NRTRC Telehealth Survey Idaho

2021

Geographic Distribution

States Where Respondents Deliver Services
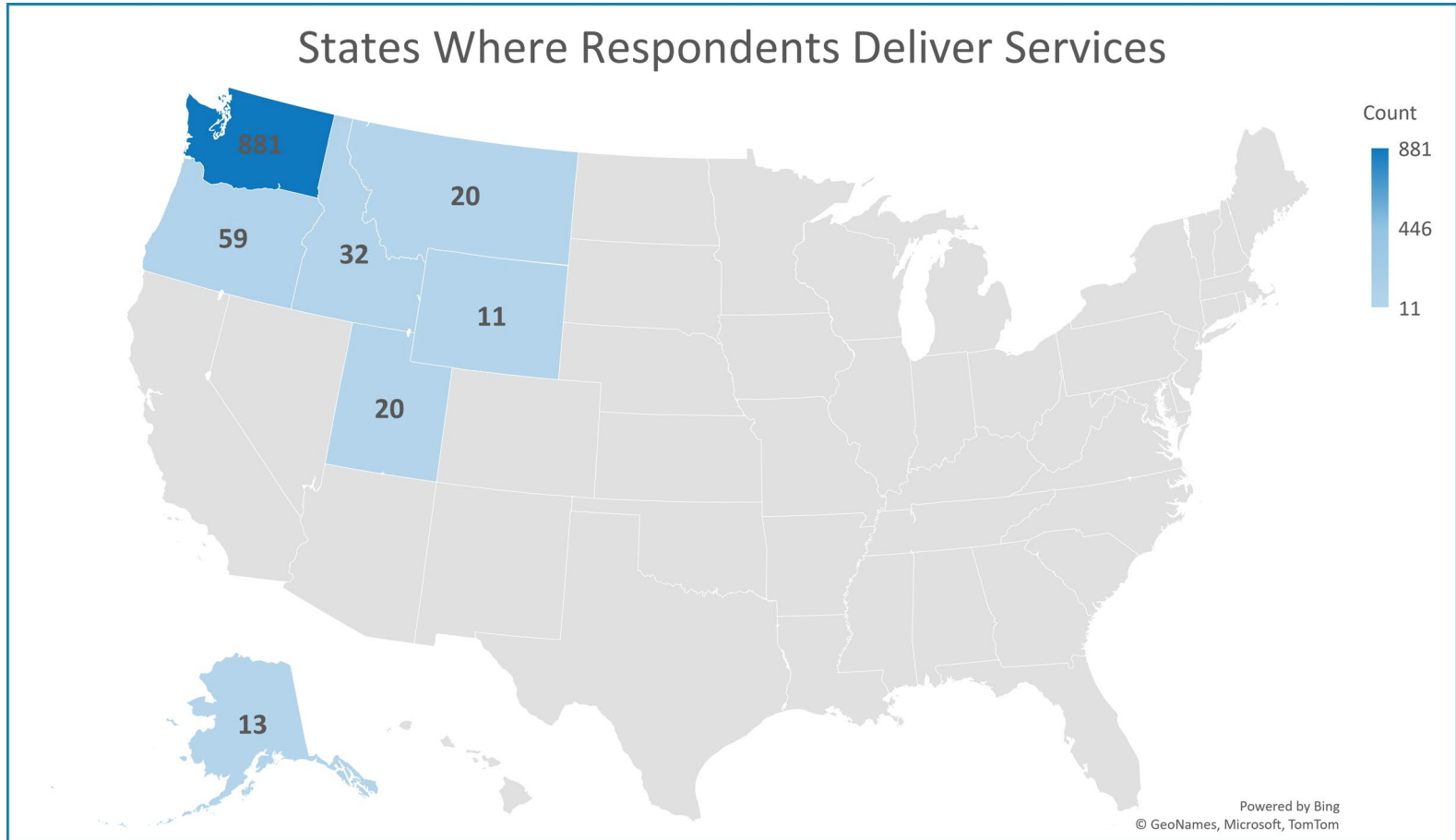
* Respondents may deliver services in multiple states

Survey Response – Idaho

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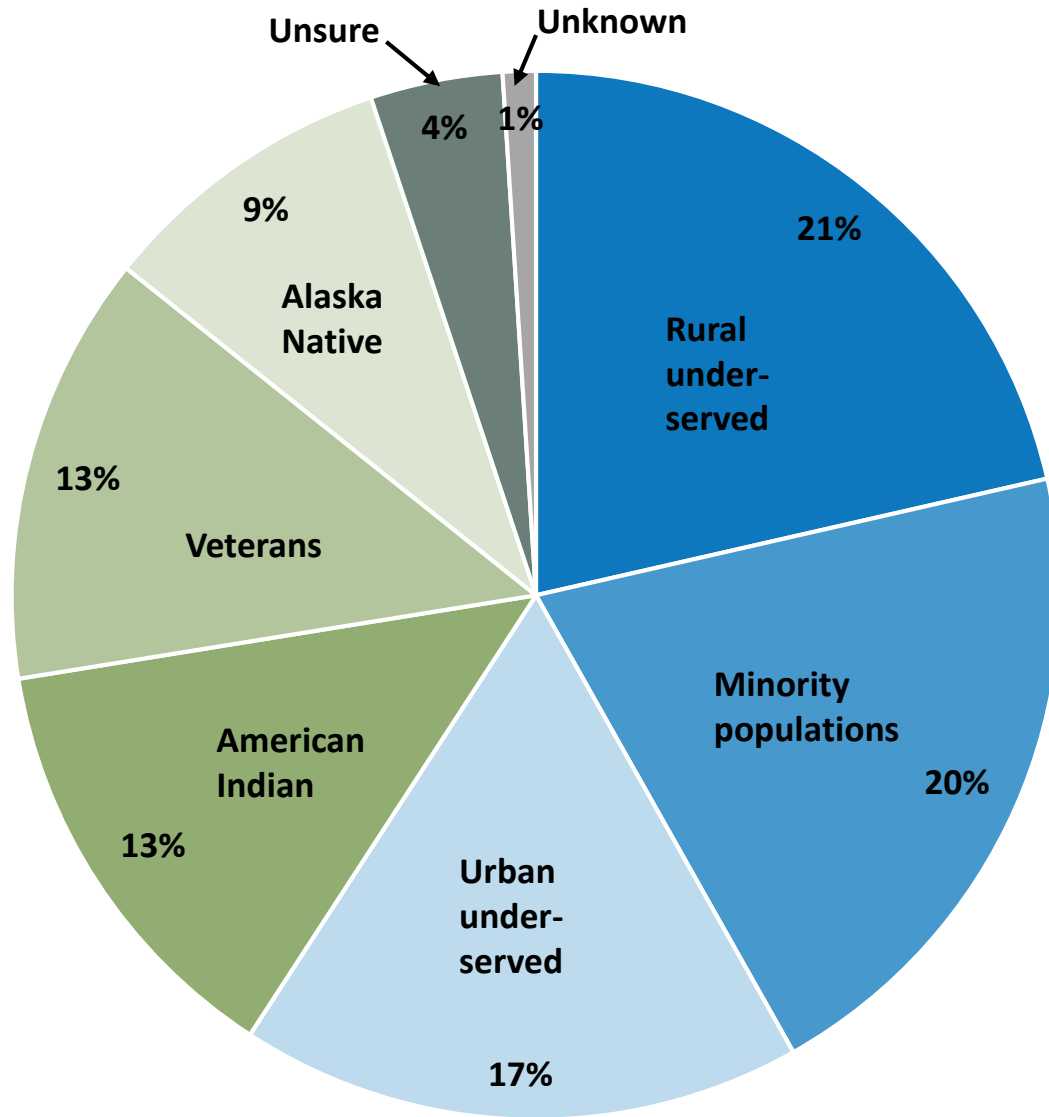| Number of respondents that include Idaho in their service area	
2020	2021
27	32

* Respondents may deliver services in other states

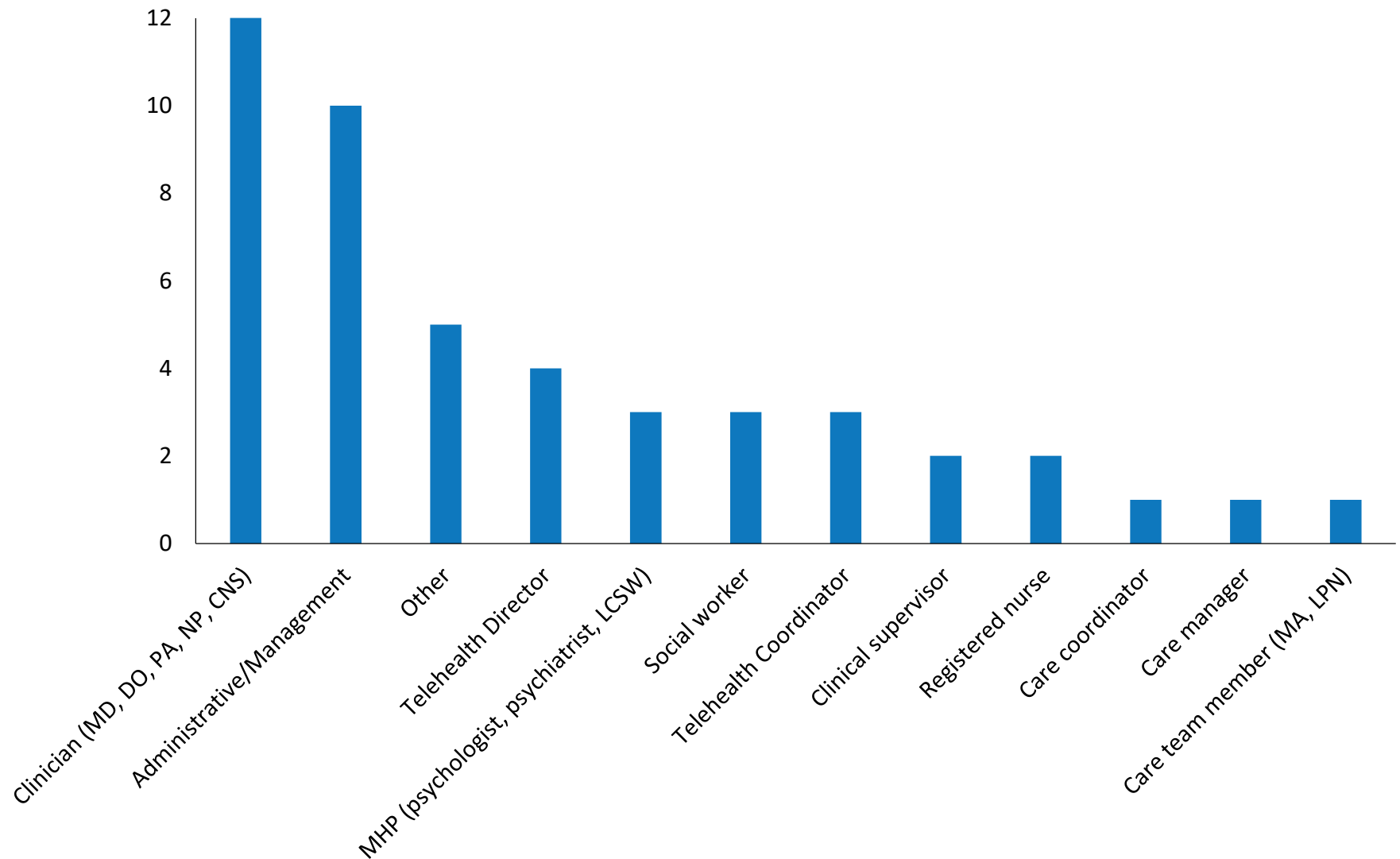# Which best describes your organization?
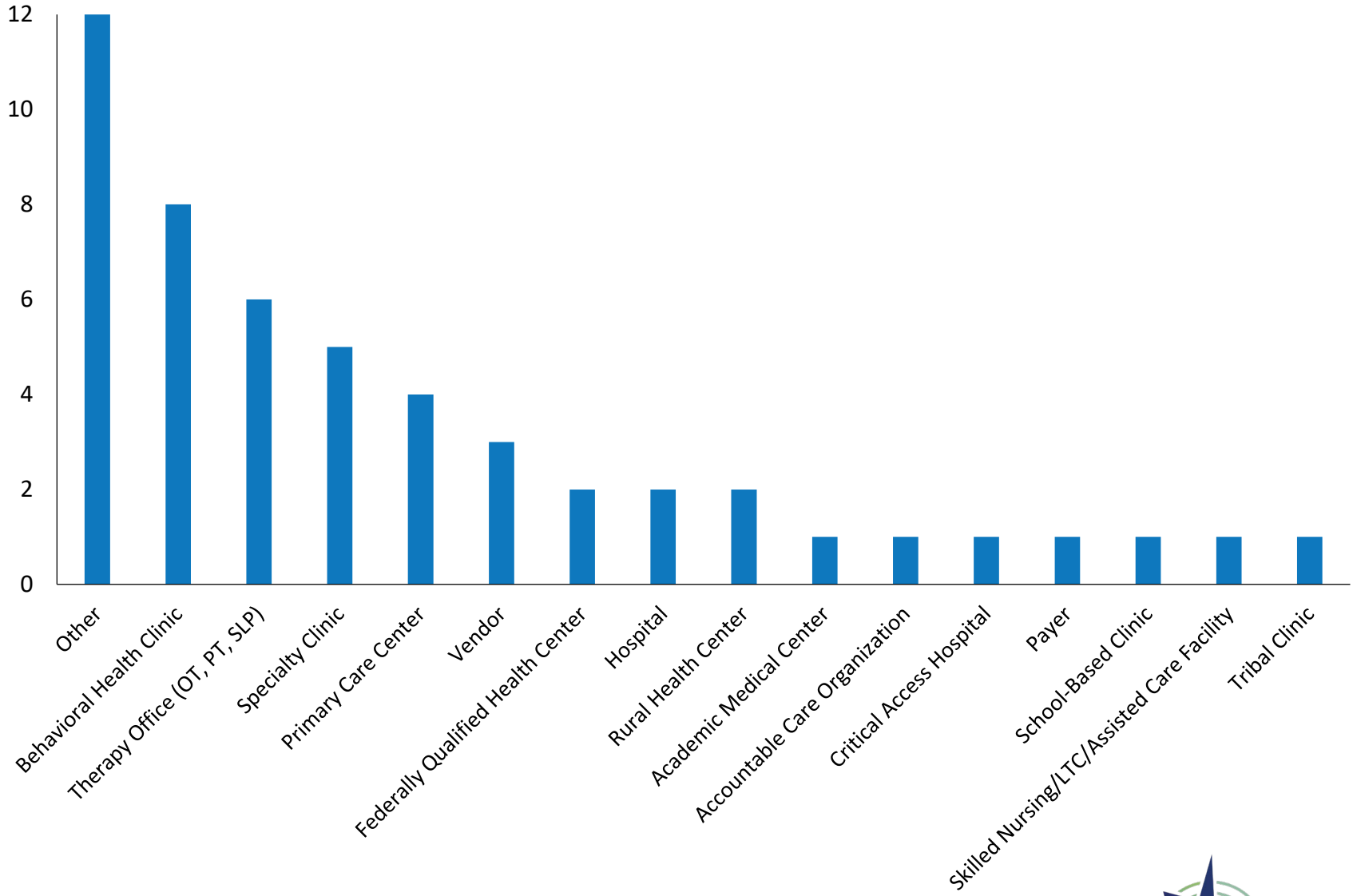
* Respondents can select all that apply
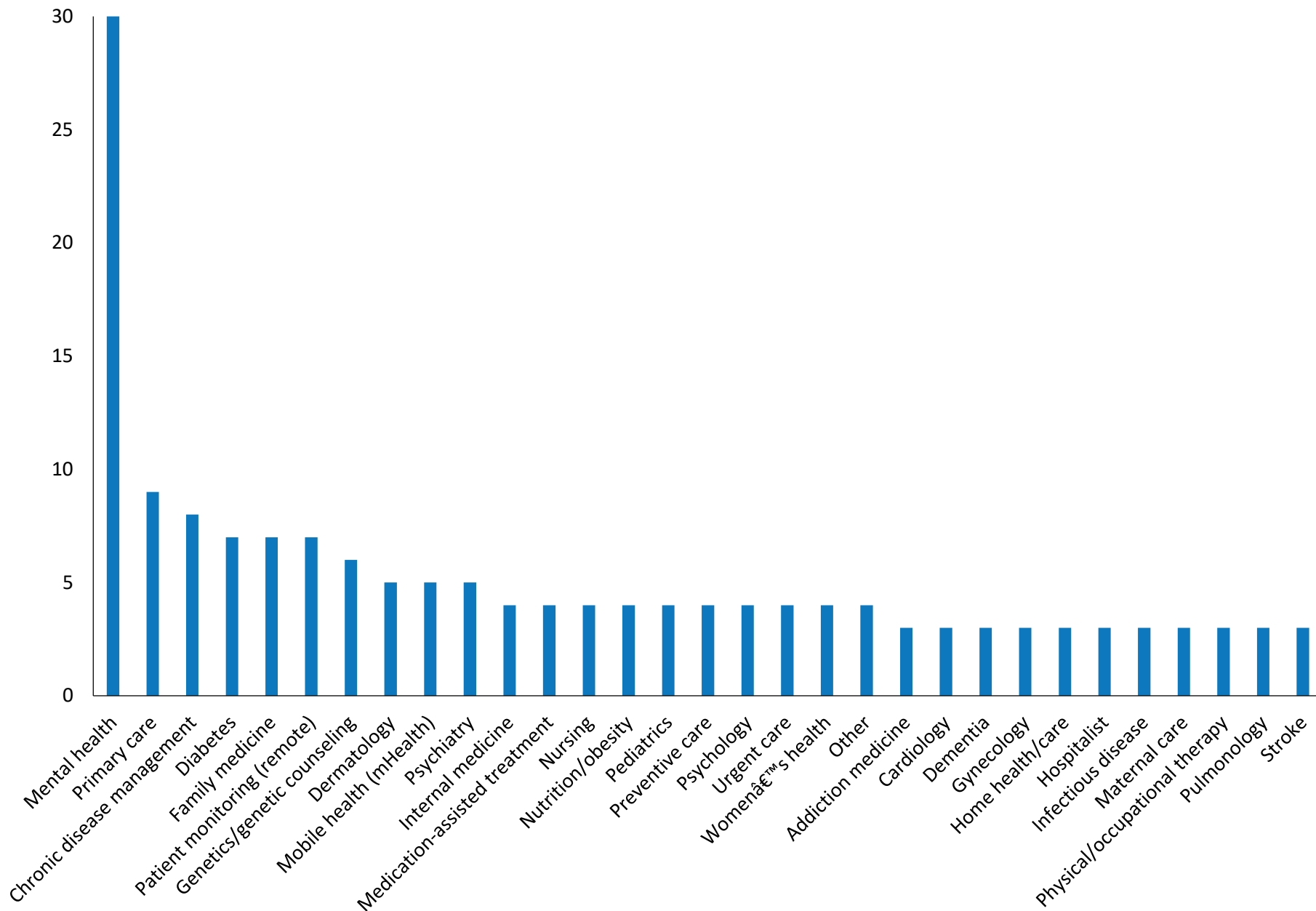
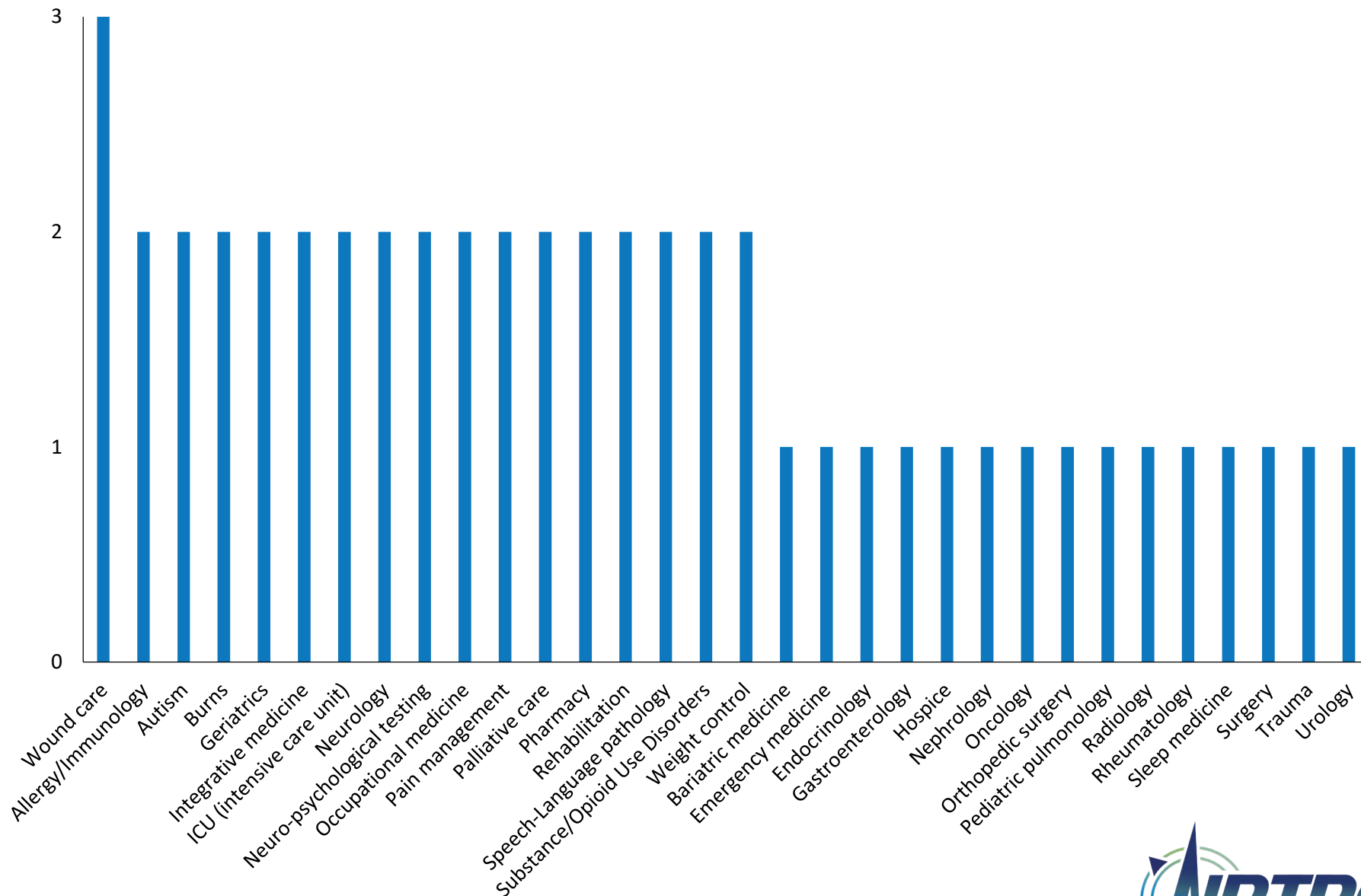# Types of special populations served

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

- Distant site: where provider is — 25%
- Originating site: where patient is — 9%
- Both as a distant site and originating site — 50%
- Other — 16%
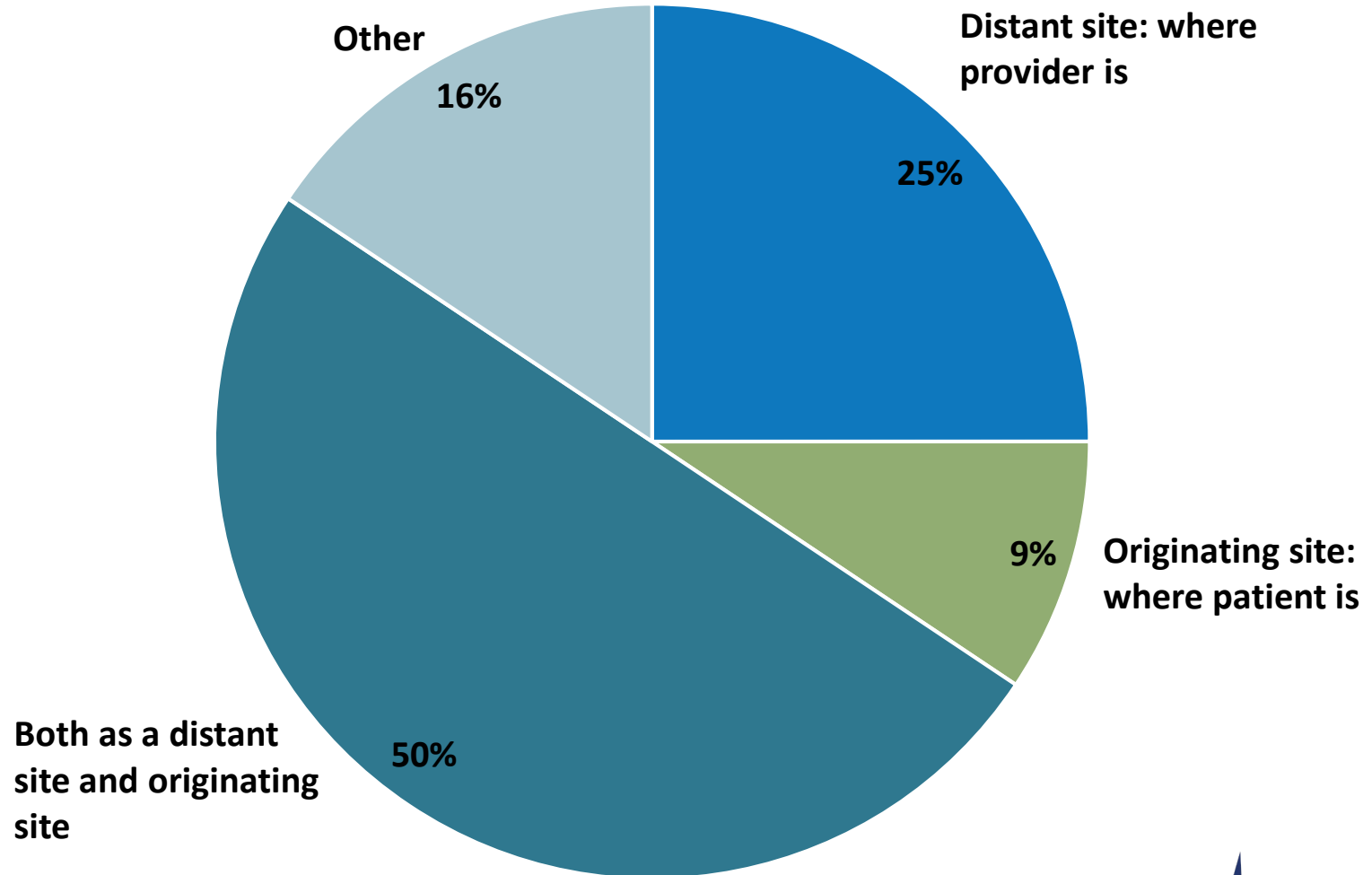
How long has your organization been offering telehealth services or programs?
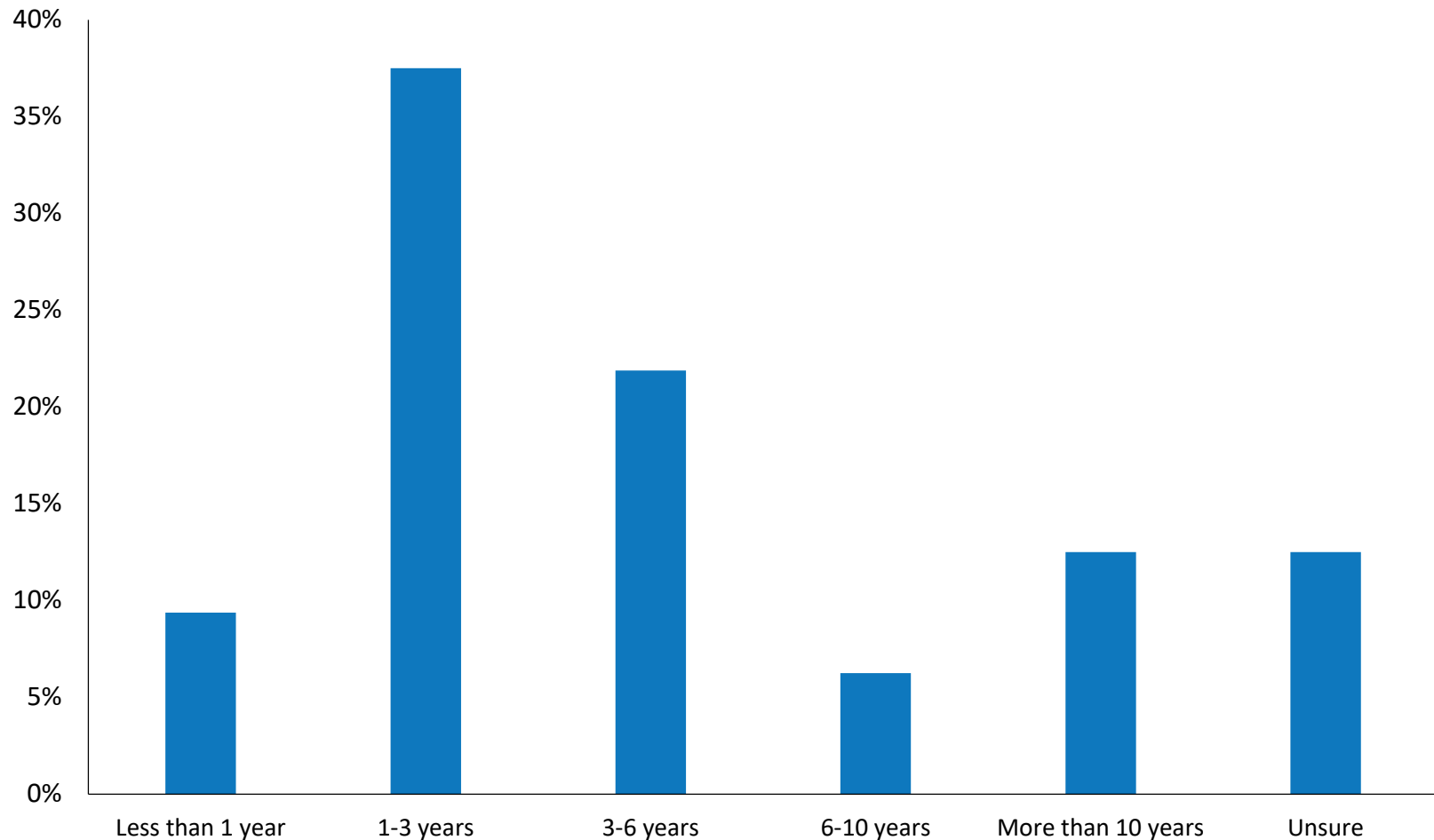
Do you or your organization use an electronic health record (EHR)?

Type of telehealth platform used

Telehealth platforms or vendors used

Other (please specify):

- Custom – internal
- Athena
- DrChrono
- Simple Practice
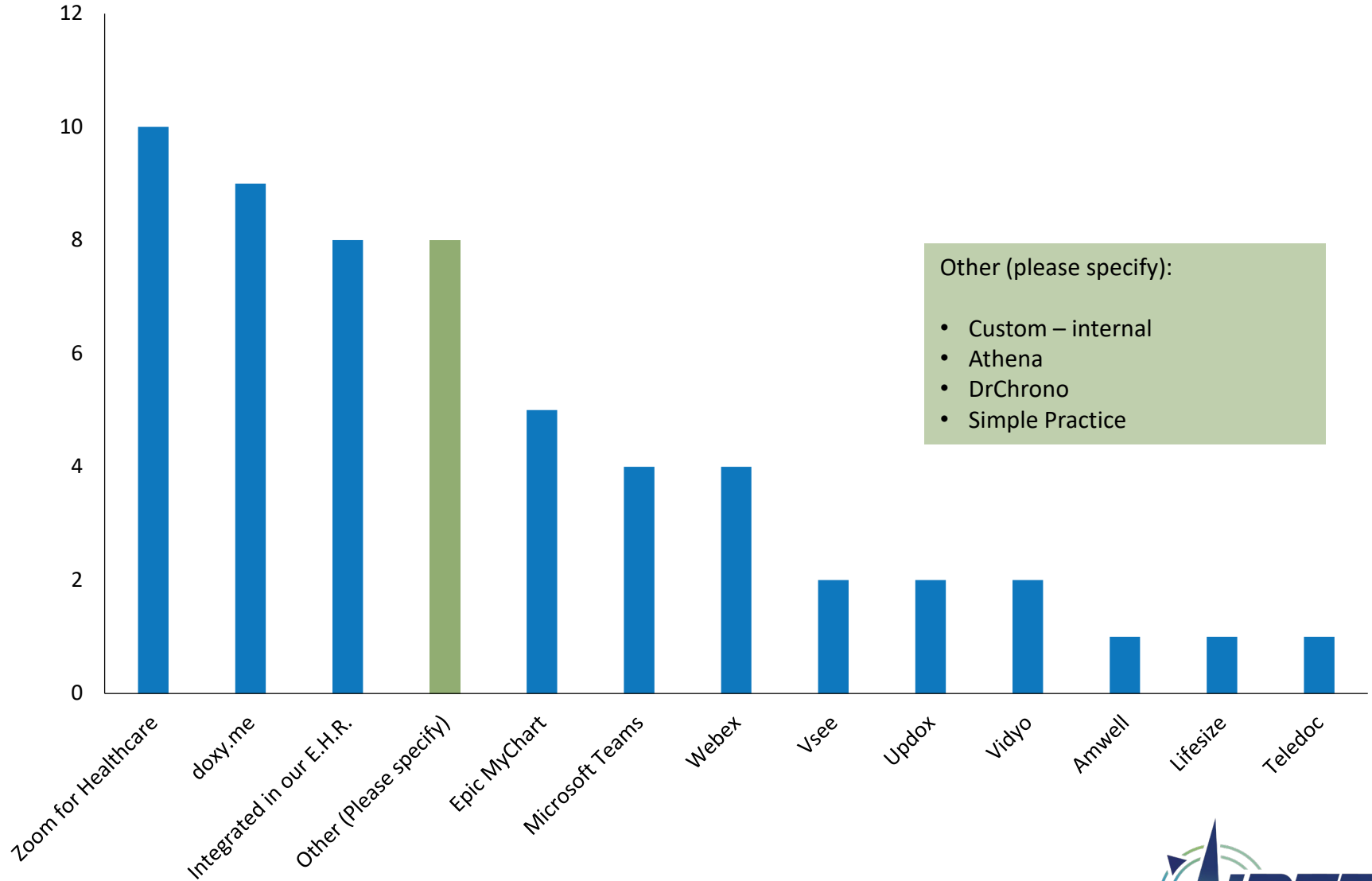
* Respondents can select all that apply

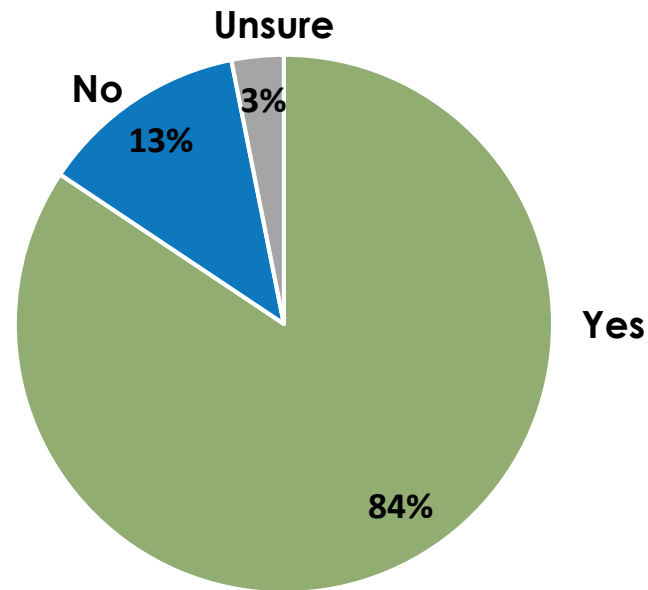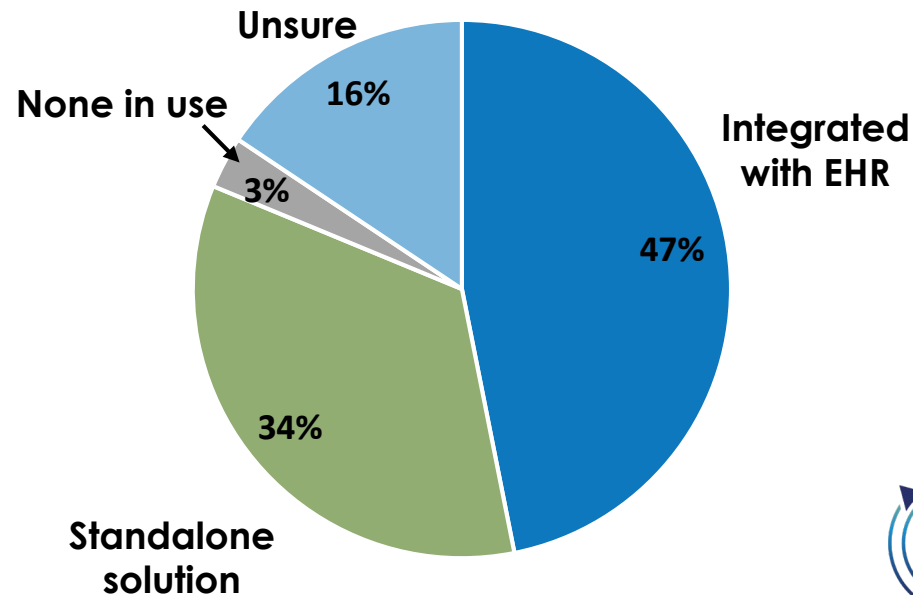# Is your organization using any telehealth peripherals?
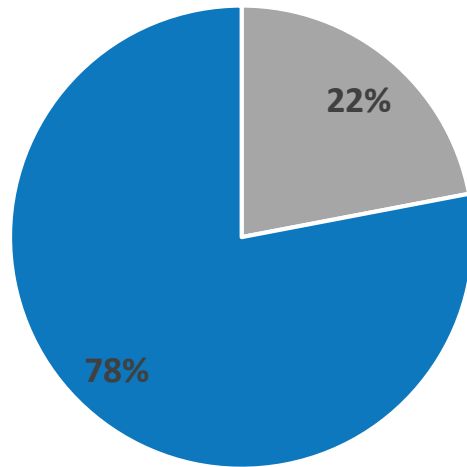
Pie chart:
- 22% — Yes, we are using peripherals
- 78% — No, we are not using any peripherals

Bar chart values:
- Something else (please specify): 5
- Stethoscope: 3
- Blood pressure monitor: 2
- Glucometer: 2
- Otoscope: 2
- Scale(s): 1
- Thermometer: 1
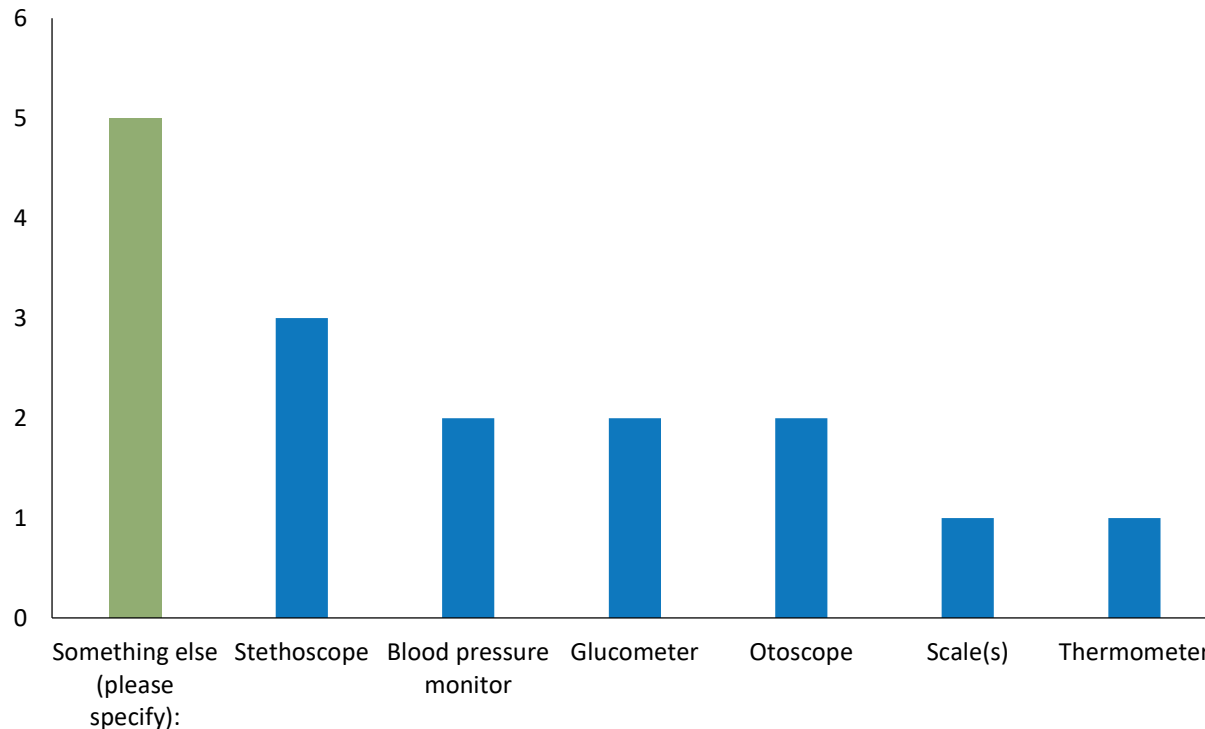
Something else (please specify):

- ROM smartphone app
- Oximeter
- CGM
- Dermatoscope
- Amwell eye lens

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?

How does your organization receive telehealth-related training and support?
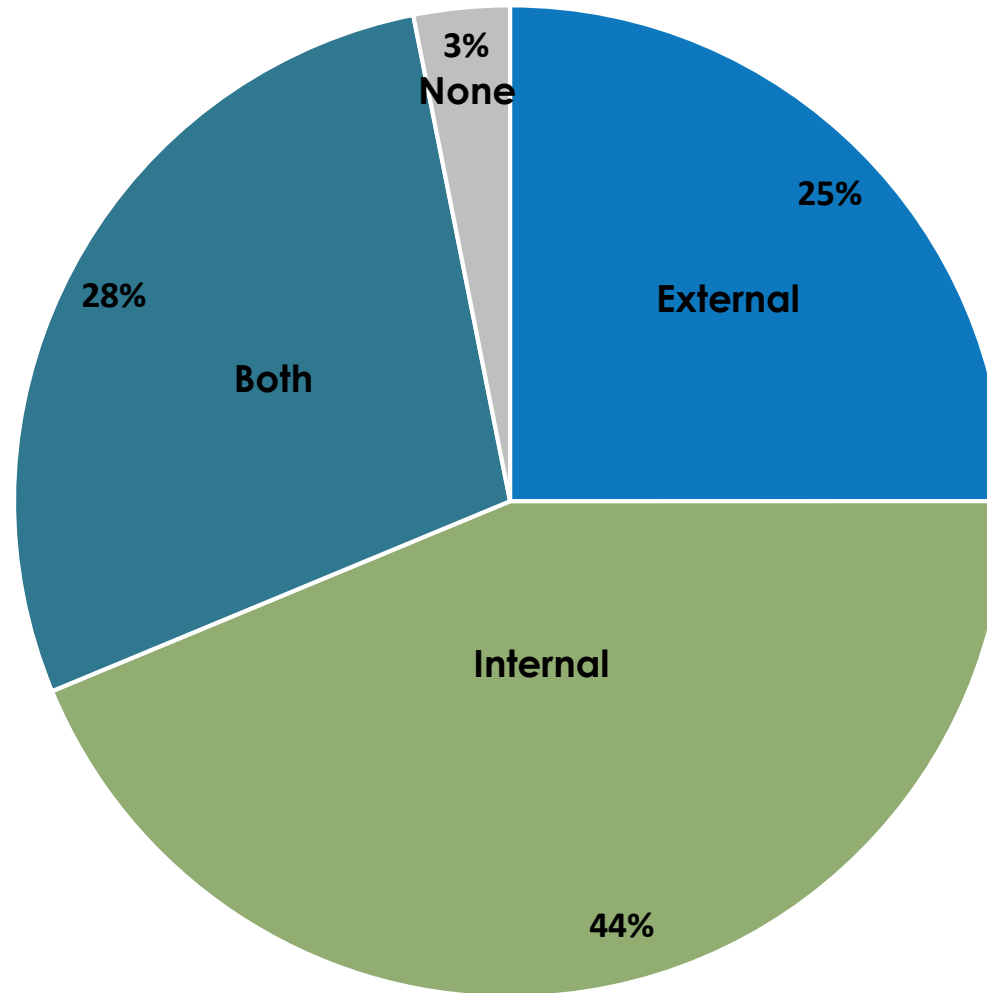
What telehealth resources, tools, training and/or support do you or your organization need?

Top 15 Needs

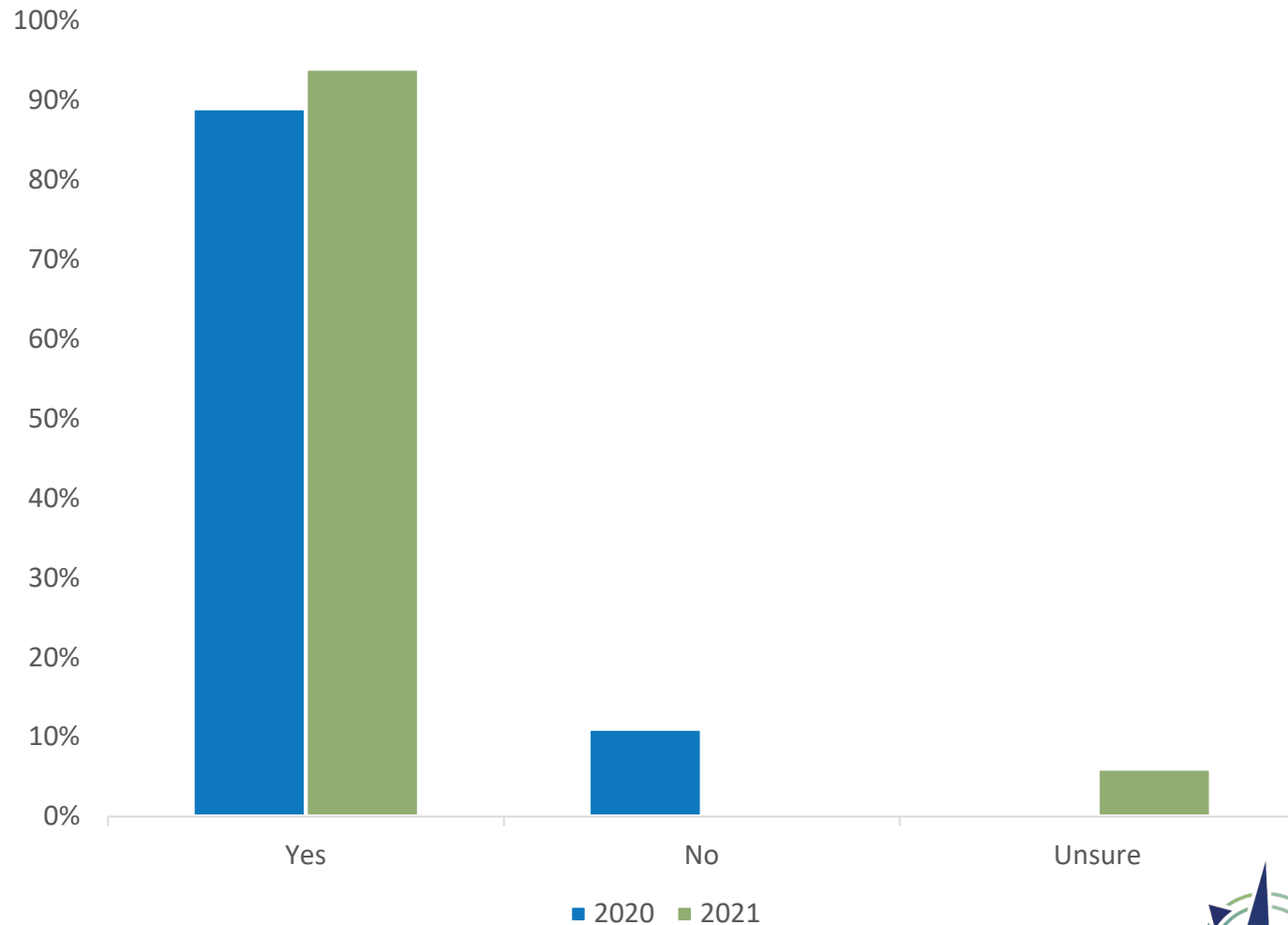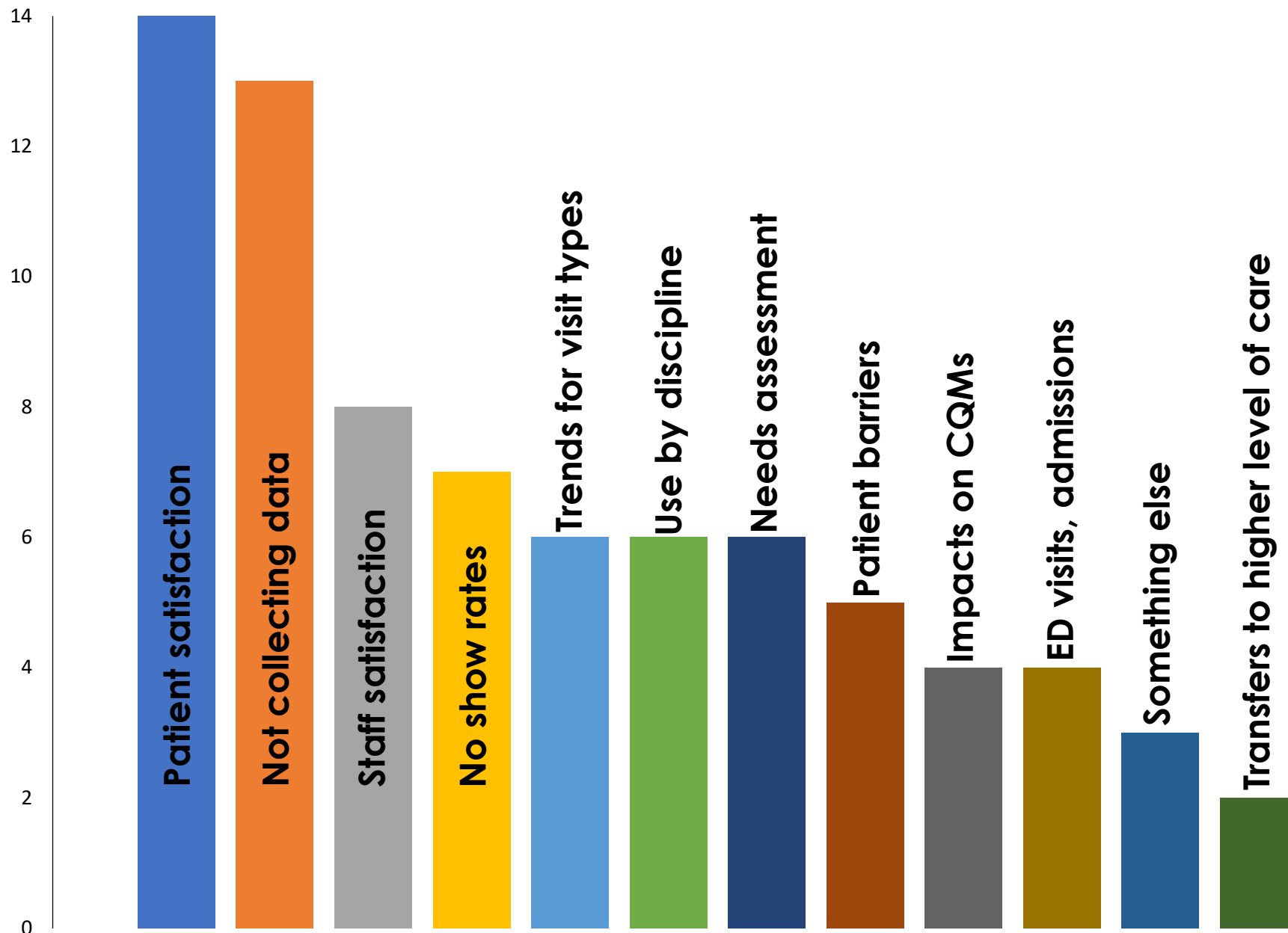| Category	Value
Patient access issues/barriers	15
Patient engagement	11
Telehealth policies and procedures	10
No TH training needs	9
Support or training for TH	8
Online TH training for clinicians/staff	8
Billing and reimbursement	7
Marketing	7
Quality assurance and improvement	7
Rules and regulations	7
Virtual care team guidance and best practices	7
Certification/CEUs for participation	7
Broadband access	6
Workflows	6
TH training at professional conferences	6

* Respondents can select all that apply

Are you or your organization providing or in the process of implementing any virtual services besides telehealth?
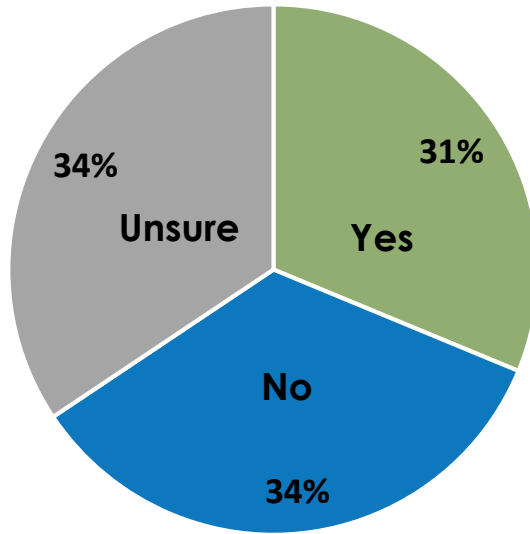
If no, what are primary reasons why?

Providing or in the process of implementing…

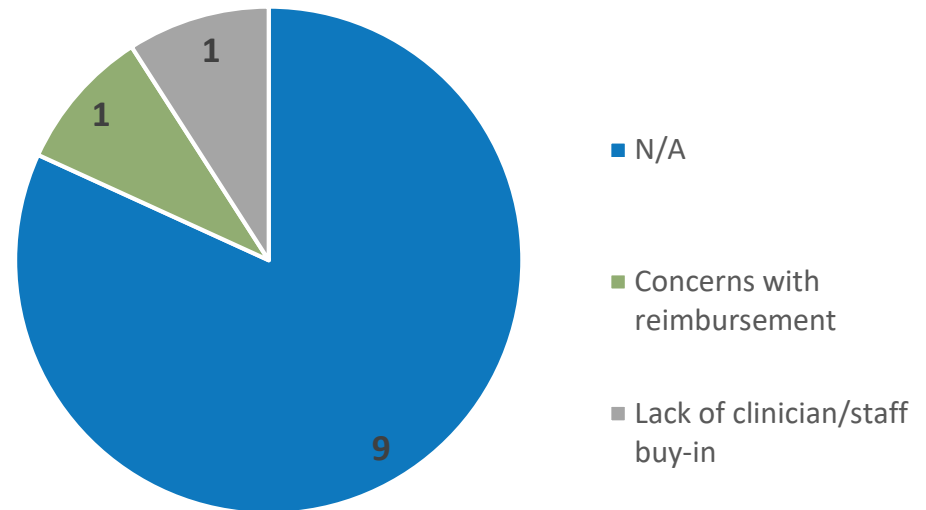| Virtual Service	Yes	No	Unsure
Virtual Check-Ins	3	5	1
Remote Eval of Recorded Info	3		
E-Visits (incl. FQHC & RHC)	4	4	2
Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs	3	5	2
Principal Care Mgmt (PCM)– incl. FQHCs/RHCs	3		
Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs	3-BHI / 1-CoCM	3	5

- Surprising number of people unsure about these services.
- May be opportunities to increase PCM, BHI and CoCM.

*CoCM – Psychiatric Collaborative Care Services

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Providing or in the process of implementing…

Virtual Service	No	Unsure
Telephone Evaluation and Management (E/M) Services	2	2

Telephone E/M Services (Breakdown)	Number
By a **physician or other qualified healthcare professional** (99441-99443)	5
By a qualified **nonphysician health care professional** (98966-98968)	4
By a **FQHC/RHC** (G2025)	1

Providing or in the process of implementing…

E-Consults (aka Interprofessional Consultations)	Yes	No	Unsure
By the **consultative physician**, including verbal and written report	4	1	3
By the **requesting/treating physician**	3		

Remote Physiologic/Patient Monitoring	Yes	No	Unsure
Initial set up and patient education	3	2	2
Related remote patient monitoring services	5		
Remote monitoring of blood pressure	2		

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