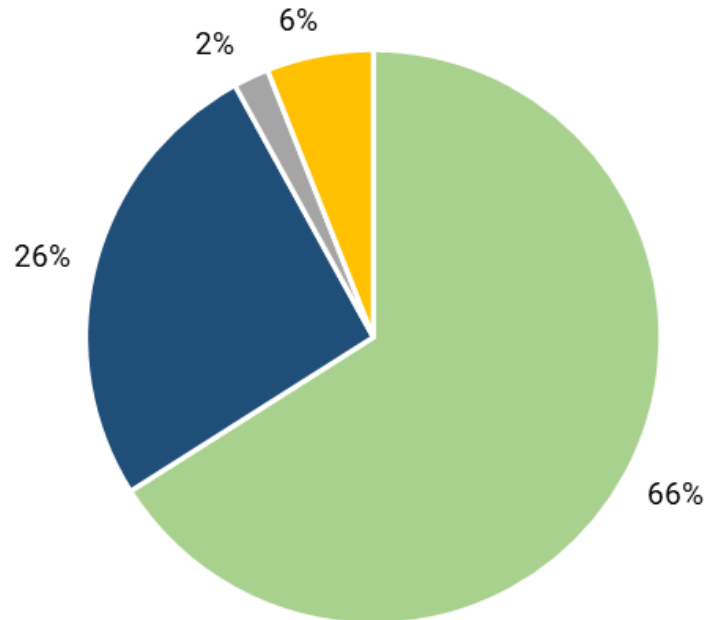


Do you provide services via telehealth?

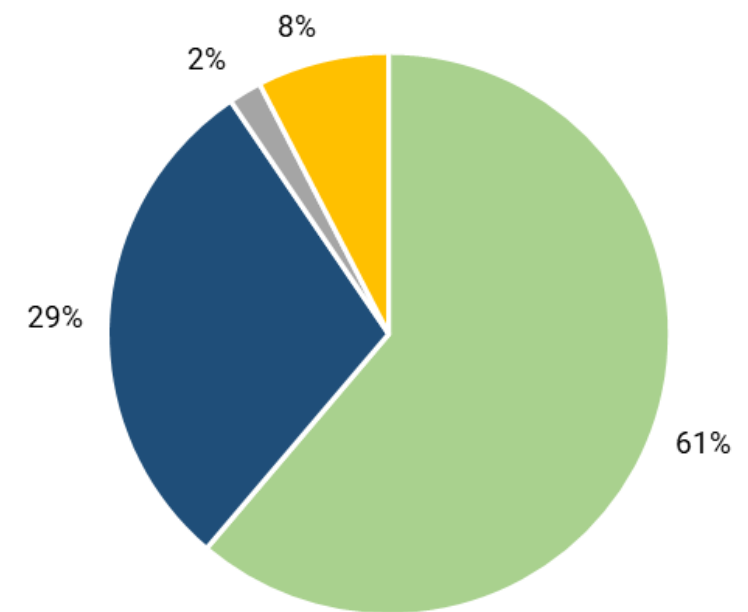
2021 (N=736)



2022 (N=877)

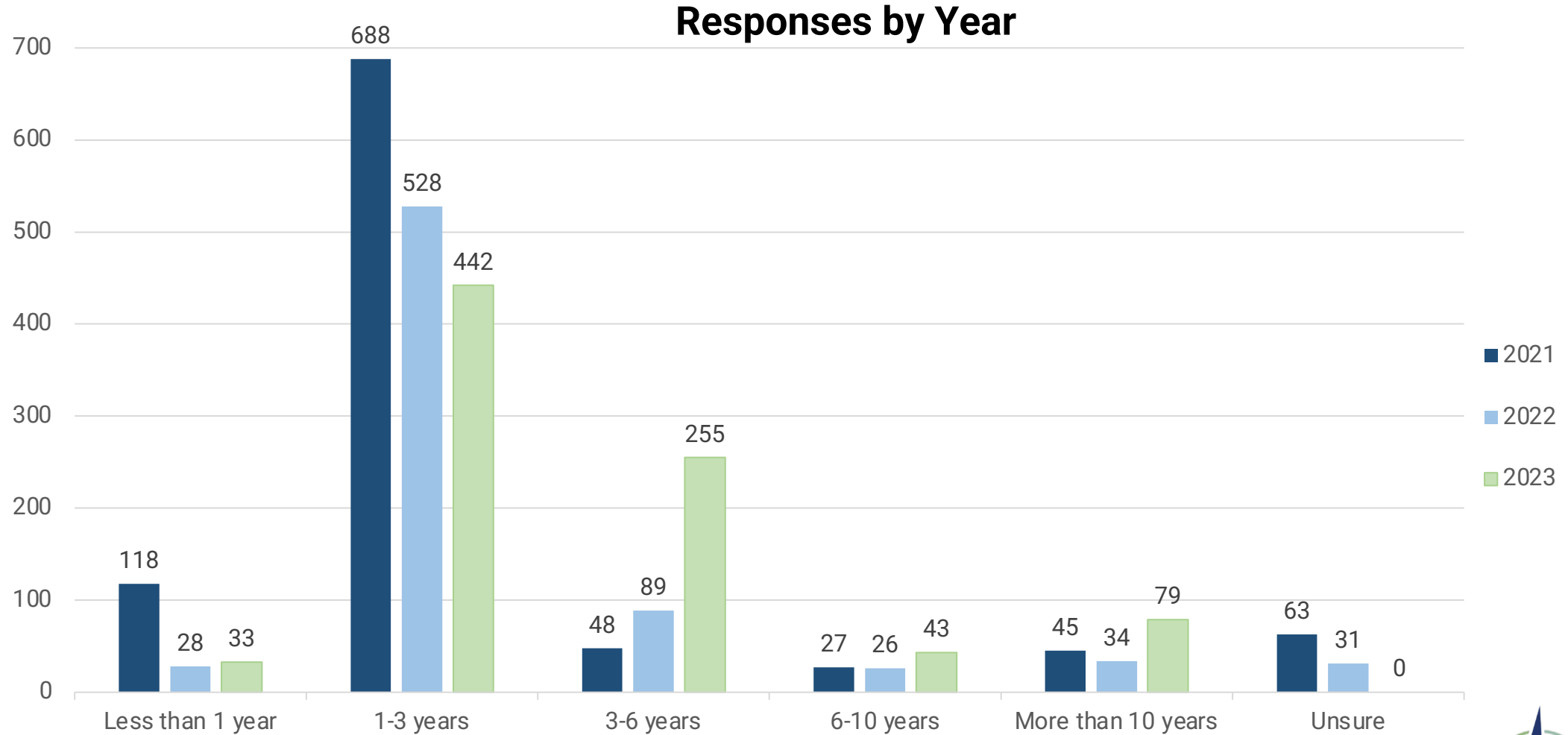


2023 (N=843)



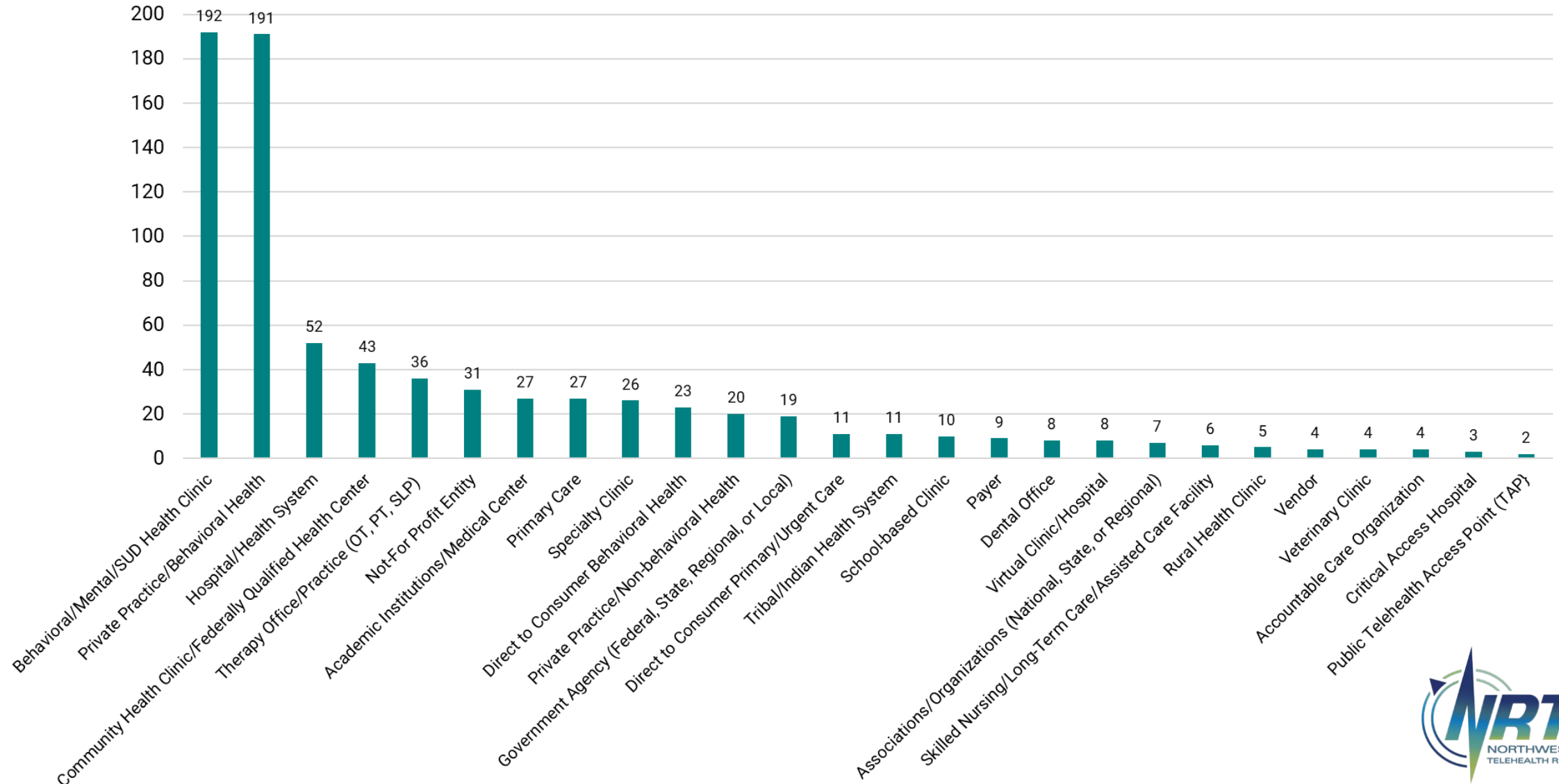
- Yes, we began providing telehealth services DURING the public health emergency
- Yes, we provided telehealth services BEFORE the public health emergency
- No, we are in the process of implementing telehealth services
- No, we do NOT provide services via telehealth (this will conclude your survey)

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

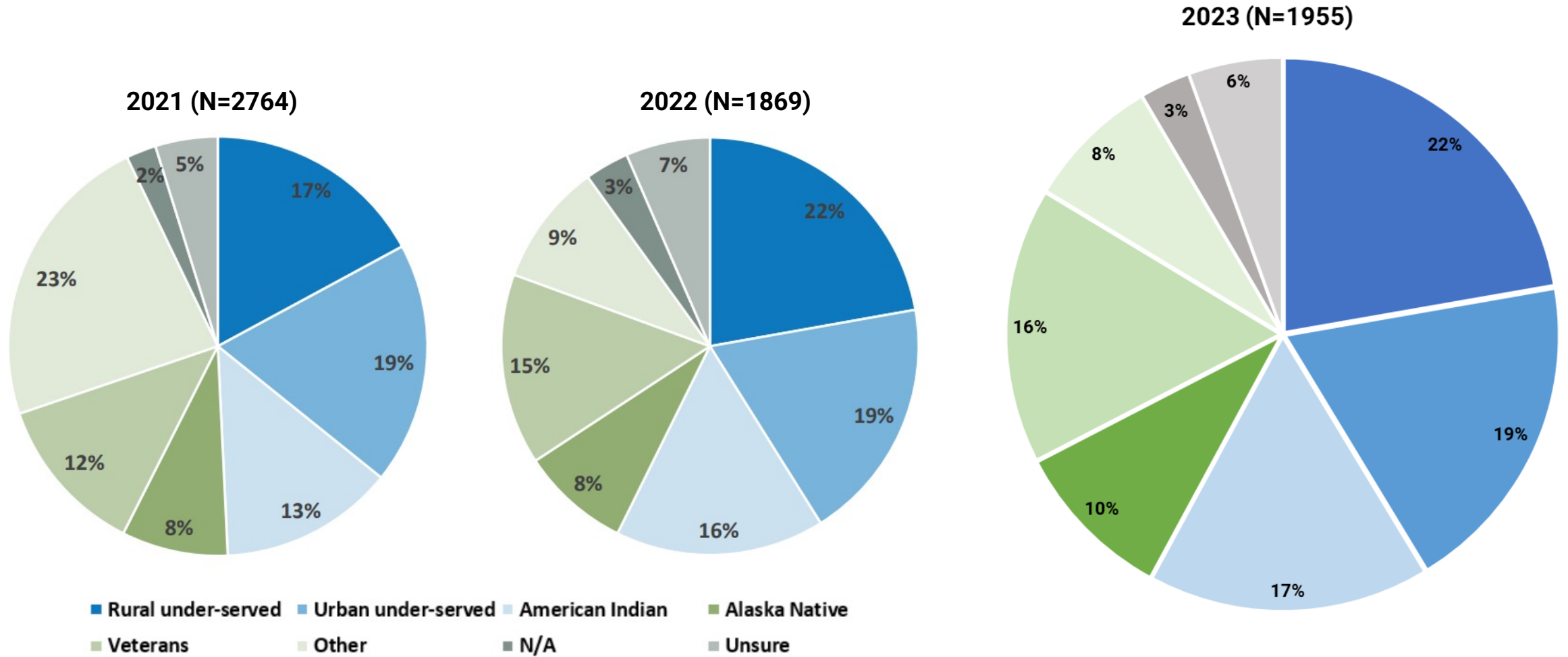


Which best describes your organization? (select all that apply)

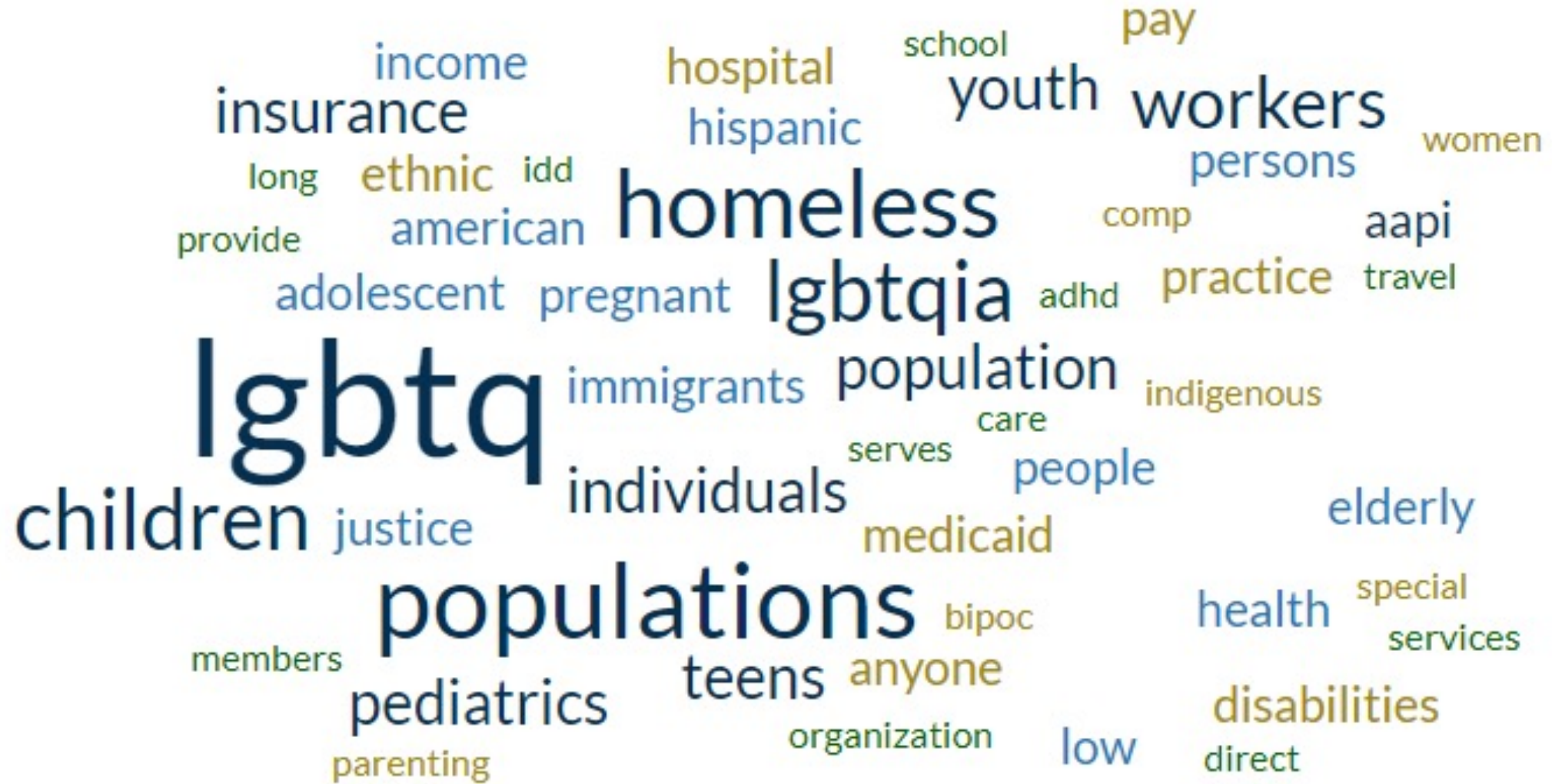
2023 Responses Only
N=779



Types of special populations your organization serves via telehealth:

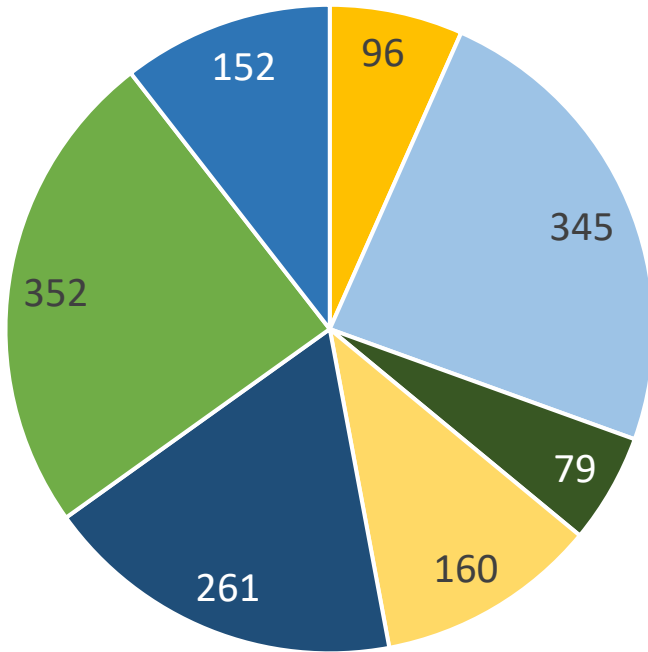


Other Special Populations Served in 2023

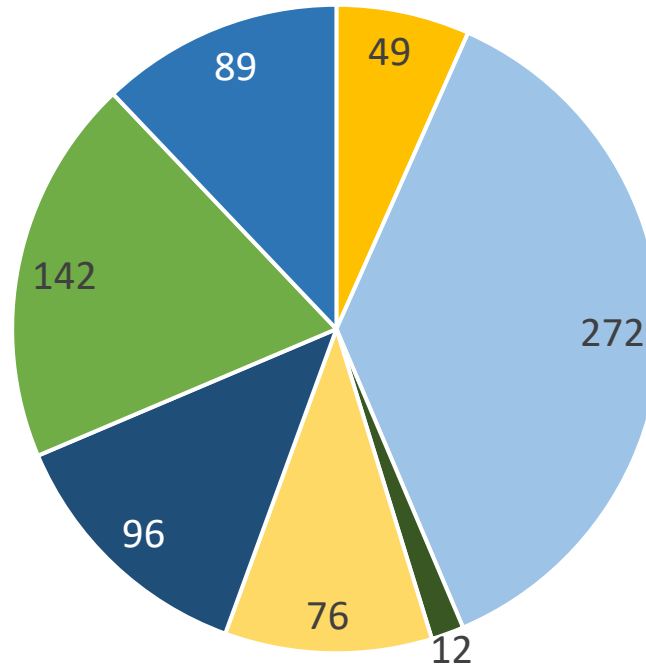


What is your position or role within your organization?

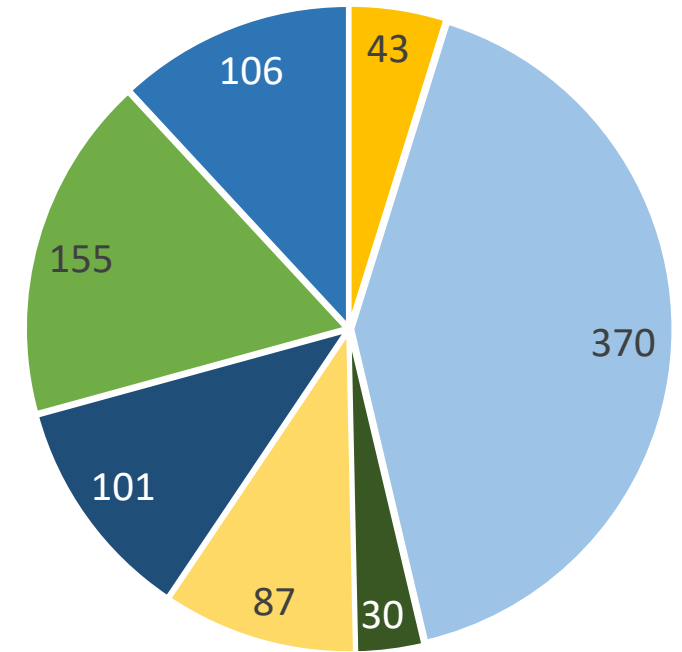
2021
n=1445



2022
n=736



2023
n=892



Supportive Therapies (OT, PT, SLP)

IT, Telehealth, and Digital Care

Administration and Care Coordination

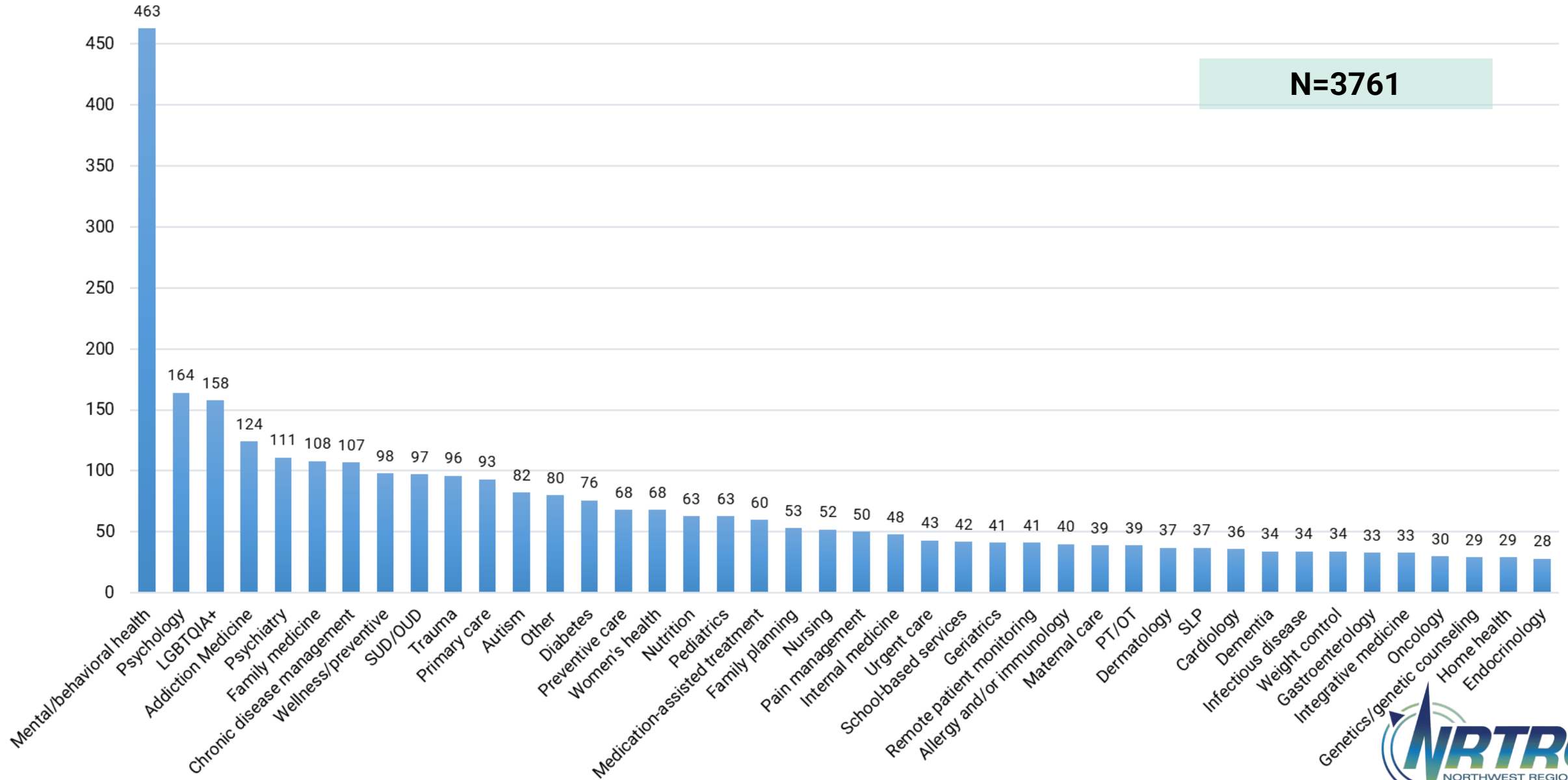
Care Team Members (CHW, MA, LPN, RN, RD, etc)

Mental Health (MHP, LCSW, SUDP, etc)

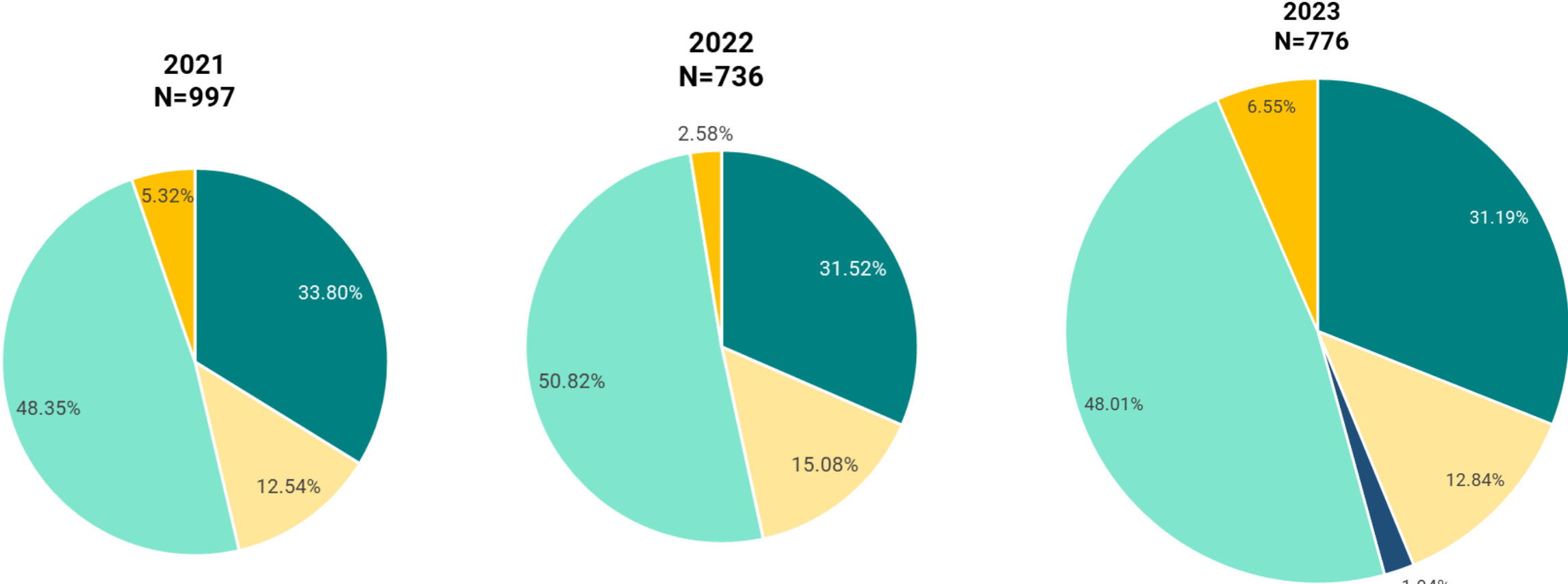
Veterinary, Dentistry, and Other

Clinicians, Clinical Supervisors, and Pharmacists

What health care services do you deliver by telehealth?

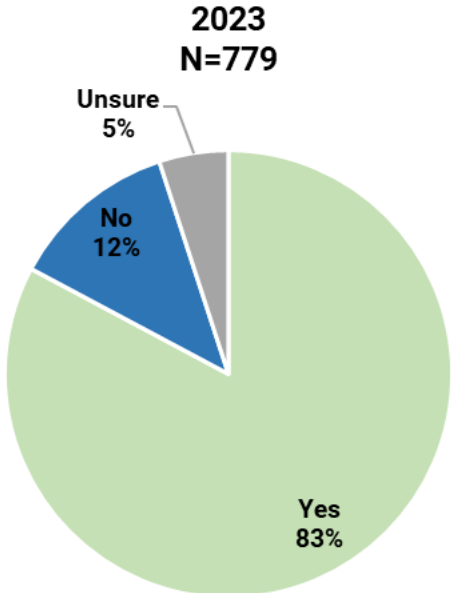
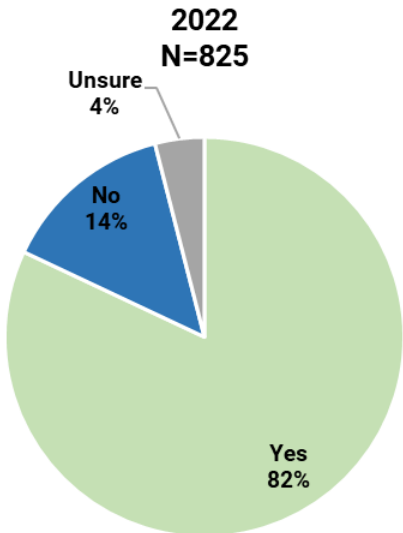
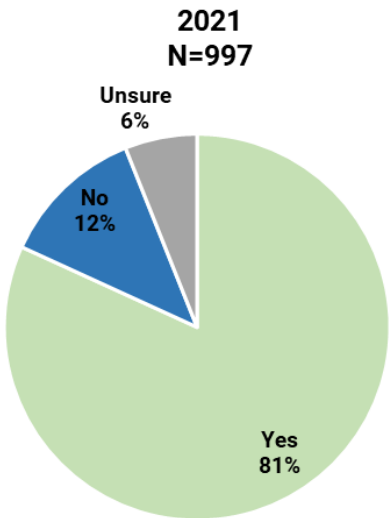


How do you support/deliver telehealth?

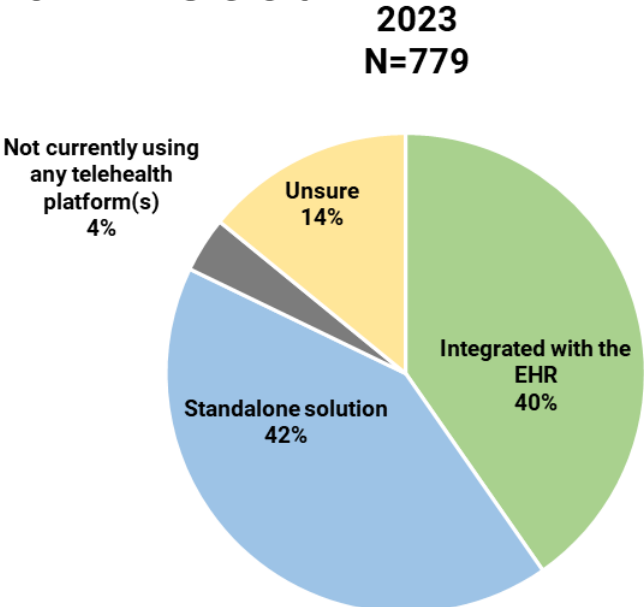
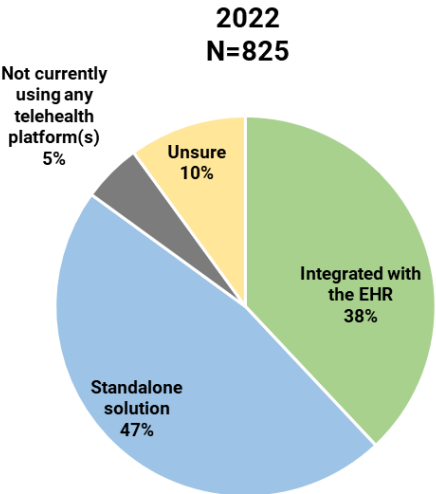
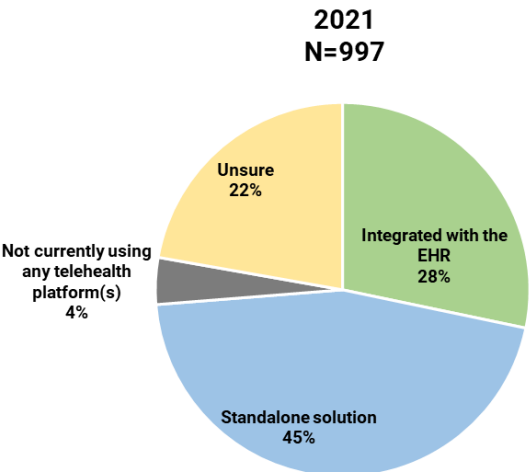


- Distant site (where the provider is)
- Originating site (where the patient is)
- Both of the above
- Public Telehealth Access Point (TAP)
- Not sure what this color signifies

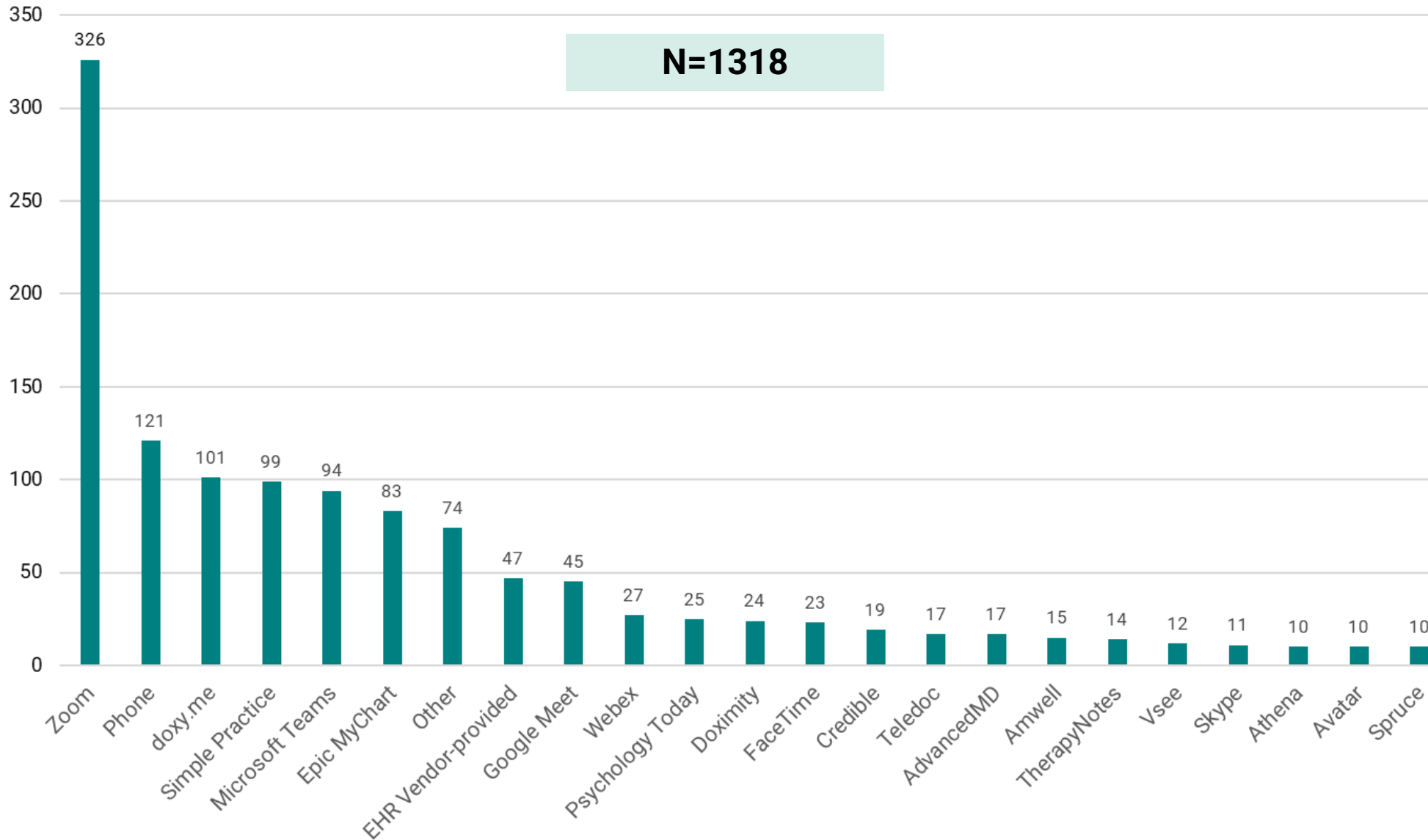
Do you or your organization use an electronic health record (EHR)?



Type of Telehealth Platform Used



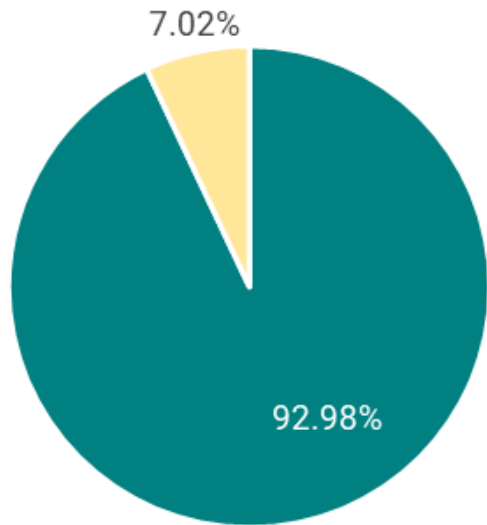
Telehealth Platforms Used



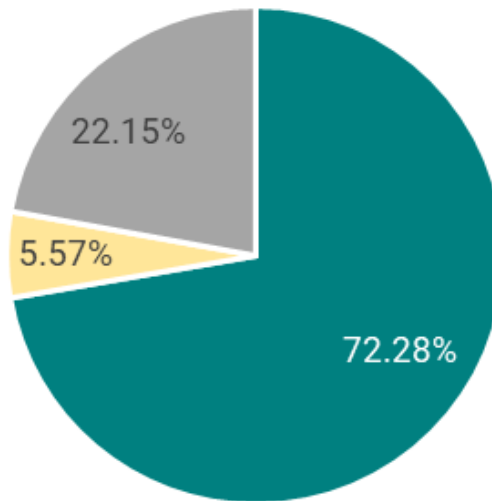
Other	
Carelogic	9
Vidyo	8
Healthcare Anywhere	8
eVisit	7
Charm	7
Google Duo	7
Alleva	7
Kareo	7
Cerner Video Visit	4
TytoCare	4
19 Labs	4
Otto	3
Theranest	3
Lifesize	2
Mend	2
Raintree	2
VVC	2
Blue Jeans	2
MEDITECH Expanse	1
Hatch	1
Updox	1
Clocktree	1
Presence Learning	1
Valant	1

Is your organization using any telehealth peripherals?

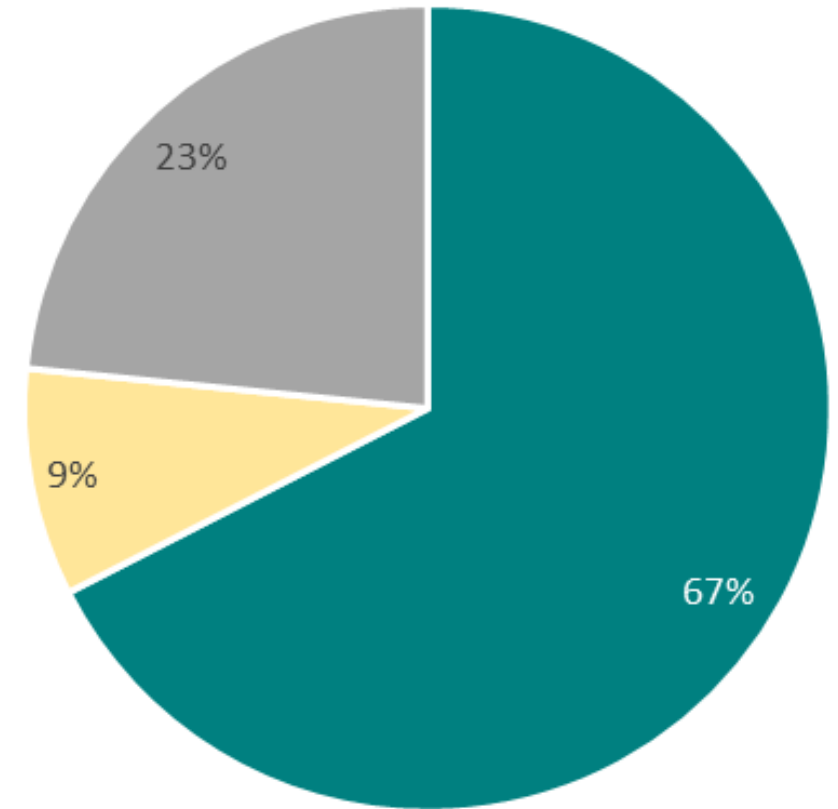
2021
N=997



2022
N=736

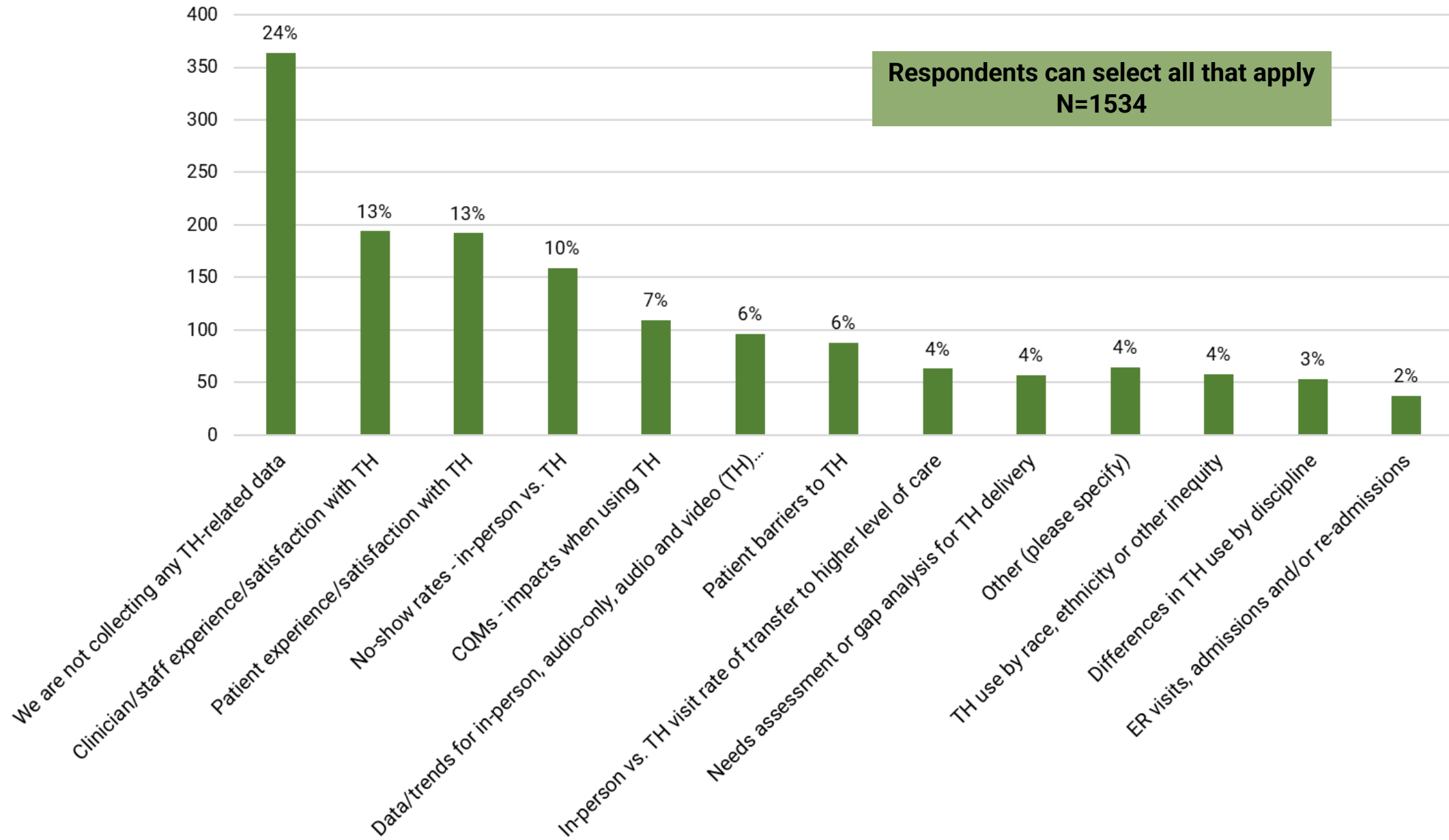


2023
N=779

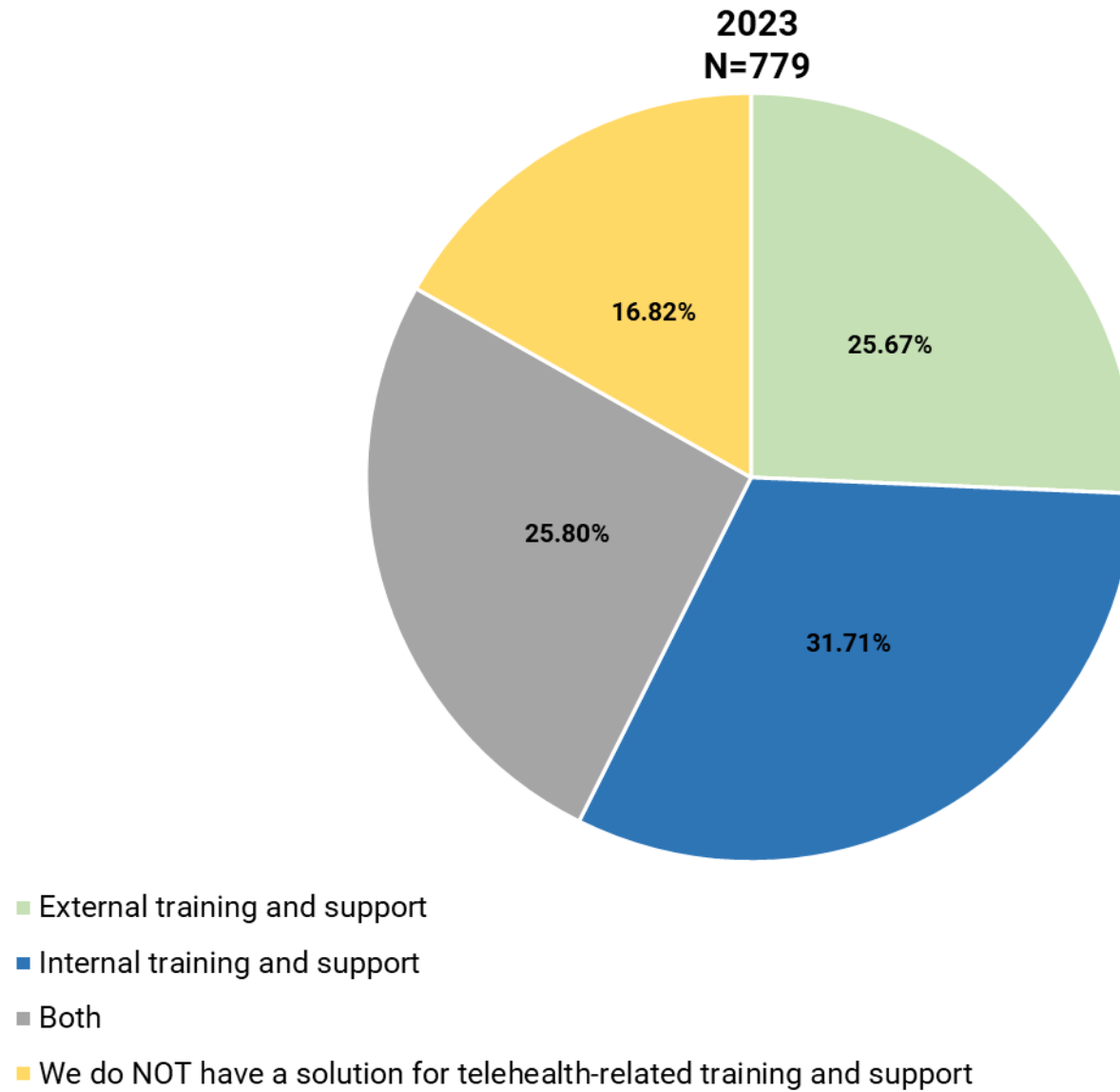


- No, we are not using, nor are we interested in using peripherals
- Yes, we are using peripherals
- No, we are not using, but we are interested in adding peripherals

What telehealth-related data are you collecting?

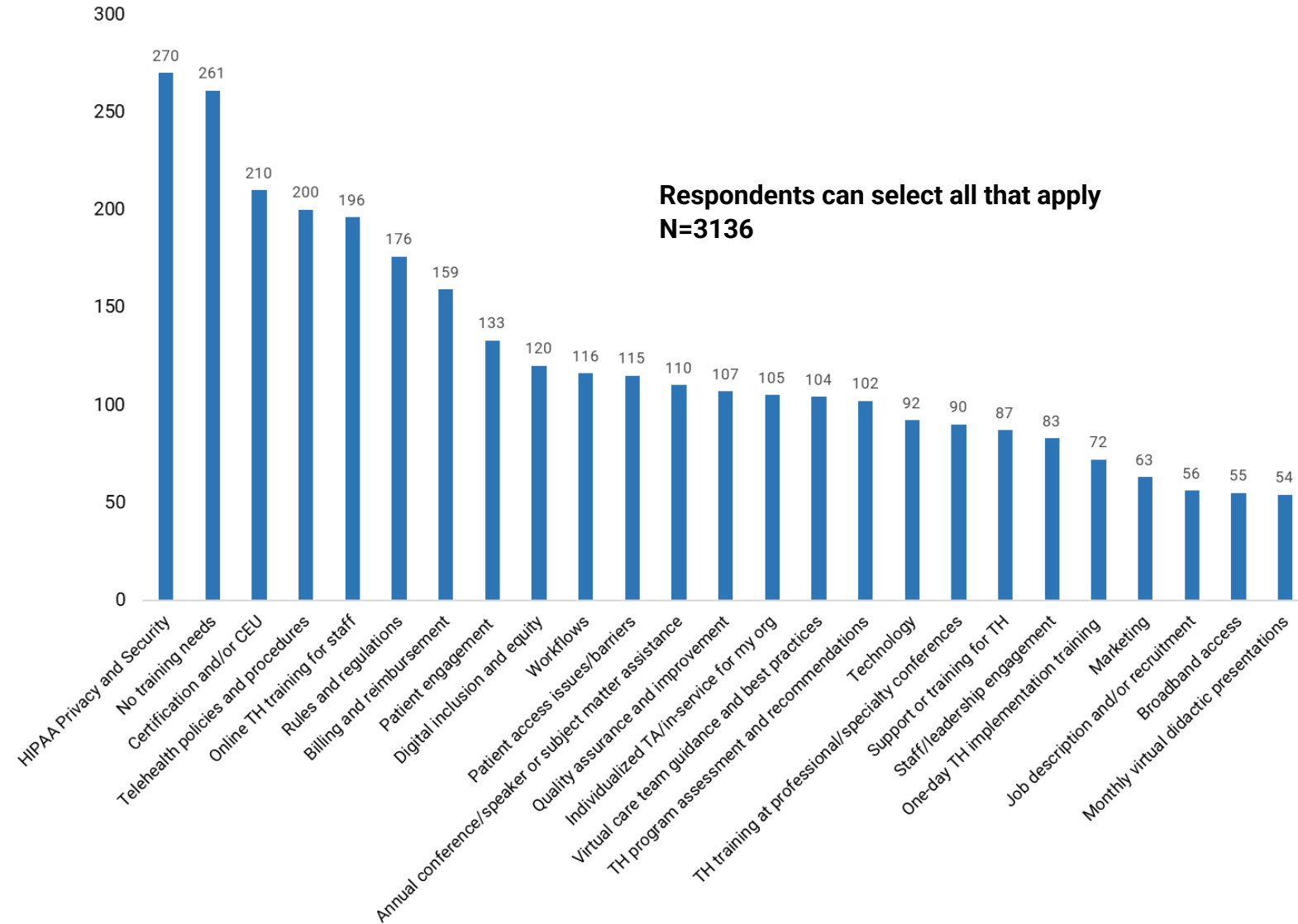


How does your organization receive telehealth-related training and support?

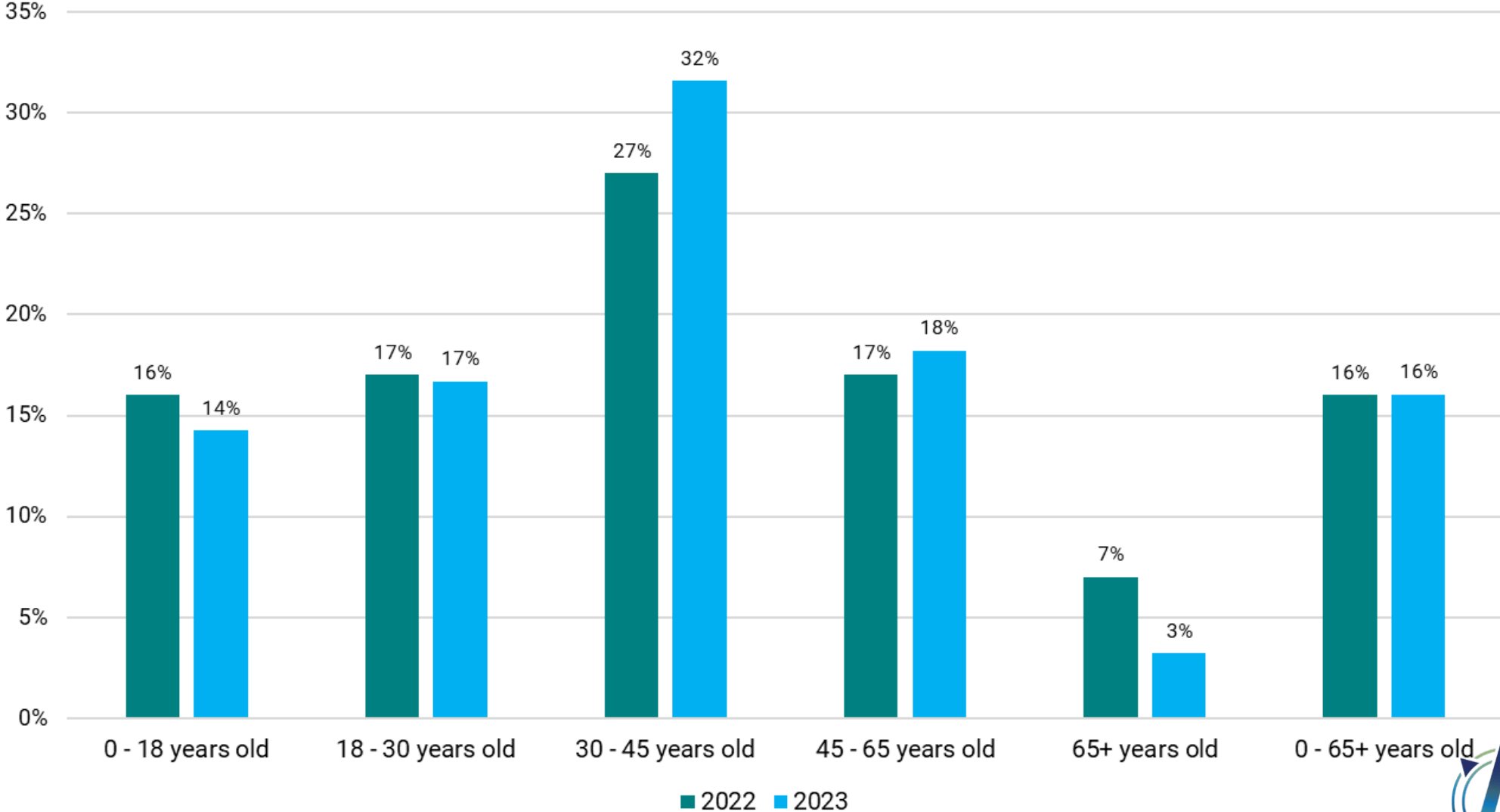


What telehealth resources, tools, training, and/or support do you or your organization need?

2023



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

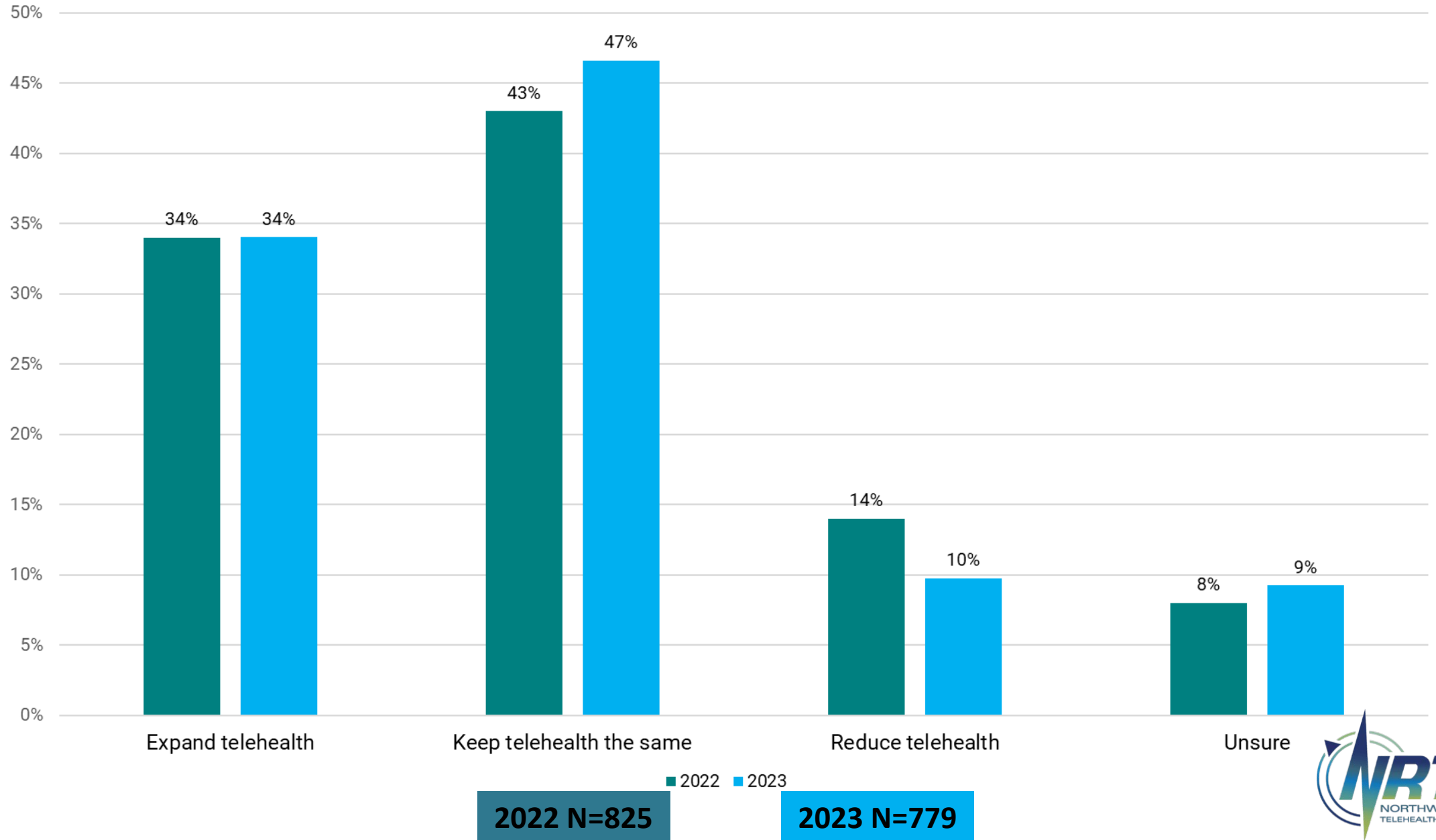


2022 N=825

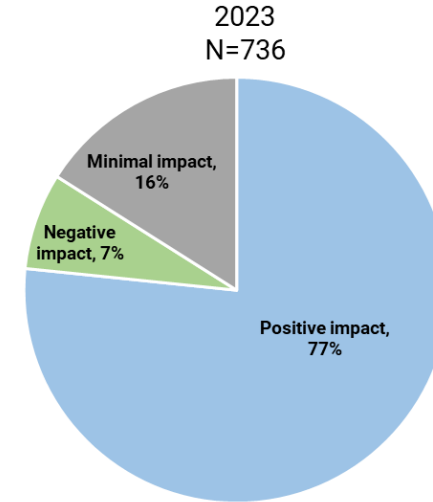
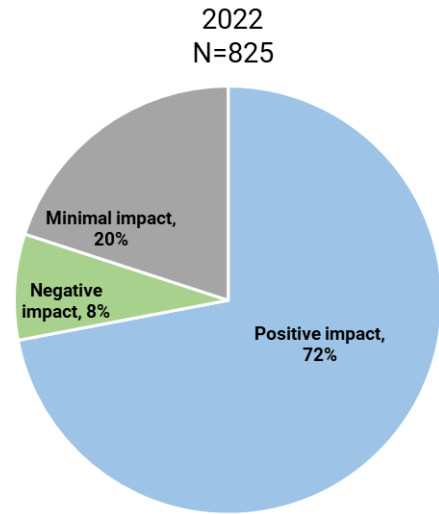
2023 N=770



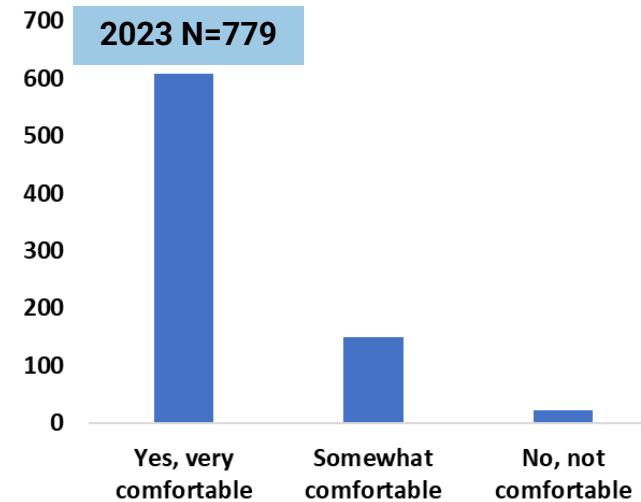
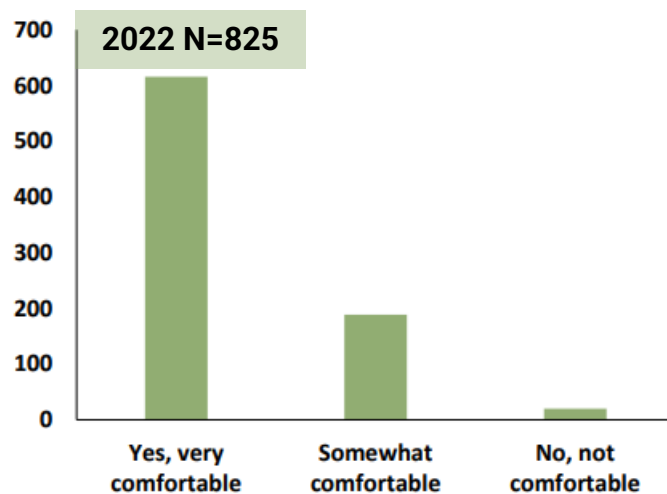
In the next 1-2 years I expect my organization to:



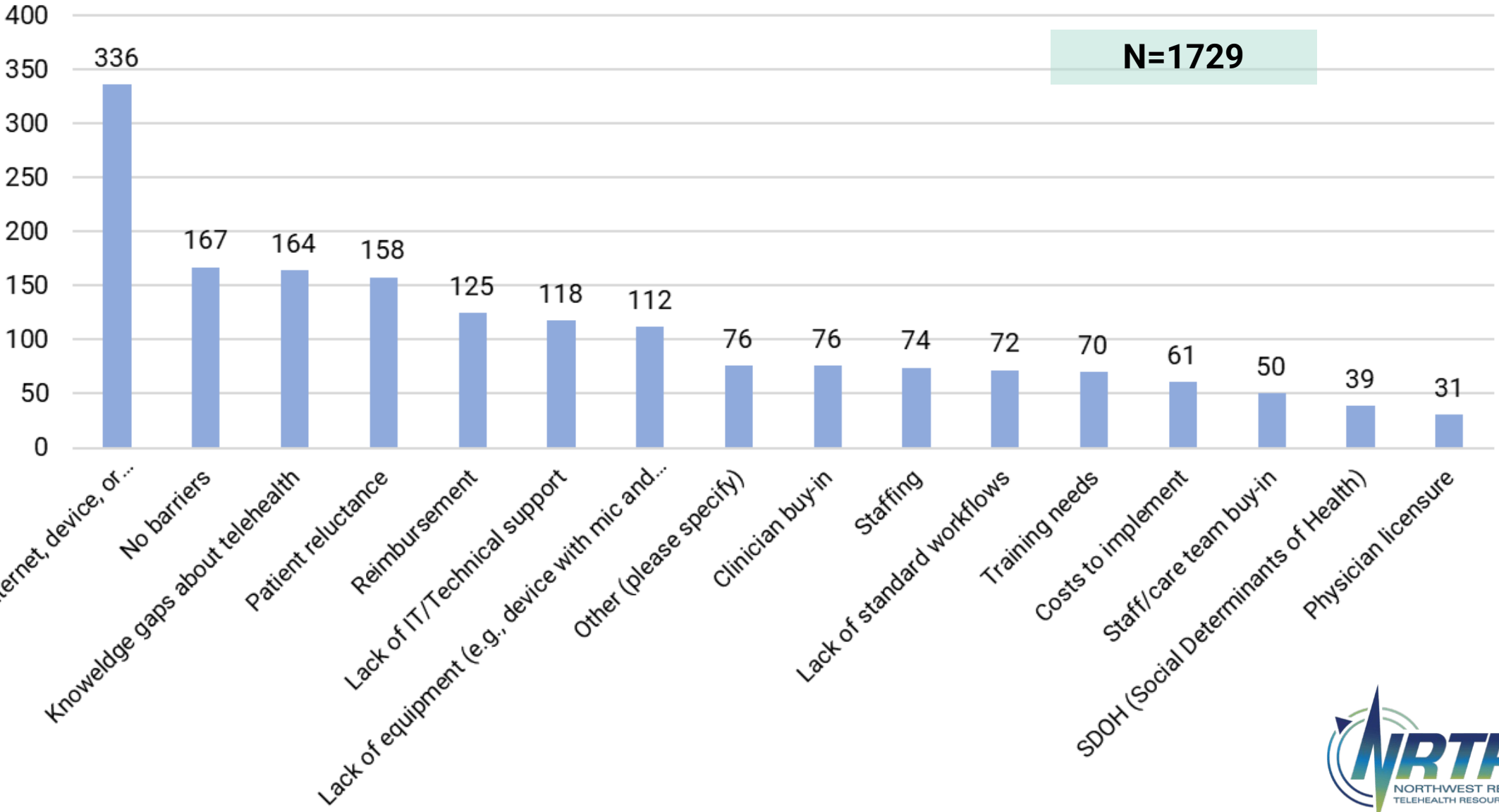
How has telehealth impacted your enjoyment/satisfaction as a provider?



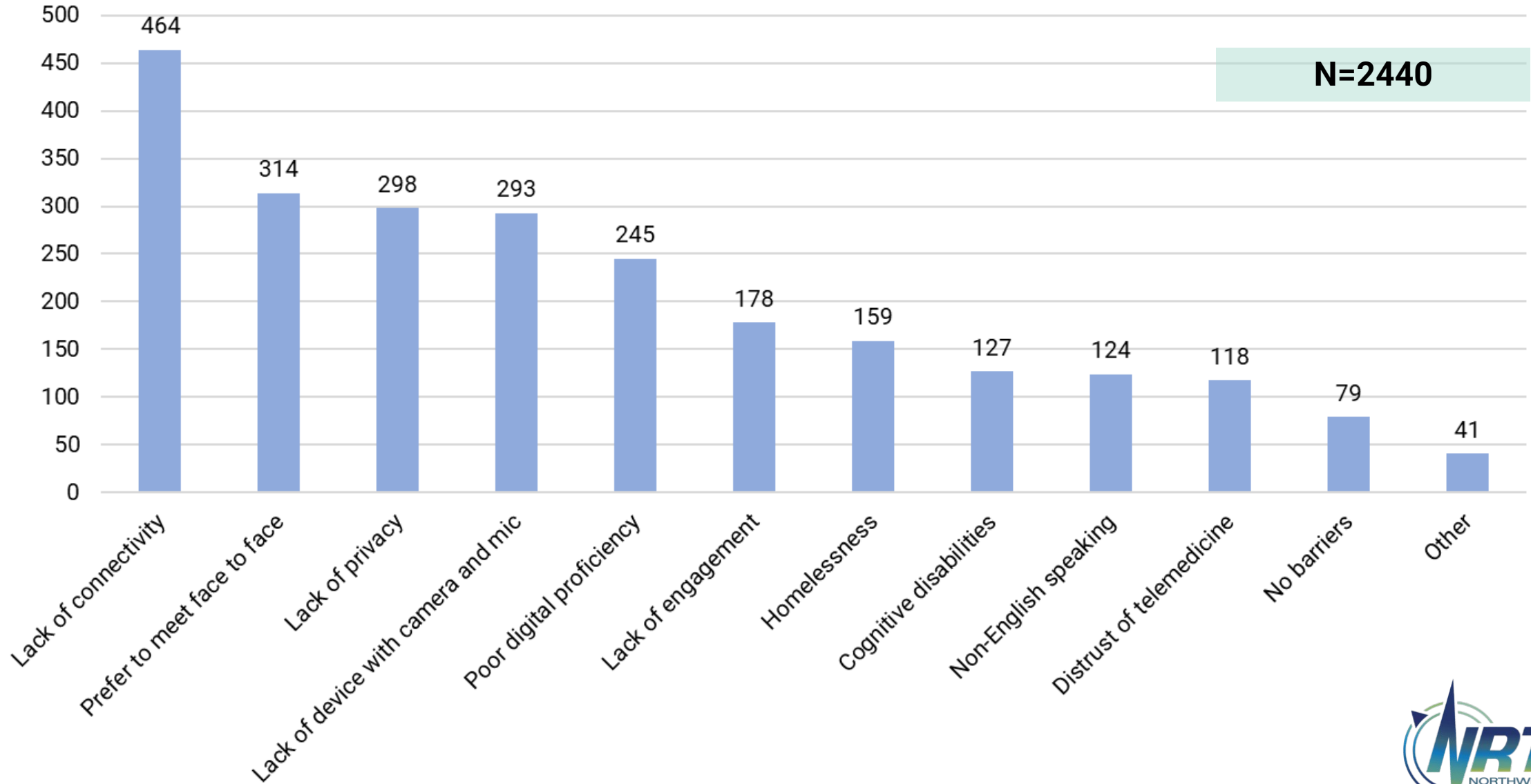
Are you comfortable with the quality of care that you or your organization provides virtually?



What are the most common barriers to fully implement telehealth for you or your organization? (respondents can select all that apply)

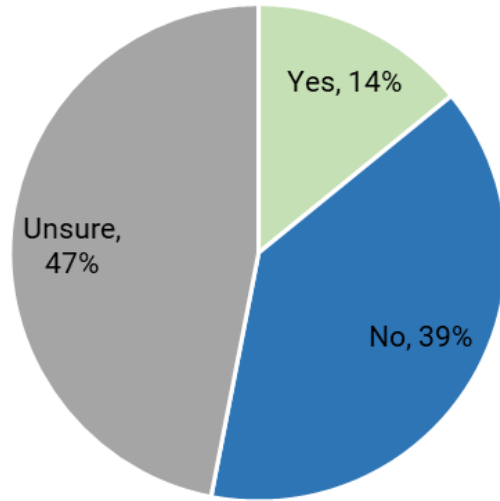


What are the most common barriers your patients face with telehealth? (respondents can select all that apply)



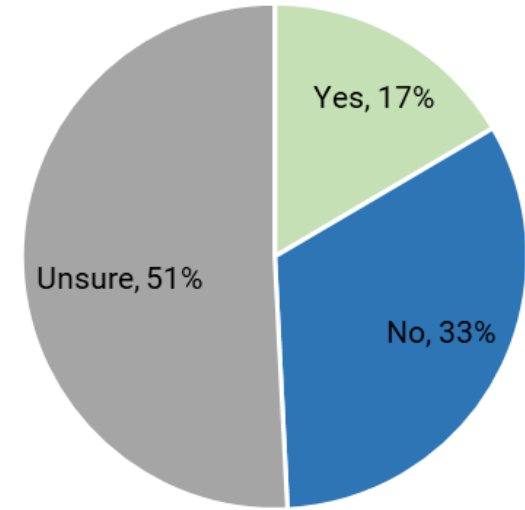
Does your TH platform offer language translation services?

N=750



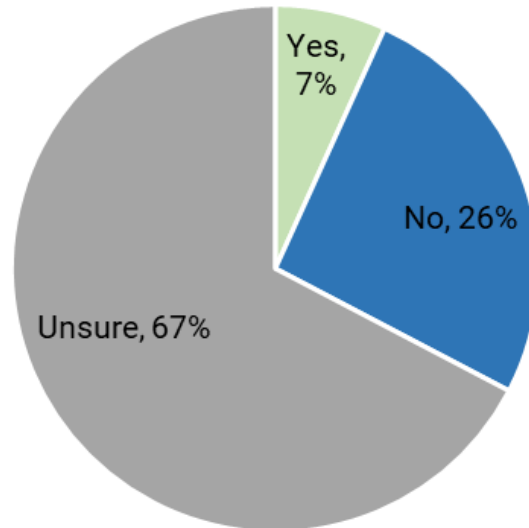
Does your TH platform offer interpretive services?

N=750



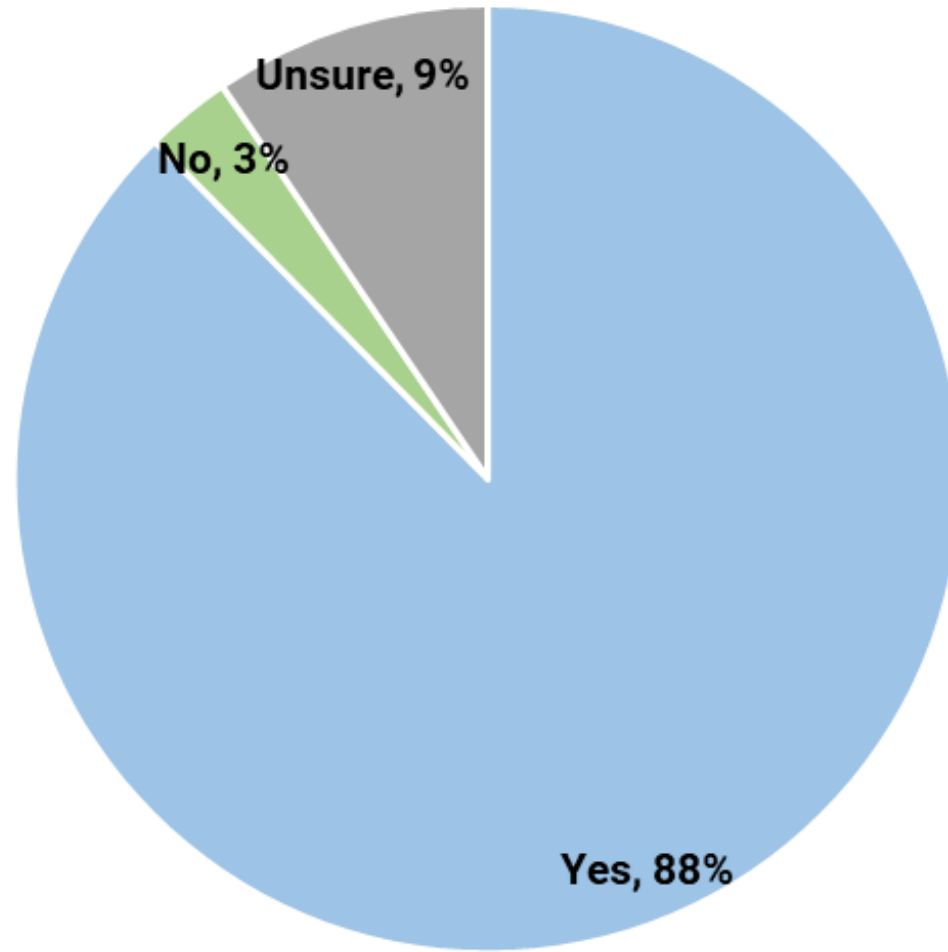
Does your TH platform offer functionalities other than language translation or interpretive services to support and/or accommodate people with disabilities?

N=750



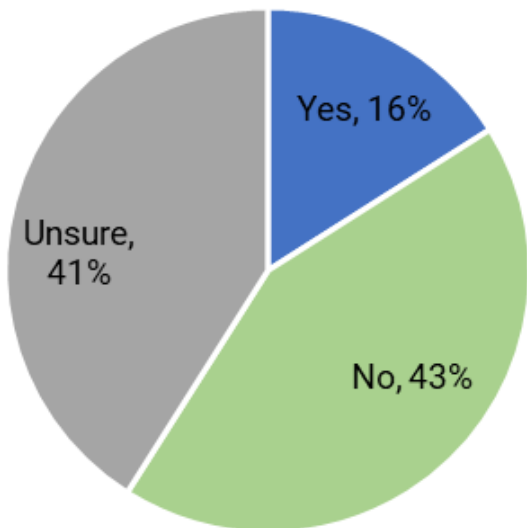
Is your or your organization's broadband/connectivity adequate for delivering telehealth services using audio and video?

2023
N=750

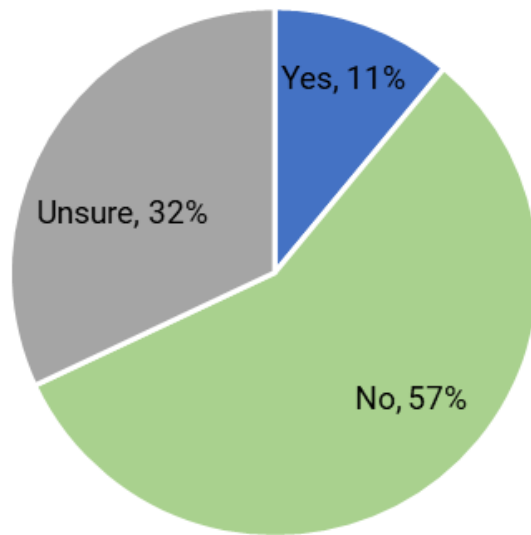


Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

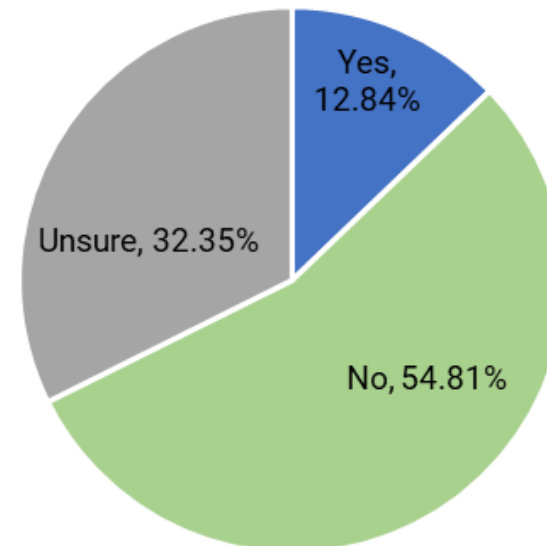
2021
N=997



2022
N=825

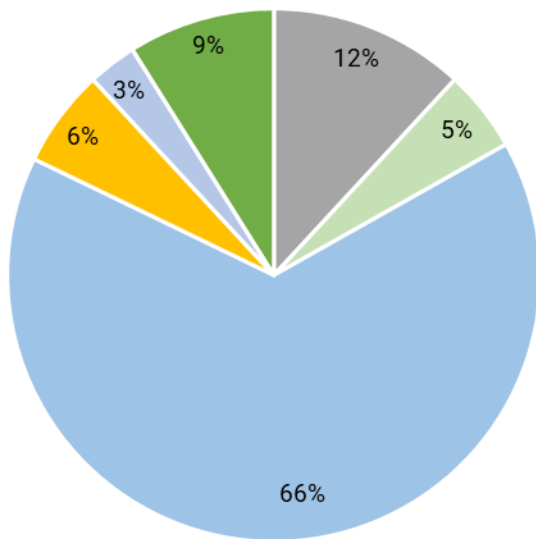


2023
N=779

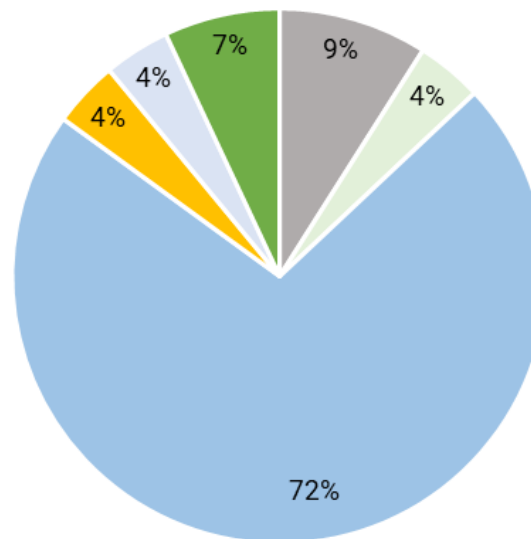


If no, what are the primary reasons why?

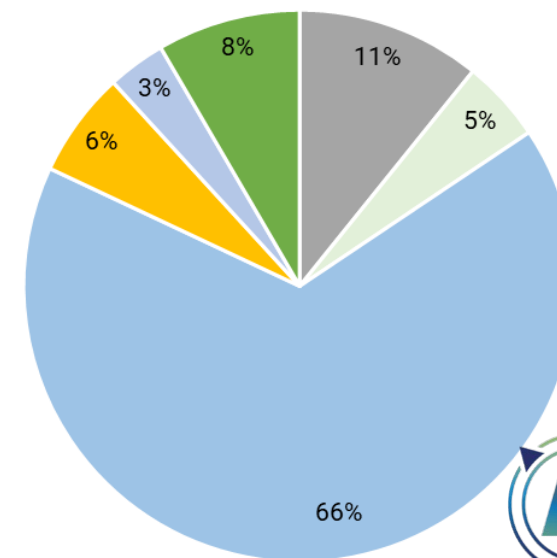
2021
N=470



2022
N=534



2023
N=500



- Concerns with reimbursement
- Concerns with return on investment
- Not applicable to my/our practice
- Lack of clinician/staff buy-in
- Lack of leadership
- Lack of patient engagement/participation