# Table of Contents

Glossary 3  
Introduction 5  
Section 1: By the Numbers 6  
   Annual Telehealth Survey 7  
   NRTRC TA Metrics 16  
Section 2: Outreach 23  
   Annual Conference 24  
   Newsletters 25  
   Publications 26  
   Social Media 27  
Section 3: Telehealth Finder 28  
Section 4: Resources & Training 32  
   Online Telehealth Training 33  
   Webinars 44  
   Critical Access Hospital Telehealth Guide 46  
   Website 47

This publication was made possible by grant number G22RH31114 from the Office for the Advancement of Telehealth Health Resources and Services Administration, DHHS
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>BH</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>CAH</td>
<td>Critical Access Hospital</td>
</tr>
<tr>
<td>CEU</td>
<td>Continuing Education Unit</td>
</tr>
<tr>
<td>CME</td>
<td>Continuing Medical Education</td>
</tr>
<tr>
<td>CMHC</td>
<td>Community Mental Health Center</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>CQM</td>
<td>Clinical Quality Measure</td>
</tr>
<tr>
<td>DCR</td>
<td>Designated Crisis Responder</td>
</tr>
<tr>
<td>DO</td>
<td>Doctor of Osteopathic Medicine</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>FQHC</td>
<td>Federally Qualified Health Center</td>
</tr>
<tr>
<td>HHS</td>
<td>U.S. Department of Health and Human Services</td>
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<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
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<tr>
<td>HRSA</td>
<td>Health Resources and Services Administration</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>MA</td>
<td>Medical Assistant</td>
</tr>
<tr>
<td>MD</td>
<td>Doctor of Medicine</td>
</tr>
<tr>
<td>ND</td>
<td>Naturopathic Doctor</td>
</tr>
<tr>
<td>NP</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>NRTRC</td>
<td>Northwest Regional Telehealth Resource Center</td>
</tr>
<tr>
<td>OUD</td>
<td>Opiate Use Disorder</td>
</tr>
<tr>
<td>OP</td>
<td>Outpatient</td>
</tr>
<tr>
<td>OT</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>PA</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Project ECHO</td>
<td>Extension for Community Healthcare Outcomes program</td>
</tr>
<tr>
<td>PT</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>RHC</td>
<td>Rural Health Clinic</td>
</tr>
<tr>
<td>ROM</td>
<td>Read Only Memory</td>
</tr>
<tr>
<td>SLP</td>
<td>Speech Language Pathology</td>
</tr>
<tr>
<td>SORH</td>
<td>State Office of Rural Health</td>
</tr>
<tr>
<td>TA</td>
<td>Technical Assistance</td>
</tr>
<tr>
<td>TH</td>
<td>Telehealth</td>
</tr>
<tr>
<td>TRCs</td>
<td>Telehealth Resource Center</td>
</tr>
<tr>
<td>UETN</td>
<td>Utah Education and Telehealth Network</td>
</tr>
<tr>
<td>UTN</td>
<td>Utah Telehealth Network</td>
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</table>
## Regional Telehealth Resource Centers

<table>
<thead>
<tr>
<th>Center</th>
<th>Description</th>
<th>Serving Area</th>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTRC</td>
<td>California Telehealth Resource Center</td>
<td>Serving California</td>
<td><a href="http://www.caltrc.org">http://www.caltrc.org</a></td>
<td>877. 590. 8144</td>
</tr>
<tr>
<td>gpTRAC</td>
<td>Great Plains Telehealth Resource &amp; Assistance Center</td>
<td>Serving North Dakota, South Dakota, Minnesota, Iowa, Wisconsin and Nebraska</td>
<td><a href="http://www.gptrac.org">http://www.gptrac.org</a></td>
<td>888. 239. 7092</td>
</tr>
<tr>
<td>HTRC</td>
<td>Heartland Telehealth Resource Center</td>
<td>Serving Kansas, Missouri and Oklahoma</td>
<td><a href="http://www.heartlandtrc.org">http://www.heartlandtrc.org</a></td>
<td>877. 643. 4872</td>
</tr>
<tr>
<td>SCTRC</td>
<td>South Central Telehealth Resource Center</td>
<td>Serving Arkansas, Mississippi and Tennessee</td>
<td><a href="http://www.learntelehealth.org">http://www.learntelehealth.org</a></td>
<td>855. 664. 3450</td>
</tr>
<tr>
<td>SETRC</td>
<td>Southeast Telehealth Resource Center</td>
<td>Serving Alabama, Georgia, South Carolina, Florida, Puerto Rico and US Virgin Islands</td>
<td><a href="http://www.setrc.us">http://www.setrc.us</a></td>
<td>888. 738. 7210</td>
</tr>
<tr>
<td>SWTRC</td>
<td>Southwest Telehealth Resource Center</td>
<td>Serving Arizona, Colorado, New Mexico, Utah and Nevada</td>
<td><a href="http://www.southwesttrc.org">http://www.southwesttrc.org</a></td>
<td>877. 535. 6166</td>
</tr>
<tr>
<td>TexLa</td>
<td>TexLa Telehealth Resource Center</td>
<td>Serving Texas and Louisiana</td>
<td><a href="http://www.texlatrc.org">http://www.texlatrc.org</a></td>
<td>877. 391. 0487 direct: 806. 743. 7960</td>
</tr>
</tbody>
</table>

## National Telehealth Resource Centers

<table>
<thead>
<tr>
<th>Center</th>
<th>Description</th>
<th>Serving Area</th>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>NRTRC</td>
<td>National Telehealth Policy Resource Center</td>
<td>Serving all Telehealth Resource Centers and all states</td>
<td><a href="http://www.cchpca.org">http://www.cchpca.org</a></td>
<td>877. 707. 7172</td>
</tr>
<tr>
<td>UMTRC</td>
<td>National Telehealth Technology Assessment Resource Center</td>
<td>Serving all Telehealth Resource Centers and all states</td>
<td><a href="http://www.telehealthtechnology.org">http://www.telehealthtechnology.org</a></td>
<td>844. 242. 0075</td>
</tr>
</tbody>
</table>

[www.TelehealthResourceCenter.org](http://www.TelehealthResourceCenter.org)
Introduction

The 2021 Telehealth Technical Assistance Report provides a look into the resources, data, analytics and educational courses that are a focus and guidance for the Northwest Regional Telehealth Resource Center (NRTRC). It is our hope that the publication of this report will provide value for others working in the realm of telehealth.

The NRTRC has a mission to advance the development, implementation and integration of telehealth programs in rural and medically underserved communities.

The purpose of the NRTRC program is to assist health care providers, organizations and networks in implementing cost-effective telehealth programs that serve rural and medically underserved areas and populations.

The NRTRC is funded by the Health Resources and Services Administration (HRSA) and is part of the National Consortium of Telehealth Resource Centers (NCTRC) and is hosted by the Utah Educational Telehealth Network (UETN).

NRTRC.org
Section 1: By the Numbers

This section highlights findings from the 2020 and 2021 NRTRC Annual Telehealth surveys, providing information on the many needs of telehealth programs and allowing providers to move forward with quality care for patients. The Annual Telehealth Survey was completed by nearly 1,000 respondents in 2021.

These reports illustrate who the respondents were, how they work and what they believe they need to improve telehealth care in their locations.

NRTRC metrics summarize the technical assistance (TA) provided by the NRTRC in 2021. These reports allow a look into who requested support, how the request was managed and what type of TA was needed.
NRTRC 2021 Annual Telehealth Survey

States where respondents deliver services

Respondents were able to select more than one state
High response rate in Washington due to SB6061

Number of completed surveys

4X Increase in survey response from 2020 to 2021
Types of special populations served

- **Minority Populations**: 23%
- **Veterans**: 12%
- **Alaska Native**: 8%
- **American Indian**: 14%
- **Urban Underserved**: 19%
- **Rural Underserved**: 17%
- **Unsure**: 5%
- **Populations Not Served**: 2%

NRTRC 2021 Annual Telehealth Survey
Healthcare services delivered by telehealth

Mental Health Services > 6X than all other healthcare services delivered

Respondents selected all that applied
Healthcare services delivered by telehealth

Respondents selected all that applied

For a full list of telehealth services included on the survey, reach out to info@nrtrc.org
Type of telehealth platform used

- 81% No Telehealth Platform
- 45% Standalone Solution
- 28% Integrated with EHR
- 22% Unsure

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

- 81% Yes
- 12% No
- 6% Unsure
- 22% Unsure
NRTRC 2021 Annual Telehealth Survey
NRTRC 2021 Annual Telehealth Survey

Telehealth peripherals

- **Yes, we are using peripherals**: 7%
- **No, we are not using any peripherals**: 93%

Types of peripherals used

- BP Monitor
- Stethoscope
- Glucometer
- Other
- Otoscope
- Thermometer
- Scale(s)
- Incentive Spirometer
- Tongue Depressors
- Fetal Heart Dopplers

**Other:**
- ROM smartphone app
- Camera for inside mouth
- Sonogram
- Pulse/ox
- mHealth
- Oximeter
- CGM
- Dermascope
- Amwell eye lens
- TytoCare
Telehealth data being collected

- Not Collecting Data
- Patient Satisfaction
- Staff Satisfaction
- No Show Rates
- Patient Barriers
- Trends For Visit Types
- Other
- Needs Assessment
- Transfers To Higher Level Of Care
- Use By Discipline
- Impacts on CQMS
- ED Visits, Admissions
- Patient Barriers
Telehealth resources, tools, training and support needed by organizations

Top 10 educational needs
Clients served in the Northwest Region

- AK: 90 (2020), 539 (2021)
NRTRC TA Metrics

HRSA Regions

Clients served by HRSA Region

More information on HRSA Regions located here: https://www.hrsa.gov/sites/default/files/hrsa/about/organization/bureaus/oro/OROfactsheet.pdf
Organizations and service types requesting TA
Organizations and service types requesting TA

- Insurers/Health Plans/Payers
- Other OP Healthcare Provider
- Clinic - Mental Health/CMHC/Inpatient
- CAH
- Press/Media
- Provider - PT/OT/SLP/Rehab services
- Services - Consulting
- Clinic - School-Based Clinic
- Government - Corrections
- Government - Medicaid/Medicare
- Government - Social Services
- HRSA Grantee - SORH
- HRSA Grantee - MCO
- Government - HRSA/Other Federal Agency
- Patient/Consumer/Advocacy Group
- Services - Billing/Coding
- Services - Pharmacy/Labs
NRTRC TA Metrics

Communication methods of TA

Method of inquiry

- TRC Initiated: 9%
- Referral From Another TRC: 7%
- Other: 3%
- Email: 30%
- Phone: 20%
- TRC Website Form: 30%
- In Person: 1%

Method of response

- Videoconference: 15%
- Phone: 13%
- Email: 69%
- Other: 3%
Top telehealth inquiries
Section 2: Outreach

In 2021, the NRTRC hosted their annual telehealth conference virtually and participated in and exhibited at several partner outreach virtual conferences.

This section also highlights the NRTRC produced newsletters, publications and social media activity over the past year.
NRTRC 2021 Annual Conference

Highlights from the conference

- Improving healthcare for disadvantaged populations
- Evolution of telehealth: access, care, technology and regulation
- Networking within individual states
- Received top survey scores from participants for conference content

Future Takeaways

- Strengthen tribal involvement
- Showcase telehealth innovations

Keynote Speakers

Adimika Arthur, PhD
Executive Director, Healthtech 4 Medicaid

Stewart Ferguson, PhD
Chief Information Officer, Alaska Native Tribal Health Consortium

349 registrants
33 states
21 presenters

Link to more information: https://nrtrc.org/conference/past/2021/
NRTRC Newsletter

https://nrtrc.org/resources/newsletters.shtml#nrtrc

12 Monthly newsletters distributed in 2021
33,000 Recipients each month
30% Average open rate

To subscribe, visit: https://nrtrc.org/mailing_list.shtml
NRTRC's Contributions to Publications

The Way We Work Now: Pregnancy in the Time of Telehealth


“Before March 2020, only 12% of OB/GYNs had used telemedicine for patient visits. By June 2020, that skyrocketed to 84%.”

Addressing the Digital Divide: Overcoming Telehealth Inequities


“All told, anywhere between 21 and 42 million Americans lack high-speed Internet access, according to the Federal Communications Commission.”
Social Media

**Twitter |** [https://twitter.com/NRTRC](https://twitter.com/NRTRC)

- # Followers: 1,256
- # Tweets: 35
- # Mentions: 32
- Growth Rate - Followers: 2%
- Growth Rate - Profile Visits: 13%
- Growth Rate - Impressions: 12%

**LinkedIn |** [https://www.linkedin.com/company/nrtrc/](https://www.linkedin.com/company/nrtrc/)

- # Followers: 405
- Growth Rate - Impressions: 40%

**Instagram |** [https://www.instagram.com/nrtrc/](https://www.instagram.com/nrtrc/)

- # Followers: 128
- # Posts: 53
- Growth Rate - Followers: 6%
- Growth Rate - Reach: 45%
- Growth Rate - Engagement: 125%

**Facebook |** [https://www.facebook.com/NRTRC](https://www.facebook.com/NRTRC)

- # Followers: 138
- Growth Rate - Reach: 85%
- Growth Rate - Engagement: 27%

NRTRC’s social media program expanded in 2021, laying the foundation for evolving outreach.
Section 3: Telehealth Finder

Launched in 2021, the Telehealth Finder tool is used by both patients and providers to locate telehealth services and specialty care.
NRTRC Telehealth Finder

Web tool available to the public

https://findtelehealth.nrtrc.org/map

- Patients search by specialty care and geographic location within the seven Northwest States supported by the NRTRC
- 1,628 page views from August - December 2021
## Types of telehealth services represented

<table>
<thead>
<tr>
<th>Telehealth Type</th>
<th>Telehealth Type Summary</th>
<th>Use Case / Facility Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On-Demand Direct to Patient</strong></td>
<td>Virtual care for patients seeking help with minor medical concerns without an appointment with their regular provider.</td>
<td>Phone or video Large Health Systems (hospitals with many outpatient clinics)</td>
</tr>
<tr>
<td><strong>Director Provider to Patient</strong></td>
<td>Providers conduct virtual visits with their patients who are at home during a scheduled appointment.</td>
<td>Independent Clinics, Community Health Centers, Hospital Affiliated Clinics, Rural Health Clinics, Indian Health Services, Tribal Health Organization Clinics</td>
</tr>
<tr>
<td><strong>Inpatient Specialty Consult</strong></td>
<td>Specialists provide on demand virtual consultations to local clinicians in an inpatient or hospital setting.</td>
<td>Hospitals, Critical Access Hospital</td>
</tr>
<tr>
<td><strong>Outpatient Specialty Consult to Patient</strong></td>
<td>Providers conduct virtual visits with patients who are in a clinical setting for follow-up specialty care.</td>
<td>Hospital, Hospital Affiliated Clinic</td>
</tr>
</tbody>
</table>
Geographic distribution of facilities/providers

75% of facilities have requested to be included in the database

5,349 facilities/providers listed

To be included, visit: https://wimtracking.com/telehealth/
Section 4: Resources & Training

Over 30,000 professionals enrolled in (and nearly 19,000 of them completed) online telehealth training courses hosted by the NRTRC in 2021.

The NRTRC participated in over 100 webinars, virtual trainings and online educational offerings touching over 30,000 participants.

In addition to the Telehealth Finder mapping tool, the NRTRC hosts the NRTRC.org website, home of valuable telehealth resources for health care providers, organizations, patients and networks.
Online Telehealth Training

NRTRC hosts free online courses

https://nrtrc.catalog.instructure.com/

- Web-based learning
- Continuing medical education credits (CME’s)
- Collaborations with:
  - University of Utah
  - University of Washington
  - Washington TH Collaborative
  - Harborview Medical Center
- Online courses launched in December 2020
Online Telehealth Training

Geographic distribution of enrollees

50 states represented + District of Columbia
47 international enrollments

Including: Argentina, Australia, Canada, Ethiopia, Ghana, India, Jamaica, Japan, Mexico, Nigeria, Philippines, Puerto Rico, Qatar, Saudi Arabia, Somalia, Taiwan, Uganda, United Arab Emirates, United Kingdom
Online Telehealth Training

Geographic distribution course completions

Enrollees may practice in multiple states

49 states represented + District of Columbia
21 international completions

Including: Australia, Canada, India, Mexico, Nigeria, Puerto Rico, Qatar, Taiwan, Uganda, United Arab Emirates, United Kingdom
Online Telehealth Training

Course participation

Volume of participation in Washington State course is 3X greater than other courses combined.
Washington State Healthcare Professional Telemedicine Training

Enrollment Count: 21,815
Completion Count: 16,341
Online Telehealth Training

Telebehavioral Health 101

<table>
<thead>
<tr>
<th>Enrollment Count</th>
<th>Completion Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,262</td>
<td>1,730</td>
</tr>
</tbody>
</table>
NRTRC Telehealth 101

Enrollment Count

Completion Count

<table>
<thead>
<tr>
<th>Enrollment Count</th>
<th>Completion Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>882</td>
<td>286</td>
</tr>
</tbody>
</table>
VA Telebehavioral Health 101

Enrollment Count: 95
Completion Count: 7
Online Telehealth Training

Online training participation timeline
December 2020 - December 2021

Washington State mandated training begins 1/1/2021

Washington State mandated training completions due 6/30/2021

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<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollments</td>
<td>5608</td>
<td>8160</td>
<td>3652</td>
<td>3267</td>
<td>2944</td>
<td>2065</td>
<td>4411</td>
<td>1180</td>
<td>759</td>
<td>691</td>
<td>722</td>
<td>665</td>
</tr>
<tr>
<td>Completions</td>
<td>2628</td>
<td>4744</td>
<td>2149</td>
<td>2071</td>
<td>1947</td>
<td>1308</td>
<td>3298</td>
<td>766</td>
<td>448</td>
<td>421</td>
<td>415</td>
<td>401</td>
</tr>
</tbody>
</table>
Participation within the NRTRC Region

Course Enrollments

- 95% WA
- 5% Other
- 77% OR
- 1% - WY
- 3% AK
- 3% UT
- 4% MT
- 10% ID

Course Completions

- 95% WA
- 5% Other
- 83% OR
- 3% AK
- 3% UT
- 3% MT
- 9% ID
- 2% WY
Who is completing courses?

For full list of job types, contact us: [https://nrtrc.org/contact-us.php](https://nrtrc.org/contact-us.php)
## 2021 NRTRC Webinars

[https://nrtrc.org/education/webinars.php](https://nrtrc.org/education/webinars.php)

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Attendees</th>
<th>Recording</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. 20, 2021</td>
<td>Techno-Human Aspects of a Telehealth Visit (Person-Centered Telehealth)</td>
<td>37</td>
<td>link</td>
</tr>
<tr>
<td>Mar. 10, 2021</td>
<td>Rehabilitation Services and Early Intervention</td>
<td>102</td>
<td>n/a</td>
</tr>
<tr>
<td>Mar. 17, 2021</td>
<td>Strategies to Deliver High Quality Telehealth in Rural Communities</td>
<td>15</td>
<td>link</td>
</tr>
<tr>
<td>May 18, 2021</td>
<td>Emergency Broadband Benefit (EBB)</td>
<td>33</td>
<td>link</td>
</tr>
</tbody>
</table>
Table of Webinar Metrics:

| Registrants: 233 | Attendees: 104 | Attendance rate: 45% | Northwest Region registration: 47% | Northwest Region attendance: 38% | Interested in future TRC webinars: 90% | Registrant job type = admin: 84% | Registrant job type = clinical: 16% |

Table of Survey Findings:

| Agreement: 100% | Agreed Zoom platform was easy to access/attend |
| Agreement: 14% | Recognized minimal knowledge BEFORE session |
| Agreement: 83% | Confirmed substantial knowledge AFTER session |
| Agreement: 94% | Rated webinar quality as good to excellent |
| Agreement: 100% | Would recommend presentation to others |
| Agreement: 100% | Would attend future NRTRC webinars |
| Agreement: 100% | Acknowledged information will help advance TH in their organization |

Registrant Distribution

Attendee Distribution
What is the CAH Telehealth Guide?

Practical guidance on implementing and sustaining telehealth to:

• Optimize health care delivery
• Expand access
• Enhance care coordination

CAH Telehealth Guide location: https://nrtrc.org/resources/resources.shtml#cah
NRTRC.org Website

Information hub - [https://nrtrc.org](https://nrtrc.org)

- State, regional and national level resources
- Newsletters and conference info
- Tools and trainings
- Forum to ask questions and make TA requests

![Website Screenshot]

40,000+ website visits in 2021
The NRTRC is proud to serve the telehealth needs of the Northwest Region. Please contact us for additional information.

Email: info@nrtrc.org
Phone: (833) 747-0643
Address: c/o The Utah Education and Telehealth Network
101 Wasatch Drive
Salt Lake City, UT 84112

Looking ahead to September 26-28, 2022, join us for the NRTRC Annual Telehealth Conference in Salt Lake City, Utah

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