

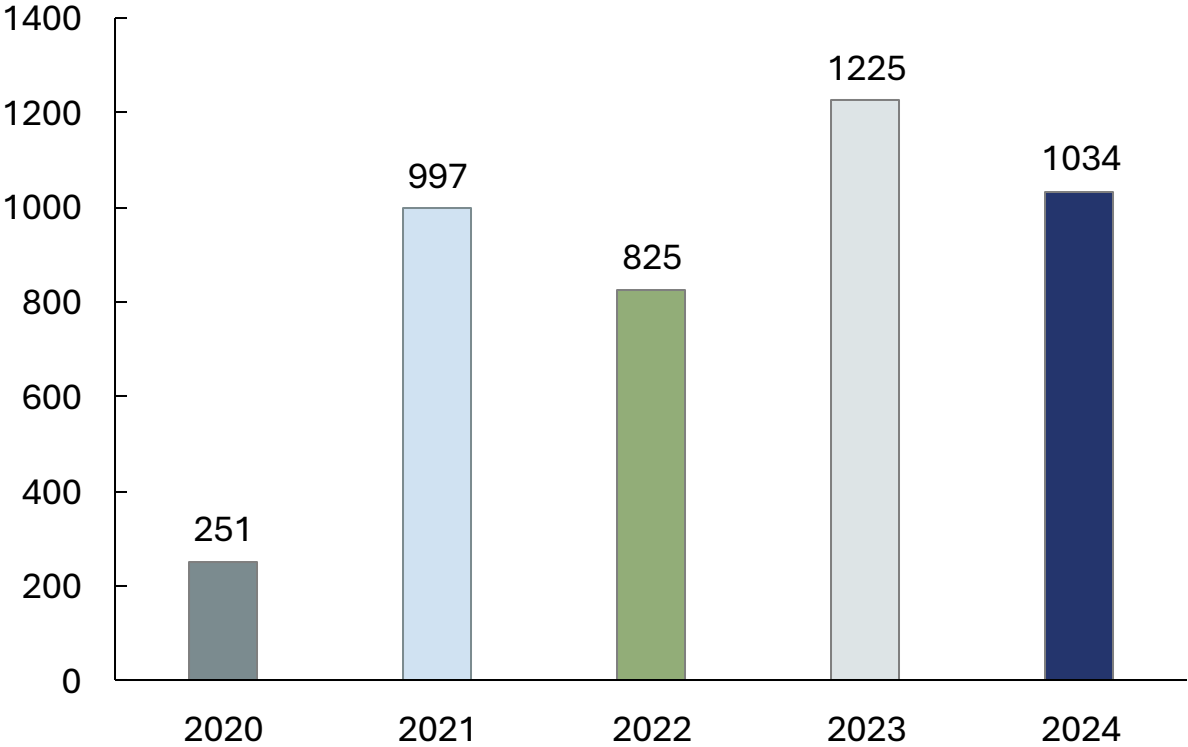


# NRTRC Telehealth Survey

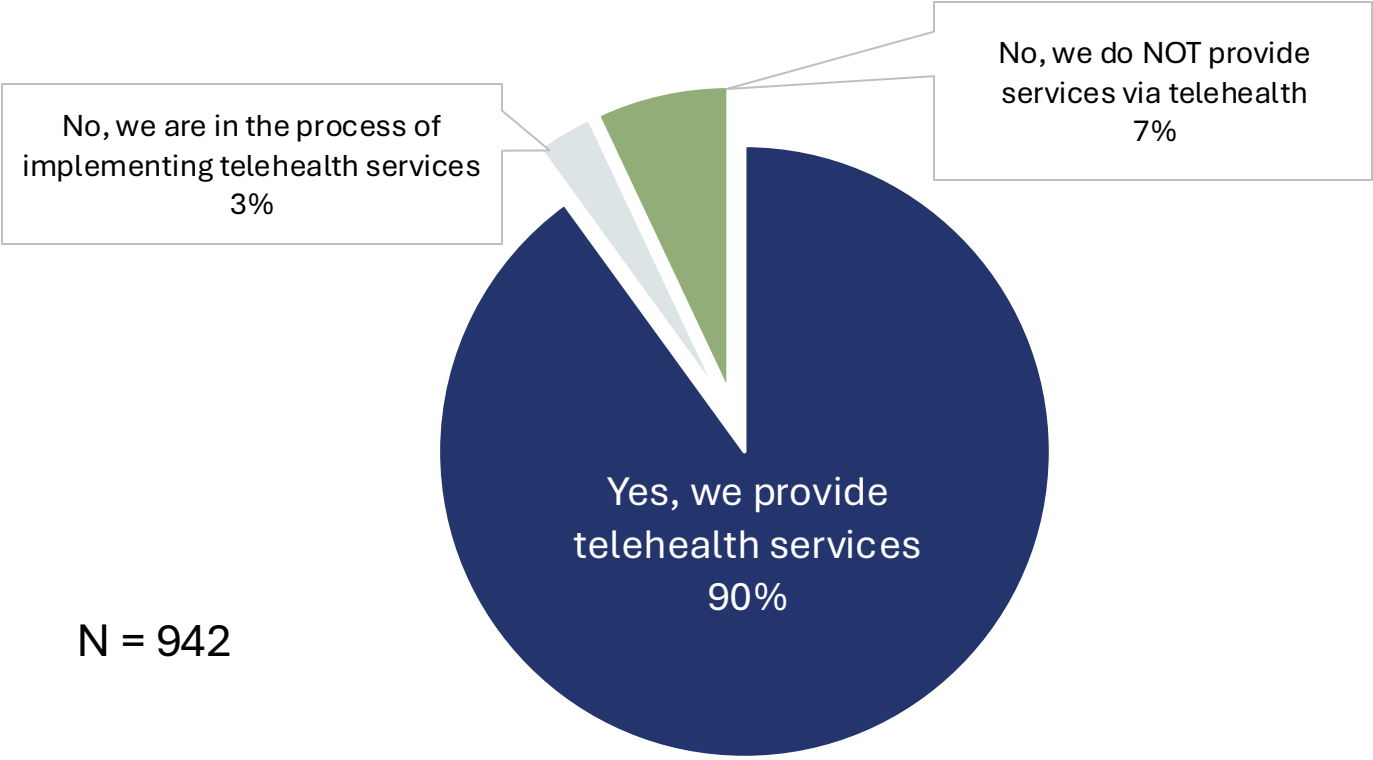
2024



### Number of Completed Surveys



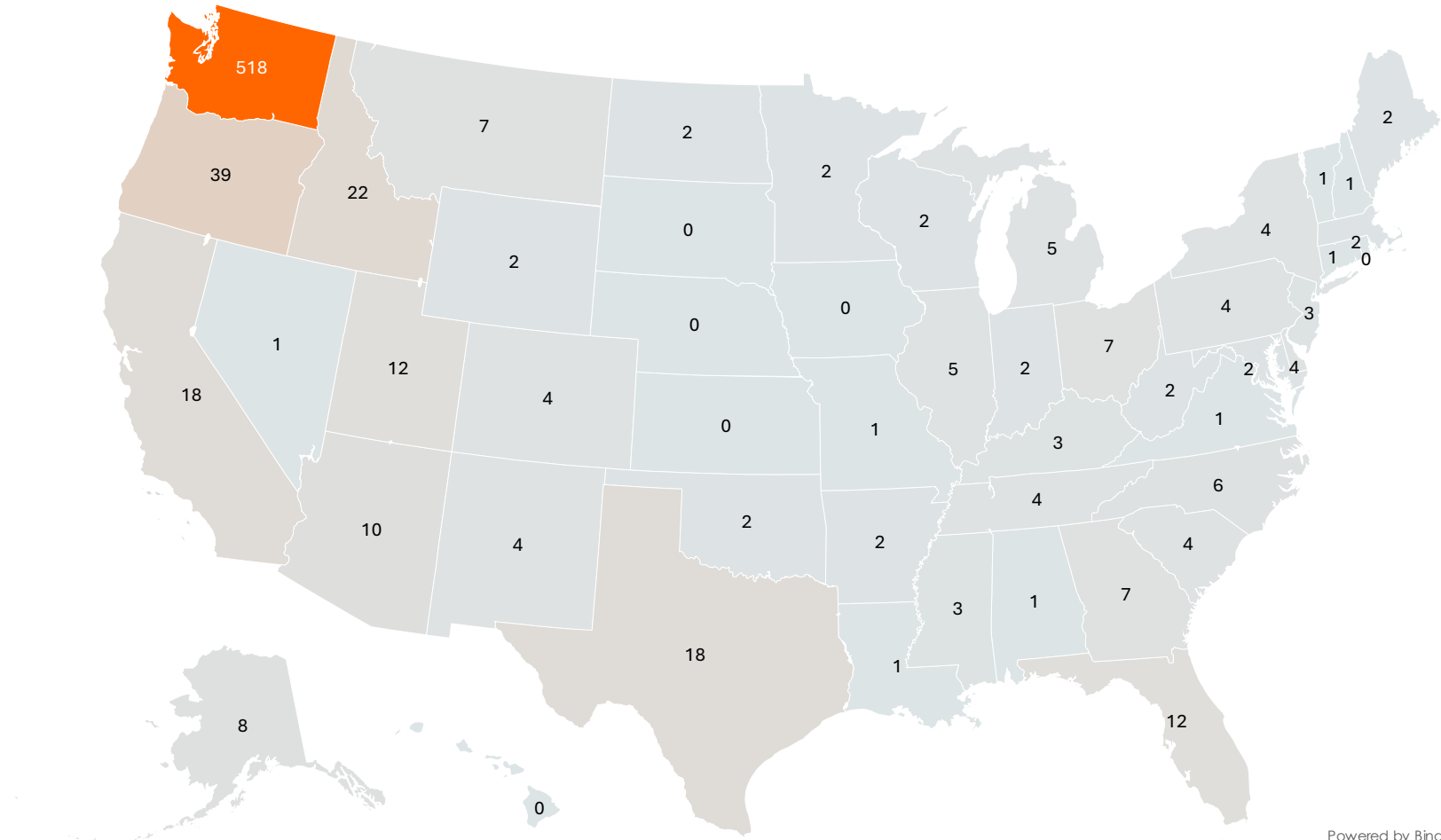
### Do you provide any services via telehealth?



N = 942



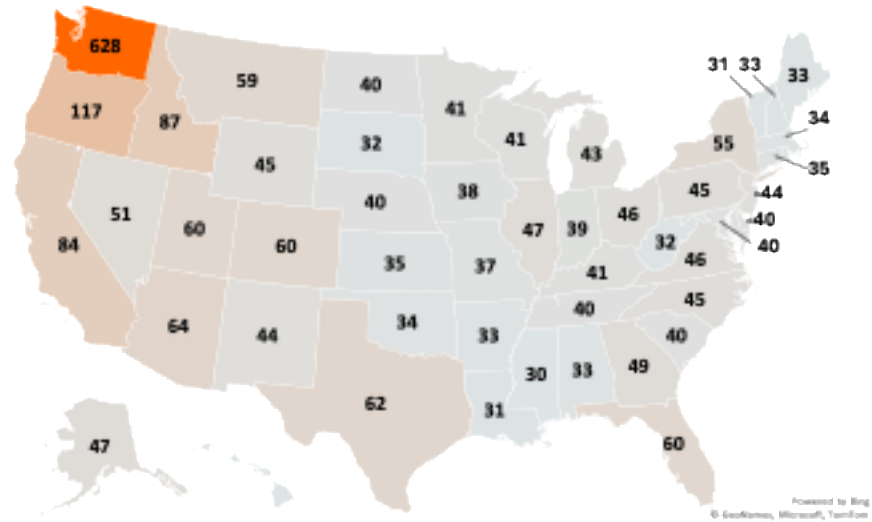
## States where respondents reside



Powered by Bing  
© GeoNames, Microsoft, TomTom



States where respondents provide telehealth  
2024

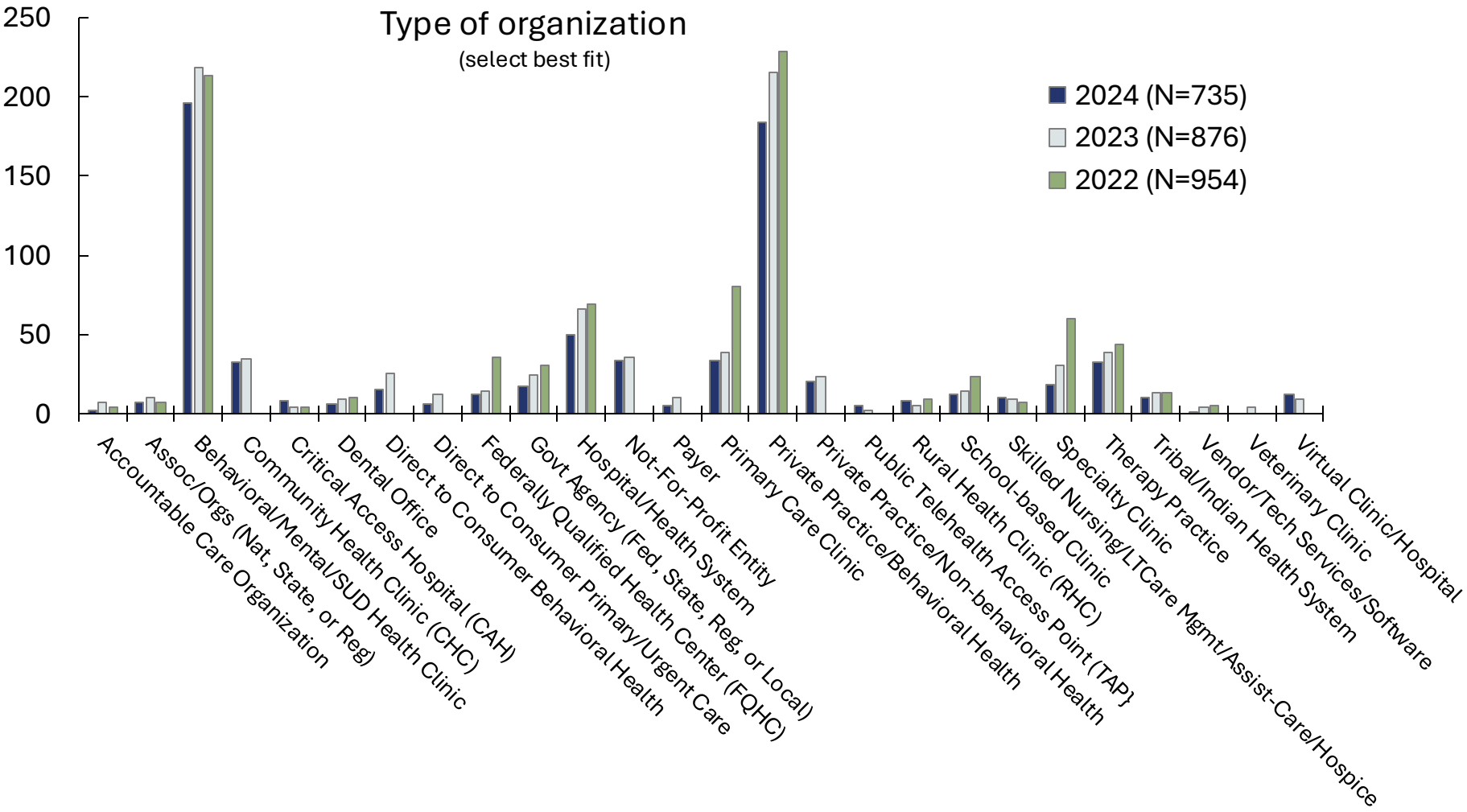


2022



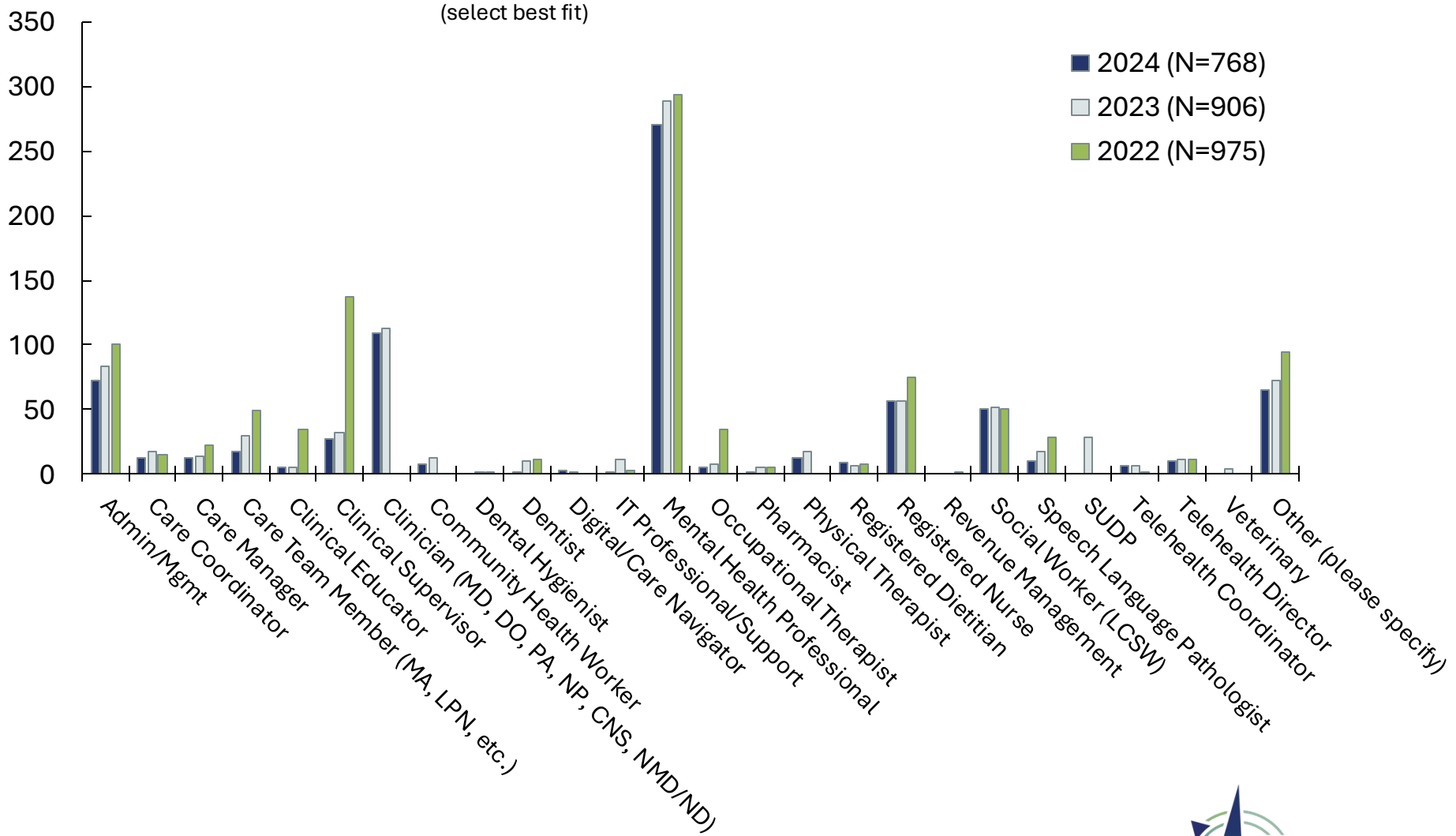
2023





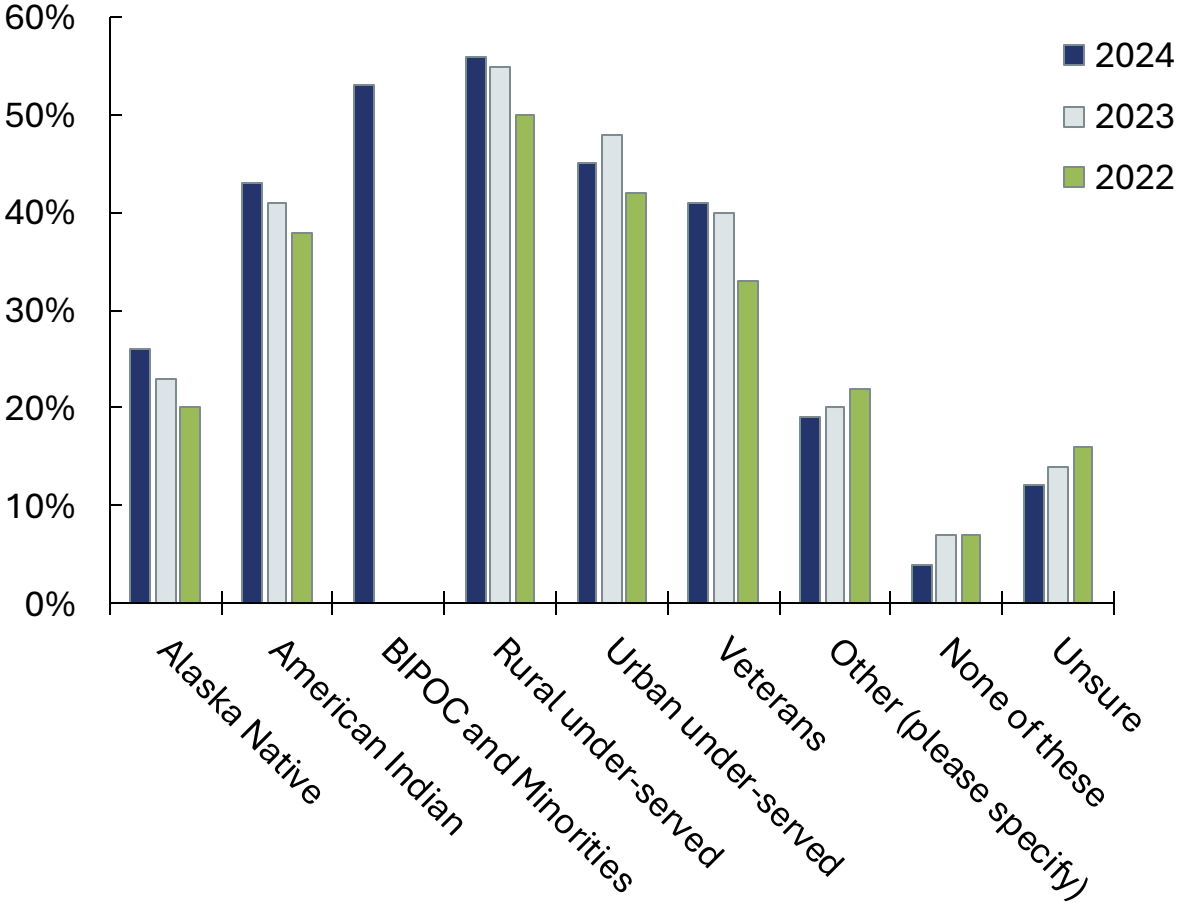
# Position or role type

(select best fit)



# Special populations served

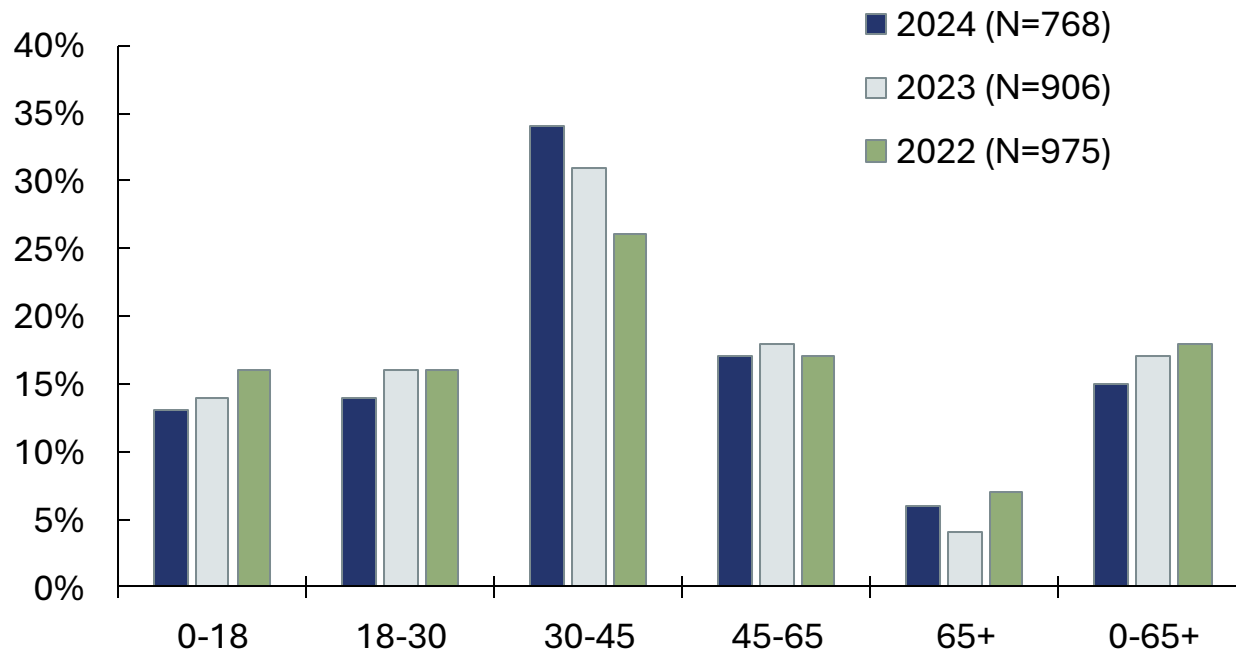
(select all that apply)



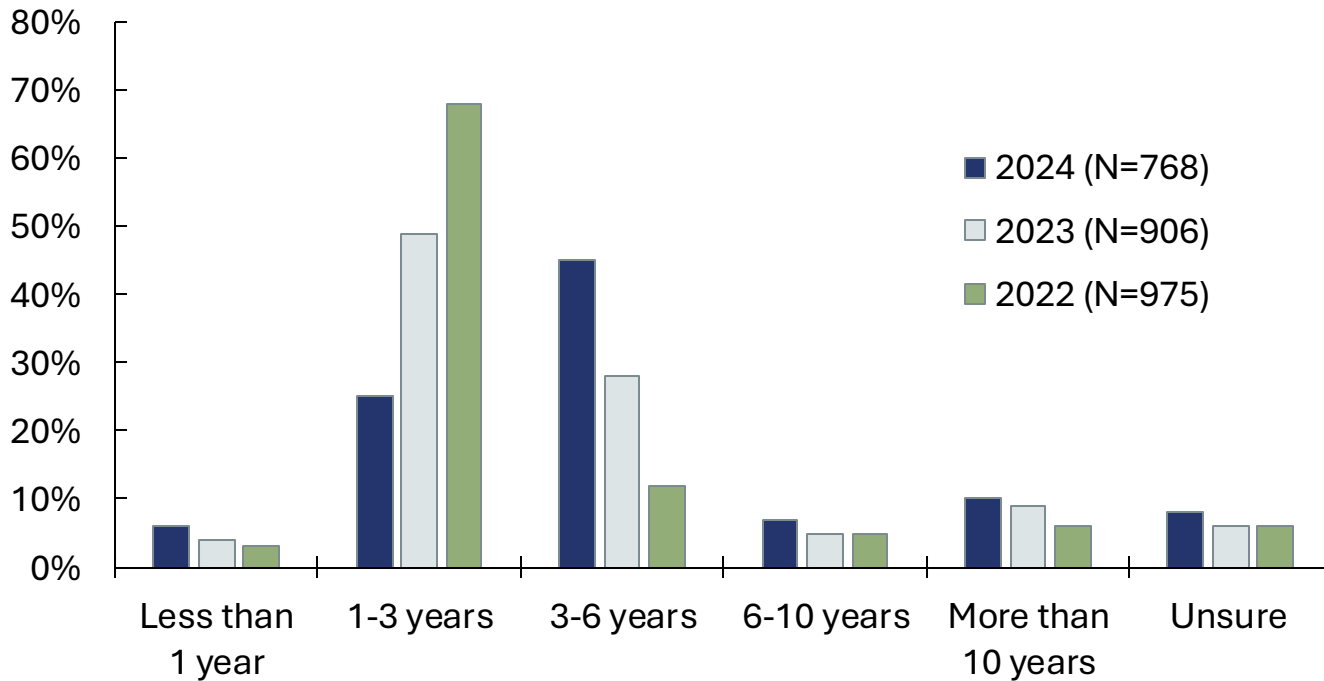


## Predominant age served

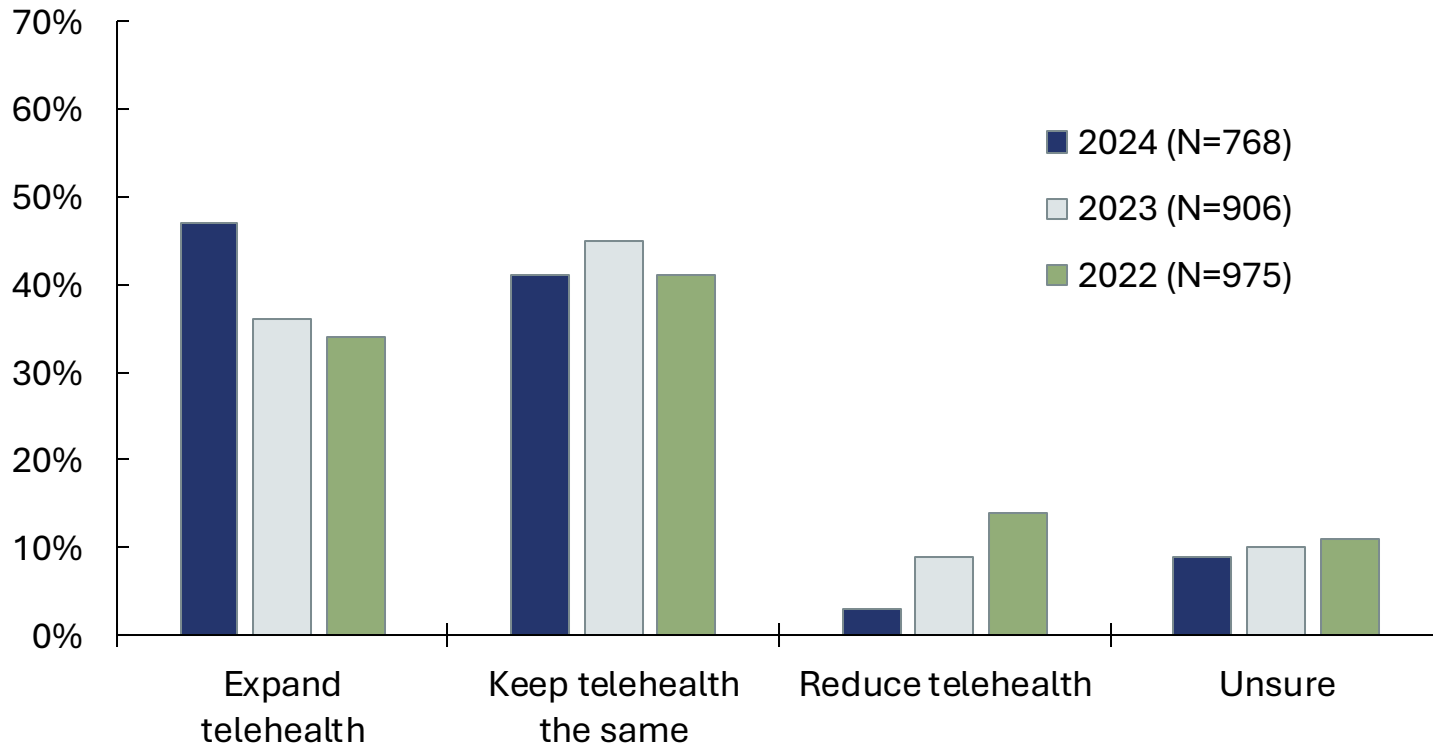
(select best fit)



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



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



What health care services do you deliver by telehealth,  
include services by your own providers and by outsourced/contracted providers?  
(select all that apply)

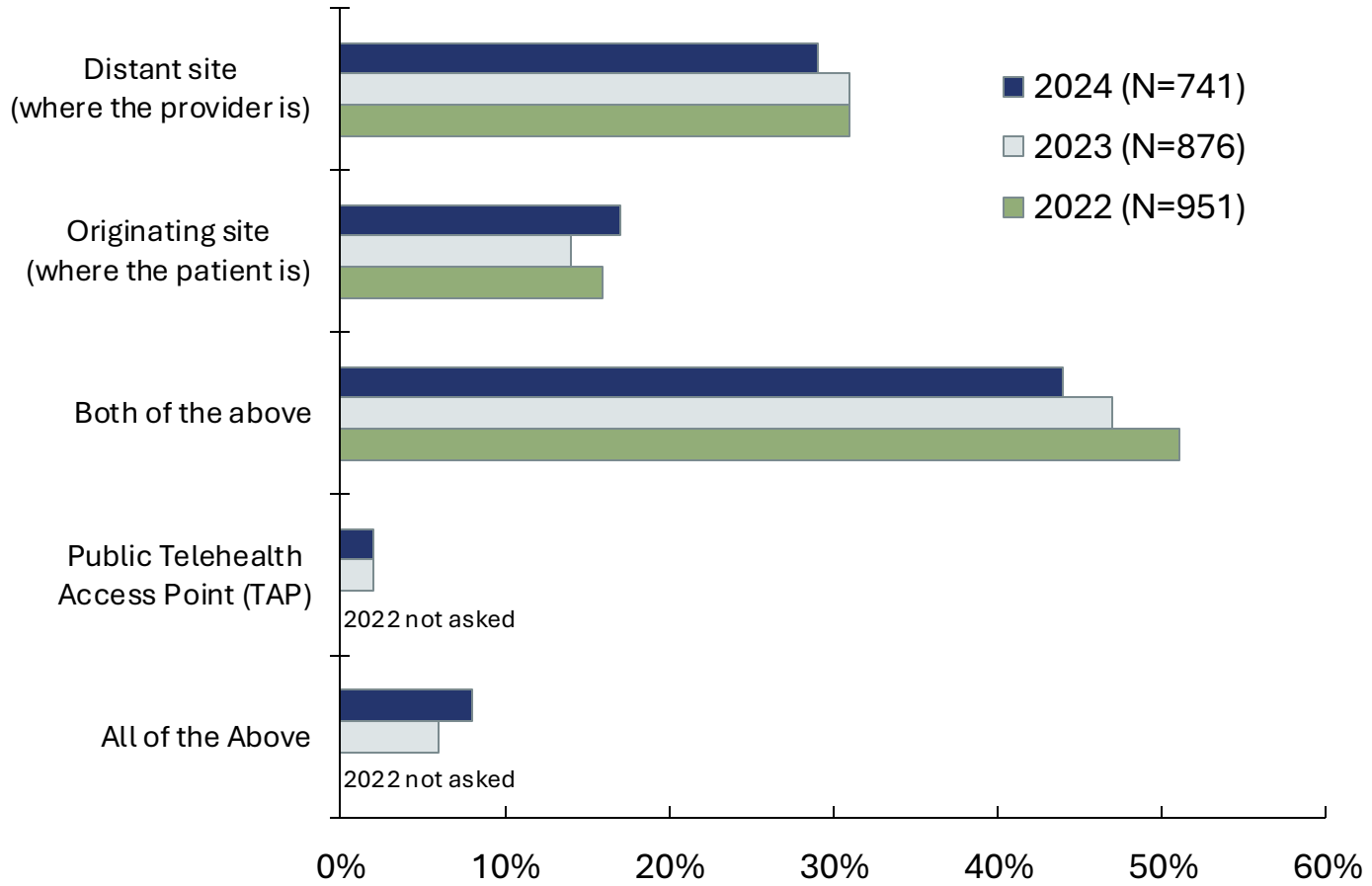
	<u>2024</u>	<u>2023</u>	<u>2022</u>
Mental/behavioral health	59%	58%	53%
Psychology	20%	21%	18%
LGBTQIA+	19%	20%	
Addiction medicine	17%	17%	17%
Psychiatry	17%	14%	14%
Family medicine	15%	14%	16%
Substance/opioid use disorders	14%	12%	12%
Trauma	14%	12%	9%
Chronic disease management	14%	14%	14%
Wellness/preventive services	12%	13%	13%
Autism	12%	11%	9%
Diabetes	11%	11%	11%
Primary care	10%	12%	14%
Nursing	9%	8%	7%
Pain management	9%	7%	7%
Women's health	9%	9%	10%
Medication-assisted treatment	9%	8%	7%
Nutrition/obesity	8%	8%	7%
Preventive care	8%	9%	11%
Pediatrics	8%	9%	9%
Other (please specify)	8%	10%	9%
Geriatrics	7%	5%	6%
School-based services	7%	5%	5%
Family planning	7%	7%	
Internal medicine	7%	7%	7%
Patient monitoring (remote)	6%	5%	6%
Weight control	6%	4%	5%
Maternal care	6%	5%	5%
Dementia	6%	5%	5%
Dermatology	6%	5%	6%
Physical/occupational therapy	6%	5%	7%
Cardiology	6%	5%	5%
Allergy and/or immunology	6%	5%	6%

	<u>2024</u>	<u>2023</u>	<u>2022</u>
Urgent care	5%	6%	5%
Gastroenterology	5%	4%	5%
Endocrinology	5%	4%	6%
Infectious disease	5%	5%	5%
Home health	5%	4%	5%
Integrative medicine	5%	4%	4%
Medical nutrition therapy	5%	4%	5%
Gynecology	4%	3%	5%
Neurology	4%	4%	5%
Oncology	4%	4%	3%
Speech-language pathology	4%	5%	6%
Menopause care	4%	4%	4%
Palliative care	4%	3%	3%
Obstetrics	4%	3%	3%
Genetics/genetic counseling	4%	4%	3%
Hematology	4%	3%	3%
Nephrology	4%	2%	3%
Pulmonology	4%	3%	3%
Rheumatology	4%	2%	3%
Sleep medicine	4%	3%	3%
Emergency medicine	3%	3%	3%
Reproductive Care	3%		
Wound care	3%	3%	2%
Long-term care	3%	3%	2%
Mobile health (mHealth)	3%	3%	2%
Urology	3%	2%	3%
Bariatric medicine	3%	2%	2%
Orthopedic surgery	3%	2%	2%
Rehabilitation	3%	3%	3%
Stroke	3%	3%	3%
Surgery	3%	1%	2%
Pharmacy	3%	3%	3%

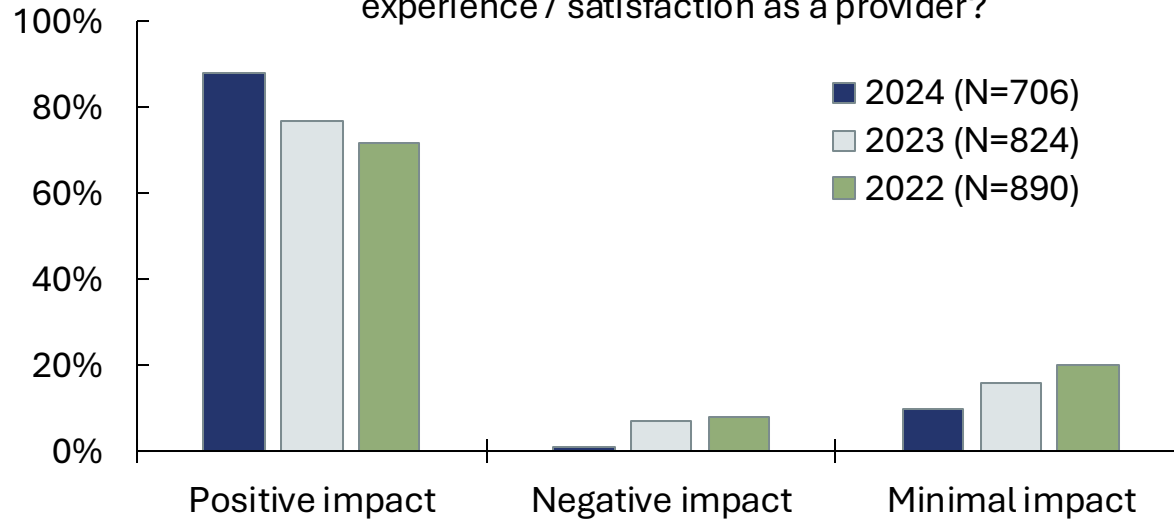
	<u>2024</u>	<u>2023</u>	<u>2022</u>
Audiology	2%	1%	1%
Hospice	2%	3%	2%
Neuro-psychological testing	2%	2%	2%
Dentistry	2%	2%	2%
Epilepsy	2%	2%	2%
Hepatology	2%	1%	1%
ICU (intensive care unit)	2%	2%	1%
Naturopathic care	2%	1%	
Neonatology	2%	2%	1%
Occupational medicine	2%	2%	2%
Otorhinolaryngology (ENT)	2%	1%	1%
Laboratory medicine	2%	1%	2%
Ophthalmology	2%	2%	2%
Radiology	2%	1%	1%
Burn	1%	2%	1%
Hospitalist	1%	2%	1%
Podiatry	1%	1%	2%
Pathology	1%	1%	1%
Pediatric pulmonology	1%	1%	1%
Microbiology	1%	0%	1%
Sonography	1%	0%	1%
Toxicology	1%	1%	1%
Veterinary	1%	0%	1%
SANE (sexual assault nurse exam)	0%	1%	



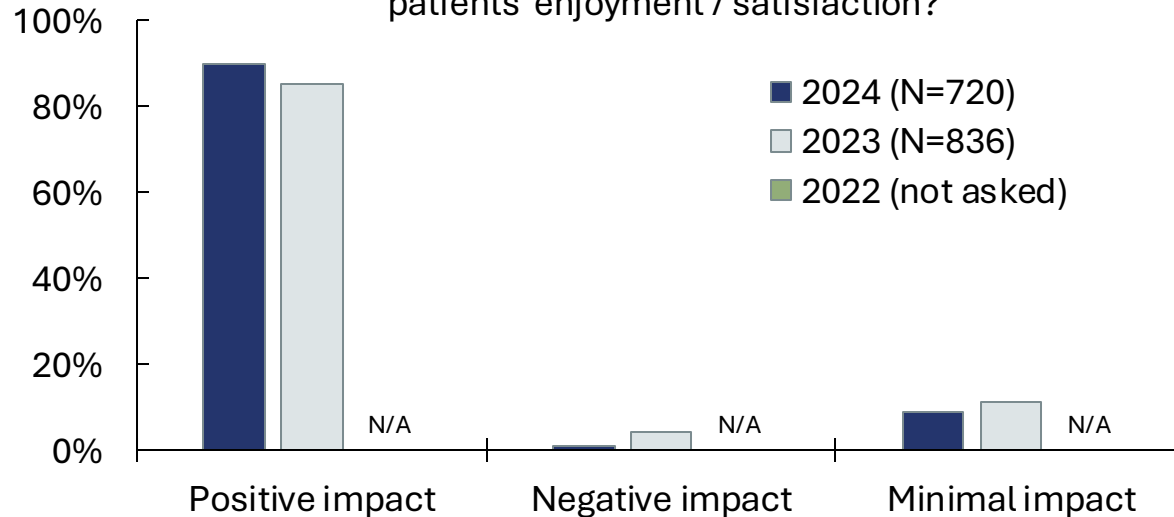
# Do you support/deliver telehealth as a/an:



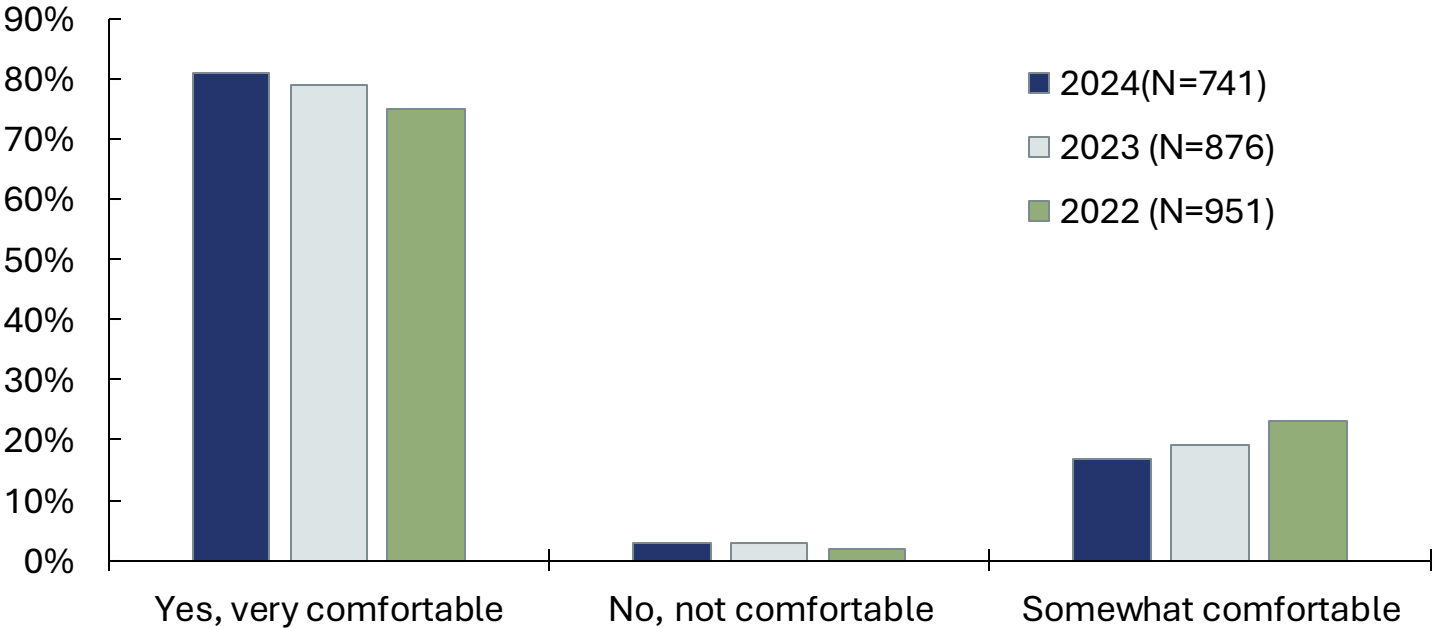
### How has telehealth impacted your experience / satisfaction as a provider?



### How has telehealth impacted your patients' enjoyment / satisfaction?

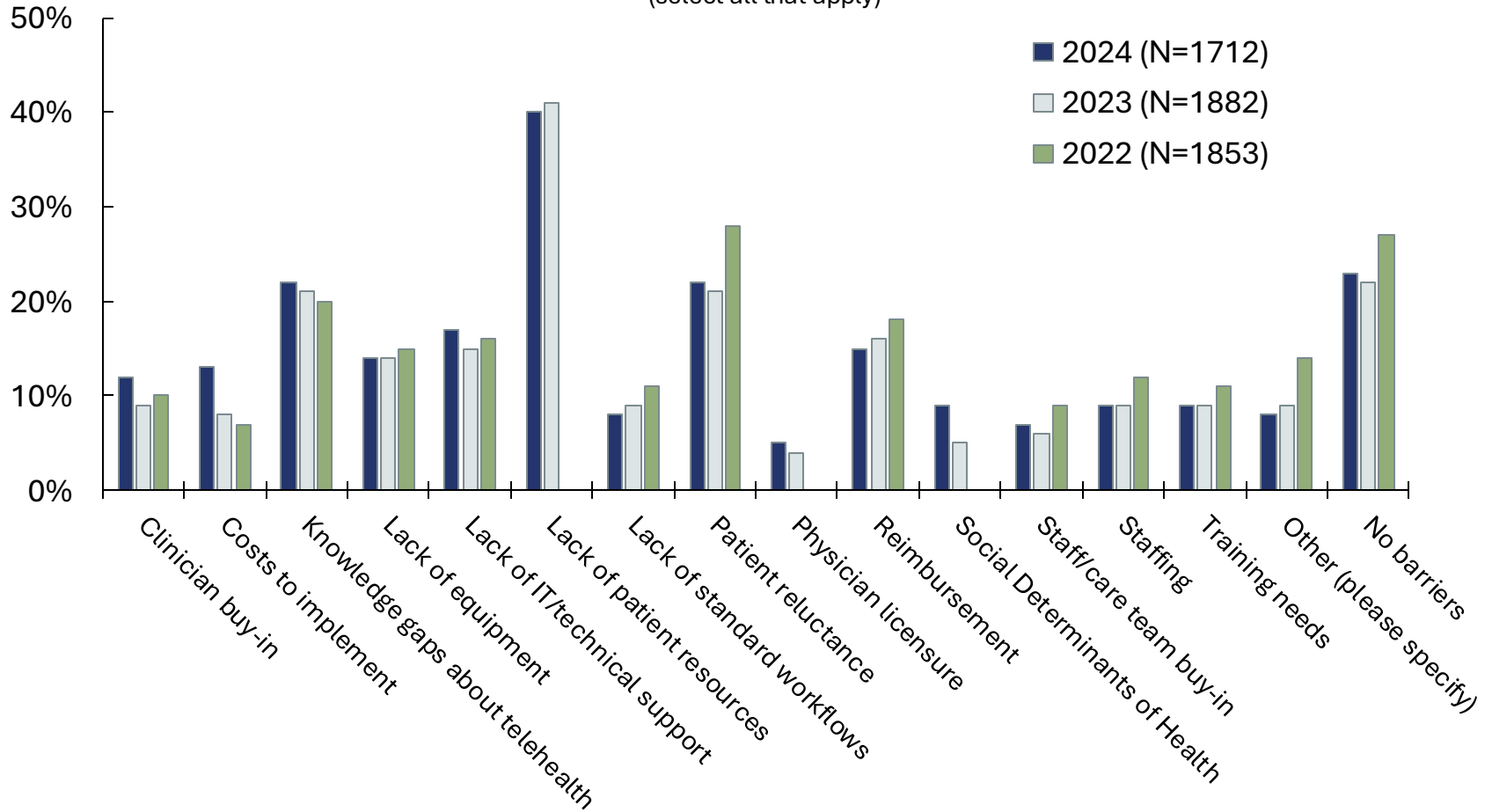


### Are you comfortable with the quality of care that you or your organization provides virtually?



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

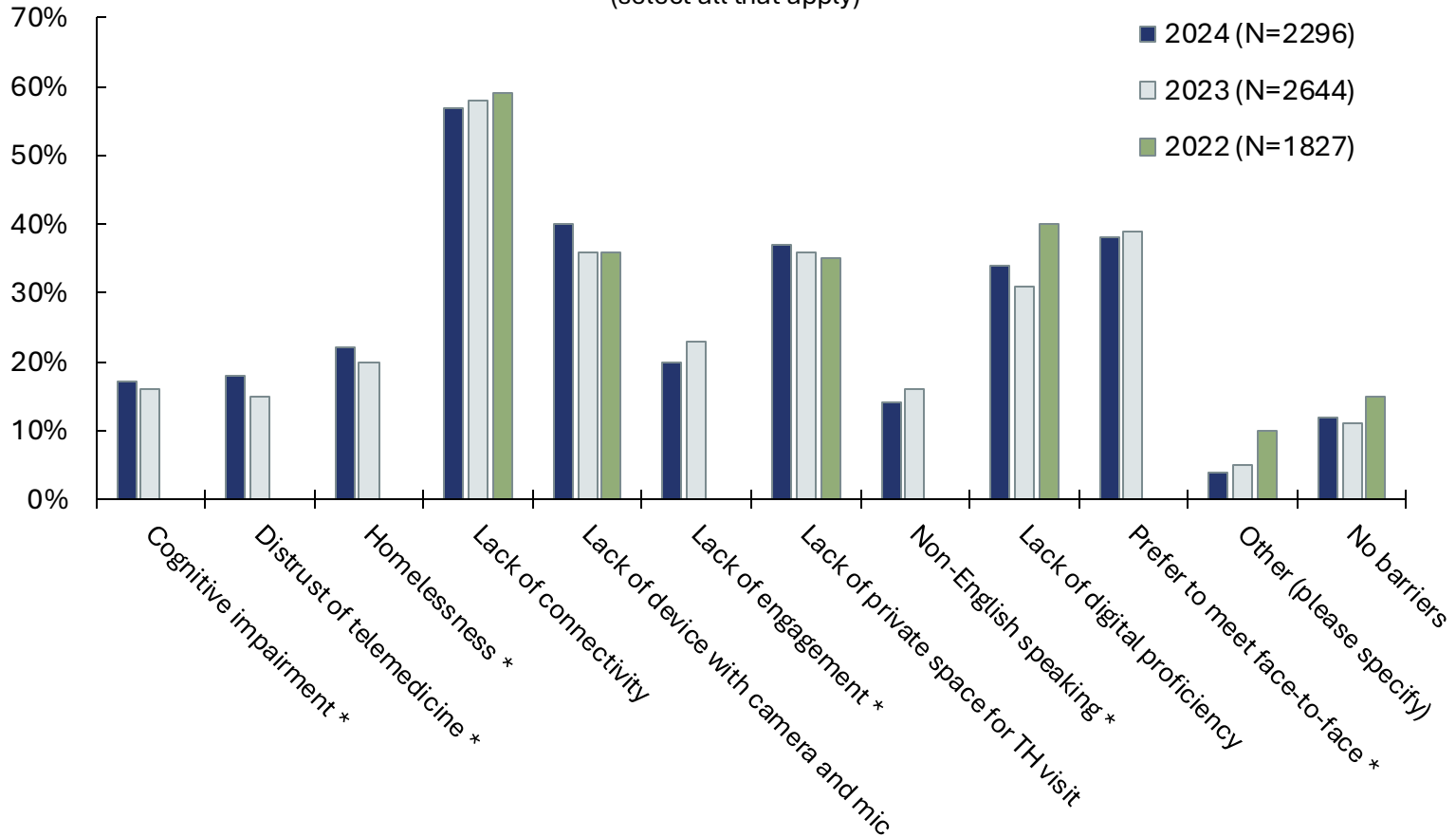
(select all that apply)



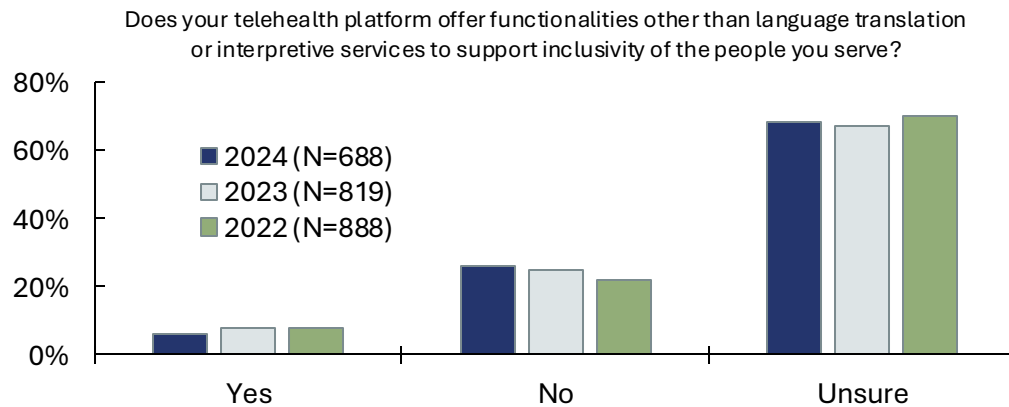
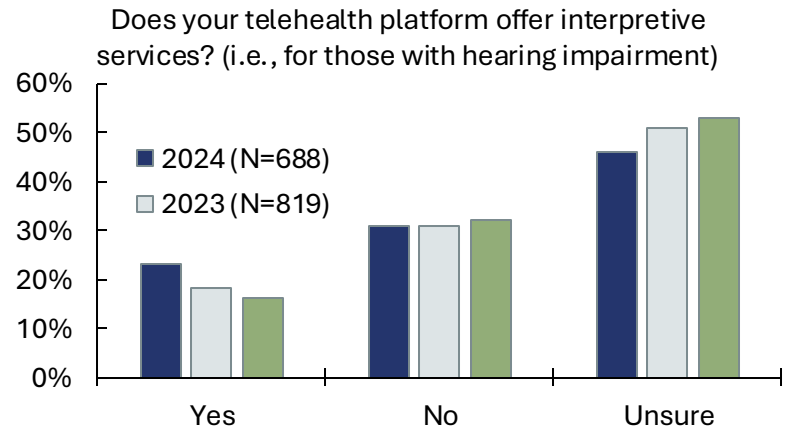
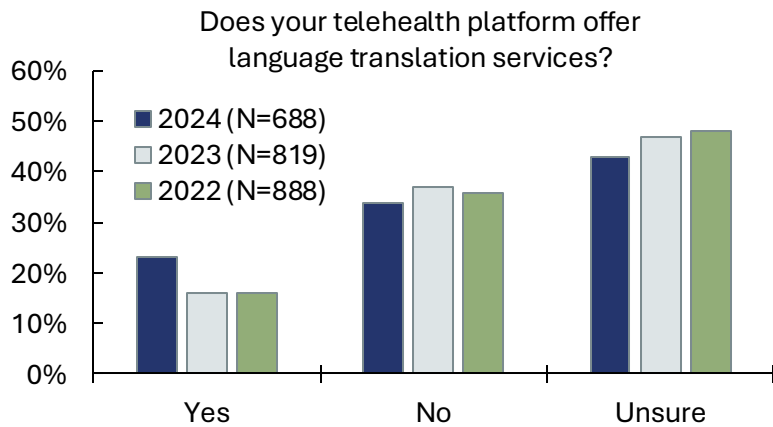
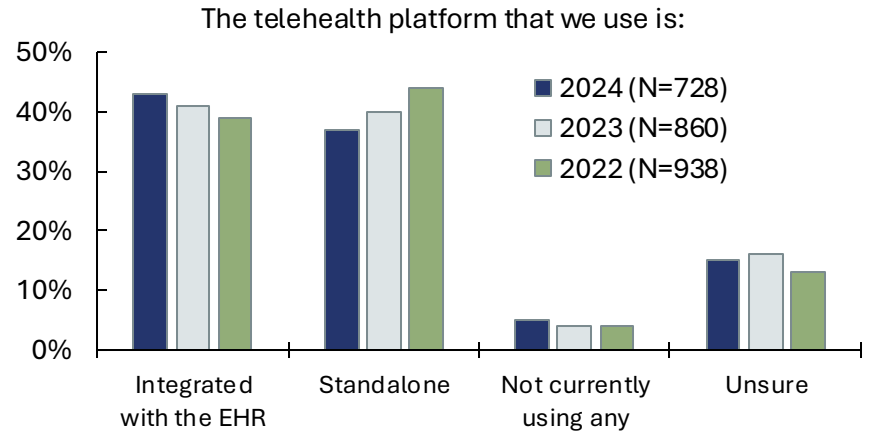
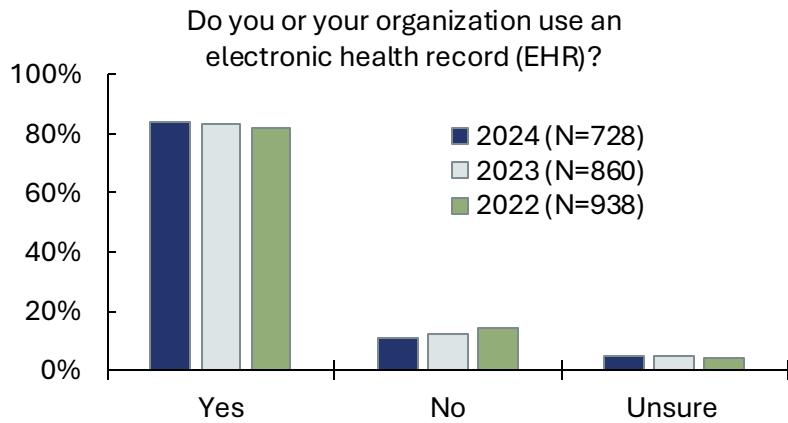


## What are the most common barriers your patients face with telehealth?

(select all that apply)

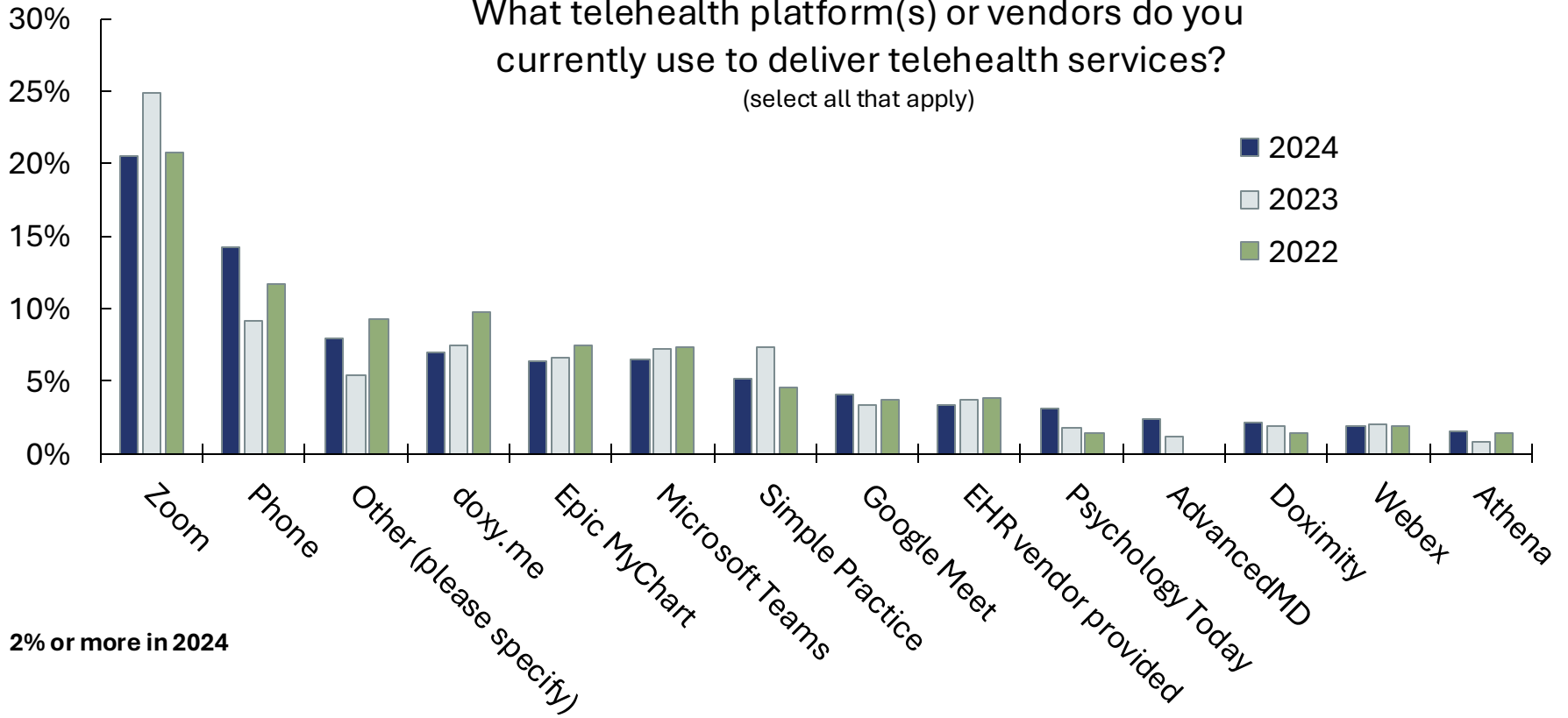


\* not an option in 2022



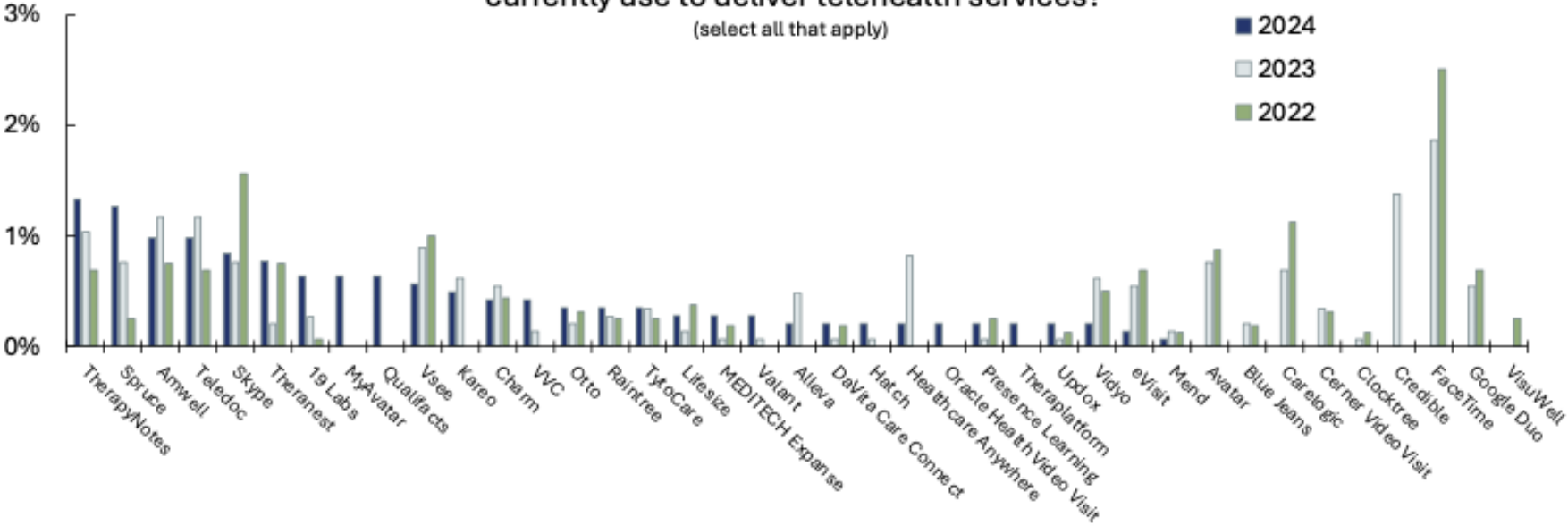
## What telehealth platform(s) or vendors do you currently use to deliver telehealth services?

(select all that apply)



### What telehealth platform(s) or vendors do you currently use to deliver telehealth services?

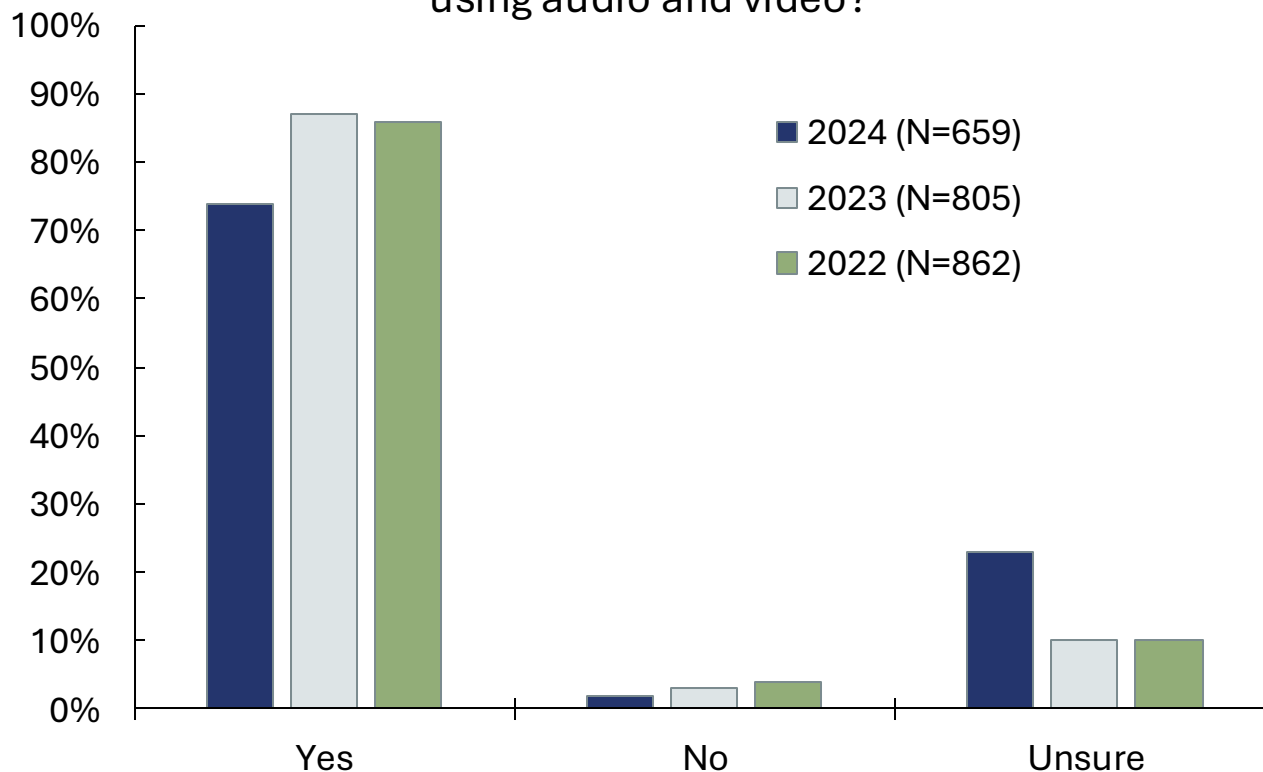
(select all that apply)



1% or less in 2024

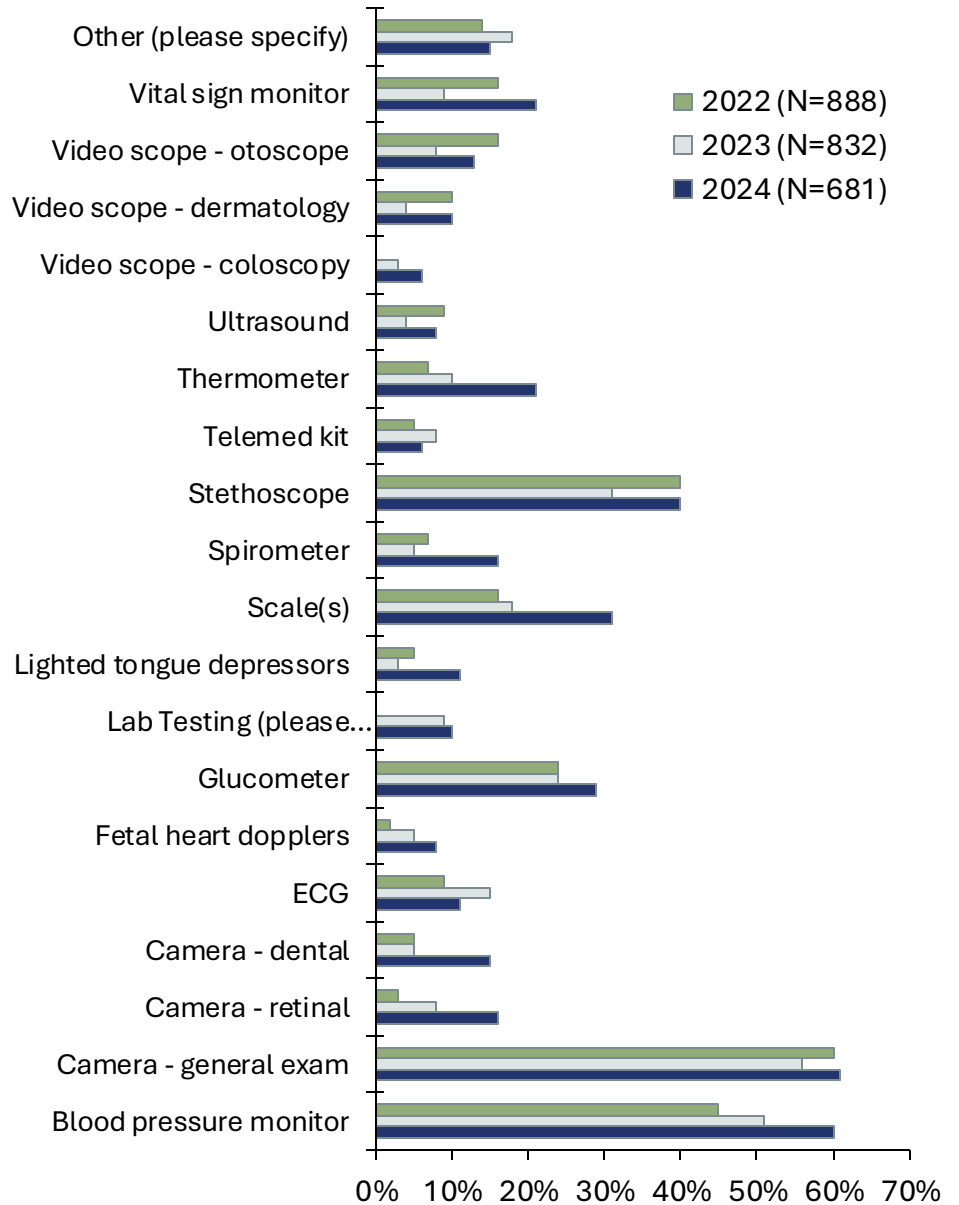
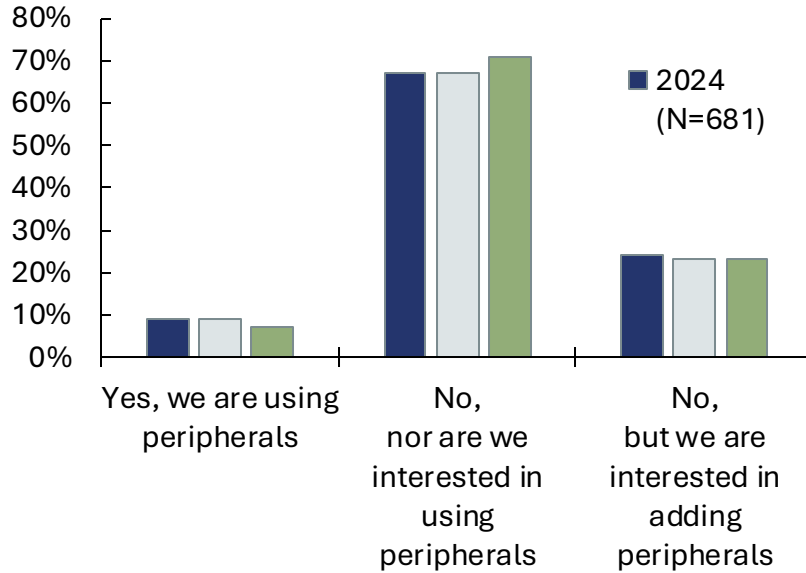


Is your or your organization's broadband/connectivity adequate for delivering telehealth services using audio and video?



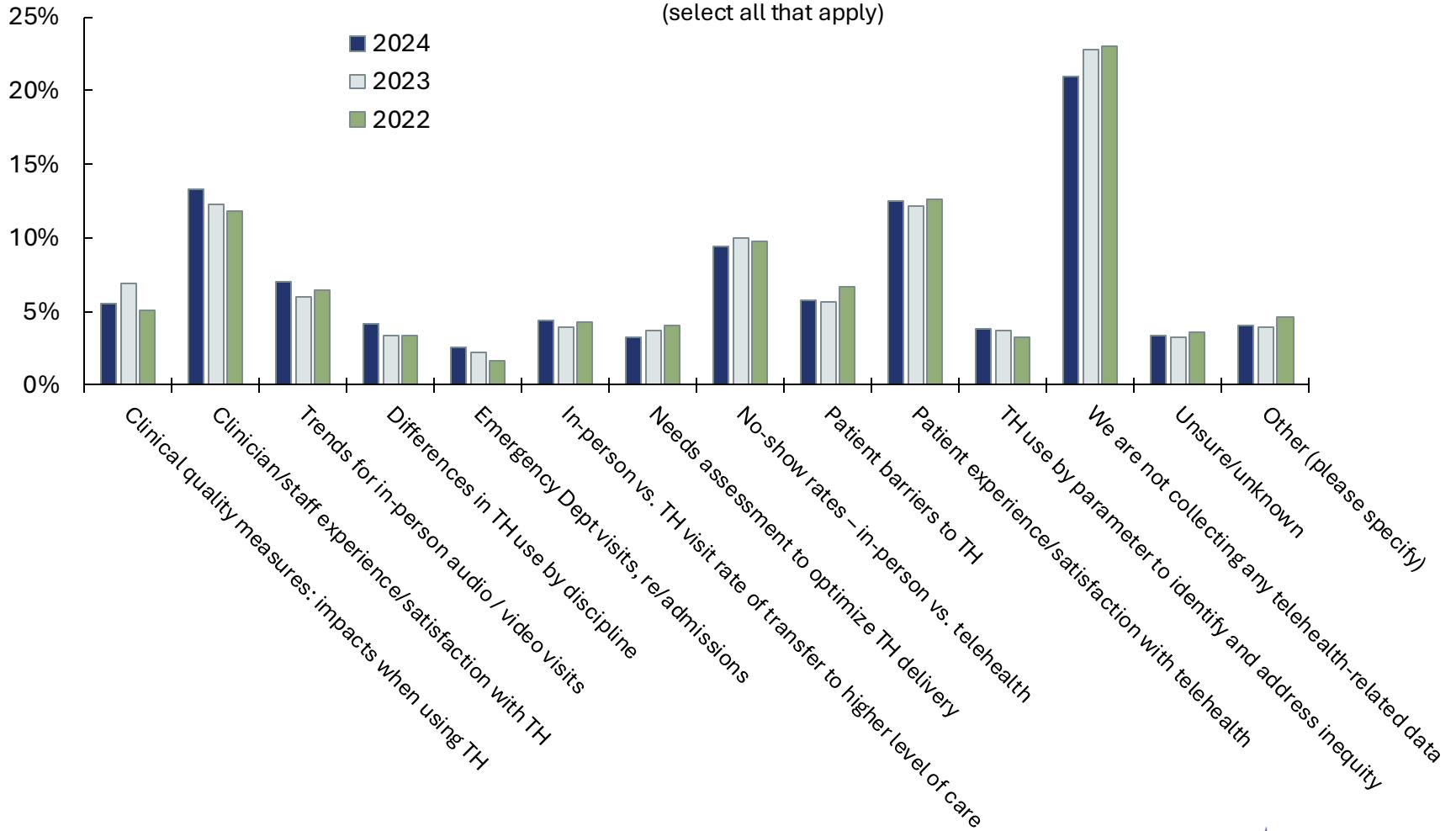
## What, if any, telehealth peripherals are you using? (select all that apply)

### Is your organization using any telehealth peripherals? (e.g., glucometer, stethoscope, etc.)

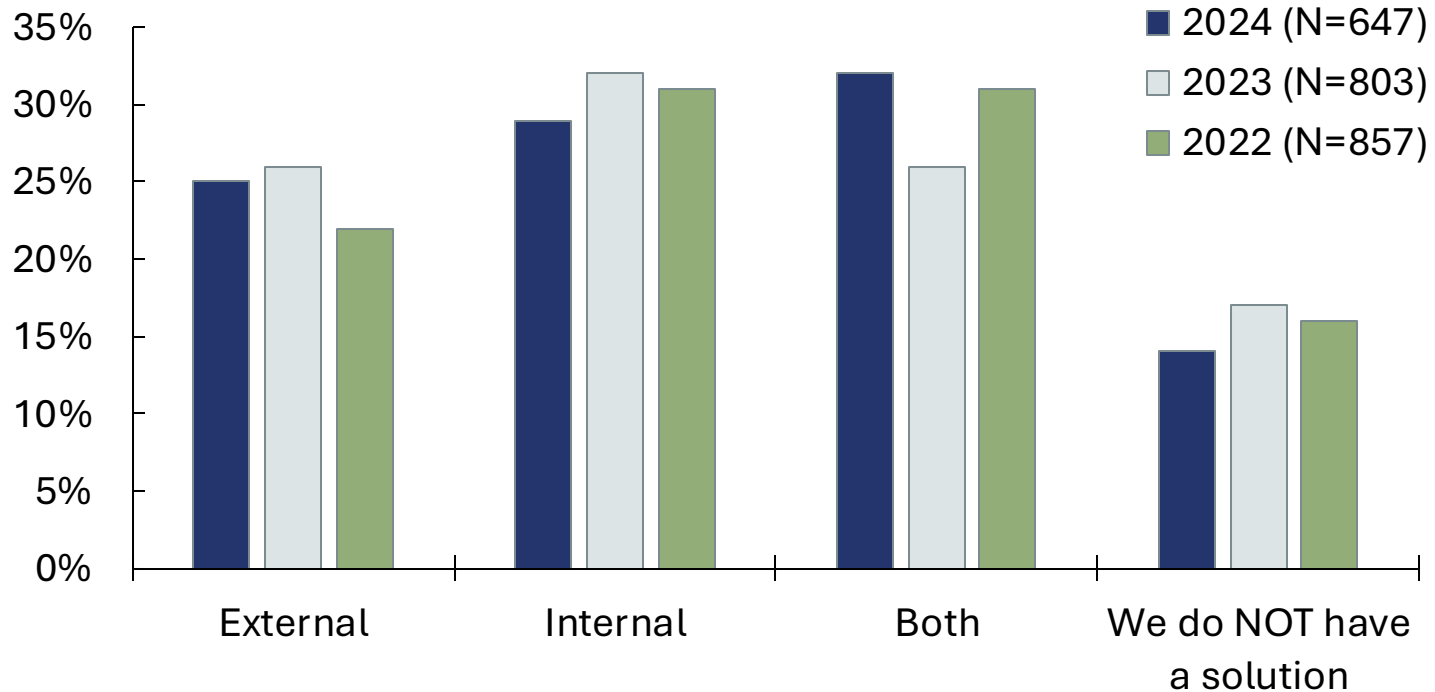


## What telehealth-related data are you collecting?

(select all that apply)



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

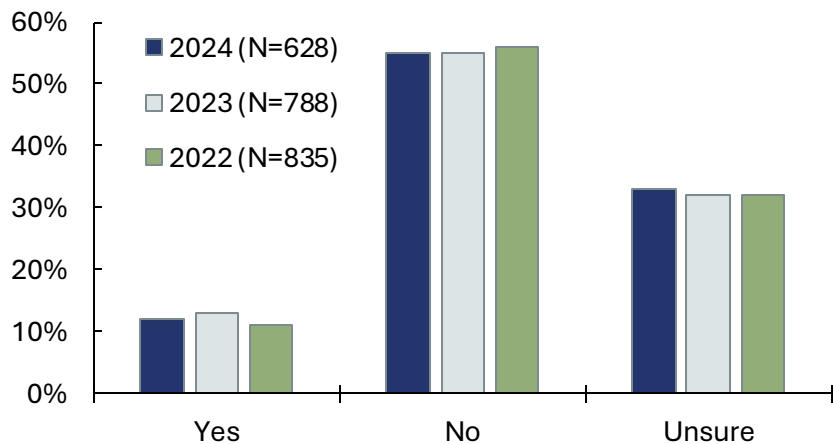




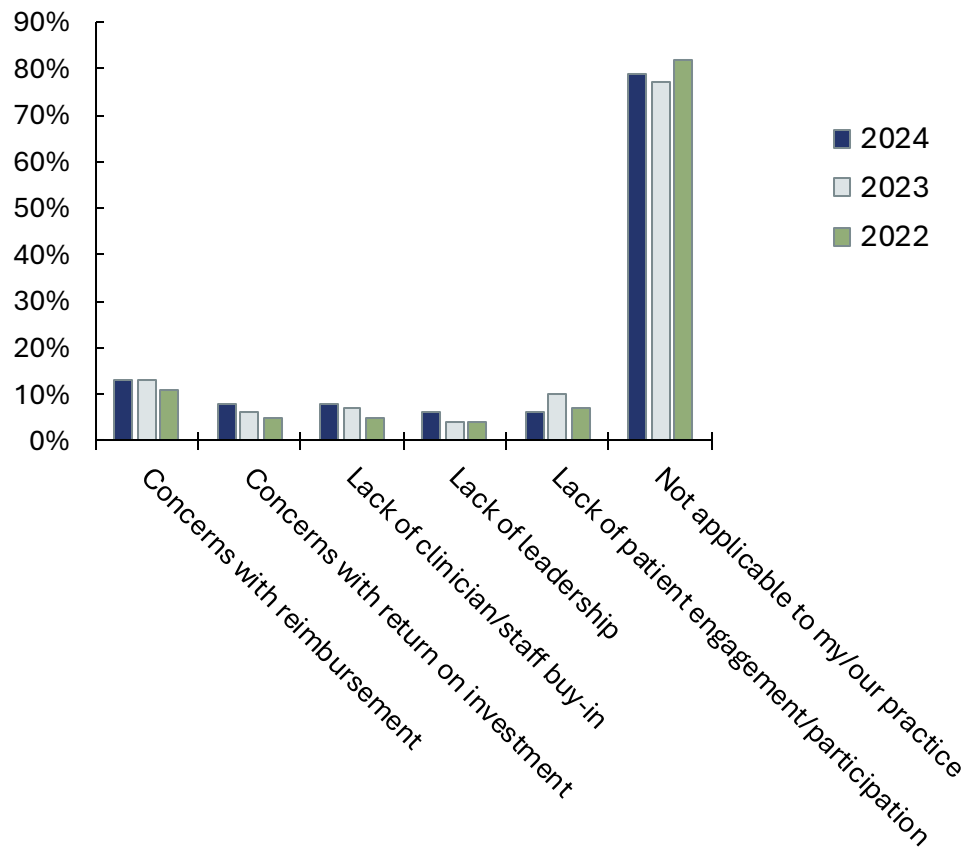
In which of the following areas do you or your organization require training, tools, resources, or support? (select all that apply)

HIPAA Privacy and Security	35%	221
We have NO telehealth training needs at this time	32%	203
Online telehealth training for clinicians and/or support staff	28%	179
Certification and or continuing education credit for participation in any of the above	27%	168
Telehealth policies and procedures	26%	162
Rules and regulations	25%	156
Billing and reimbursement	21%	133
Digital inclusion and equity	19%	117
Patient engagement (e.g., knowledge and use of telehealth, digital proficiency)	17%	108
Workflows (e.g., clinical, scheduling, patient flow, handoffs)	16%	100
Quality assurance and improvement	15%	94
Patient access issues/barriers (e.g., broadband, device)	14%	91
Support or training for telehealth implementation, adoption, sustainability and management	14%	88
Virtual care team guidance and best practices	14%	86
Individualized technical assistance and/or in-service for my organization	13%	83
Annual conference/speaker or subject matter assistance	12%	78
Telehealth training session offered at various professional or specialty conferences	12%	75
Technology	11%	71
Telehealth program assessment and recommendations	11%	70
Staff/leadership engagement	10%	66
Marketing (e.g., messaging for website, Facebook)	9%	58
One-day telehealth implementation training (e.g., focus on telehealth service operations)	9%	57
Job description and/or recruitment material/verbiage (e.g., telehealth director or coordinator)	7%	46
Broadband access	7%	45
Monthly virtual didactic presentations (including Q&A) on specific telehealth issues	7%	41

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



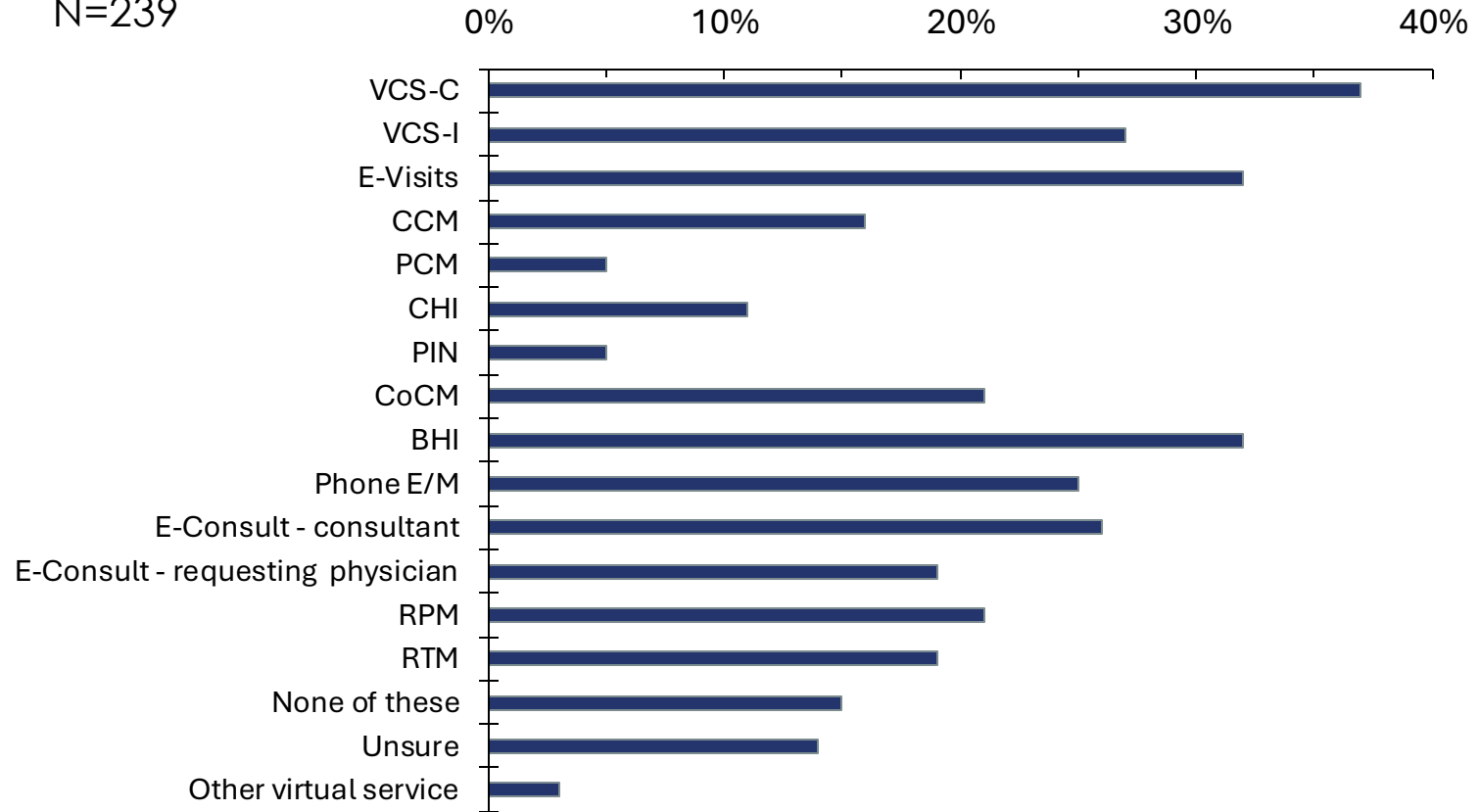
Please enter the primary reasons why not (select all that apply)



Please select any of the Medicare care management or other virtual services that your organization provides

(select all that apply)

N=239



**BHI:** Behavioral Health Integration Services  
**CoCM:** Psychiatric Collaborative Care Services  
**CHI:** Community Health Integration  
**CCM:** Chronic Care Management  
**E-Visits:** Online Digital Evaluation Services  
**PCM:** Principal Care Management  
**PIN:** Principal Illness Navigation

**Phone E/M:** Telephone Evaluation and Management Services  
**RPM:** remote patient (or physiologic) monitoring  
**RTM:** remote therapeutic monitoring  
**VCS-C/I:** Virtual Communication Services –tech-based communication service/remote eval of video and/or image(s)

