NRTRC Telehealth Survey
Alaska

2021
Geographic Distribution

* Respondents may deliver services in multiple states
**Survey Response – Alaska**

Number of respondents that include Alaska in their service area

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17</td>
<td>13</td>
</tr>
</tbody>
</table>

* Respondents may deliver services in other states
Which best describes your organization?

* Respondents can select all that apply
Types of special populations served

- Rural underserved: 19%
- Minority populations: 19%
- American Indian: 17%
- Urban underserved: 15%
- Alaska Native: 15%
- Veterans: 13%
- Unsure: 4%

Position or role type?

* Respondents can select all that apply
Health care services delivered by telehealth, 1 of 2
Health care services delivered by telehealth, 2 of 2
Health care services delivered by telehealth

- Both as a distant site and originating site: 69%
- Originating site: where patient is: 23%
- Other: 8%
How long has your organization been offering telehealth services or programs?

- 0% 1-3 years
- 10% 3-6 years
- 20% 6-10 years
- 30% More than 10 years
- 50%
Do you or your organization use an electronic health record (EHR)?

Type of telehealth platform used

- 100% Yes
- 62% Integrated with EHR
- 31% Standalone solution
- 8% Unsure
Telehealth platforms or vendors used

* Respondents can select all that apply

Other (please specify):
- Custom - internal
- DrChrono
- Phreesia/Greenway
Is your organization using any telehealth peripherals?

- Yes, we are using peripherals: 77%
- No, we are not using any peripherals: 23%

Something else (please specify):
- ROM smartphone app
- Oximeter
- CGM

*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?
What telehealth related data are you collecting?

- Patient satisfaction
- Patient barriers
- Needs assessment
- Staff satisfaction
- No show rates
- Trends for visit types
- Transfers to higher level of care
- Not collecting data
- Impacts on CQMs
- ED visits, admissions
- Use by discipline
- Something else
How does your organization receive telehealth-related training and support?

- 46% Internal
- 38% Both
- 8% External
- 8% None
What telehealth resources, tools, training and/or support do you or your organization need?

* Respondents can select all that apply
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

- Yes: 46%
- No: 31%
- Unsure: 23%

If no, what are primary reasons why?

- N/A: 2
- Lack of patient engagement/participation: 1
- Lack of clinician/staff buy-in: 1
Providing or in the process of implementing...

<table>
<thead>
<tr>
<th>Virtual Service</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Check-Ins</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Remote Eval of Recorded Info</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Visits (incl. FQHC &amp; RHC)</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Principal Care Mgmt (PCM) – incl. FQHCs/RHCs</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavioral Health Integration Services – including (CoCM*)</td>
<td>1-BHI</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>1-CoCM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 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...

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<thead>
<tr>
<th>Virtual Service</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Evaluation and Management (E/M) Services</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone E/M Services (Breakdown)</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>By a <strong>physician or other qualified healthcare professional</strong> (99441-99443)</td>
<td>4</td>
</tr>
<tr>
<td>By a qualified <strong>nonphysician health care professional</strong> (98966-98968)</td>
<td>4</td>
</tr>
<tr>
<td>By a <strong>FQHC/RHC</strong> (G2025)</td>
<td>0</td>
</tr>
</tbody>
</table>
Providing or in the process of implementing...

<table>
<thead>
<tr>
<th>E-Consults (aka Interprofessional Consultations)</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>By the consultative physician, including verbal and written report</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>By the requesting/treating physician</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Remote Physiologic/Patient Monitoring</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial set up and patient education</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related remote patient monitoring services</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>