

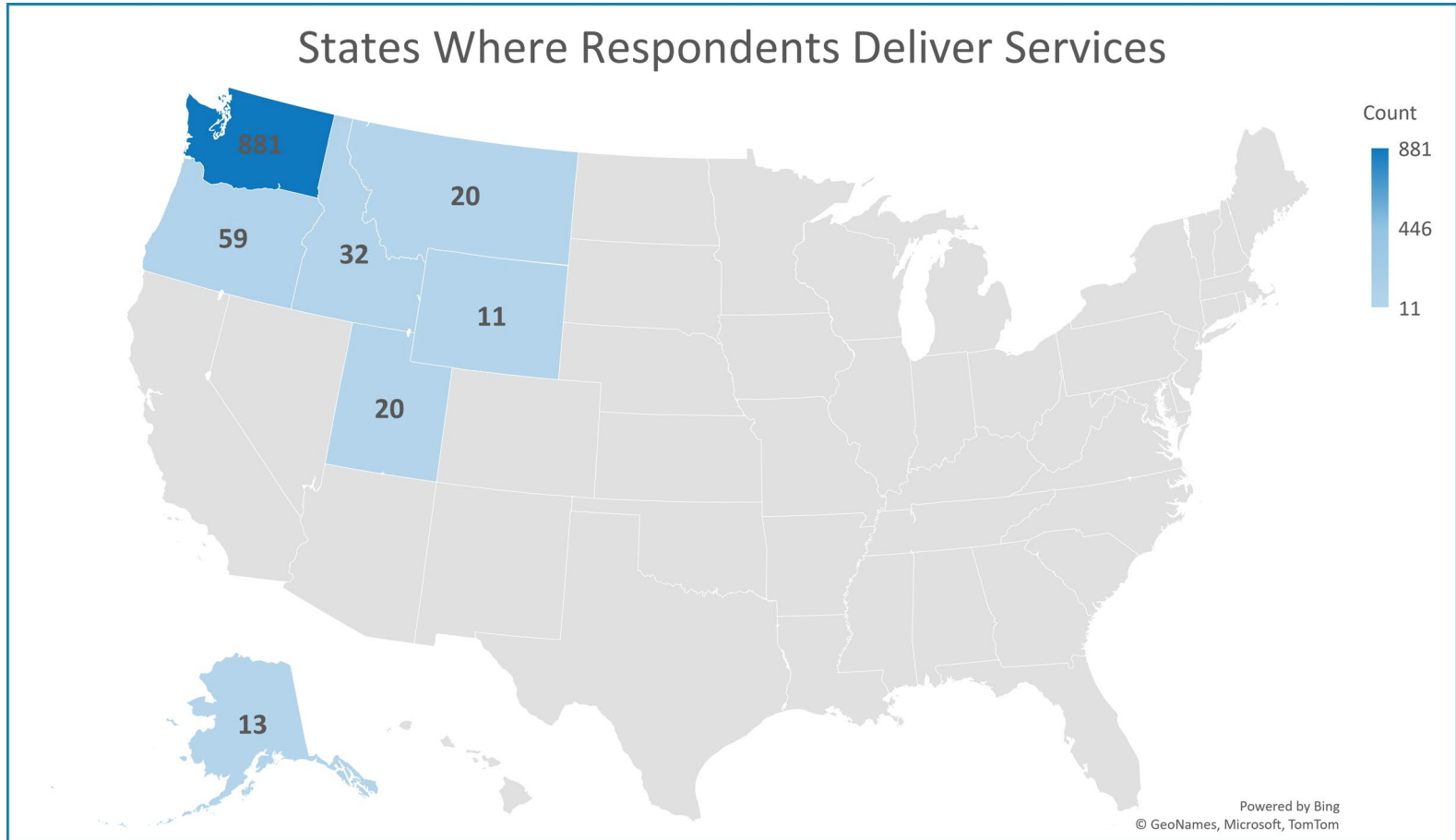


NRTRC Telehealth Survey Washington

2021

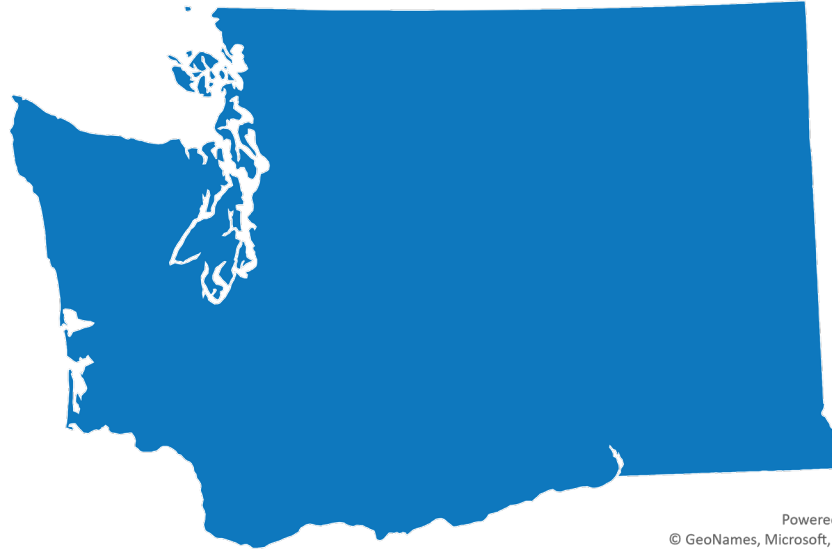


Geographic Distribution



*** Respondents may deliver services in multiple states**

Survey Response – Washington

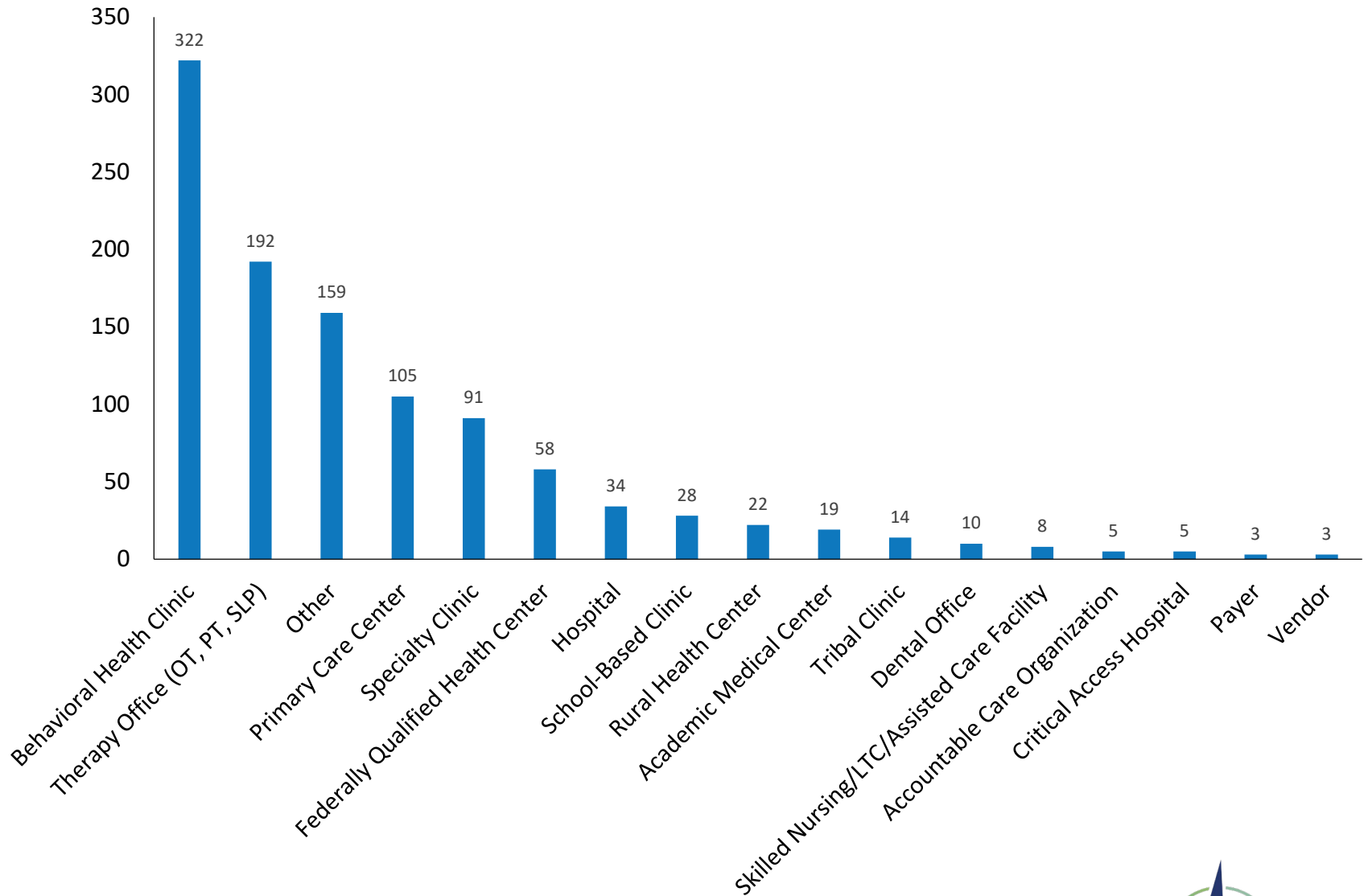


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Number of respondents that include Washington in their service area	
2020	2021
57	881

* Respondents may deliver services in other states

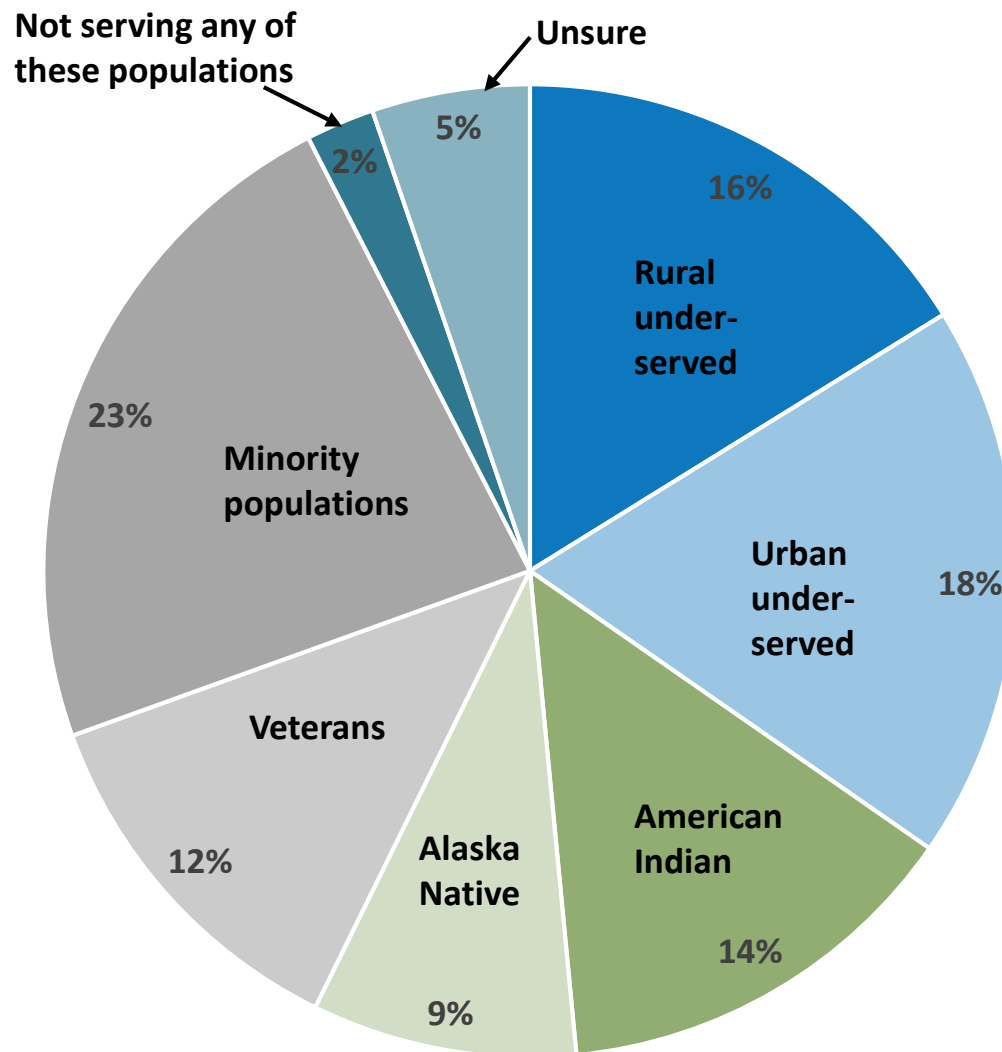
Which best describes your organization?



*** Respondents can select all that apply**

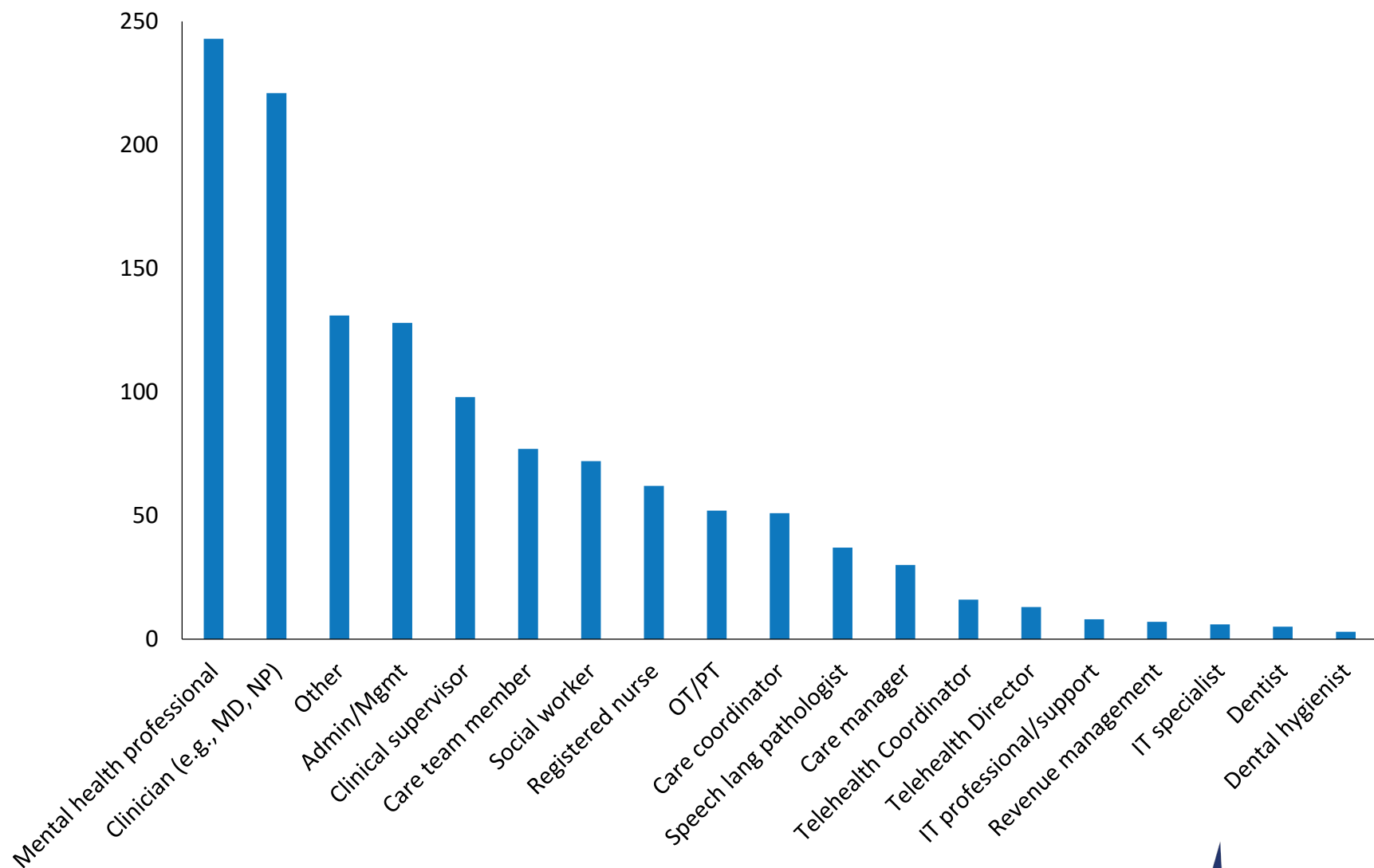


Types of special populations served



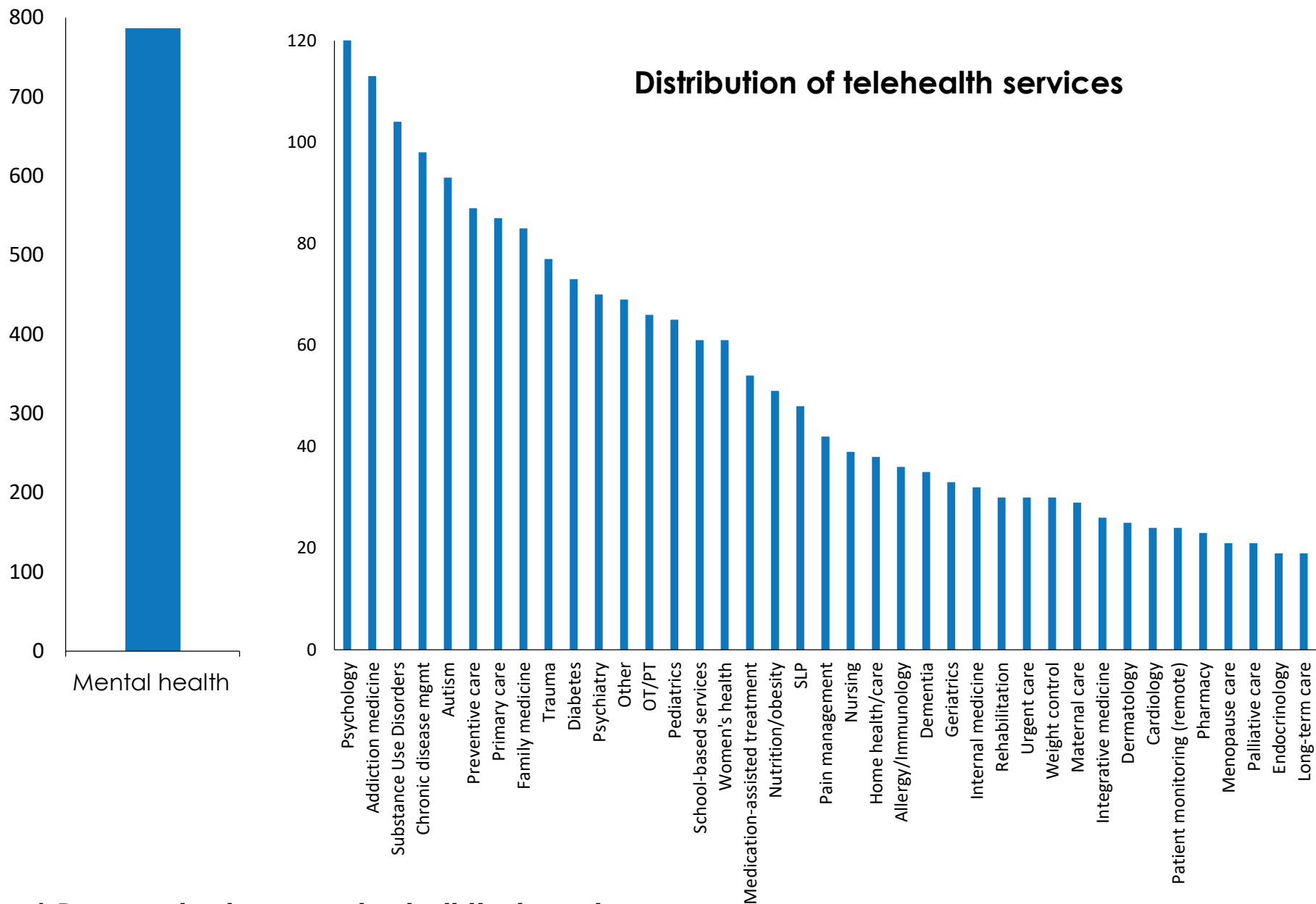


Position or role type?





Health care services delivered by telehealth, 1 of 2

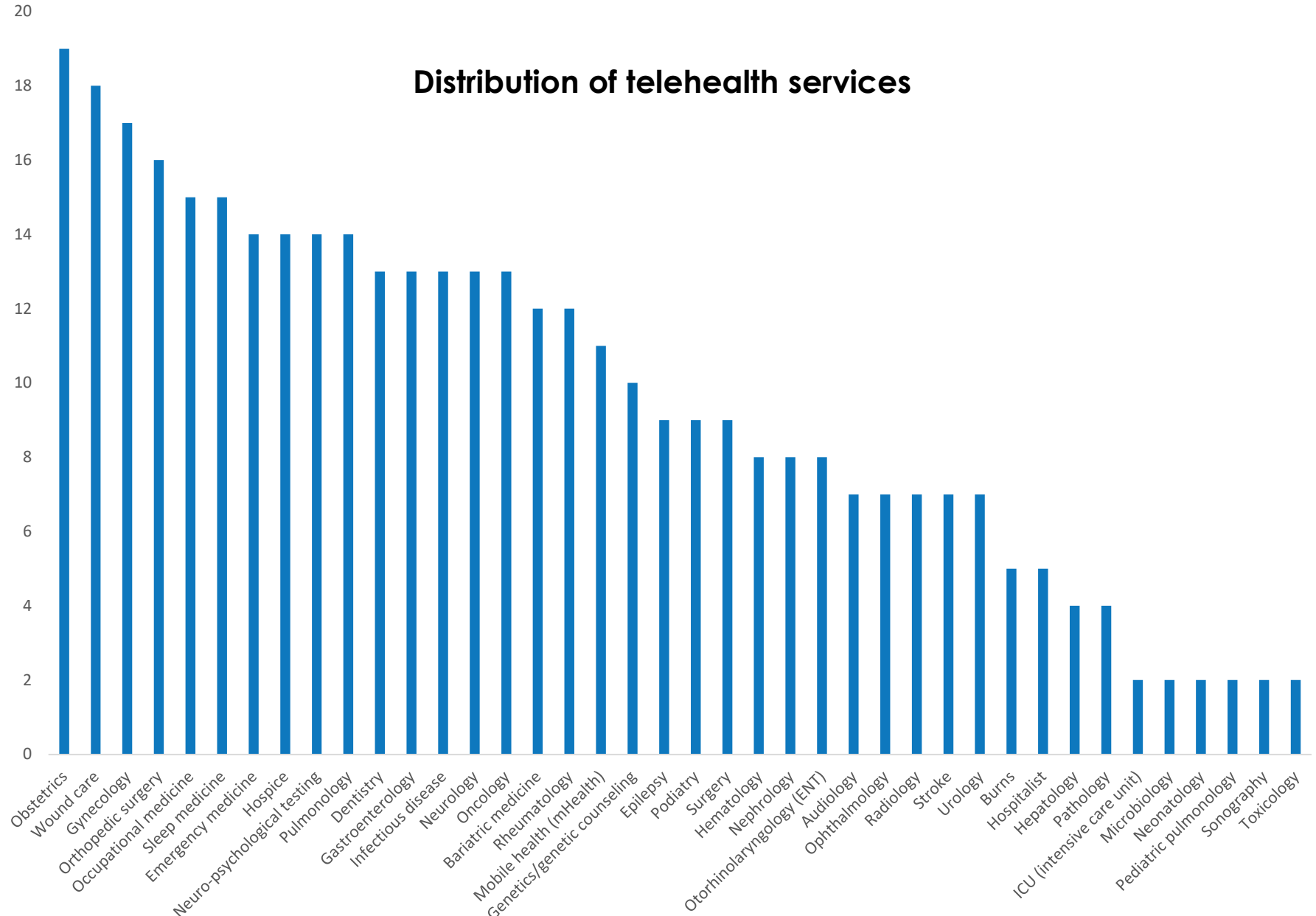


* Respondents can select all that apply



Health care services delivered by telehealth, 2 of 2

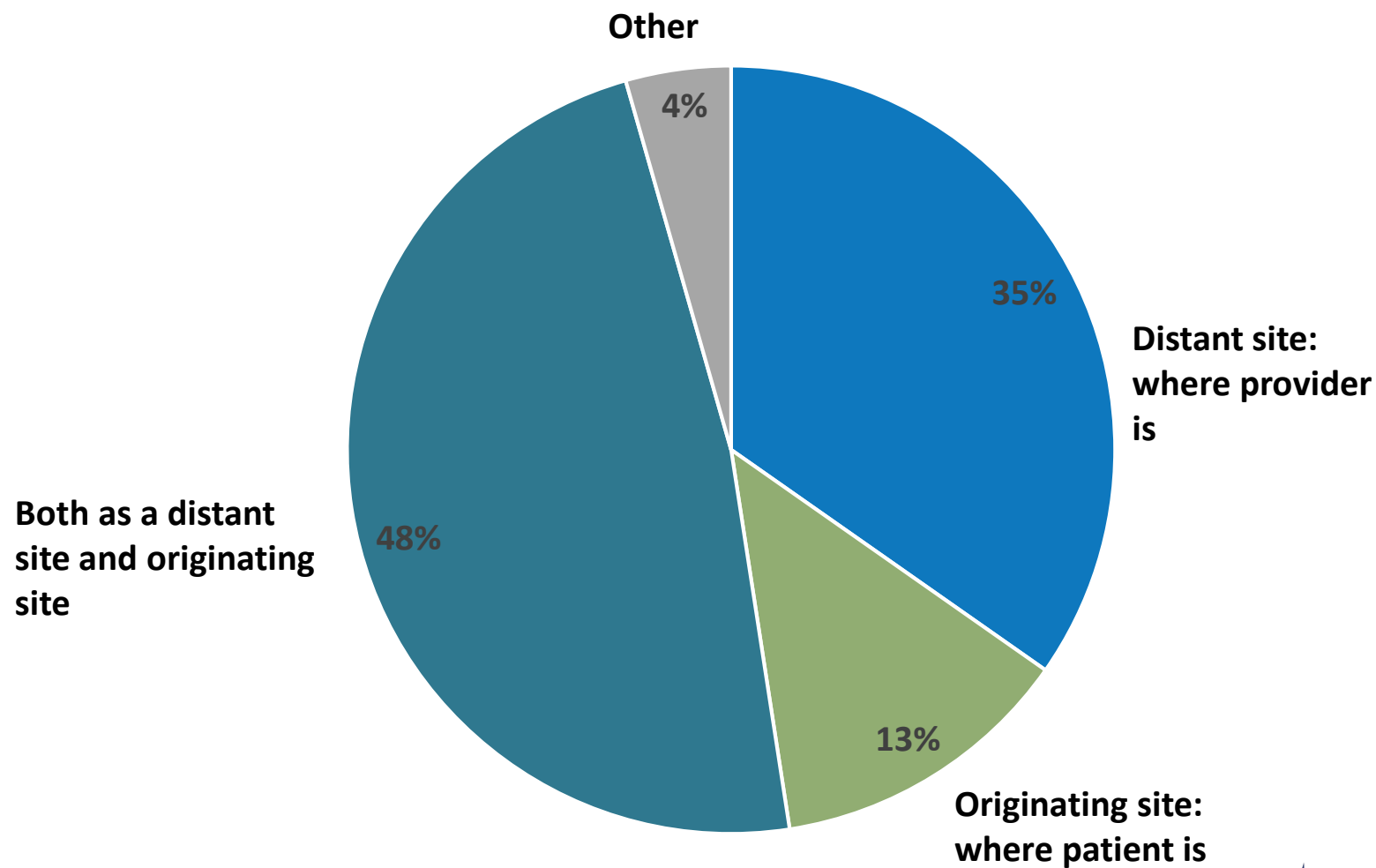
Distribution of telehealth services



*** Respondents can select all that apply**

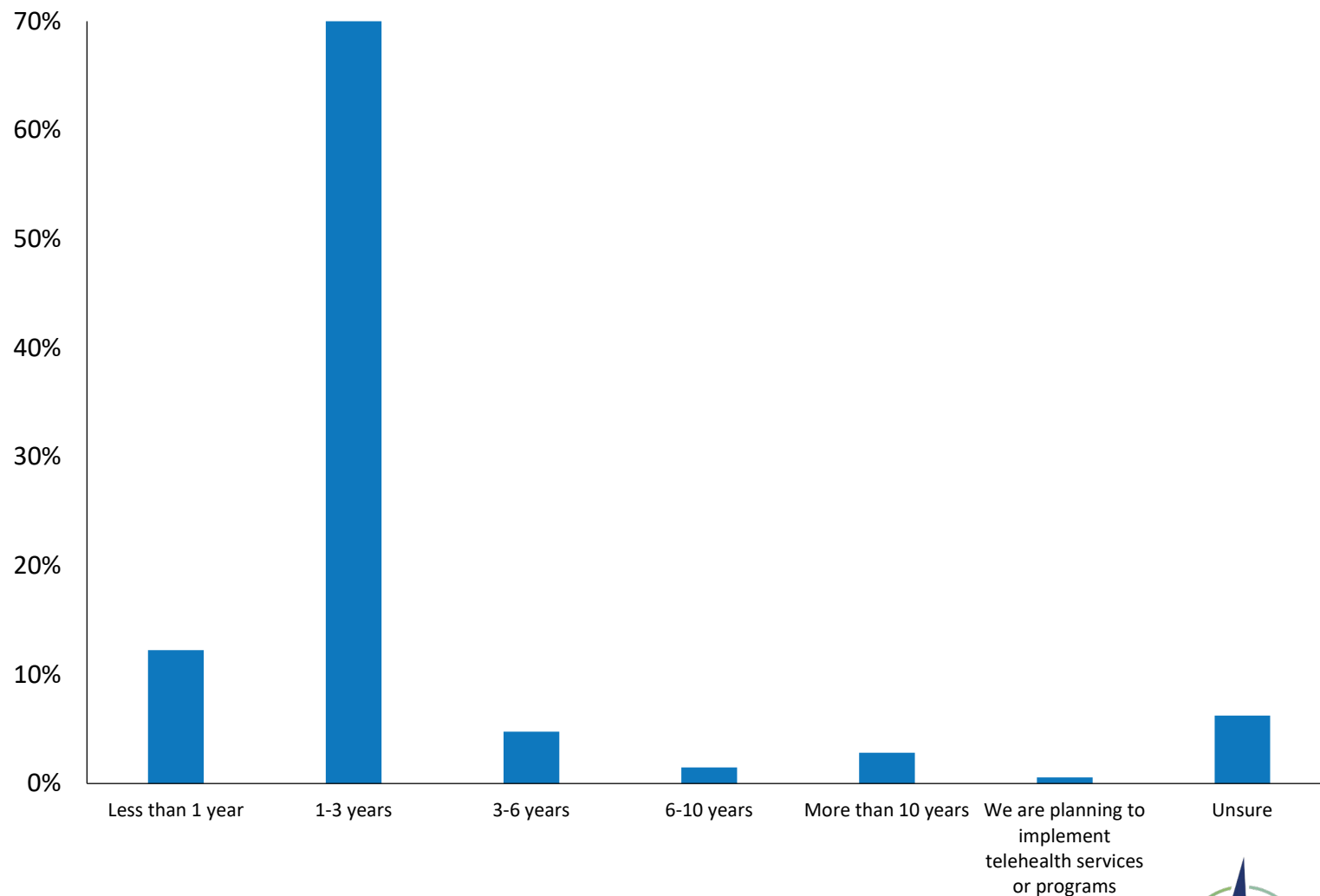


Health care services delivered by telehealth



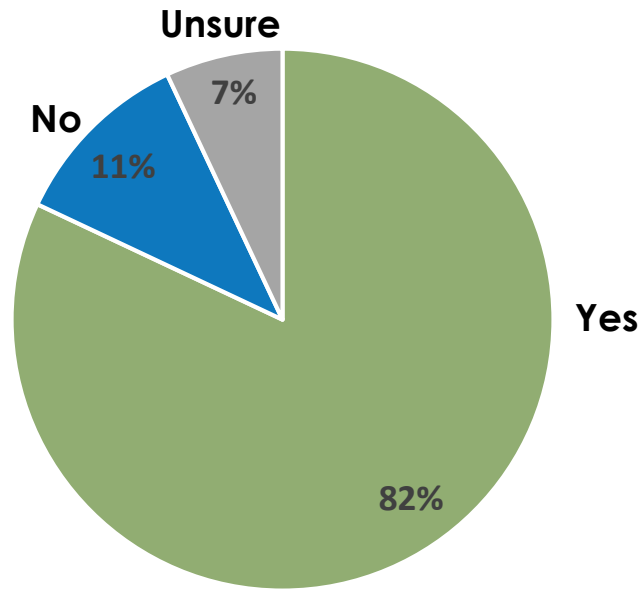


How long has your organization been offering telehealth services or programs?

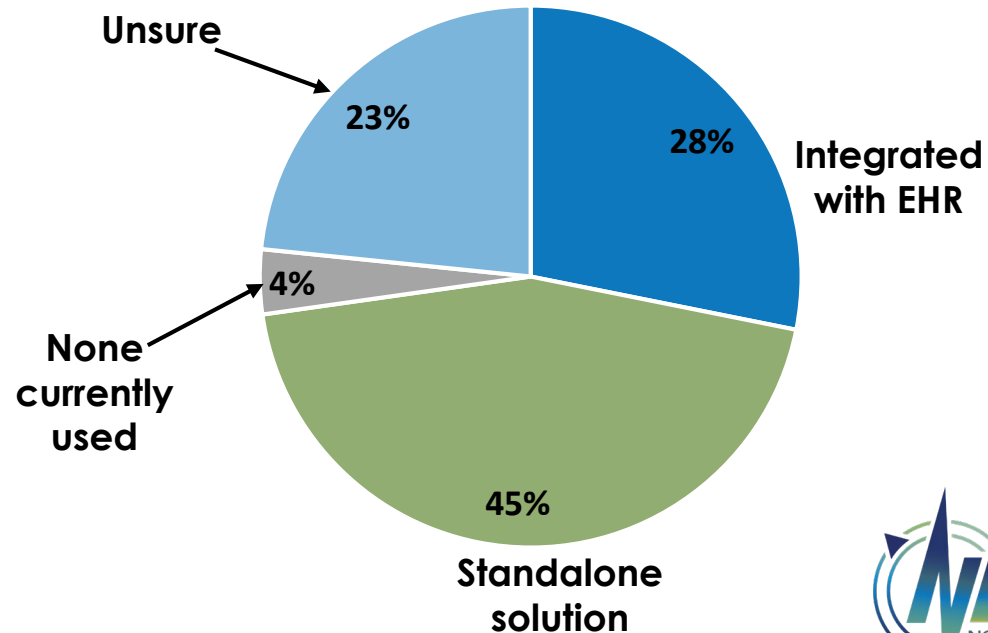




Do you or your organization use an electronic health record (EHR)?

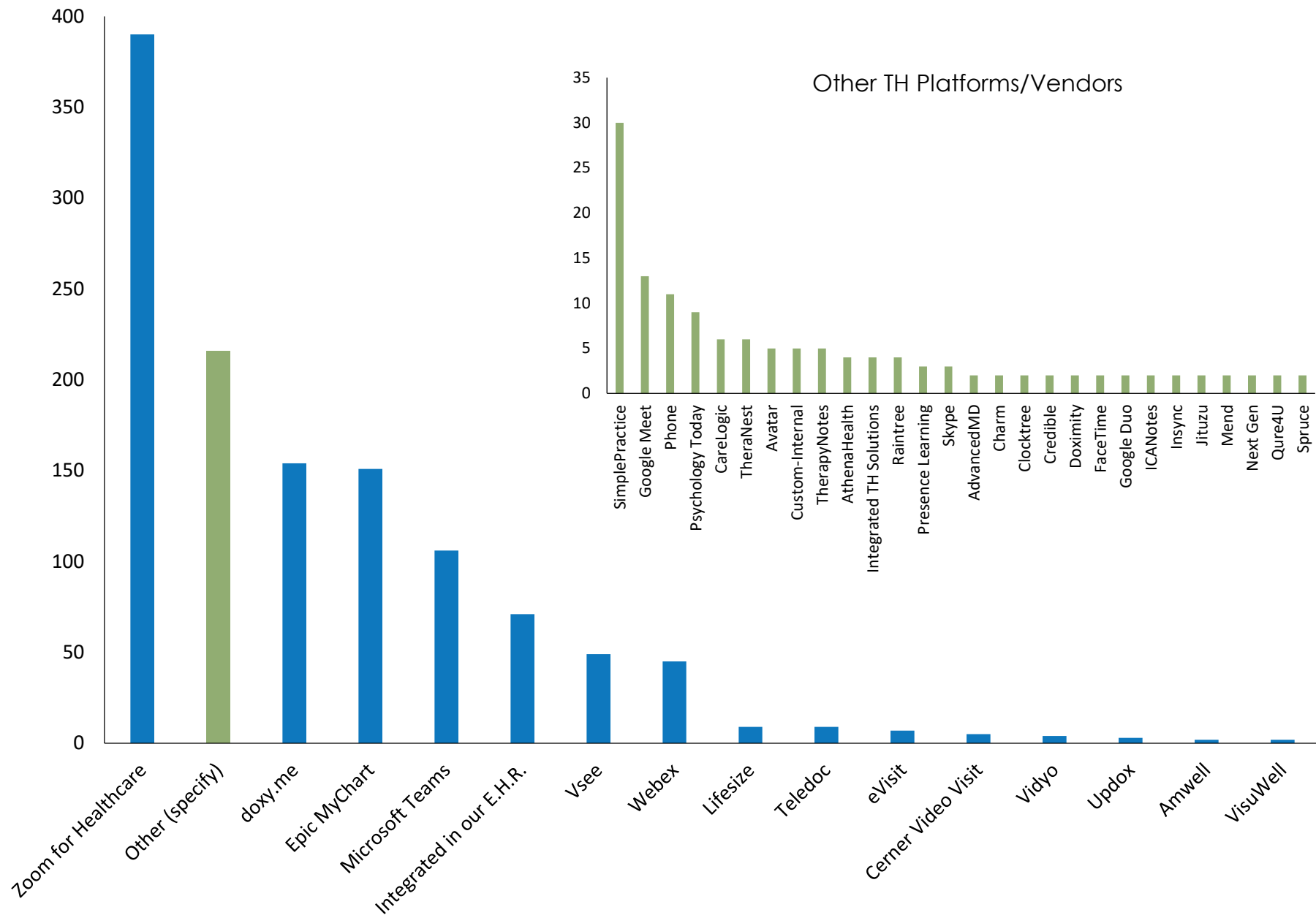


Type of telehealth platform used



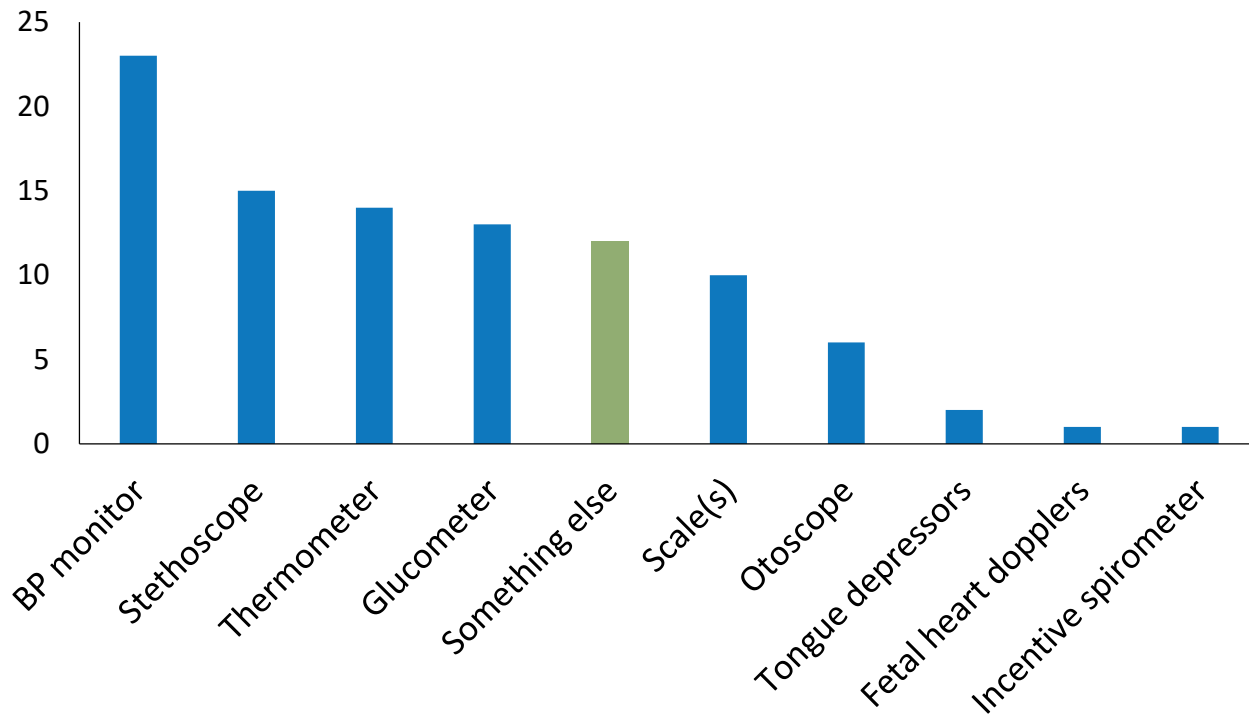
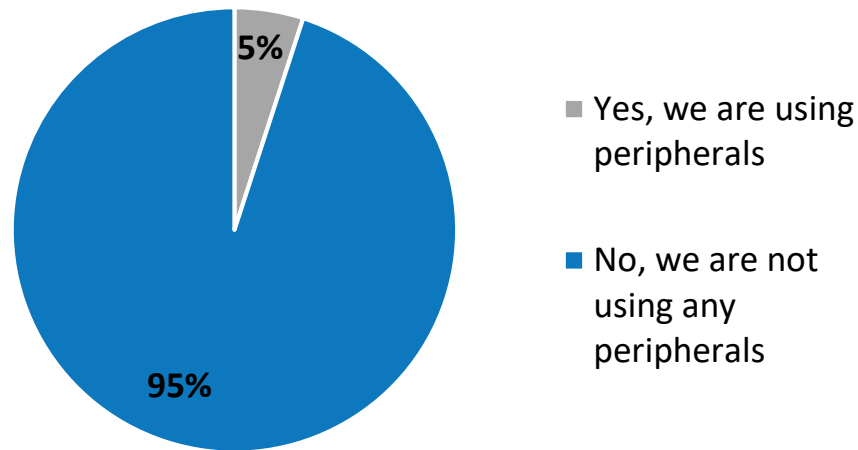


Telehealth Platforms or Vendors in Use





Is your organization using any telehealth peripherals?

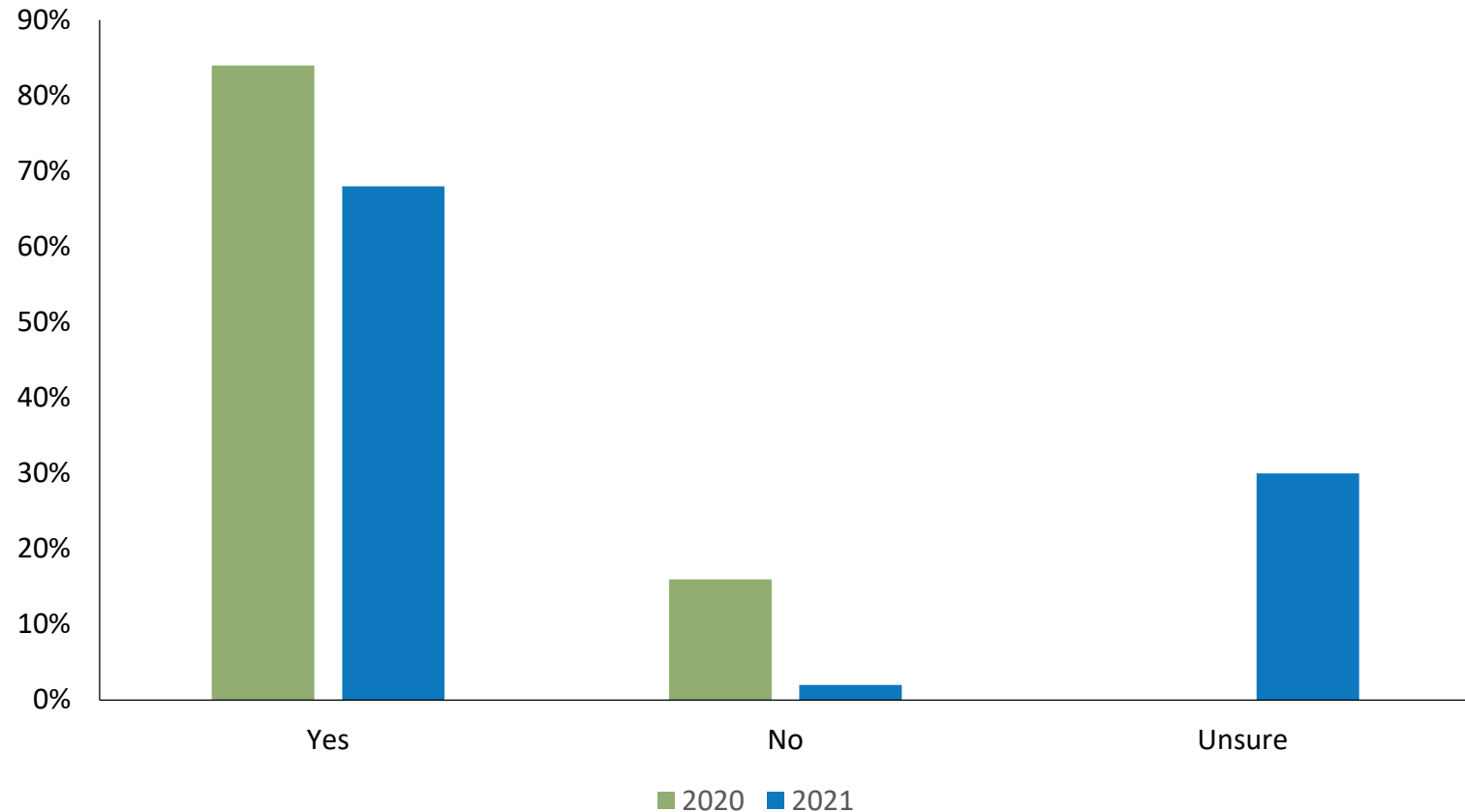


Something else (please specify):

- ROM smartphone app
- Camera
- Oximeter
- CGM
- mHealth

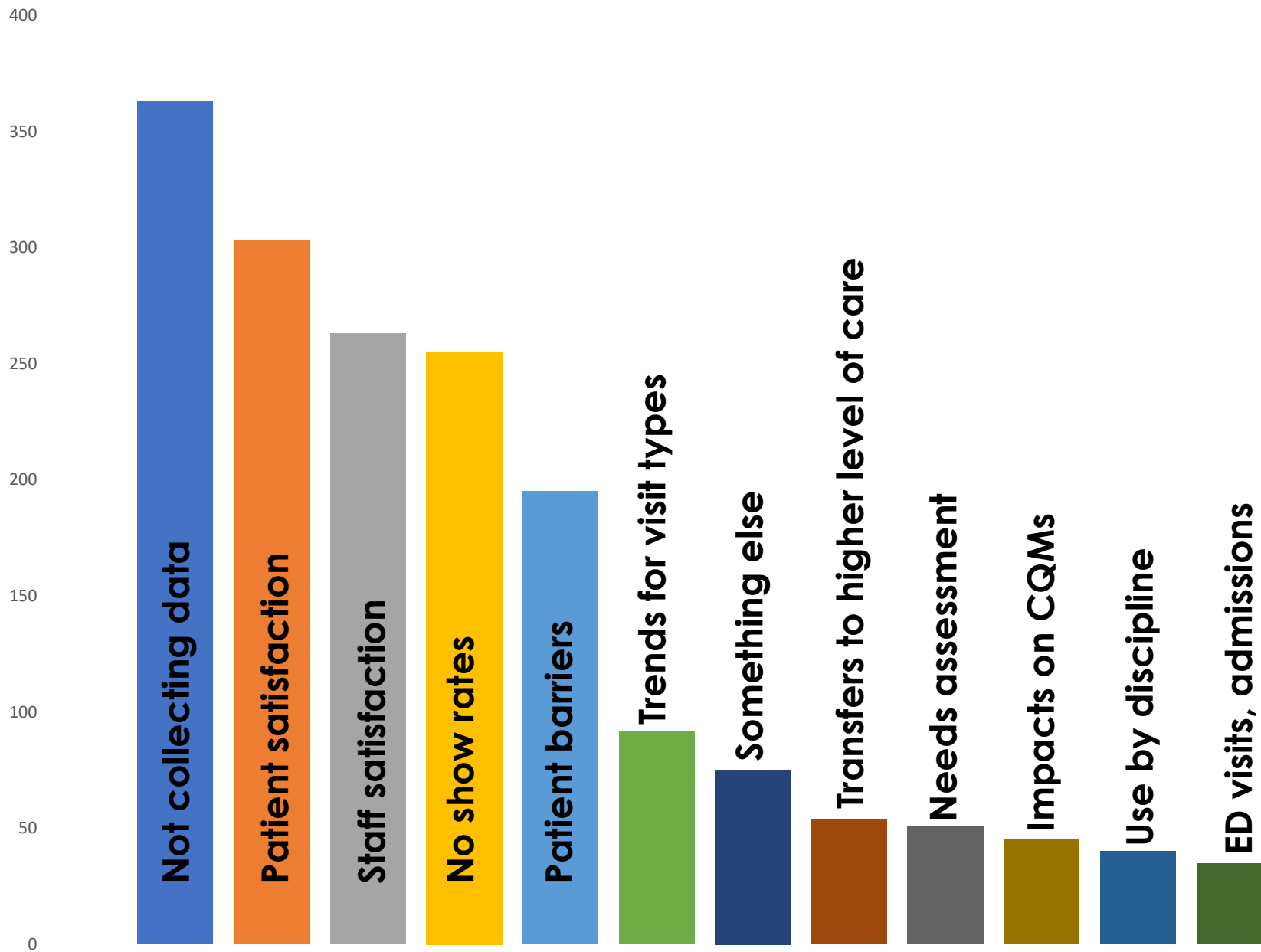


Will you offer telehealth services after the COVID-19 pandemic is over or the public health emergency declaration is lifted?



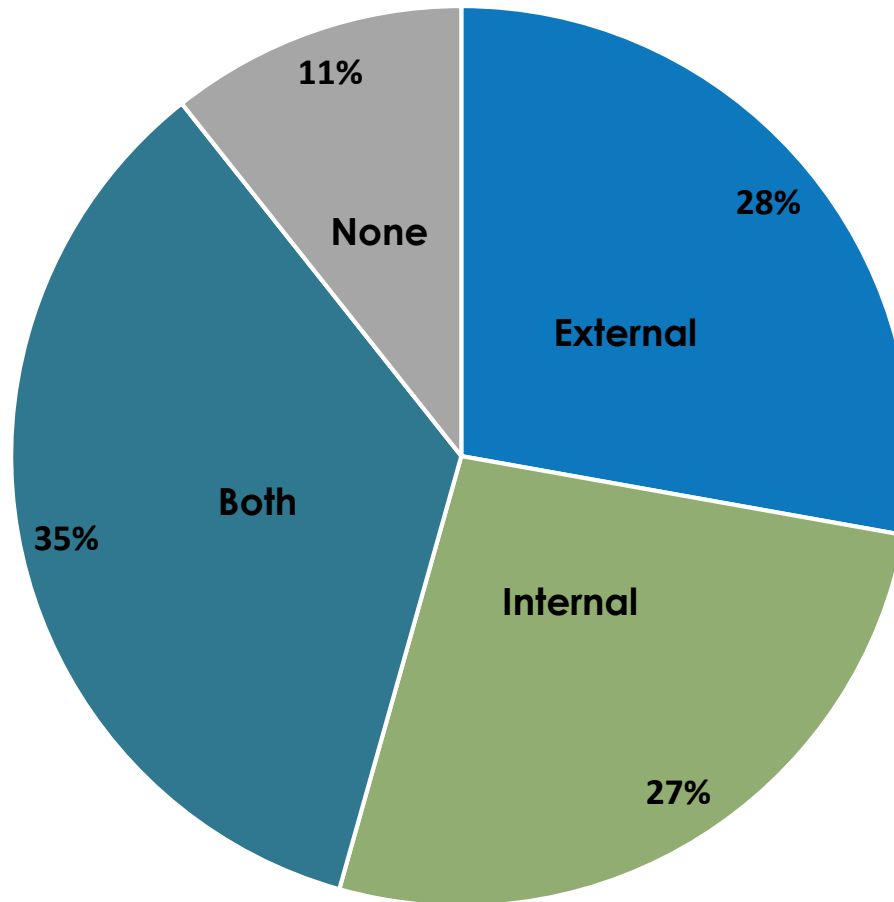


What telehealth related data are you collecting?



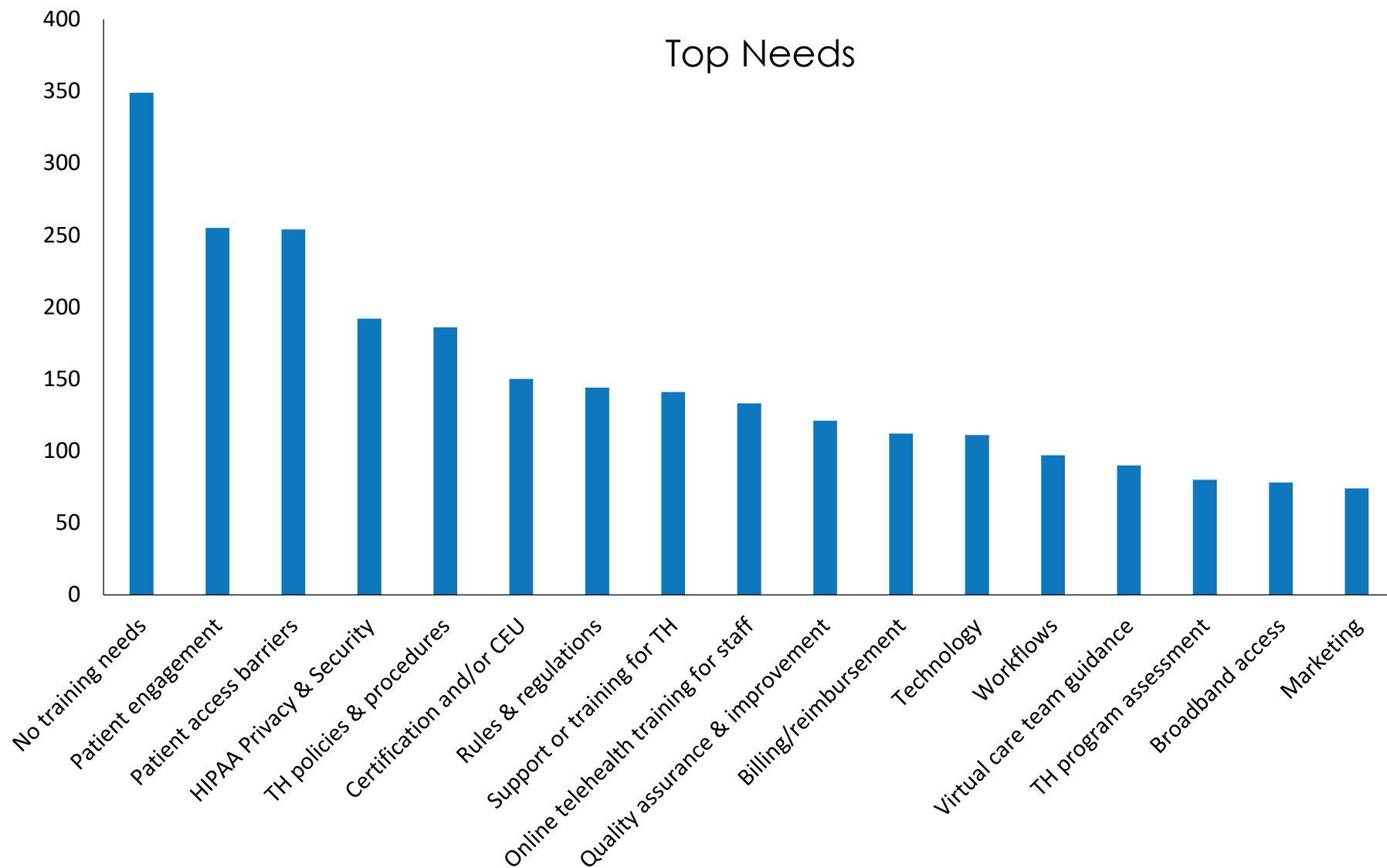


How does your organization receive telehealth-related training and support?



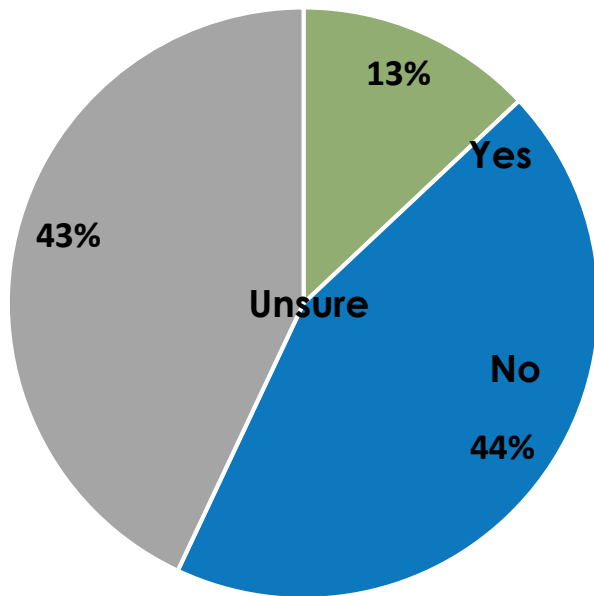


What telehealth resources, tools, training and/or support do you or your organization need?

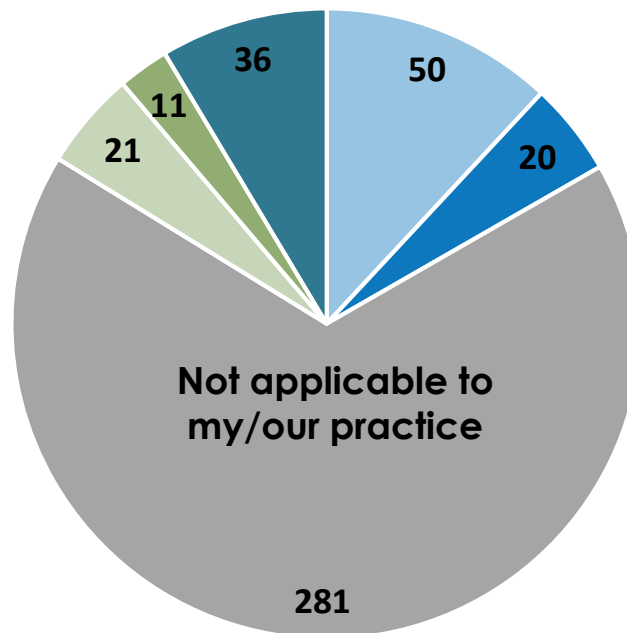




Are you or your organization providing or in the process of implementing any virtual services besides telehealth?



If no, what are primary reasons why?



- Concerns with reimbursement (please specify):
- Concerns with return on investment
- Not applicable to my/our practice
- Lack of clinician/staff buy-in
- Lack of leadership
- Lack of patient engagement/participation



Providing or in the process of implementing...

Virtual Service	Yes	No	Unsure
Virtual Check-Ins	18	37	56
Remote Eval of Recorded Info	14		
E-Visits (incl. FQHC & RHC)	19	39	60
Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs	16	45	56
Principal Care Mgmt (PCM)– incl. FQHCs/RHCs	8		
Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs	27-BHI	33	58
	13-CoCM		

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





Providing or in the process of implementing...

Virtual Service	No	Unsure
Telephone Evaluation and Management (E/M) Services	33	47

Telephone E/M Services (Breakdown)	Number
By a physician or other qualified healthcare professional (99441-99443)	28
By a qualified nonphysician health care professional (98966-98968)	18
By a FQHC/RHC (G2025)	5



Providing or in the process of implementing...

E-Consults (aka Interprofessional Consultations)	Yes	No	Unsure
By the consultative physician , including verbal and written report	17	34	59
By the requesting/treating physician	13		

Remote Physiologic/Patient Monitoring	Yes	No	Unsure
Initial set up and patient education	13	45	51
Related remote patient monitoring services	12		
Remote monitoring of blood pressure	9		