



2021



Telehealth Technical Assistance Report

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NRTRC.org

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Glossary

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

National Consortium of Telehealth Resource Centers

Regional Telehealth Resource Centers



CTRC

California Telehealth Resource Center
Serving California
<http://www.caltrc.org>
877. 590. 8144



PBTRC

Pacific Basin Telehealth Resource Center
Serving Hawaii and Pacific Basin
<http://www.pbtrc.org>
808. 956. 2897



gpTRAC

Great Plains Telehealth Resource &
Assistance Center
Serving North Dakota, South Dakota, Minnesota,
Iowa, Wisconsin and Nebraska
<http://www.gptrac.org>
888. 239. 7092



SCTRC

South Central Telehealth Resource Center
Serving Arkansas, Mississippi and Tennessee
<http://www.learntelehealth.org>
855. 664. 3450



HTRC

Heartland Telehealth Resource Center
Serving Kansas, Missouri and Oklahoma
<http://www.heartlandtrc.org>
877. 643. 4872



SETRC

Southeast Telehealth Resource Center
Serving Alabama, Georgia, South Carolina,
Florida, Puerto Rico and US Virgin Islands
<http://www.setrc.us>
888. 738. 7210



MATRC

Mid-Atlantic Telehealth Resource Center
Serving Virginia, West Virginia, Kentucky,
Maryland, Delaware, North Carolina,
Pennsylvania, Washington DC and New Jersey
<http://www.matrc.org>
434. 906. 4960



SWTRC

Southwest Telehealth Resource Center
Serving Arizona, Colorado, New Mexico, Utah
and Nevada
<http://www.southwesttrc.org>
877. 535. 6166



NETRC

Northeast Telehealth Resource Center
Serving Connecticut, Maine, Massachusetts, New
Hampshire, New York, Rhode Island and Vermont
<http://www.netrc.org>
800. 379. 2021



TexLa

TexLa Telehealth Resource Center
Serving Texas and Louisiana
<http://www.texlatrc.org>
877. 391. 0487 direct: 806. 743. 7960



NRTRC

Northwest Regional Telehealth
Resource Center
Serving Washington, Oregon, Idaho, Montana,
Utah, Wyoming and Alaska
<http://www.nrtrc.org>
833. 747. 0643



UMTRC

Upper Midwest Telehealth Resource Center
Serving Indiana, Illinois, Michigan and Ohio
<http://www.umtrc.org>
855. 283. 3734

National Telehealth Resource Centers



National Telehealth Policy Resource Center
Serving all Telehealth Resource Centers
and all states
<http://www.cchpca.org>
877. 707. 7172



National Telehealth Technology Assessment
Resource Center
Serving all Telehealth Resource Centers
and all states
<http://www.telehealthtechnology.org>
844. 242. 0075

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](https://www.nrtrc.org)

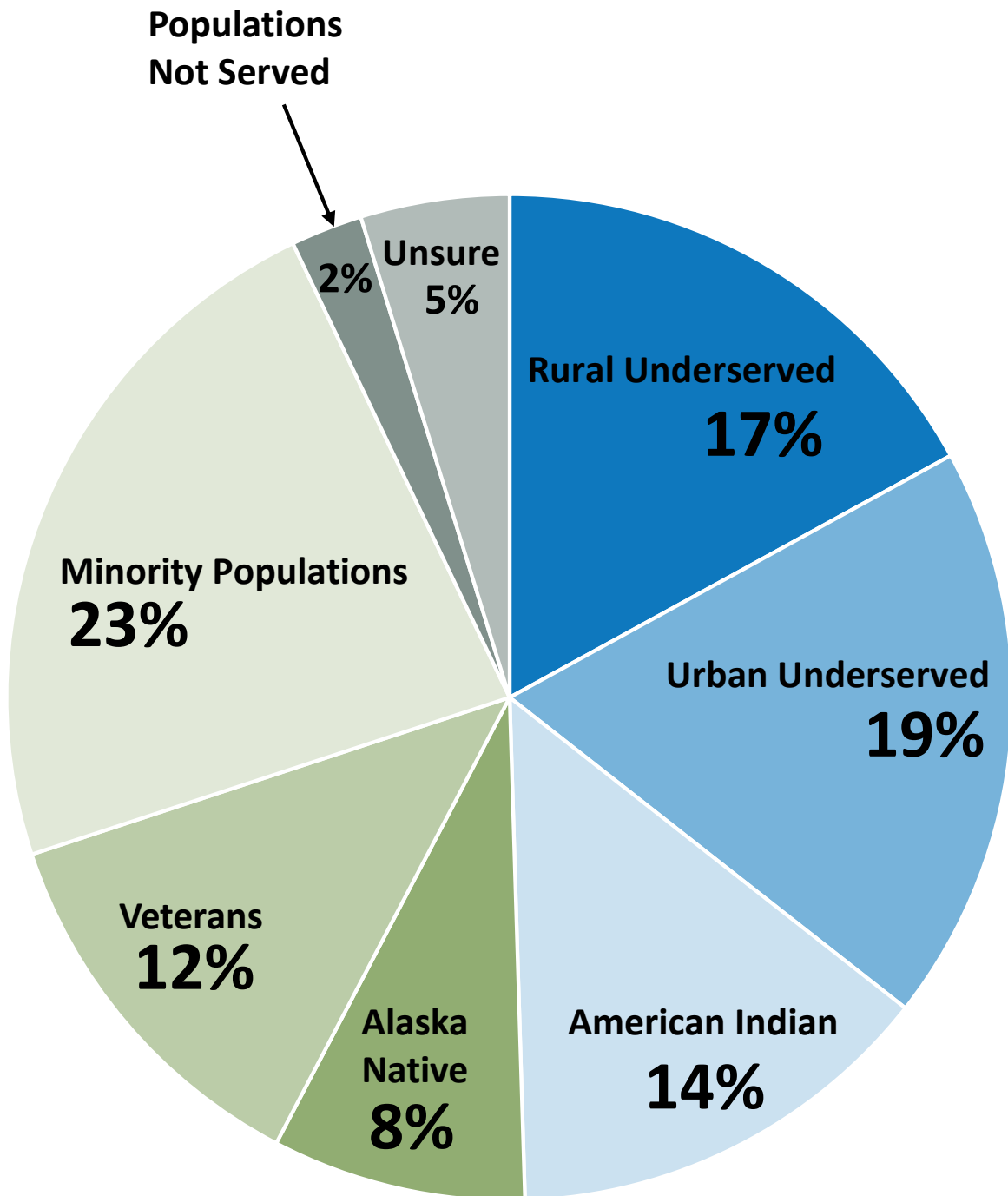
Section 1: By the Numbers

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.

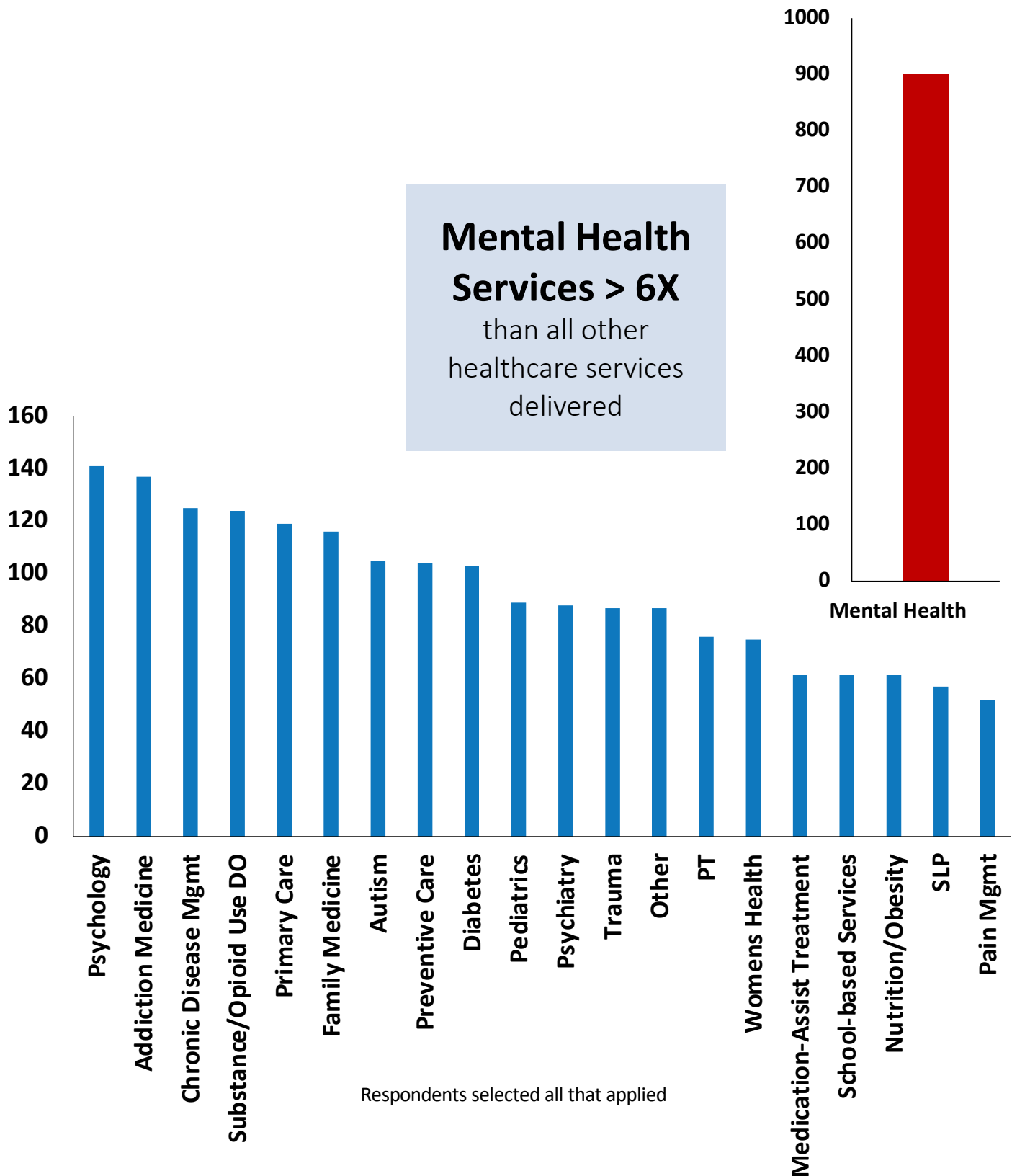
These reports illustrate who the respondents were, how they work and what they believe they need to improve telehealth care in their locations.

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.

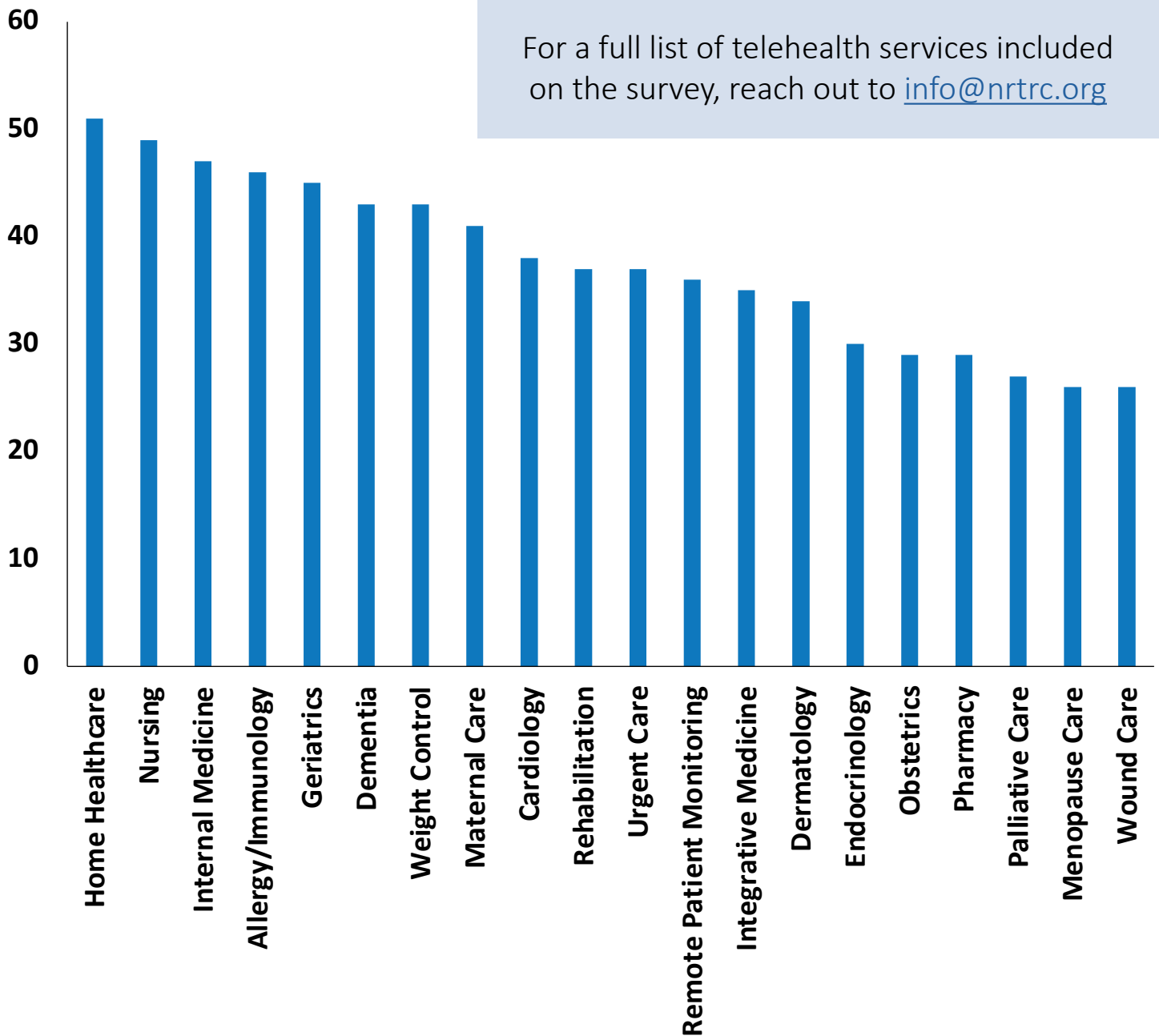
Types of special populations served



Healthcare services delivered by telehealth

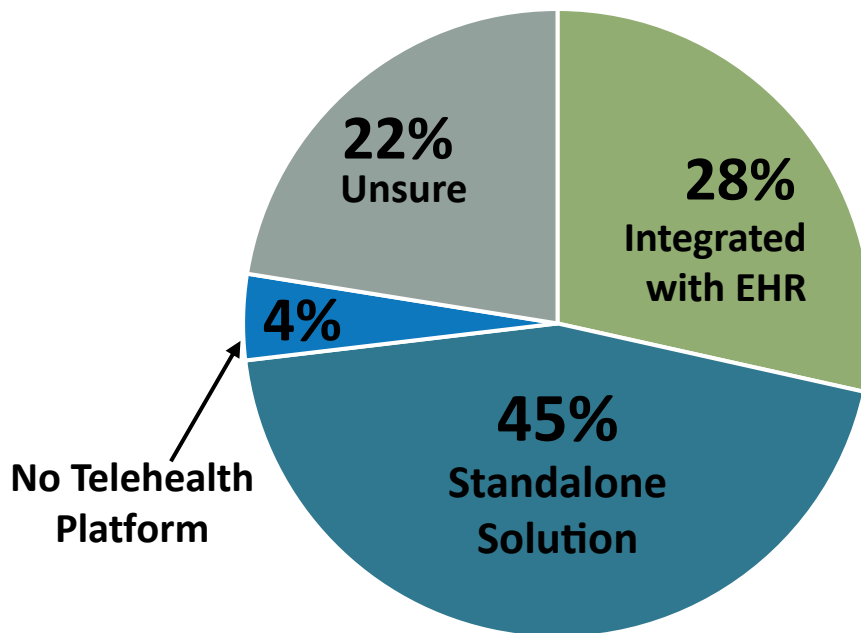


Healthcare services delivered by telehealth

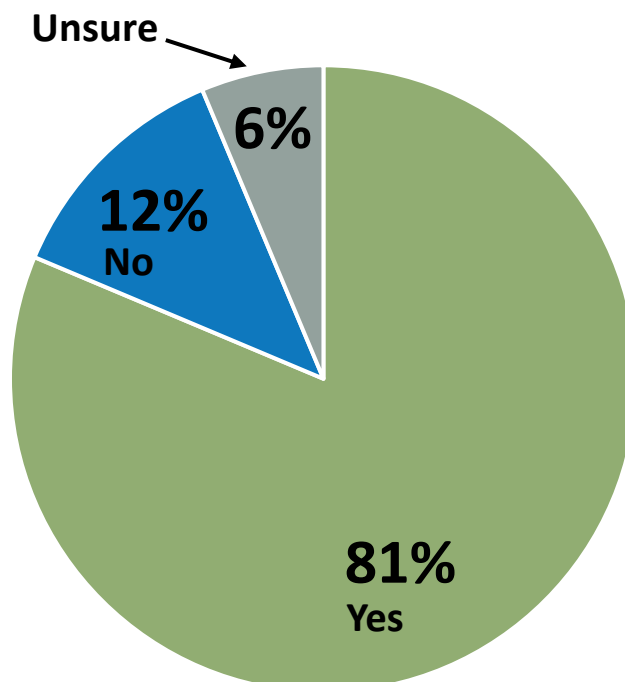


Respondents selected all that applied

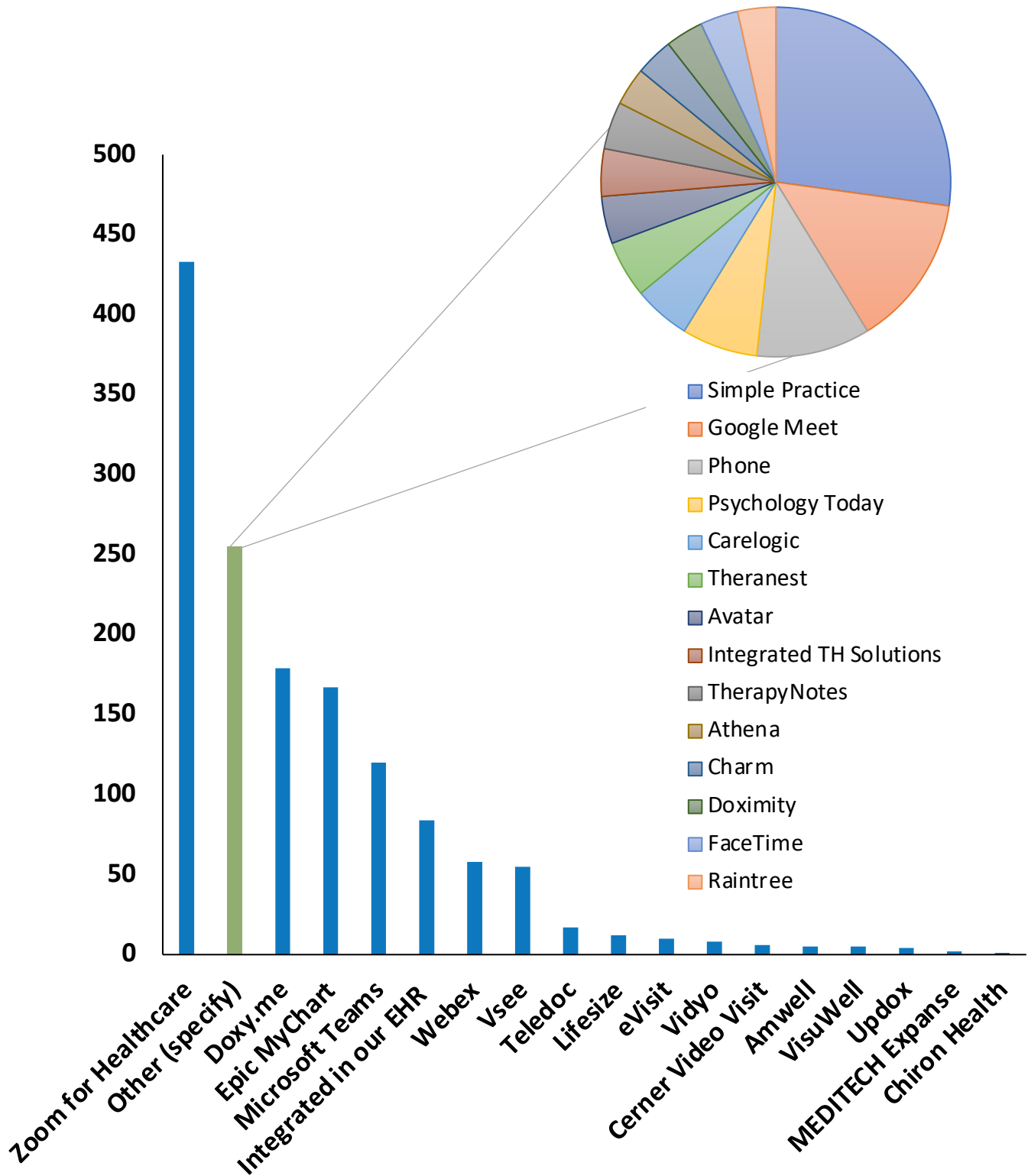
Type of telehealth platform used



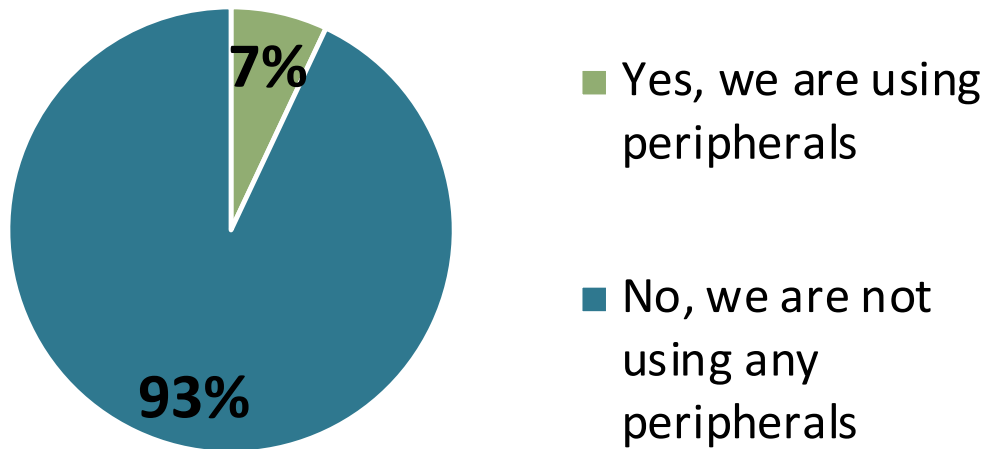
Do you or your organization use an electronic health record (EHR)?



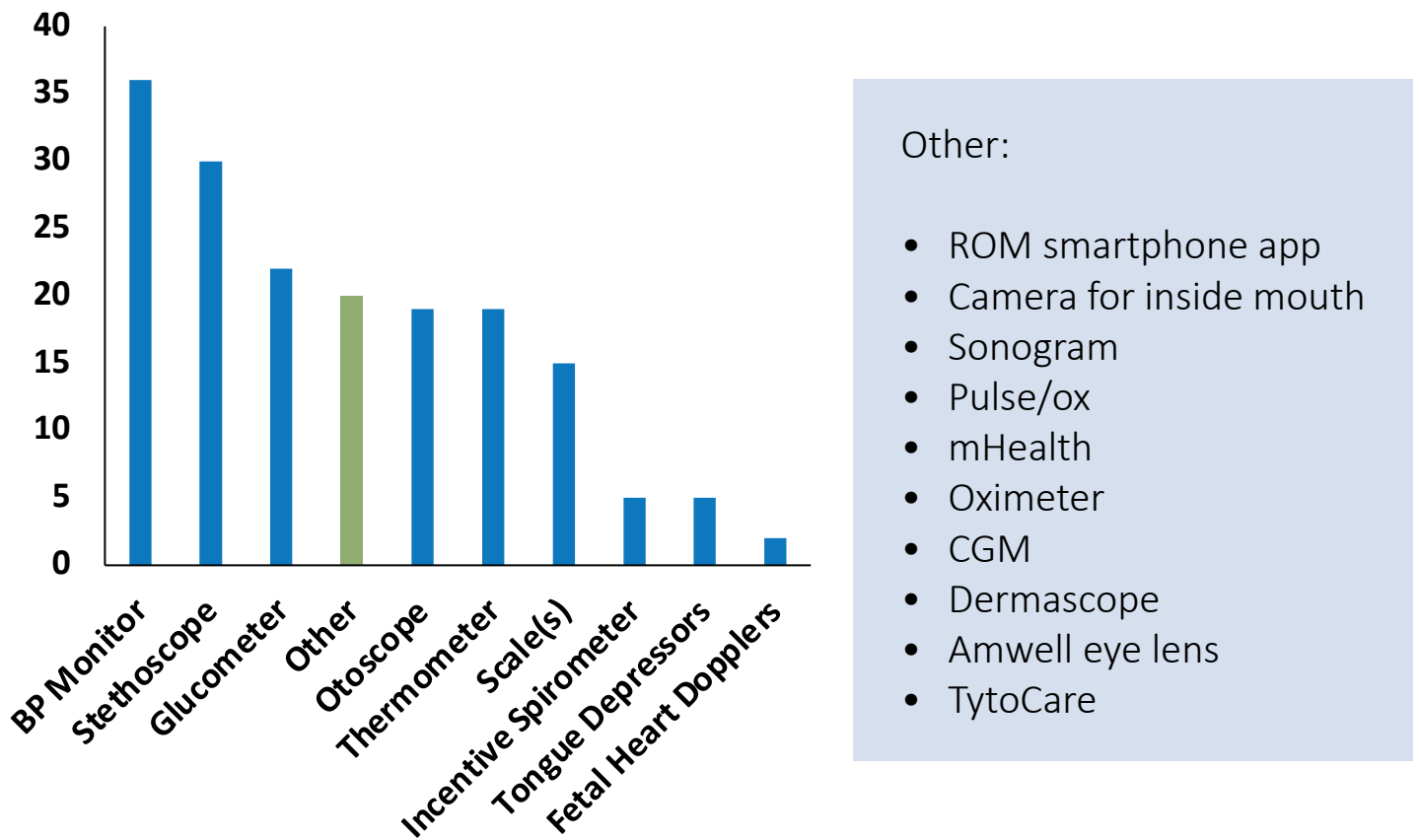
Telehealth platforms



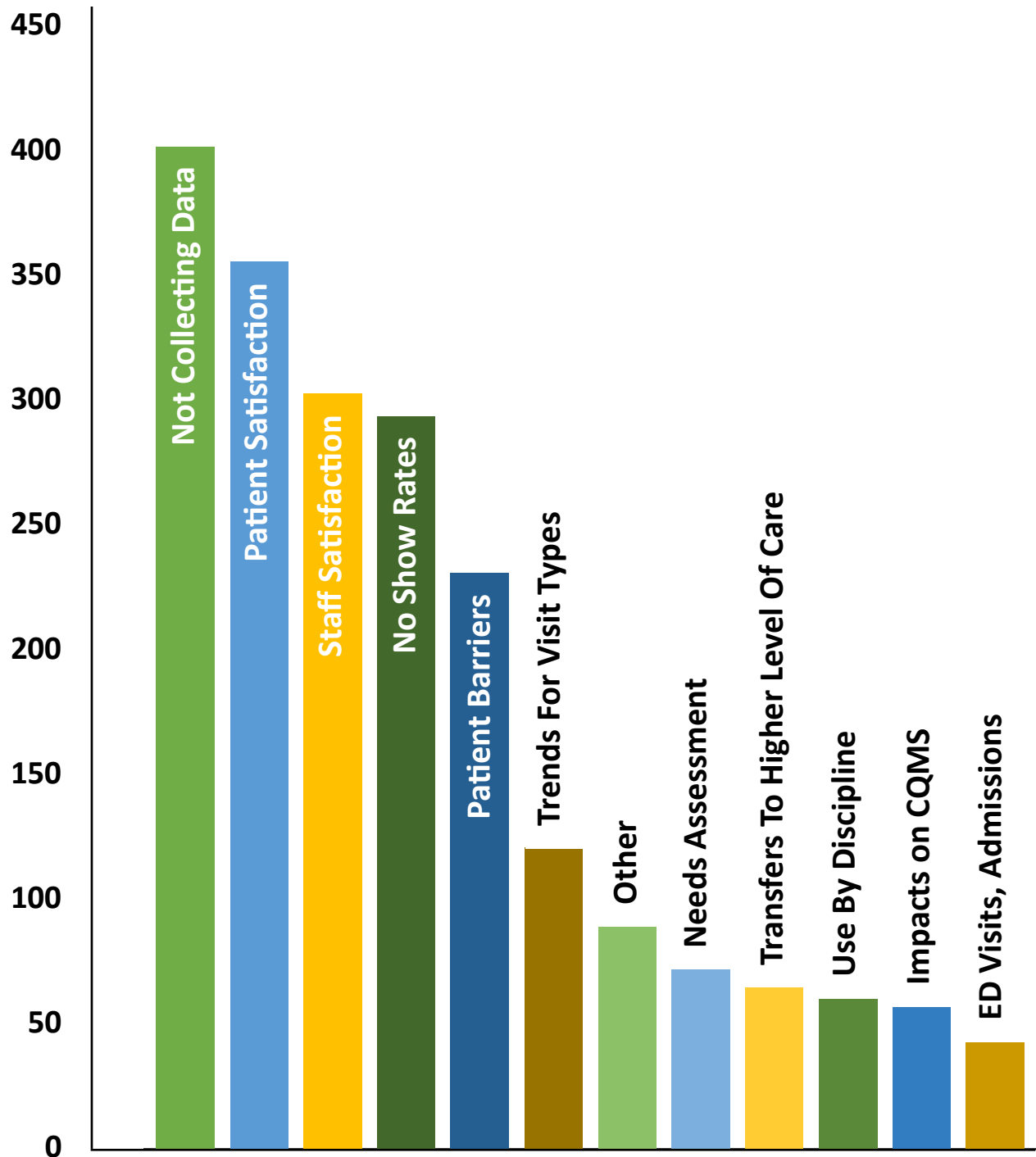
Telehealth peripherals



Types of peripherals used

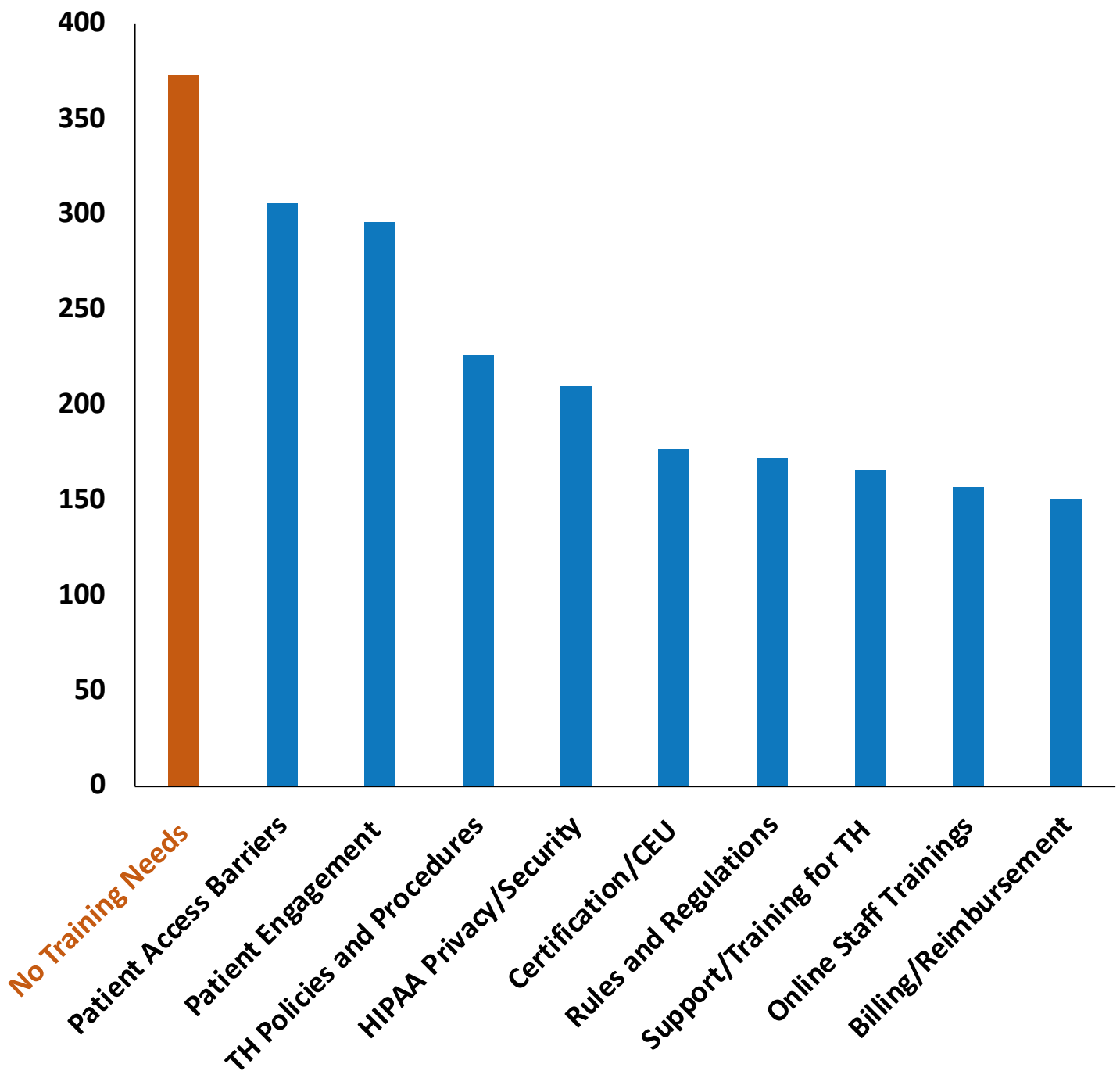


Telehealth data being collected



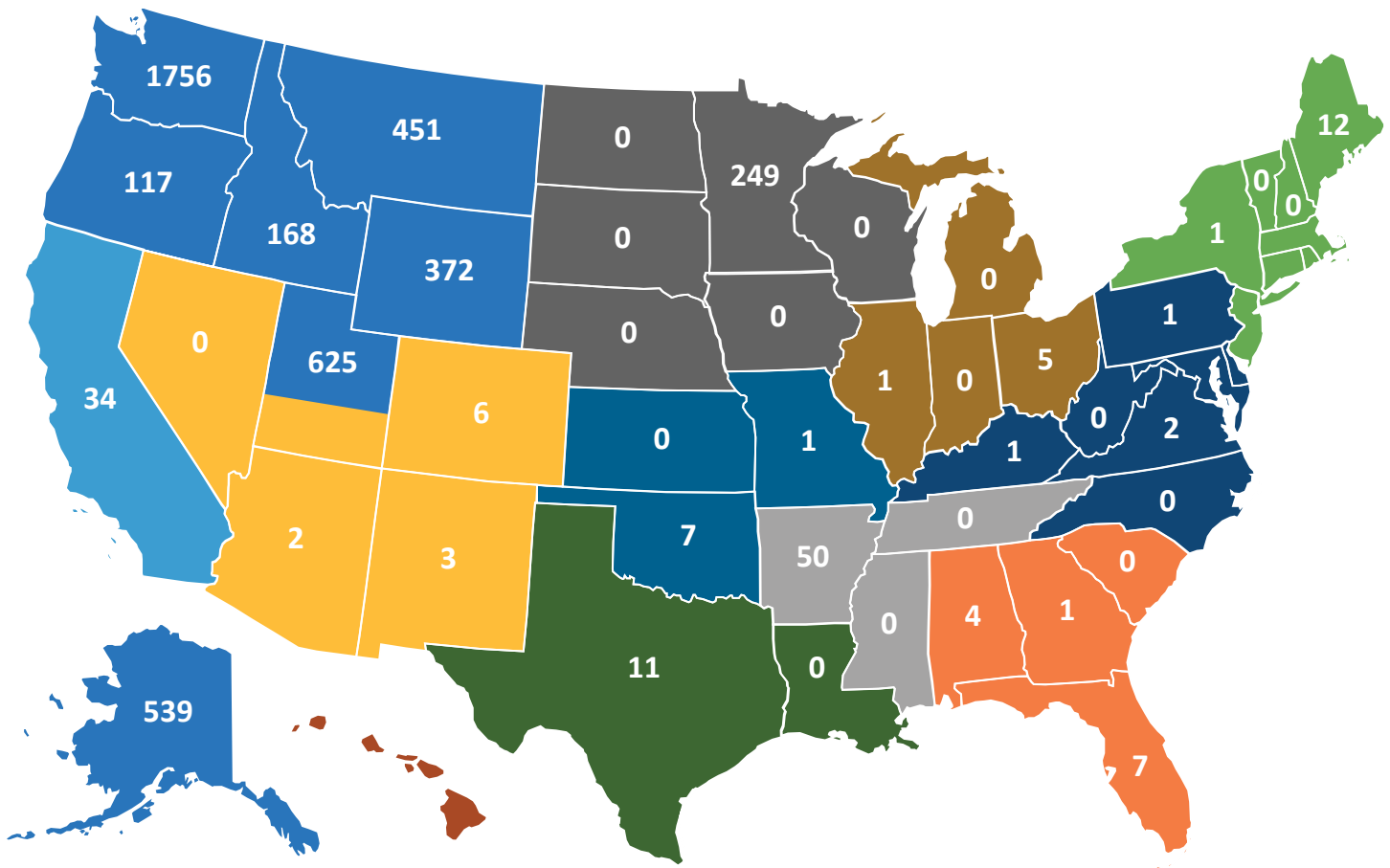
Telehealth resources, tools, training and support needed by organizations

Top 10 educational needs



NRTRC TA Metrics

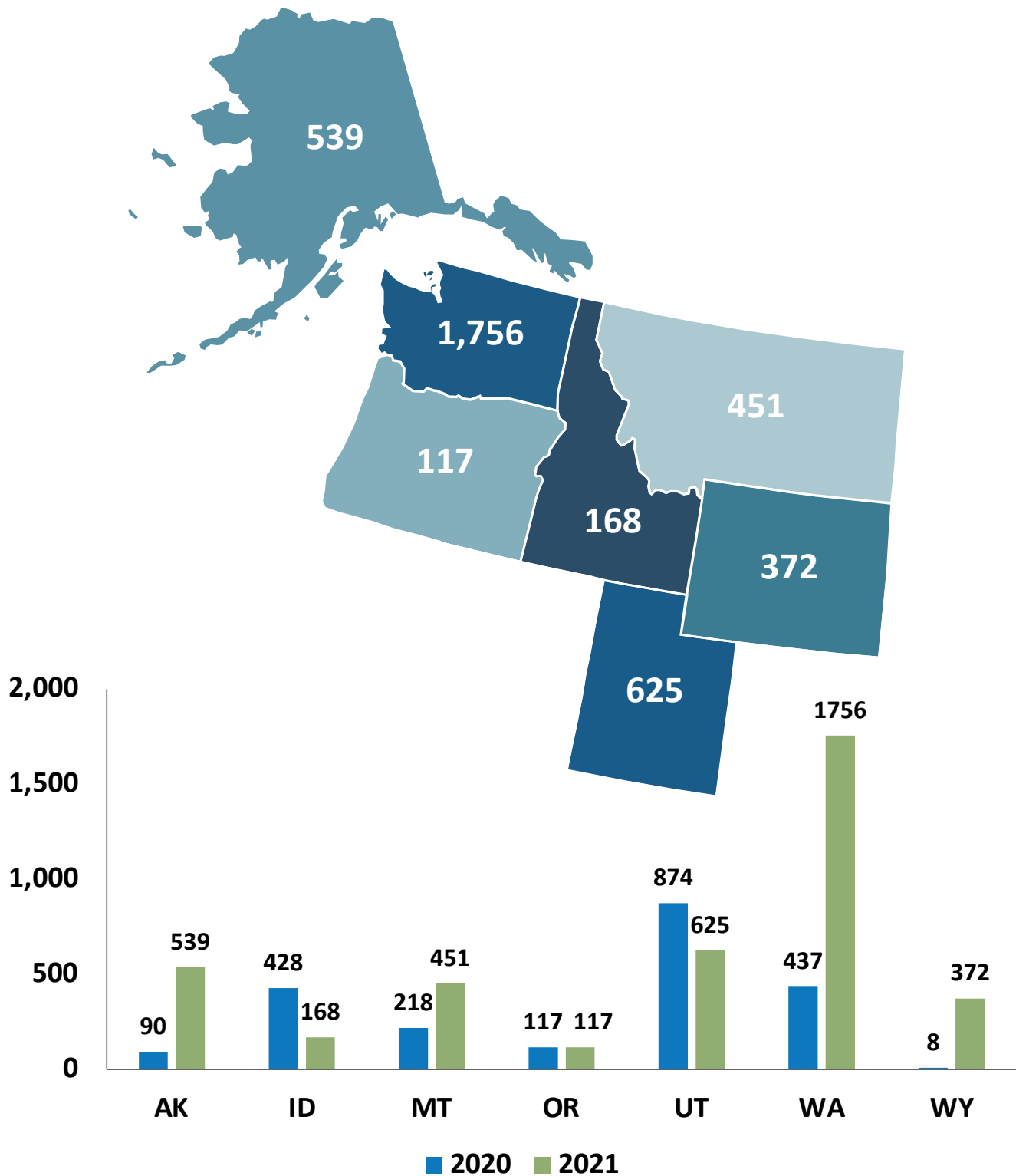
Clients served with technical assistance (TA)



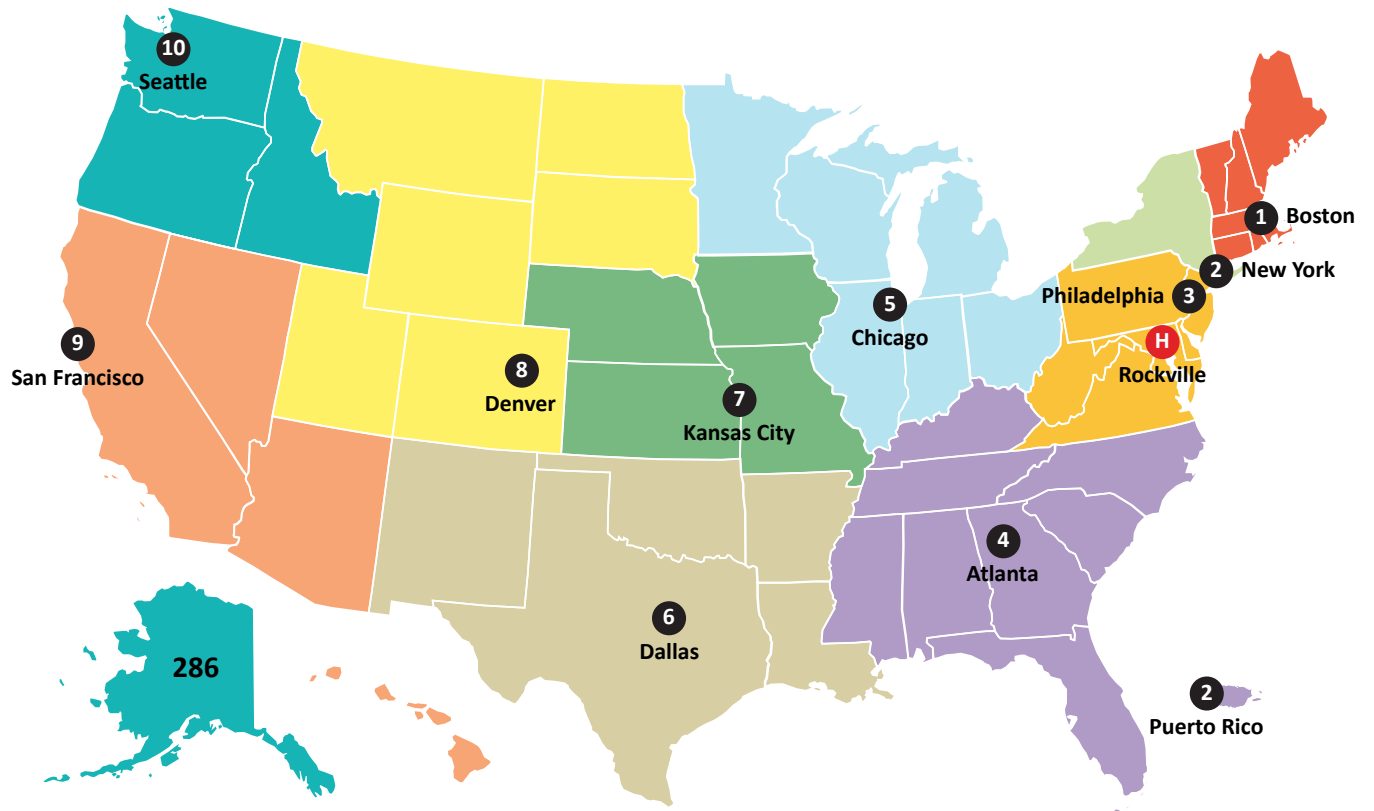
Regional telehealth resource centers (TRC's)



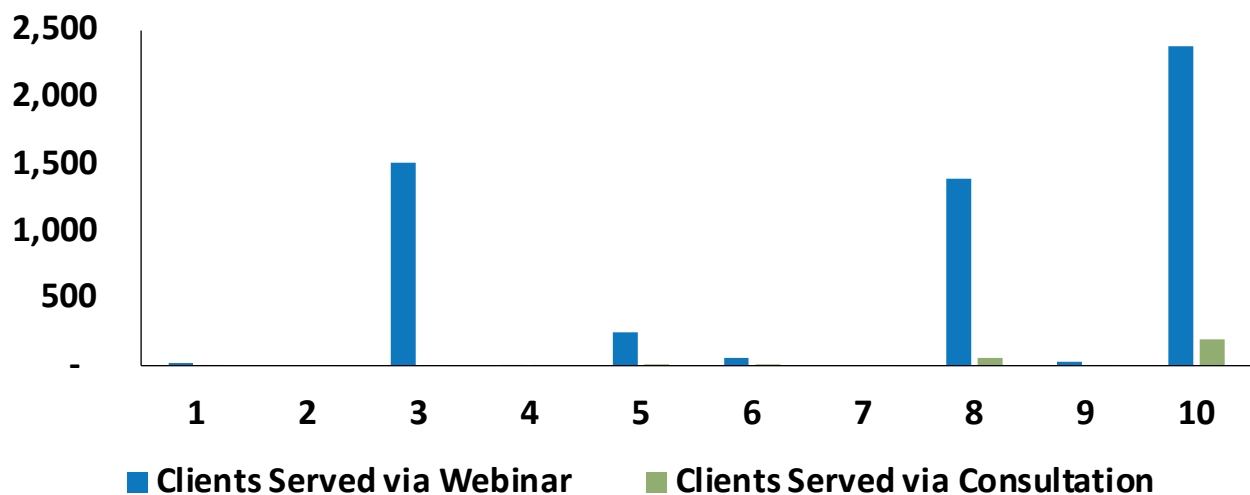
Clients served in the Northwest Region



HRSA Regions



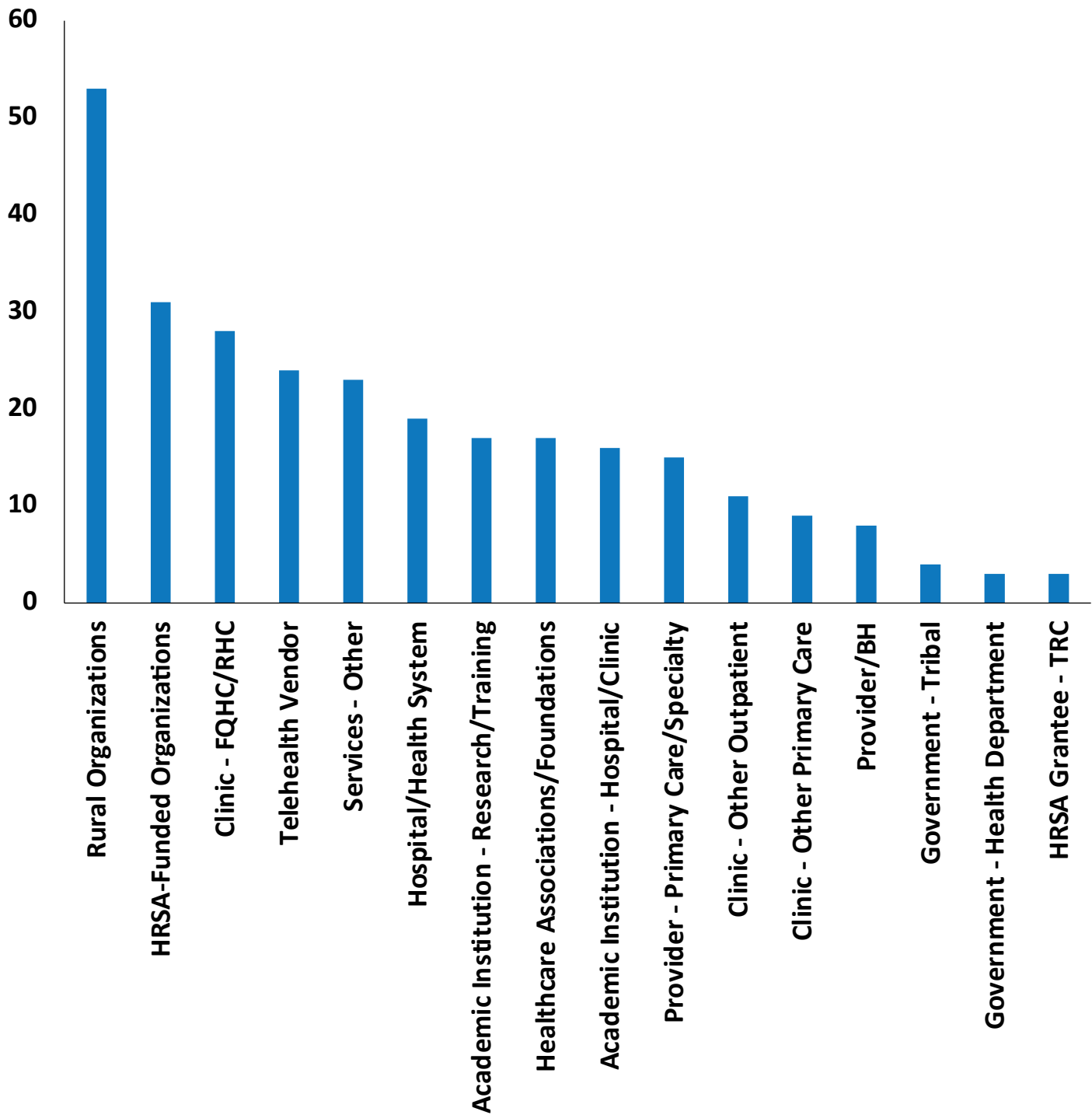
Clients served by HRSA Region



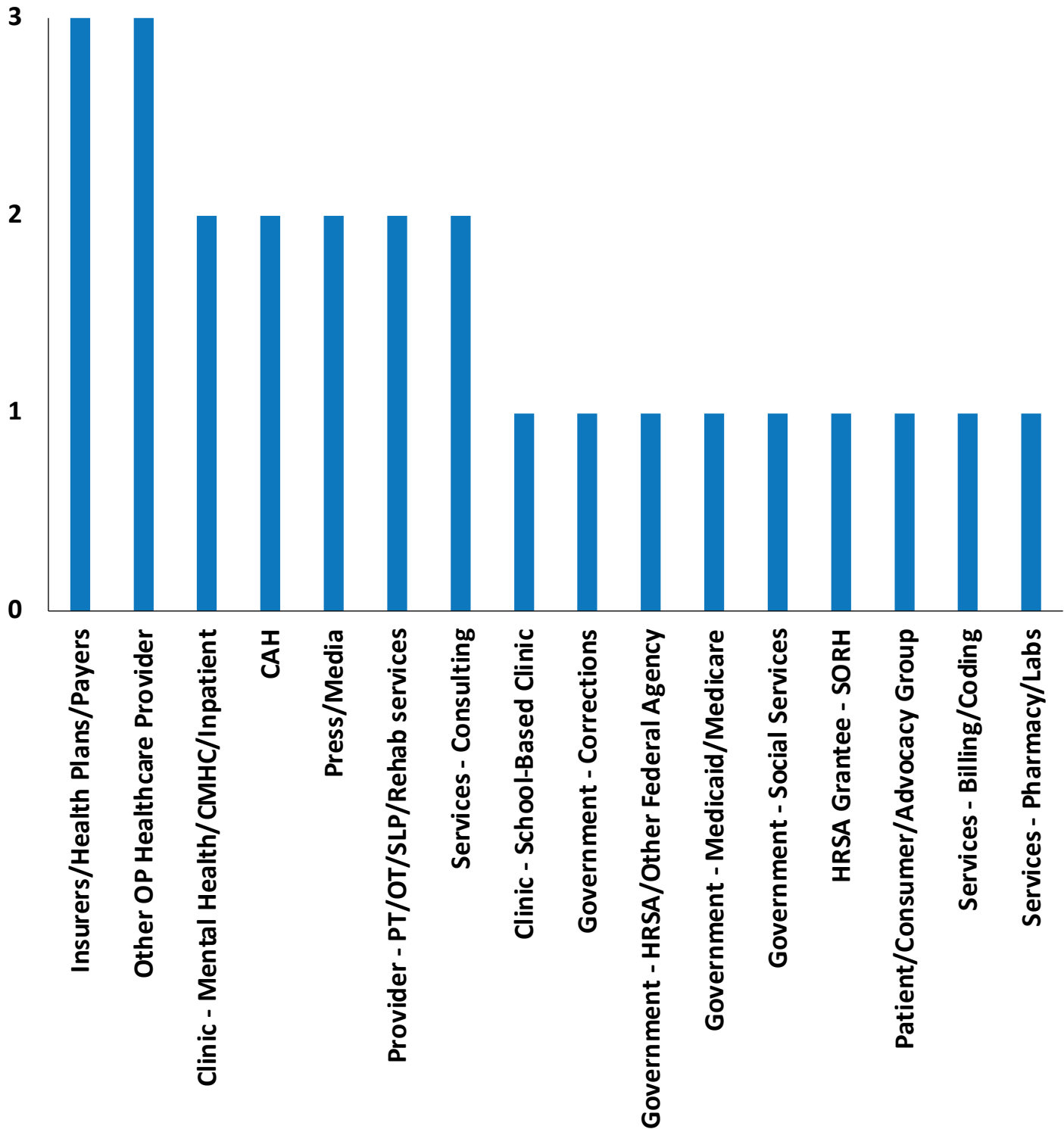
More information on HRSA Regions located here:

<https://www.hrsa.gov/sites/default/files/hrsa/about/organization/bureaus/oro/OROfactsheet.pdf>

Organizations and service types requesting TA

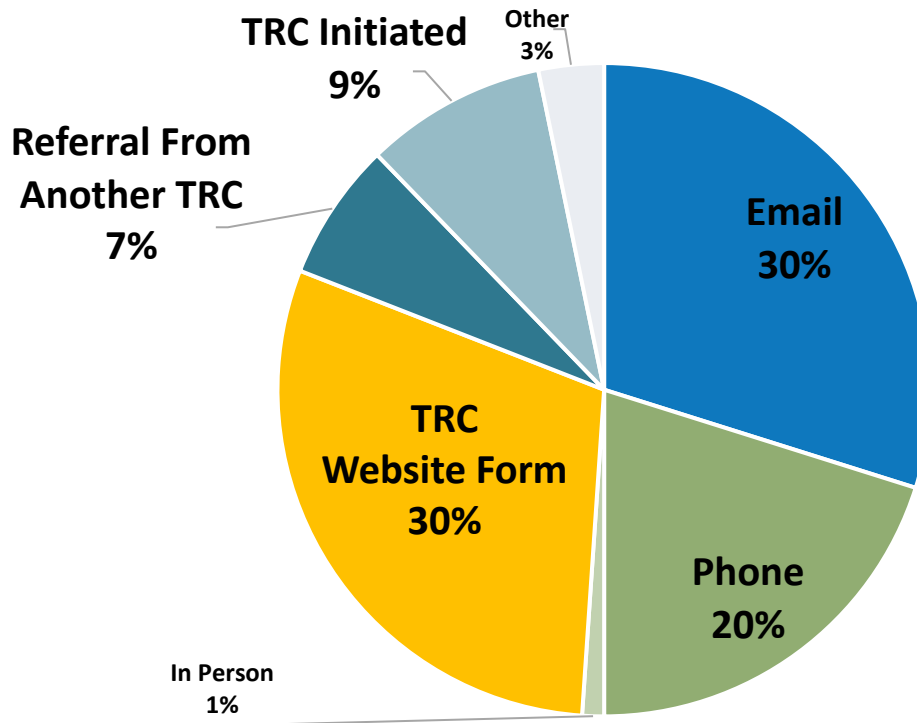


Organizations and service types requesting TA

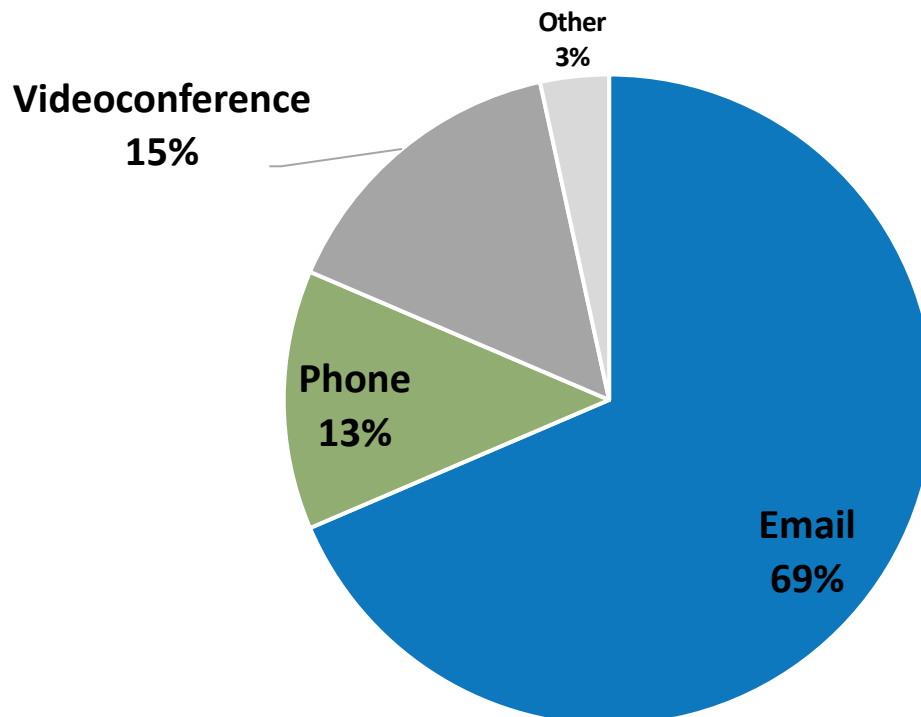


Communication methods of TA

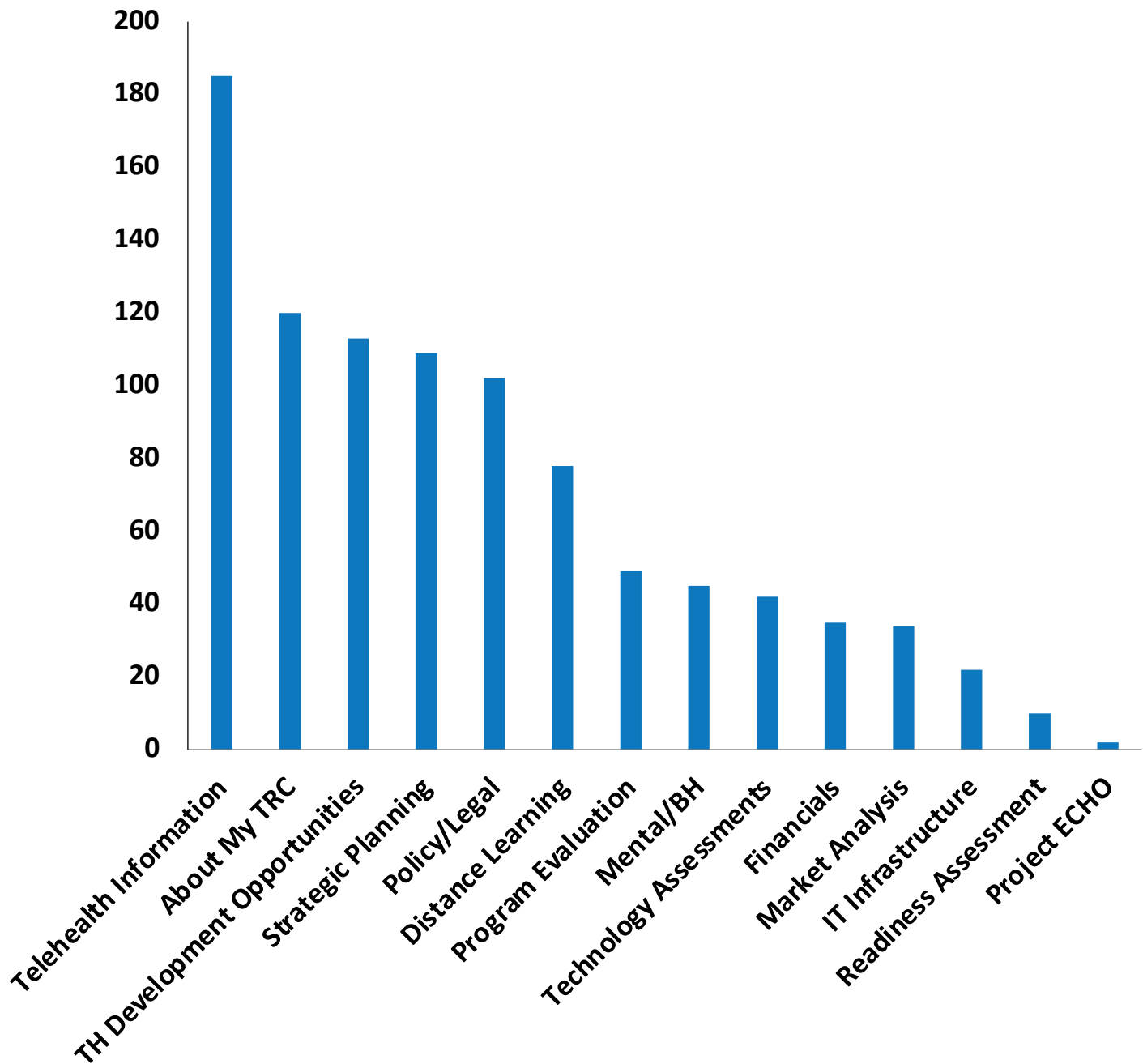
Method of inquiry



Method of response



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



349 registrants
33 states
21 presenters

Link to more information:
<https://nrtrc.org/conference/past/2021/>

Keynote Speakers

Adimika Arthur, PhD

Executive Director,
Healthtech 4 Medicaid

Stewart Ferguson, PhD

Chief Information Officer, Alaska
Native Tribal Health Consortium

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

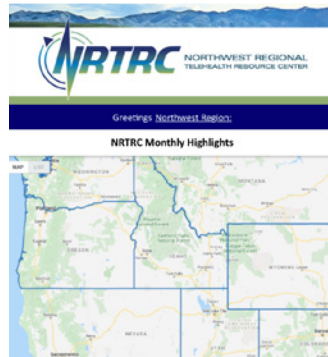


NRTRC Newsletter

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



December 2021



November 2021



October 2021



September 2021



August 2021



July 2021



June 2021



May 2021



April 2021



March 2021



February 2021



January 2021

12
Monthly newsletters
distributed in 2021

33,000
Recipients
each month

30%
Average
open rate

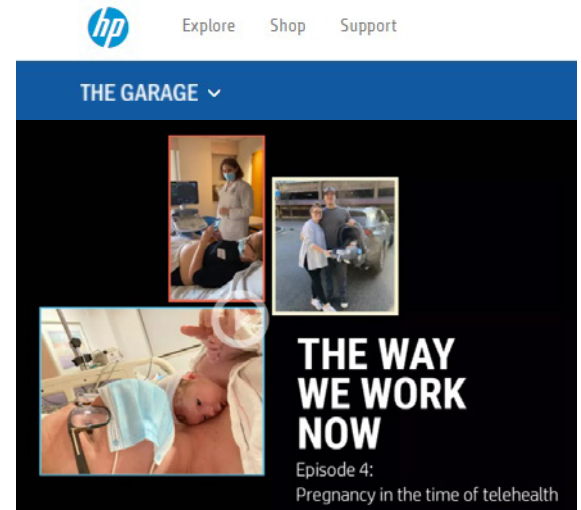
To subscribe, visit:
https://nrtrc.org/mailling_list.shtml

NRTRC's Contributions to Publications

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

<https://garage.hp.com/us/en/modern-life/the-way-we-work-now-pregnancy-telehealth.html>

“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

<https://www.phyins.com/sites/default/files/images/Physicians%20Report%20-Fall-2021-Telemedicine.pdf>

“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>

# 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/>

# Followers	405
Growth Rate- Impressions	40%



Instagram | <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>

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

NRTRC's social media program expanded in 2021, laying the foundation for evolving outreach.

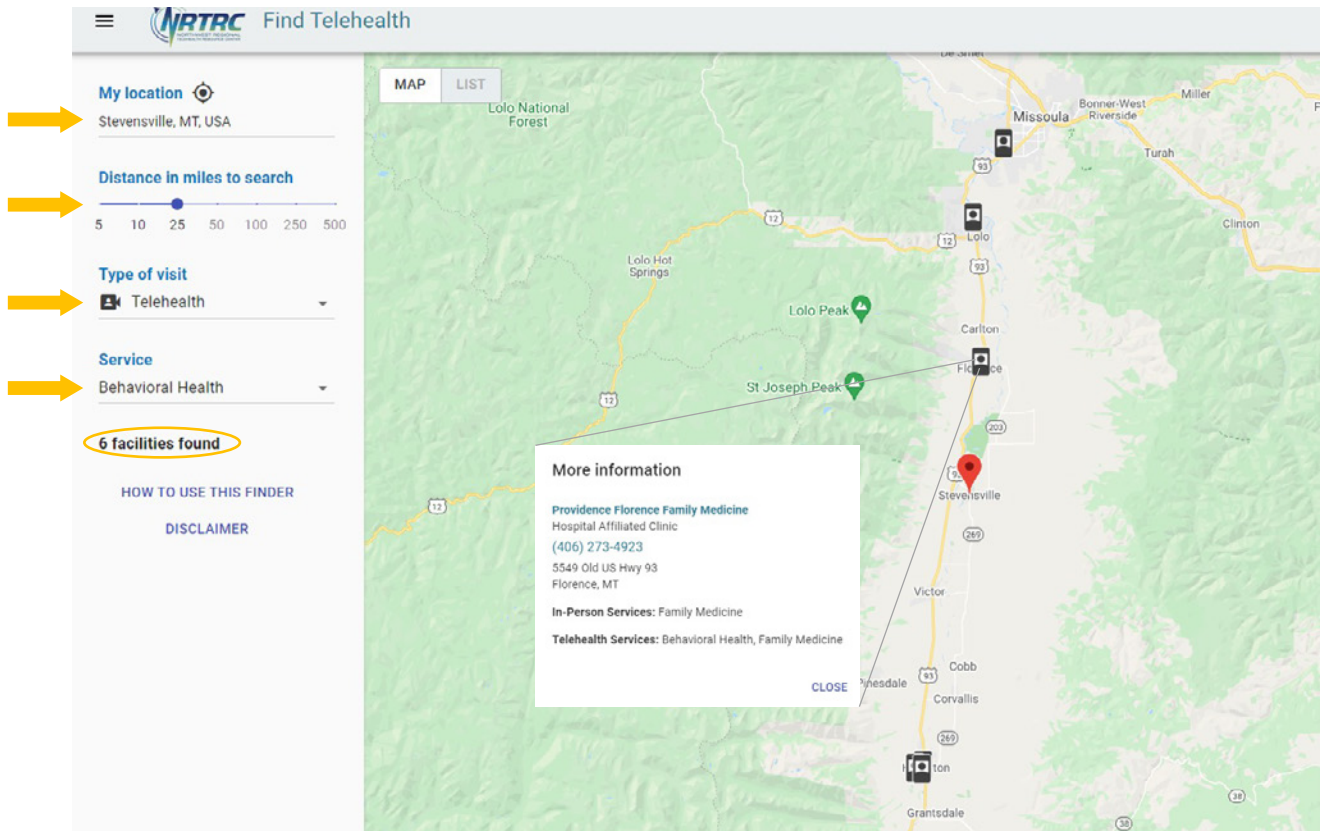
Section 3: Telehealth Finder

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>

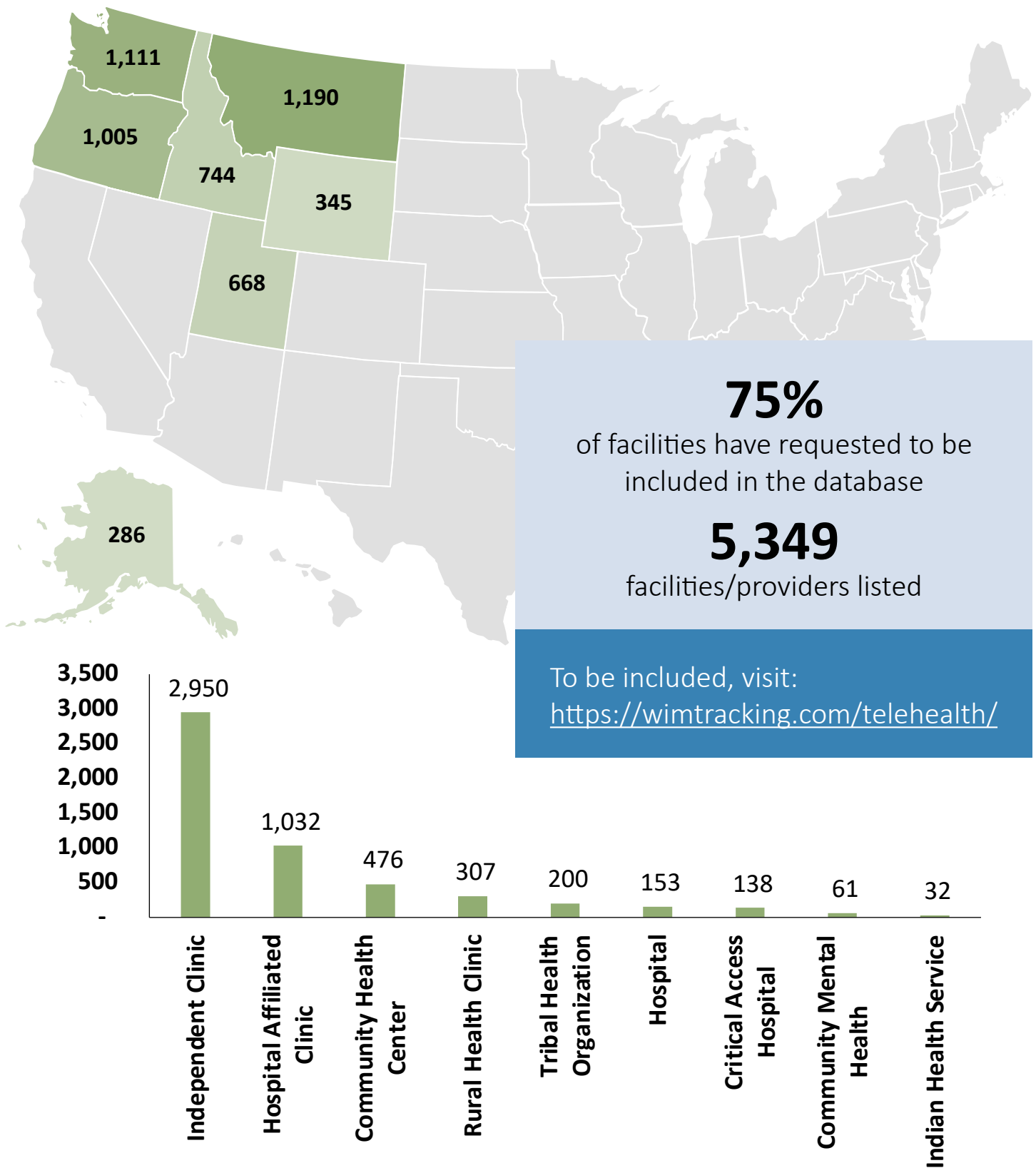


- Patients search by specialty care and geographic location within the seven Northwest States supported by the NRTRC
- 1,628 page views from August- December 2021

Types of telehealth services represented

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

Geographic distribution of facilities/providers



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/>

Login 

Refine 


FREE






Washington State Healthcare Professional Telemedicine Training


This training meets the requirement outlined in Washington State law. Trainees are expected to maintain a Certificate of Completion for record keeping. Fulfillment of this telemedicine training requirement...




Started Dec 4, 2020
FREE




FREE






NRTRC Telehealth 101 Online Training


Gain practical knowledge with this comprehensive overview. For those new to telehealth or looking for a refresher, this course will provide information on how to create and/or grow telehealth programs...




Started Nov 2, 2020
FREE




FREE






Connecting Care Through Telehealth: Long-Term Services and Supports


Connecting Care Through Telehealth is an online course designed to inform and improve best practices when using telehealth and virtual services in long-term services and supports (LTSS) settings...




Self-paced
FREE




FREE






Connecting Through Telehealth: a Guide to Virtual Primary Care for...


Comprehensive telehealth course designed to enhance the ability of administrators, providers, care-teams, and students to care for patients via telehealth technologies. This course will assist with telehealth...




Started Apr 27, 2021
FREE




FREE






TeleBehavioral Health 101 Series


This six-part series provides basic information and knowledge for delivering behavioral health and mental health services via telemedicine. Session #1 meets the Washington State...




Started Dec 14, 2020
FREE




FREE






VA TeleBehavioral Health 101 Series

This six-part series will provide you with basic information and knowledge for delivering behavioral health and mental health services via telemedicine. Session #1 meets the Washington State...



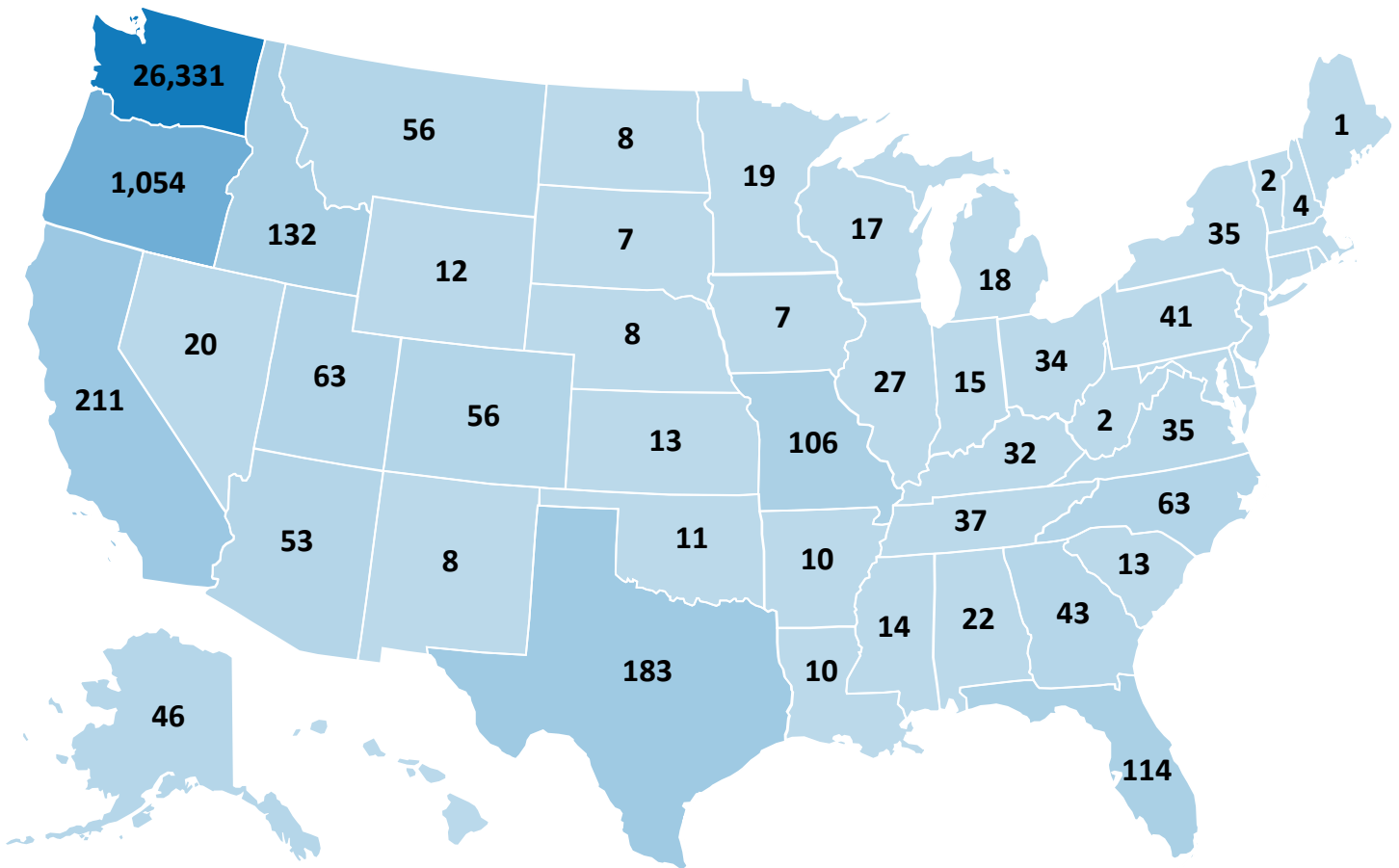
Started Dec 14, 2020
FREE



- 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

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Geographic distribution of enrollees

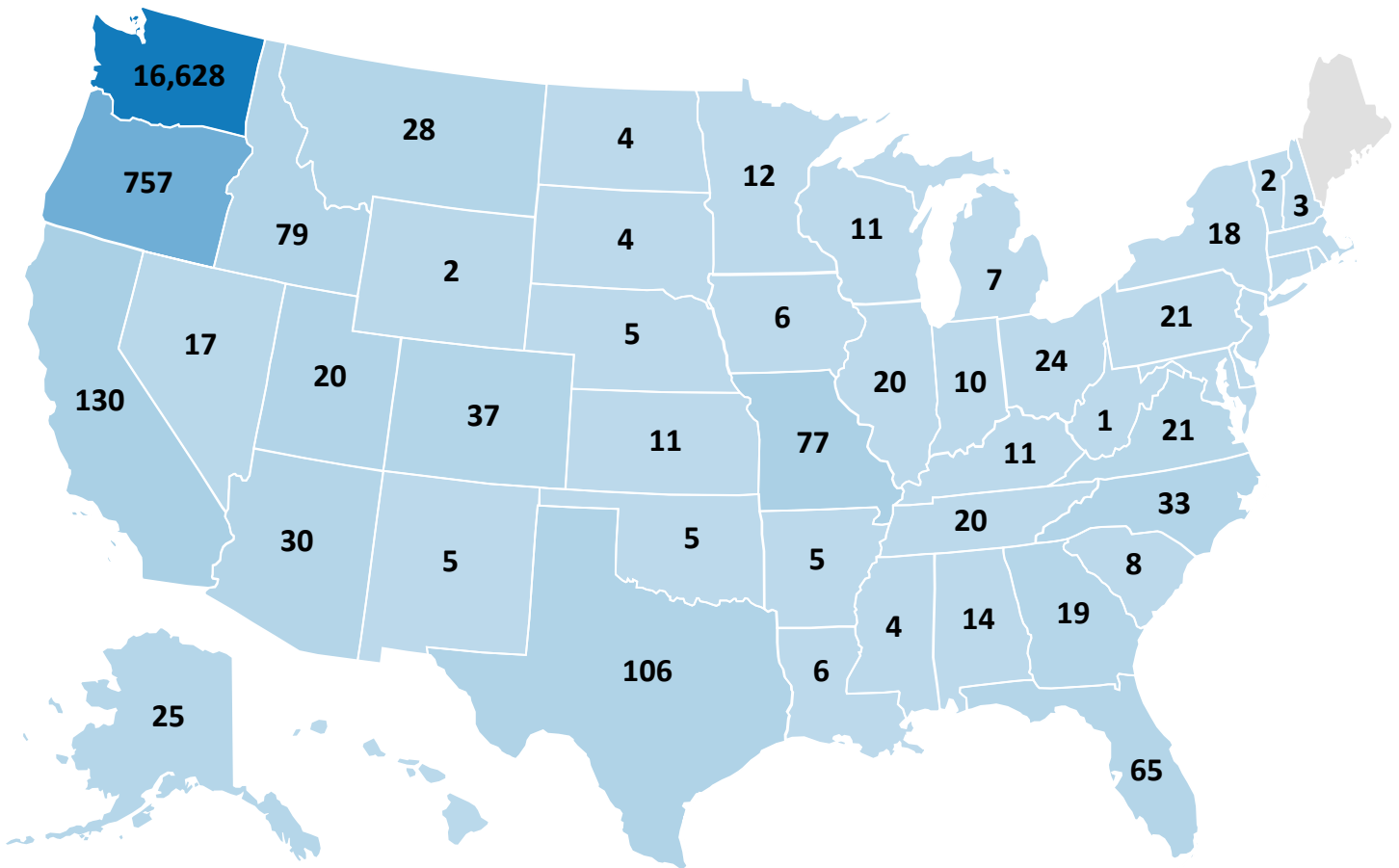


Enrollees may practice in multiple states

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

Geographic distribution course completions

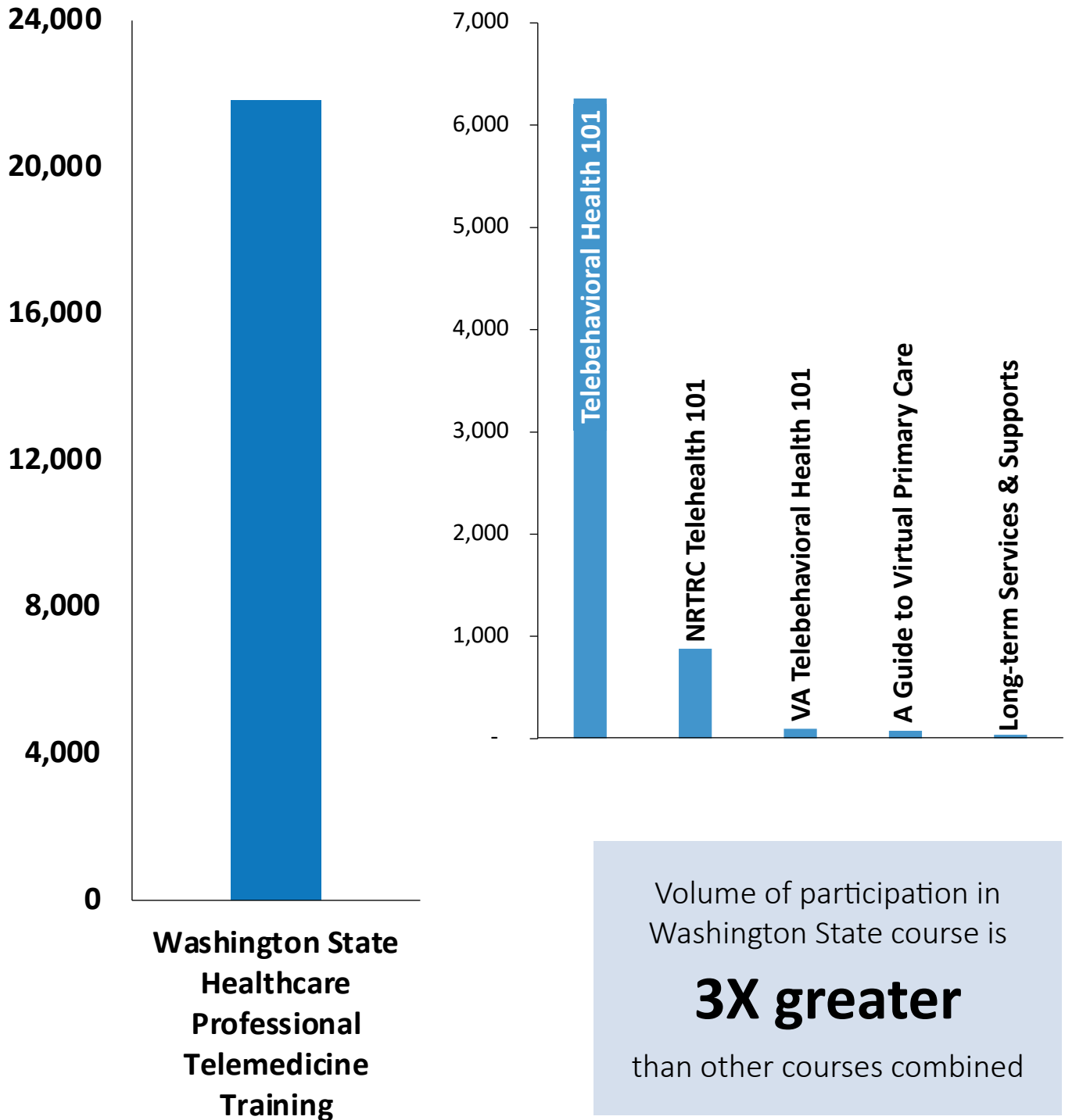


Enrollees may practice in multiple states

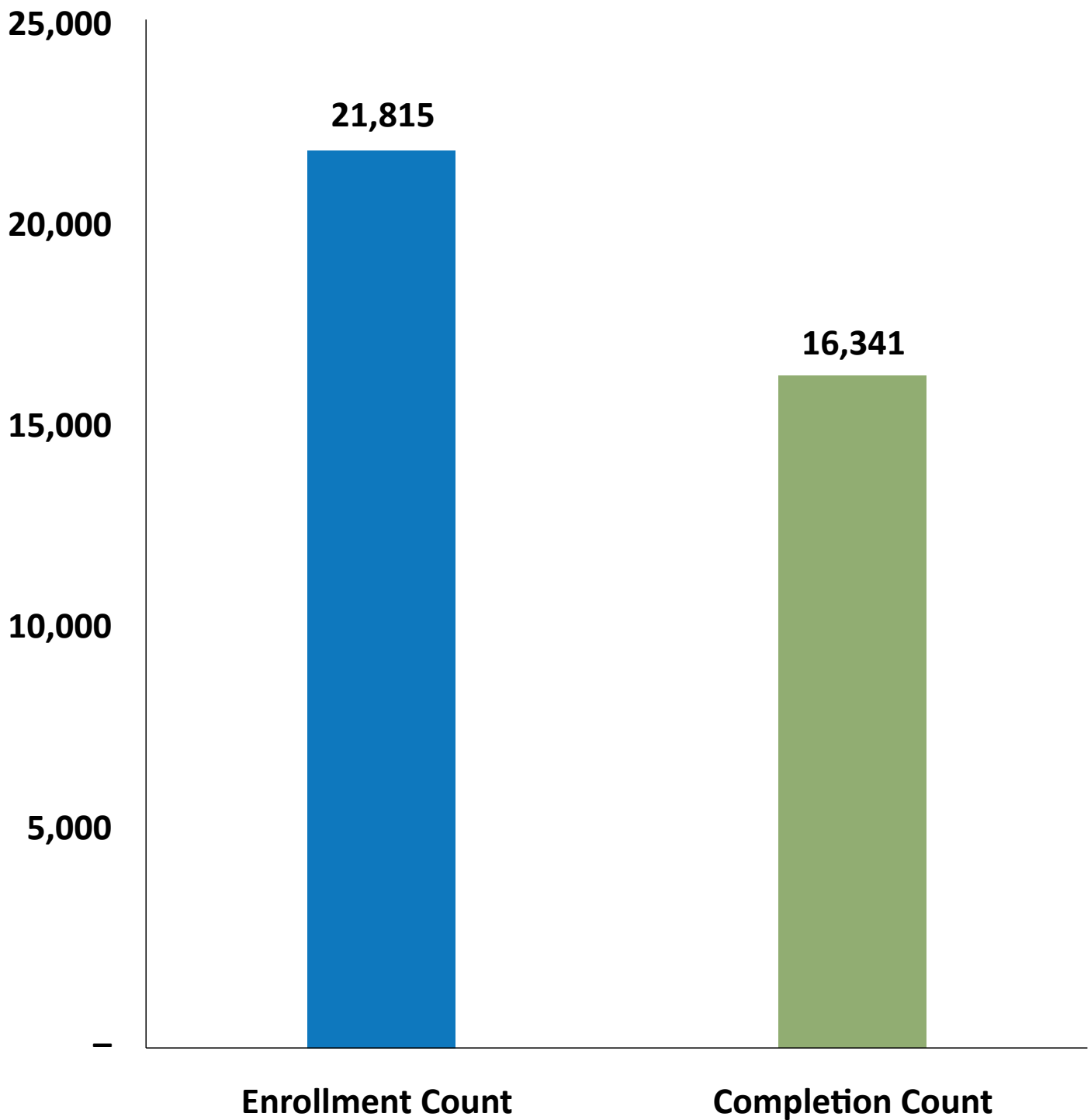
49 states represented + District of Columbia
21 international completions

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

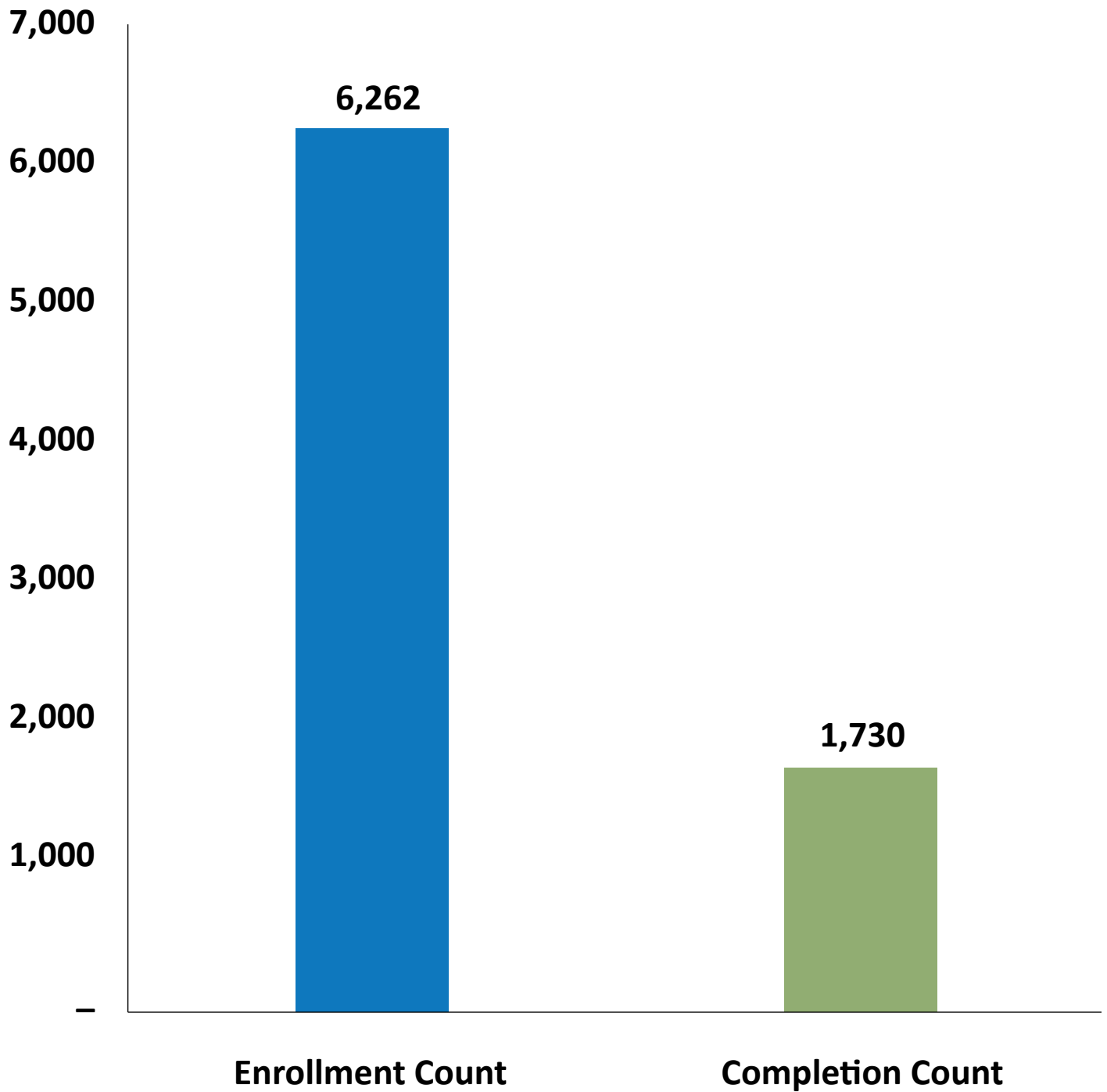
Course participation



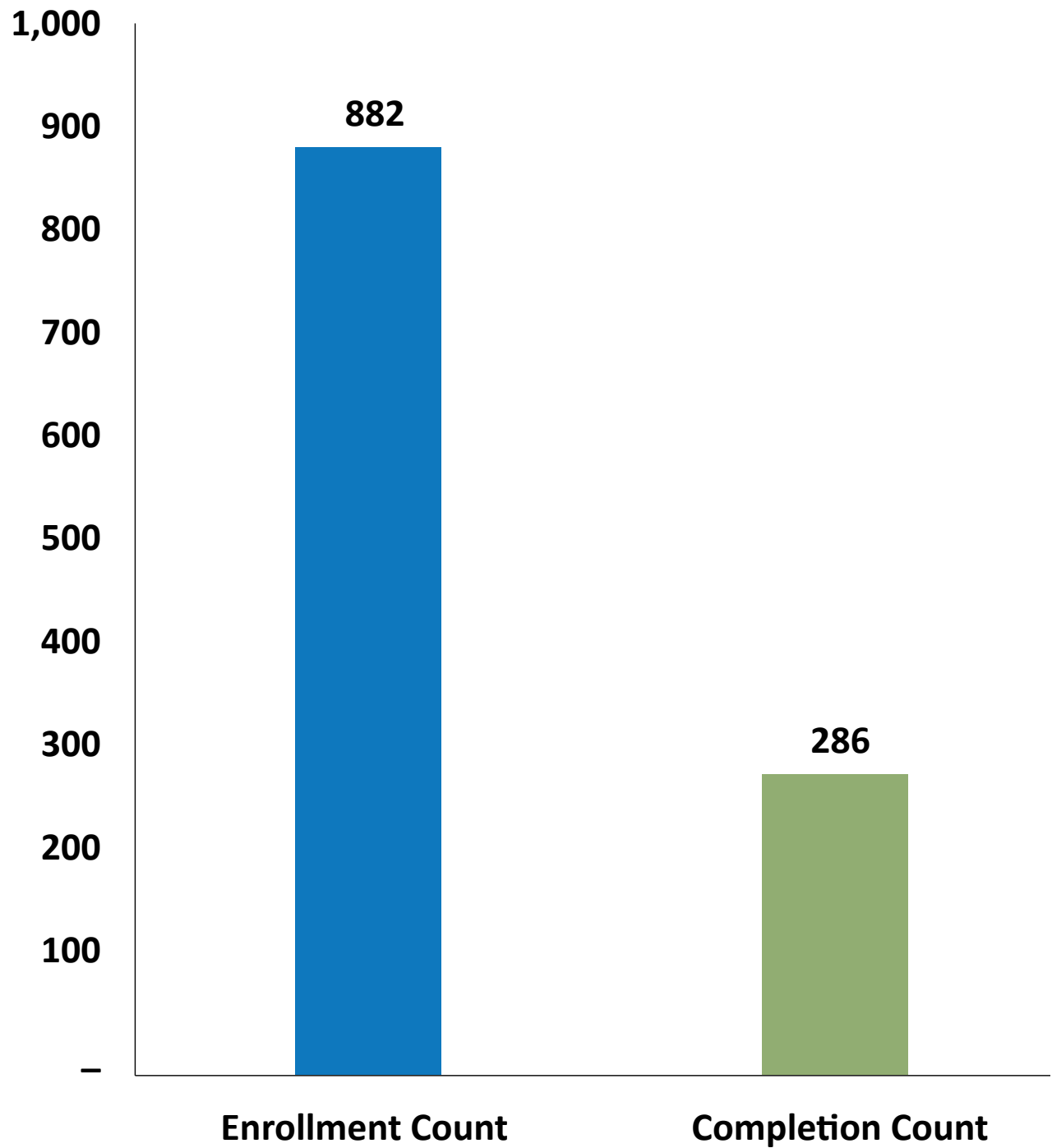
Washington State Healthcare Professional Telemedicine Training



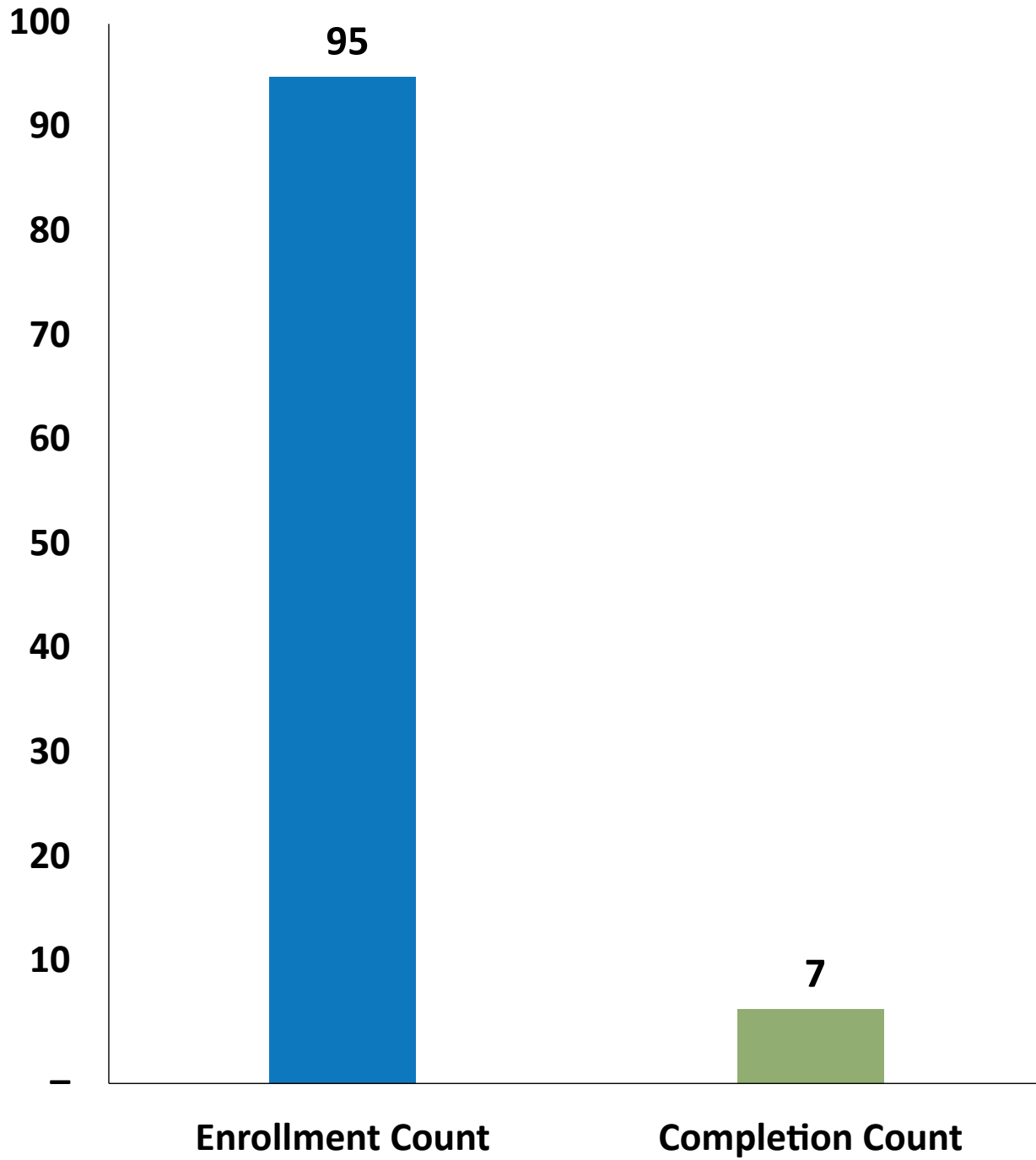
Telebehavioral Health 101



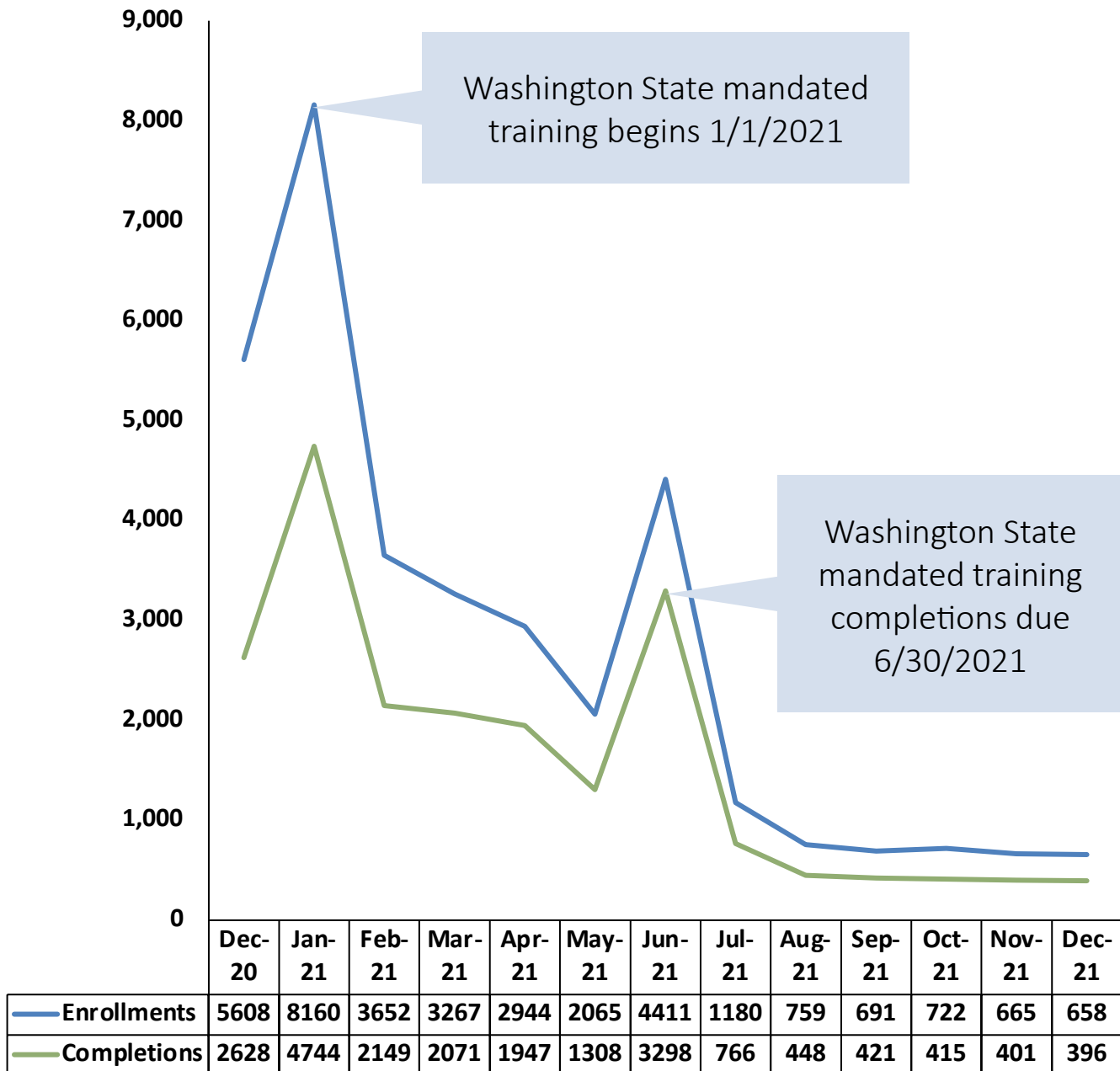
NRTRC Telehealth 101



VA Telebehavioral Health 101

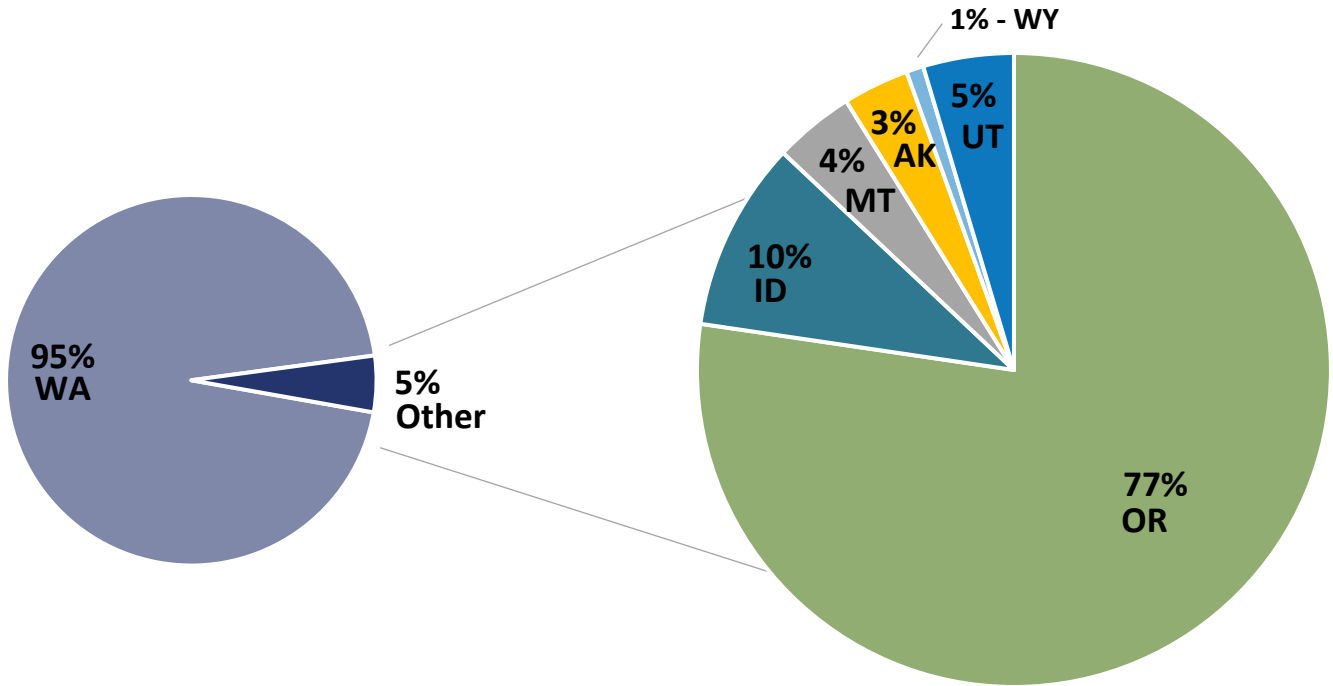


Online training participation timeline December 2020 - December 2021

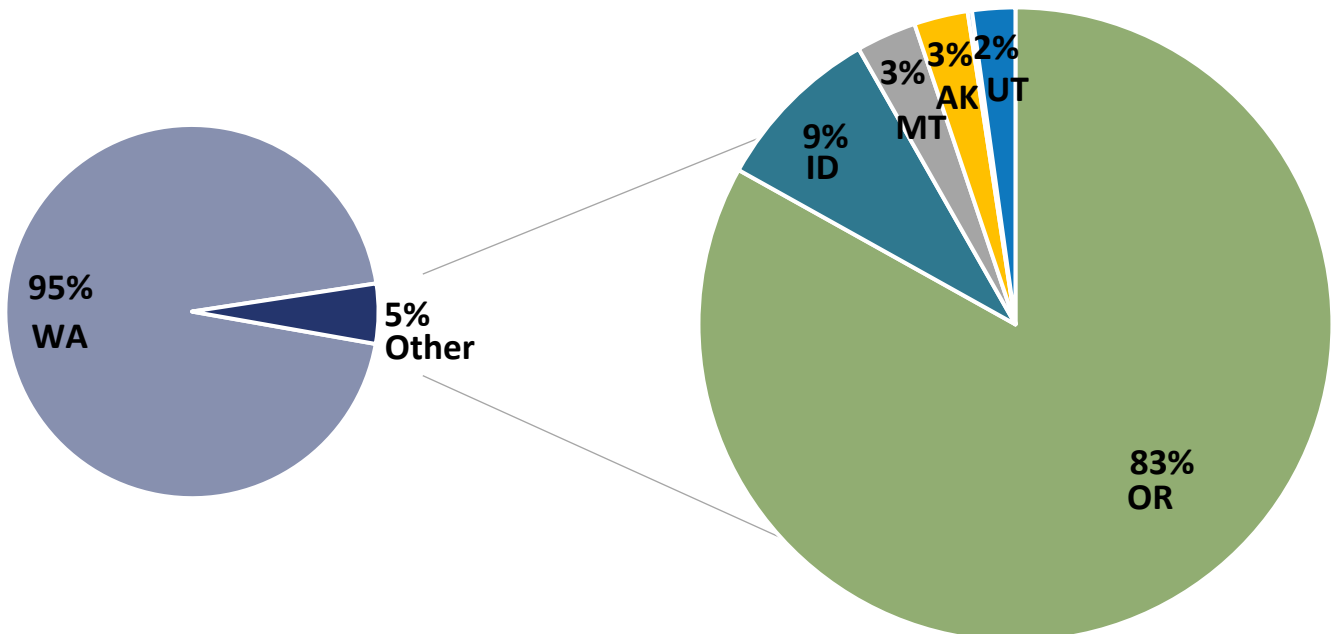


Participation within the NRTRC Region

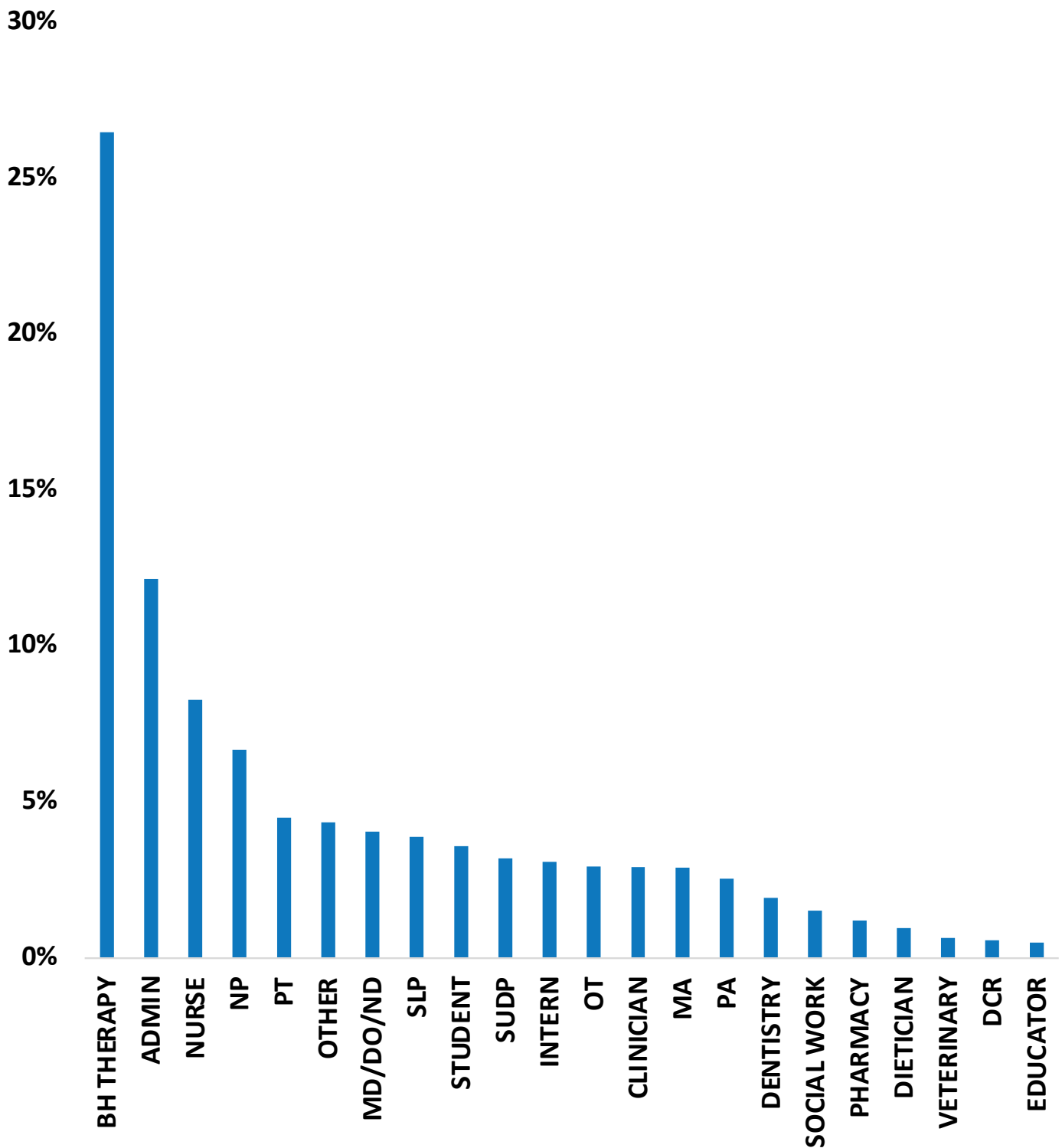
Course Enrollments



Course Completions



Who is completing courses?



For full list of job types, contact us: <https://nrtrc.org/contact-us.php>

2021 NRTRC Webinars

<https://nrtrc.org/education/webinars.php>

Date	Title	Attendees	Recording
Jan. 20, 2021	Techno-Human Aspects of a Telehealth Visit (Person-Centered Telehealth)	37	link
Mar. 10, 2021	Rehabilitation Services and Early Intervention	102	n/a
Mar. 17, 2021	Strategies to Deliver High Quality Telehealth in Rural Communities	15	link
May 18, 2021	Emergency Broadband Benefit (EBB)	33	link
Sept. 16, 2021	Telehealth Implementation: A Guide & Case Study for Critical Access Hospitals	104	link



NATIONAL
RURAL HEALTH
RESOURCE CENTER



Telehealth Implementation: A guide & Case Study for Critical Access Hospitals

Webinar Metrics

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



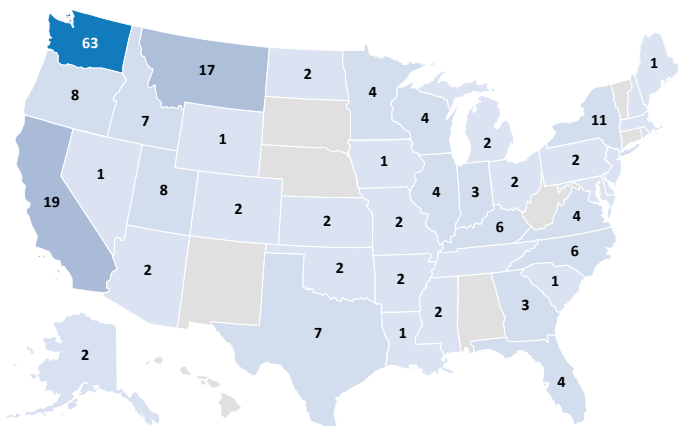
Telehealth Implementation: A
Guide & Case Study for Critical
Access Hospitals

September 16, 2021

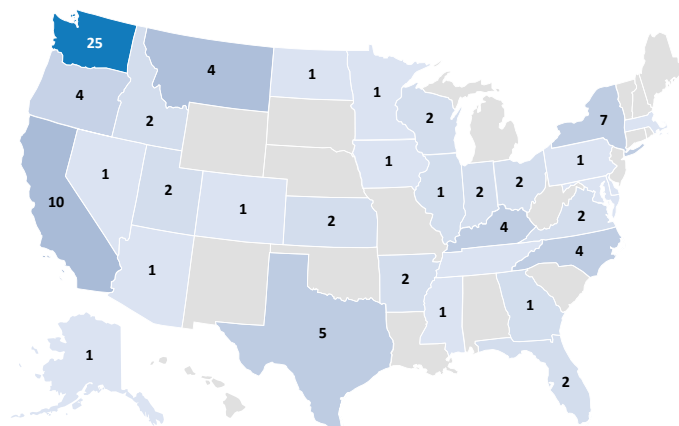
Survey Findings

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

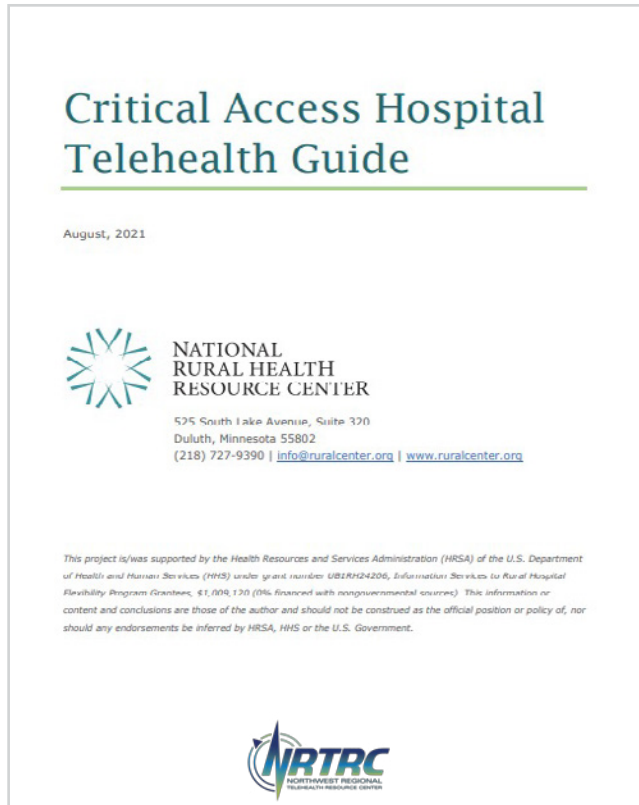
Registrant Distribution



Attendee Distribution



Critical Access Hospital (CAH) Telehealth Guide



- Collaboration of the National Rural Health Resource Center and the NRTRC
- This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS)

What is the CAH Telehealth Guide?

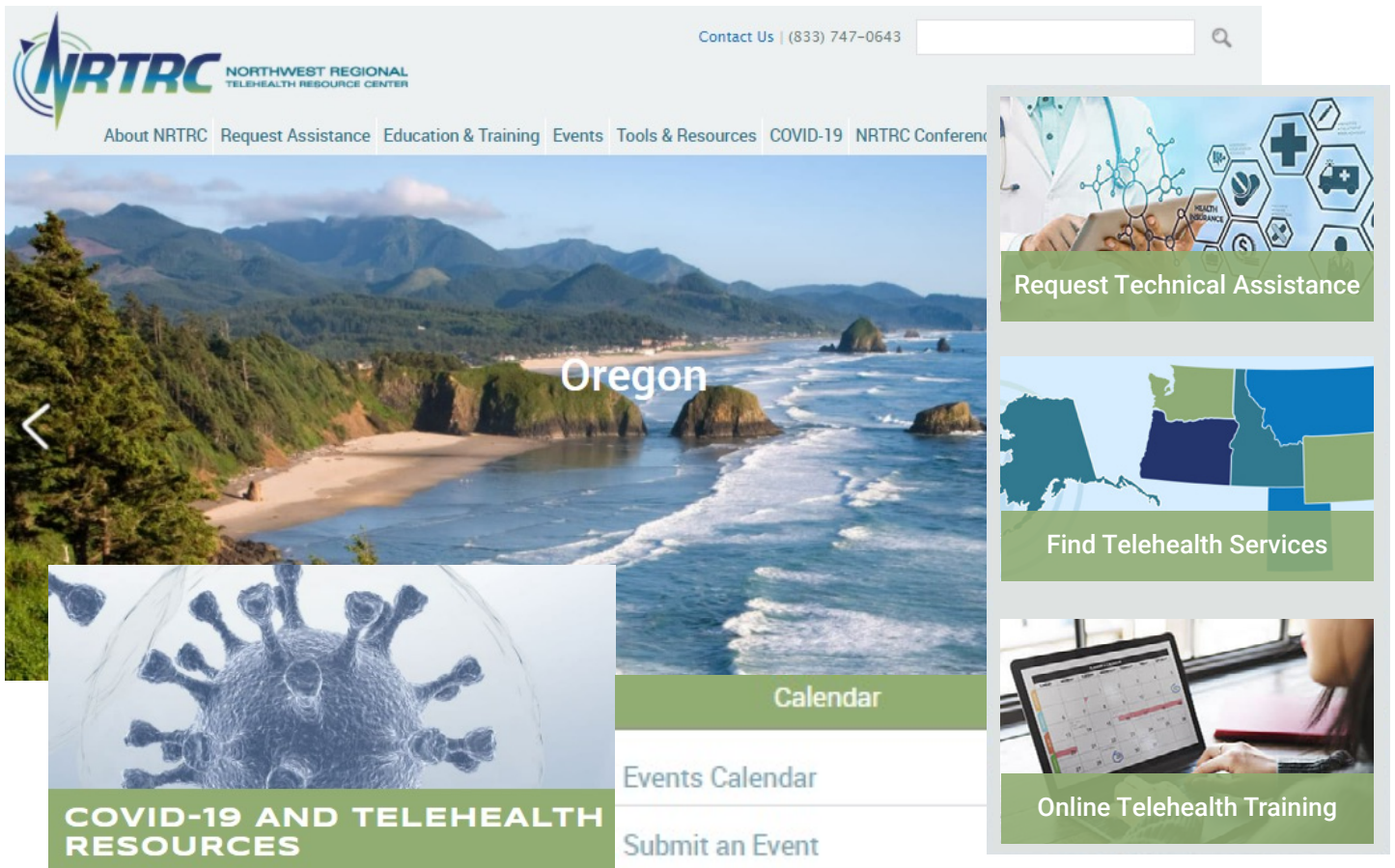
Practical guidance on implementing and sustaining telehealth to:

- 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>

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

40,000+

website visits
in 2021



Speakers representing these organizations:



REGISTER NOW

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



The NRTRC is proud to serve the telehealth needs of the Northwest Region. Please contact us for additional information.

Email: info@ntrrc.org

Phone: (833) 747-0643

Address: c/o The Utah Education
and Telehealth Network
101 Wasatch Drive
Salt Lake City, UT 84112



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