NRTRC Telehealth Survey Wyoming

2021
Geographic Distribution

Respondents may deliver services in multiple states
Survey Response – Wyoming

<table>
<thead>
<tr>
<th>Number of respondents that include Wyoming in their service area</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>21</td>
<td>11</td>
</tr>
</tbody>
</table>
Which best describes your organization?

* Respondents can select all that apply

- Specialty Clinic
- Other
- Therapy Office (OT, PT, SLP)
- Vendor
- Behavioral Health Clinic
- Accountable Care Organization
- Critical Access Hospital
- Hospital
- Payer
Types of special populations served

- Rural underserved: 20%
- Urban underserved: 18%
- Veterans: 14%
- Alaska Native: 9%
- American Indian: 16%
- Minority populations: 18%
- Rural underserved: 5%
- Unsure: 5%
Position or role type?

* Respondents can select all that apply
Health care services delivered by telehealth, 1 of 2

* Respondents can select all that apply

- Mental health
- Genetics/genetic counseling
- Chronic disease management
- Gynecology
- Nutrition/obesity
- Patient monitoring (remote)
- Addiction medicine
- Dermatology
- Diabetes
- Home health/care
- Mobile health (mHealth)
- Nursing
- Physical/occupational therapy
- Rehabilitation
- Substance/Opioid Use Disorders
- Trauma
- Bariatric medicine
- Cardiology
- Dementia
- Family medicine

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

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

- Both as a distant site and originating site: 55%
- Distant site: where provider is: 18%
- Originating site: where patient is: 18%
- Other: 9%
How long has your organization been offering telehealth services or programs?

- 1-3 years: 20%
- 3-6 years: 60%
- 6-10 years: 20%
Do you or your organization use an electronic health record (EHR)?

- **Yes**: 82%
- **No**: 18%

Type of telehealth platform used

- **Integrated with EHR**: 55%
- **Standalone solution**: 36%
- **Unsure**: 9%
Telehealth platforms or vendors used

- Integrated in our E.H.R.
- doxy.me
- Other (Please specify):
  - Custom - internal
  - DrChrono
- Zoom for Healthcare
- Amwell
- Updox

* Respondents can select all that apply
Is your organization using any telehealth peripherals?

- Yes, we are using peripherals: 36%
- No, we are not using any peripherals: 64%

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

- 55% Internal
- 27% Both
- 18% External
What telehealth resources, tools, training and/or support do you or your organization need?

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

- Yes: 36%
- No: 45%
- Unsure: 18%

If no, what are primary reasons why?

- Not applicable to our practice: 5
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>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Visits (incl. FQHC &amp; RHC)</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>3</td>
<td>1</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></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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<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>1</td>
<td>1</td>
</tr>
</tbody>
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<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>2</td>
</tr>
<tr>
<td>By a qualified <strong>nonphysician health care professional</strong> (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>
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<tbody>
<tr>
<td>By the <strong>consultative physician</strong>, including verbal and written report</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>By the <strong>requesting/treating physician</strong></td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>Remote Physiologic/Patient Monitoring</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
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<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>1</td>
<td>1</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>2</td>
<td></td>
<td></td>
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