NRTRC Telehealth Survey
Idaho

2021
* Respondents may deliver services in multiple states
# Survey Response – Idaho

Number of respondents that include Idaho in their service area

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>27</td>
<td>32</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: 21%
- Minority populations: 20%
- Urban underserved: 17%
- Veterans: 13%
- American Indian: 13%
- Alaska Native: 9%
- Unsure: 4%
- Unknown: 1%

NRTRC - NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER
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?

- Less than 1 year: 0%
- 1-3 years: 35%
- 3-6 years: 20%
- 6-10 years: 15%
- More than 10 years: 10%
- Unsure: 5%
Do you or your organization use an electronic health record (EHR)?

Type of telehealth platform used:

- Yes: 84%
- No: 13%
- Unsure: 3%

- Integrated with EHR: 47%
- Standalone solution: 34%
- None in use: 16%
- Unsure: 3%
Telehealth platforms or vendors used

* Respondents can select all that apply

Other (please specify):
- Custom – internal
- Athena
- DrChrono
- Simple Practice
Is your organization using any telehealth peripherals?

- Yes, we are using peripherals: 22%
- No, we are not using any peripherals: 78%

**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?

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

- None: 3%
- External: 25%
- Internal: 44%
- Both: 28%
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?

If no, what are primary reasons why?
## 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>3</td>
<td>5</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>4</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>3</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Principal Care Mgmt (PCM)– incl. FQHCs/RHCs</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavioral Health Integration Services</td>
<td>3-BHI</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>– including (CoCM*) and FQHCs/RHCs</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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<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>2</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone E/M Services (Breakdown)</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>By a <strong>physician or other qualified healthcare professional</strong> (99441-99443)</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>By a qualified <strong>nonphysician health care professional</strong> (98966-98968)</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>By a <strong>FQHC/RHC</strong> (G2025)</td>
<td>1</td>
<td></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 <strong>consultative physician</strong>, including verbal and written report</td>
<td>4</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>By the <strong>requesting/treating physician</strong></td>
<td>3</td>
<td></td>
<td></td>
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</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>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related remote patient monitoring services</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>2</td>
<td></td>
<td></td>
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