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

- 2020: 251
- 2021: 997
- 2022: 825
- 2023: 1225
Geographic Distribution

States Where Respondents Reside (N=779)

- 553 respondents in [state A]
- 42 respondents in [state B]
- 19 respondents in [state C]
- ... (list of states and their respective counts)

+4 international respondents
Respondents must choose one state of residence

States Where Respondents Provide Telehealth (N=2411)

- 643 respondents in [state A]
- 114 respondents in [state B]
- 74 respondents in [state C]
- ... (list of states and their respective counts)

+14 international respondents
Respondents may deliver services in multiple states
Geographic Distribution
State Where Respondents Provide Telehealth
Change from 2022 to 2023

-2 international respondents
Respondents may deliver services in multiple states
Do you provide services via telehealth?

2021 (N=736)
- 72.55% Yes, we began providing telehealth services DURING the public health emergency
- 25.27% Yes, we provided telehealth services BEFORE the public health emergency
- 2.17% No, we are in the process of implementing telehealth services
- 0% No, we do NOT provide services via telehealth (this will conclude your survey)

2022 (N=877)
- 66% Yes, we began providing telehealth services DURING the public health emergency
- 26% Yes, we provided telehealth services BEFORE the public health emergency
- 6% No, we are in the process of implementing telehealth services
- 2% No, we do NOT provide services via telehealth (this will conclude your survey)

2023 (N=843)
- 61% Yes, we began providing telehealth services DURING the public health emergency
- 29% Yes, we provided telehealth services BEFORE the public health emergency
- 8% No, we are in the process of implementing telehealth services
- 2% No, we do NOT provide services via telehealth (this will conclude your survey)
How long has your organization been offering telehealth services or programs?

Responses by Year

- **Less than 1 year**
  - 2021: 118
  - 2022: 28
  - 2023: 33

- **1-3 years**
  - 2021: 688
  - 2022: 528
  - 2023: 442

- **3-6 years**
  - 2021: 48
  - 2022: 89
  - 2023: 255

- **6-10 years**
  - 2021: 27
  - 2022: 26
  - 2023: 43

- **More than 10 years**
  - 2021: 45
  - 2022: 34
  - 2023: 79

- **Unsure**
  - 2021: 63
  - 2022: 31
  - 2023: 0
Which best describes your organization? (select all that apply)

2023 Responses Only  
N=779
Types of special populations your organization serves via telehealth:

2021 (N=2764)
- Rural under-served: 23%
- Urban under-served: 17%
- American Indian: 8%
- Alaska Native: 12%
- Veterans: 13%
- Other: 19%
- N/A: 5%
- Unsure: 2%

2022 (N=1869)
- Rural under-served: 19%
- Urban under-served: 16%
- American Indian: 8%
- Alaska Native: 15%
- Veterans: 9%
- Other: 7%
- N/A: 3%
- Unsure: 22%

2023 (N=1955)
- Rural under-served: 17%
- Urban under-served: 19%
- American Indian: 16%
- Alaska Native: 3%
- Veterans: 10%
- Other: 8%
- N/A: 22%
Other Special Populations Served in 2023
What is your position or role within your organization?

- **2021**
  - Supportive Therapies (OT, PT, SLP): 352
  - Mental Health (MHP, LCSW, SUDP, etc): 160
  - IT, Telehealth, and Digital Care: 261
  - Administration and Care Coordination: 152
  - Care Team Members (CHW, MA, LPN, RN, RD, etc): 345
  - Veterinary, Dentistry, and Other: 96
  - Clinicians, Clinical Supervisors, and Pharmacists: 79
  - Total: 1445

- **2022**
  - Supportive Therapies (OT, PT, SLP): 272
  - Mental Health (MHP, LCSW, SUDP, etc): 272
  - IT, Telehealth, and Digital Care: 142
  - Administration and Care Coordination: 142
  - Care Team Members (CHW, MA, LPN, RN, RD, etc): 96
  - Veterinary, Dentistry, and Other: 76
  - Clinicians, Clinical Supervisors, and Pharmacists: 12
  - Total: 736

- **2023**
  - Supportive Therapies (OT, PT, SLP): 370
  - Mental Health (MHP, LCSW, SUDP, etc): 370
  - IT, Telehealth, and Digital Care: 155
  - Administration and Care Coordination: 106
  - Care Team Members (CHW, MA, LPN, RN, RD, etc): 101
  - Veterinary, Dentistry, and Other: 87
  - Clinicians, Clinical Supervisors, and Pharmacists: 43
  - Total: 892
What health care services do you deliver by telehealth?

N=3761
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)?

2021
N=997
- Yes: 81%
- No: 12%
- Unsure: 6%

2022
N=825
- Yes: 82%
- No: 14%
- Unsure: 4%

2023
N=779
- Yes: 83%
- No: 12%
- Unsure: 5%

Type of Telehealth Platform Used

2021
N=997
- Standalone solution: 45%
- Integrated with the EHR: 28%
- Not currently using any telehealth platform(s): 22%

2022
N=825
- Standalone solution: 47%
- Integrated with the EHR: 38%
- Not currently using any telehealth platform(s): 10%

2023
N=779
- Standalone solution: 42%
- Integrated with the EHR: 40%
- Not currently using any telehealth platform(s): 14%

NRTRC
Northwest Regional Telehealth Resource Center
## Telehealth Platforms Used

<table>
<thead>
<tr>
<th>Platform</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Zoom</td>
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<tr>
<td>doxy.me</td>
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<tr>
<td>SimplePractice</td>
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<td>Microsoft Teams</td>
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<td>EpicMyChart</td>
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<tr>
<td>Other</td>
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<tr>
<td>EHR Vendor Provided</td>
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<tr>
<td>Google Meet</td>
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<td>Webex</td>
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<td>Psychology Today</td>
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<tr>
<td>Doximity</td>
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<td>FaceTime</td>
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<td>Credible</td>
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<tr>
<td>Teledoc</td>
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<td>AdvancedMD</td>
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<td>Amwell</td>
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<tr>
<td>TherapyNotes</td>
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<td>Vsee</td>
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<td>Spruce</td>
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<td>Skype</td>
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<td>Avatar</td>
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<td>Valant</td>
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<td>Hatch</td>
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<tr>
<td>Blue Jeans</td>
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<td>MEDITECH Expanse</td>
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<td>Hatch</td>
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<td>Updox</td>
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<tr>
<td>Clocktree</td>
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<tr>
<td>Presence Learning</td>
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<tr>
<td>Other</td>
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<td>Carelogic</td>
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<td>Vidyo</td>
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<td>Healthcare Anywhere</td>
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<td>eVisit</td>
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<td>Charm</td>
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<td>Google Duo</td>
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<td>Alleva</td>
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<td>Kareo</td>
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<td>Cerner Video Visit</td>
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<td>TytoCare</td>
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<td>19 Labs</td>
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<td>Otto</td>
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<td>Lifesize</td>
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<td>Mend</td>
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<td>Raintree</td>
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<tr>
<td>VVC</td>
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<td>Blue Jeans</td>
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<td>MEDITECH Expanse</td>
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<tr>
<td>Presence Learning</td>
<td>1</td>
</tr>
<tr>
<td>Valant</td>
<td>1</td>
</tr>
</tbody>
</table>

N=1318
Is your organization using any telehealth peripherals?

2021 N=997
- 92.98% No, we are not using, nor are we interested in using peripherals
- 7.02% Other

2022 N=736
- 72.28% Yes, we are using peripherals
- 22.15% No, we are not using, nor are we interested in using peripherals
- 5.57% Other

2023 N=779
- 67% Yes, we are using peripherals
- 23% No, we are not using, nor are we interested in using peripherals
- 9% Other
What telehealth-related data are you collecting?

Respondents can select all that apply
N=1534
How does your organization receive telehealth-related training and support?

- 31.71% received both external and internal training and support.
- 25.67% received only external training and support.
- 25.80% received only internal training and support.
- 16.82% received neither external nor internal training and support.
- We do NOT have a solution for telehealth-related training and support.

2023 N=779
What telehealth resources, tools, training, and/or support do you or your organization need?

Respondents can select all that apply
N=3136

2023
What is the predominant age of the patients you serve via telehealth? (select the best fit)

- 0 - 18 years old: 16% (2022), 14% (2023)
- 18 - 30 years old: 17% (2022), 17% (2023)
- 30 - 45 years old: 27% (2022), 32% (2023)
- 45 - 65 years old: 17% (2022), 18% (2023)
- 65+ years old: 7% (2022), 3% (2023)
- 0 - 65+ years old: 16% (2022), 16% (2023)

2022 N=825  2023 N=770
In the next 1-2 years I expect my organization to:

- Expand telehealth: 34% (2022 N=825), 34% (2023 N=779)
- Keep telehealth the same: 47% (2022 N=825), 43% (2023 N=779)
- Reduce telehealth: 14% (2022 N=825), 10% (2023 N=779)
- Unsure: 8% (2022 N=825), 9% (2023 N=779)
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
- Positive impact, 72%
- Minimal impact, 20%
- Negative impact, 8%

2023 N=736
- Positive impact, 77%
- Minimal impact, 16%
- Negative impact, 7%

2022 N=825
- Yes, very comfortable
- Somewhat comfortable
- No, not comfortable

2023 N=779
- Yes, very comfortable
- Somewhat comfortable
- No, not comfortable
What are the most common barriers to fully implement telehealth for you or your organization? (respondents can select all that apply)

<table>
<thead>
<tr>
<th>Barrier</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>No barriers</td>
<td>336</td>
</tr>
<tr>
<td>Knowledge gaps about telehealth</td>
<td>167</td>
</tr>
<tr>
<td>Patient reluctance</td>
<td>164</td>
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<tr>
<td>Reimbursement</td>
<td>158</td>
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<tr>
<td>Lack of IT/technical support</td>
<td>125</td>
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<tr>
<td>Other (please specify)</td>
<td>118</td>
</tr>
<tr>
<td>Clinician buy-in</td>
<td>112</td>
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<tr>
<td>Staffing</td>
<td>76</td>
</tr>
<tr>
<td>Lack of standard workflows</td>
<td>76</td>
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<tr>
<td>Training needs</td>
<td>74</td>
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<tr>
<td>Costs to implement</td>
<td>72</td>
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<tr>
<td>Staff/care team buy-in</td>
<td>70</td>
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<tr>
<td>SDOH (Social Determinants of Health)</td>
<td>61</td>
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<tr>
<td>Physician licensure</td>
<td>50</td>
</tr>
<tr>
<td>Lack of patient resources (internet, device, or...)</td>
<td>39</td>
</tr>
<tr>
<td>Lack of equipment (e.g., device with mic and...)</td>
<td>31</td>
</tr>
</tbody>
</table>
What are the most common barriers your patients face with telehealth? (respondents can select all that apply)

- Lack of connectivity: 464
- Prefer to meet face to face: 314
- Lack of privacy: 298
- Poor digital proficiency: 293
- Lack of engagement: 245
- Homelessness: 178
- Cognitive disabilities: 159
- Non-English speaking: 127
- Distrust of telemedicine: 124
- No barriers: 118
- Other: 79

N=2440
Does your TH platform offer language translation services?  
- Yes, 14%
- Unsure, 47%
- No, 39%

N=750

Does your TH platform offer interpretive services?  
- Yes, 17%
- Unsure, 51%
- No, 33%

N=750

Does your TH platform offer functionalities other than language translation or interpretive services to support and/or accommodate people with disabilities?  
- Yes, 7%
- Unsure, 67%
- No, 26%

N=750
Is your or your organization’s broadband/connectivity adequate for delivering telehealth services using audio and video?

2023
N=750

- Yes, 88%
- No, 3%
- Unsure, 9%
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

If no, what are the primary reasons why?

- 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

2021 N=997

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

2022 N=825

- Unsure, 32%
- No, 57%
- Yes, 11%

2023 N=779

- Unsure, 32.35%
- No, 54.81%
- Yes, 12.84%

2021 N=470

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

2022 N=534

- 72%
- 4%
- 7%
- 4%
- 3%

2023 N=500

- 66%
- 5%
- 11%
- 8%
- 6%