NRTRC Telehealth Survey Utah

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

<table>
<thead>
<tr>
<th>Number of respondents that include Utah in their service area</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
</tr>
<tr>
<td>21</td>
</tr>
</tbody>
</table>

* Respondents may deliver services in other states
<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Clinic</td>
<td>8</td>
</tr>
<tr>
<td>Therapy Office (OT, PT, SLP)</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
</tr>
<tr>
<td>Academic Medical Center</td>
<td>3</td>
</tr>
<tr>
<td>Behavioral Health Clinic</td>
<td>3</td>
</tr>
<tr>
<td>Hospital</td>
<td>3</td>
</tr>
<tr>
<td>Vendor</td>
<td>3</td>
</tr>
<tr>
<td>Critical Access Hospital</td>
<td>2</td>
</tr>
<tr>
<td>Accountable Care Organization</td>
<td>1</td>
</tr>
<tr>
<td>Payer</td>
<td>1</td>
</tr>
<tr>
<td>Rural Health Center</td>
<td>1</td>
</tr>
</tbody>
</table>

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

- Rural underserved: 21%
- Urban underserved: 22%
- American Indian: 17%
- Alaska Native: 6%
- Veterans: 10%
- Minority underserved populations: 17%
- Not serving any of these populations: 3%
- Unsure: 3%
Position or role type?

- Clinician (e.g., MD, NP)
- Admin/Mgmt
- Registered nurse
- Clinical supervisor
- Social worker (LCSW)
- Care team member
- Mental health professional
- Telehealth Coordinator
- OT/PT
- Other
- Care coordinator
- Care manager
- IT professional/support
- Telehealth Director

* Respondents can select all that apply
Distribution of health care services delivered by telehealth

- Mental health
- Genetics/genetic counseling
- Chronic disease management
- Home health/care
- Nursing
- Patient monitoring
- Addiction medicine
- Dermatology
- Diabetes
- ICU (intensive care unit)
- Mobile health (mHealth)
- Neuro-psychological testing
- Nutrition/obesity
- Pediatrics
- Rehabilitation
- Audiology
- Autism
- Cardiology
- Epilepsy
- Family medicine
- Hospitalist
- Infectious disease
- Integrative medicine
- Internal medicine
- Maternal care
- Neonatology
- Neurology
- Neuro-psychological testing
- Occupational medicine
- Oncology
- Preventive care
- Primary care
- School-based services
- Sleep medicine
- Stroke
- Substance Use Disorders
- Trauma
- Weight control
- Women’s health
- Wound care
- Other

* Respondents can select all that apply
Health care services delivered by telehealth

- 40% Both as a distant site and originating site
- 35% Distant site: where provider is
- 25% Originating site: where patient is
How long has your organization been offering telehealth services or programs?

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

Type of telehealth platform used

- Yes: 90%
- No: 10%
- Unsure: 5%
- Integrated with EHR: 40%
- Standalone solution: 55%
Telehealth platforms or vendors in use

Other (please specify):

- Custom - internal
- DrChrono
- Presence Learning Platform
- Psychology Today
- Therapy Appointment
Is your organization using any telehealth peripherals?

- Yes, we are using peripherals: 80%
- No, we are not using any peripherals: 20%

Other peripherals:
- Blood pressure monitor
- Glucometer
- Scale(s)
- Thermometer

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

NRTRC - Northwest Regional Telehealth Resource Center
Will you offer telehealth services after the COVID-19 pandemic is over or the public health emergency declaration is lifted?

![Bar graph showing percentage of responses to the question about telehealth services after the COVID-19 pandemic. The graph shows a significant increase in the percentage of respondents who plan to offer telehealth services in 2021 compared to 2020.](image-url)
What telehealth related data are you collecting?

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

- Internal: 45%
- External: 25%
- Both: 25%
- None: 5%
What telehealth resources, tools, training and/or support do you or your organization need?

Top Needs

- TH policies and procedures
- Patient access barriers
- Patient engagement
- Rules and regulations
- No training needs
- Support/training for TH
- Marketing
- Quality assurance
- Certification and/or CEU
- Billing/reimbursement
- Technology
- Broadband access
- Online TH training for staff
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

- Yes: 25%
- No: 45%
- Unsure: 30%

If no, what are primary reasons why?

- Not applicable to my/our practice: 6
- Lack of patient engagement/participation: 3
- Concerns with return on investment: 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>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Remote Eval of Recorded Info</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Visits (incl. FQHC &amp; RHC)</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Principal Care Mgmt (PCM) – incl. FQHCs/RHCs</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs</td>
<td>1-BHI</td>
<td>2</td>
<td>2</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>2</td>
<td>1</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</strong> professional (99441-99443)</td>
<td>2</td>
</tr>
<tr>
<td>By a qualified <strong>nonphysician healthcare</strong> professional (98966-98968)</td>
<td>1</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>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>By the requesting/treating physician</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<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>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related remote patient monitoring services</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>2</td>
<td></td>
<td></td>
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</tbody>
</table>