NRTRC Telehealth Survey
Washington

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

Number of respondents that include Washington in their service area

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>57</td>
<td>881</td>
</tr>
</tbody>
</table>

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

- Behavioral Health Clinic: 322
- Therapy Office (OT, PT, SLP): 192
- Other: 159
- Primary Care Center: 105
- Specialty Clinic: 91
- Hospital: 58
- School-Based Clinic: 34
- Rural Health Center: 28
- Academic Medical Center: 22
- Tribal Clinic: 19
- Dental Office: 14
- Accountable Care Organization: 10
- Skilled Nursing/LTC/Assisted Care Facility: 8
- Critical Access Hospital: 5
- Payer: 5
- Vendor: 3

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

- Rural under-served: 16%
- Urban under-served: 18%
- Veterans: 12%
- Alaska Native: 9%
- American Indian: 14%
- Minority populations: 23%
- Not serving any of these populations: 2%
- Unsure: 5%
Position or role type?

Mental health professional
Clinician (e.g., MD, NP)
Other
Admin/Mgmt
Clinical supervisor
Care team member
Social worker
Registered nurse
OT/PT
Care coordinator
Speech lang pathologist
Care manager
Telehealth Coordinator
Telehealth Director
IT professional/support
Revenue management
IT specialist
Dentist
Dental hygienist

NRTRC
Northwest Regional Telehealth Resource Center
Health care services delivered by telehealth, 1 of 2

Distribution of telehealth services

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

Distribution of telehealth services

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

- Distant site: where provider is
  - 35%
- Originating site: where patient is
  - 13%
- Both as a distant site and originating site
  - 48%
- Other
  - 4%
How long has your organization been offering telehealth services or programs?

- Less than 1 year: 10%
- 1-3 years: 70%
- 3-6 years: 10%
- 6-10 years: 0%
- More than 10 years: 0%
- We are planning to implement telehealth services or programs: 0%
- Unsure: 0%
Do you or your organization use an electronic health record (EHR)?

Type of telehealth platform used
Telehealth Platforms or Vendors in Use

- Zoom for Healthcare
- Other (specify)
- doxy.me
- Epic MyChart
- Microsoft Teams
- Integrated in our E.H.R.
- Vsee
- Webex
- Lifesize
- Teledoc
- eVisit
- Cerner Video Visit
- Vidyo
- Updox
- Amwell
- VisuWell
- SimplePractice
- Google Meet
- Phone
- Psychology Today
- CareLogic
- TheraNest
- Avatar
- Custom-Internal
- TherapyNotes
- AthenaHealth
- Integrated TH Solutions
- Raintree
- Presence Learning
- Skype
- AdvancedMD
- Charm
- Clocktree
- Credible
- Dexterity
- FaceTime
- Google Duo
- ICANotes
- Jituzu
- Mend
- NextGen
- Qure4U
- Spruce
Is your organization using any telehealth peripherals?

- [ ] Yes, we are using peripherals
- [ ] No, we are not using any peripherals

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

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*NW 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 chart showing the percentage of providers who will offer telehealth services after the pandemic or the public health emergency declaration is lifted in 2020 and 2021. The majority of providers, indicated by the green bars, plan to offer telehealth services.](chart.png)
What telehealth related data are you collecting?

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

- None: 11%
- Internal: 27%
- Both: 35%
- External: 28%
What telehealth resources, tools, training and/or support do you or your organization need?
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

If no, what are primary reasons why?

- 13% Yes
- 43% Unsure
- 44% No

Concerns with reimbursement (please specify):
- 50%

Concerns with return on investment
- 281

Not applicable to my/our practice
- 20

Lack of clinician/staff buy-in
- 36

Lack of leadership
- 21

Lack of patient engagement/participation
- 11

Not applicable to my/our practice
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>18</td>
<td>37</td>
<td>56</td>
</tr>
<tr>
<td>Remote Eval of Recorded Info</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Visits (incl. FQHC &amp; RHC)</td>
<td>19</td>
<td>39</td>
<td>60</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>16</td>
<td>45</td>
<td>56</td>
</tr>
<tr>
<td>Principal Care Mgmt (PCM) – incl. FQHCs/RHCs</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs</td>
<td>27-BHI</td>
<td>33</td>
<td>58</td>
</tr>
<tr>
<td></td>
<td>13-CoCM</td>
<td></td>
<td></td>
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- 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>33</td>
<td>47</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>28</td>
</tr>
<tr>
<td>By a qualified <strong>nonphysician health care professional</strong> (98966-98968)</td>
<td>18</td>
</tr>
<tr>
<td>By a <strong>FQHC/RHC</strong> (G2025)</td>
<td>5</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>17</td>
<td>34</td>
<td>59</td>
</tr>
<tr>
<td>By the <strong>requesting/treating physician</strong></td>
<td>13</td>
<td></td>
<td></td>
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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>13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related remote patient monitoring services</td>
<td>12</td>
<td>45</td>
<td>51</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>9</td>
<td></td>
<td></td>
</tr>
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