Survey of Telehealth Use & Barriers in Arizona: How This May Affect Future Policy

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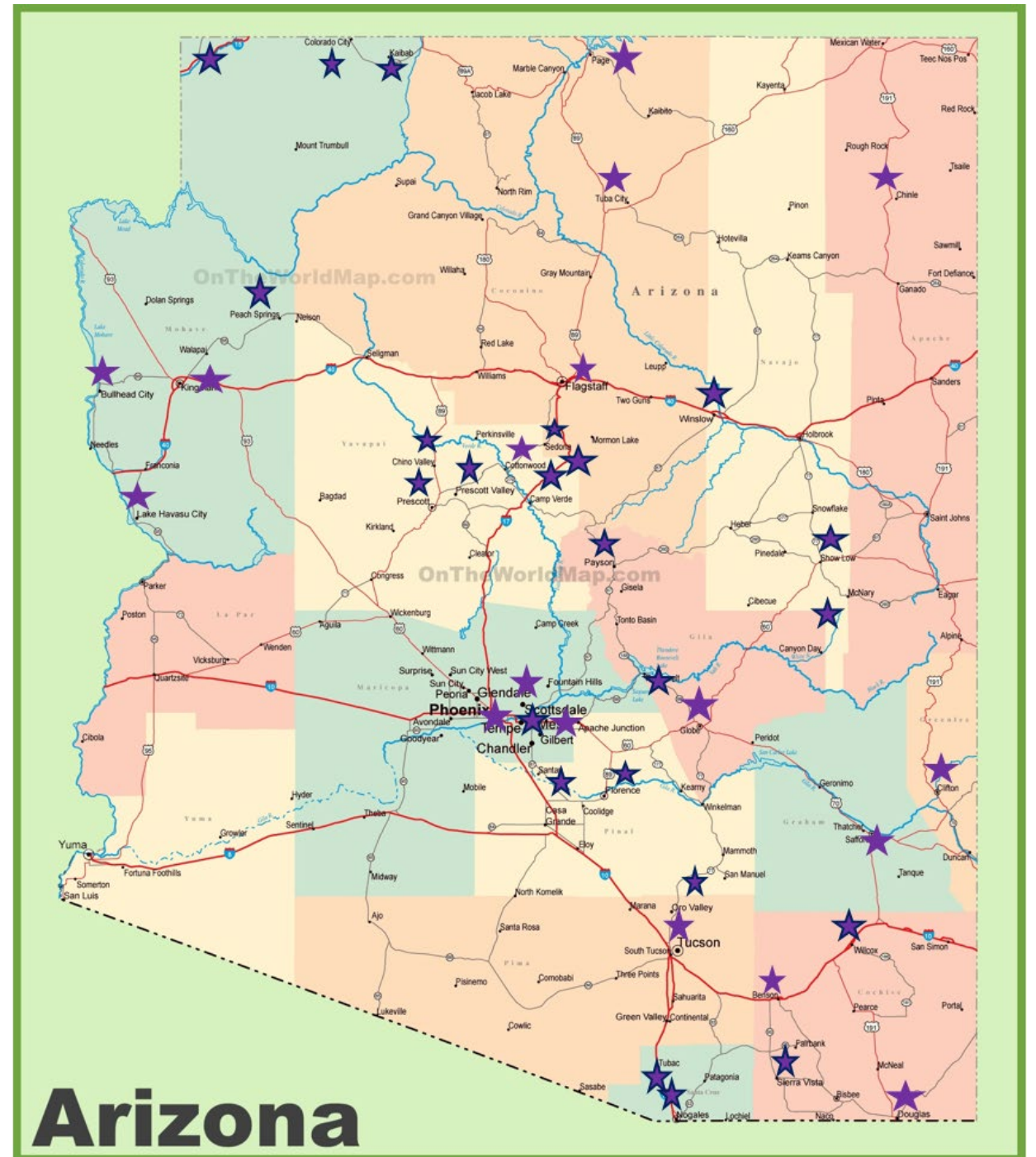**Co-Director SWTRC**

Goal & Methods

- **Gather information to inform key healthcare stakeholders about telemedicine & telehealth use & needs in our state**

- **Developed survey & piloted with select set organizations to get feedback & validate**

- **Distributed to Northern AZ sites Spring 2019**

- **Followed up with in-depth phone surveys**

- **Distributed across Northern & Southern AZ**
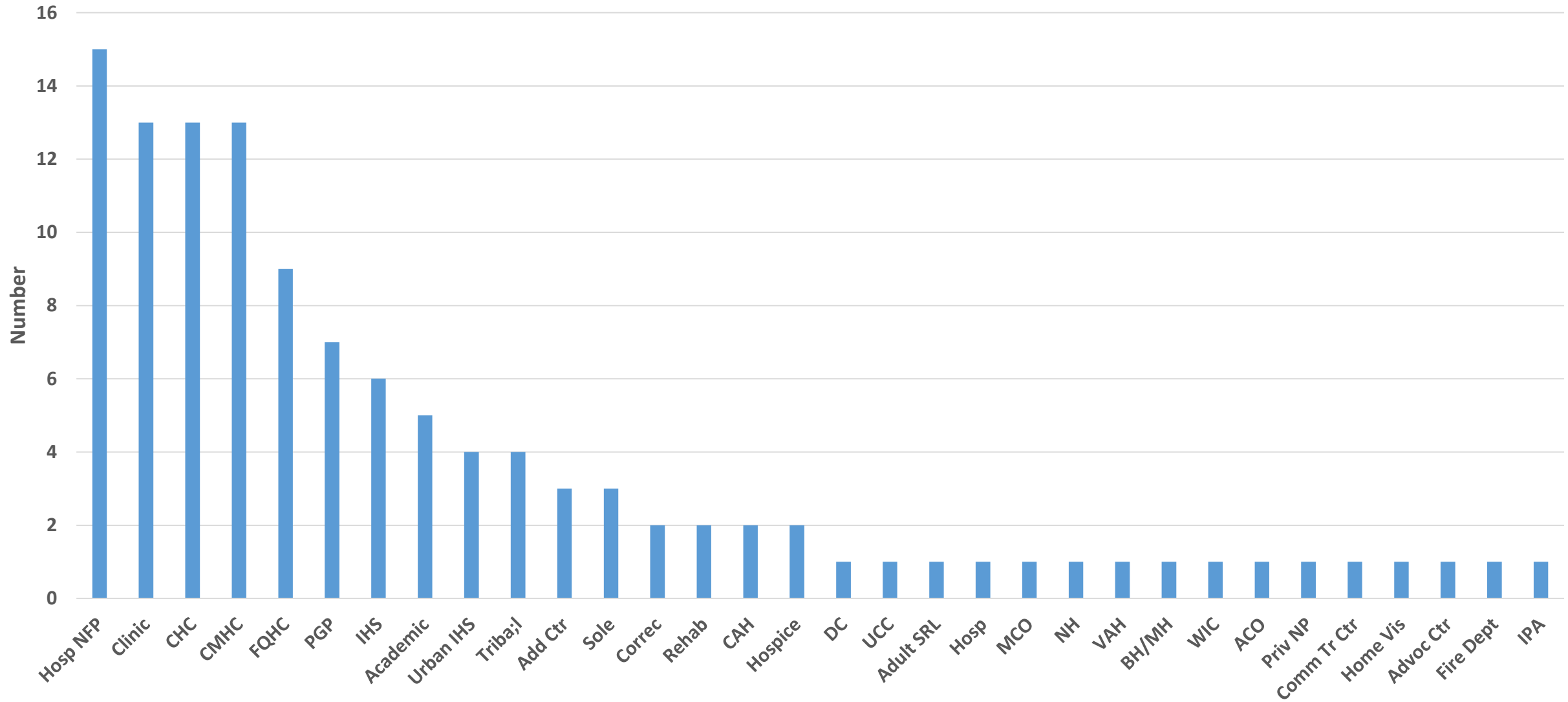
- **Copy of survey on your thumb drive**

80 unique survey responses

1) each star may represent multiple organizations

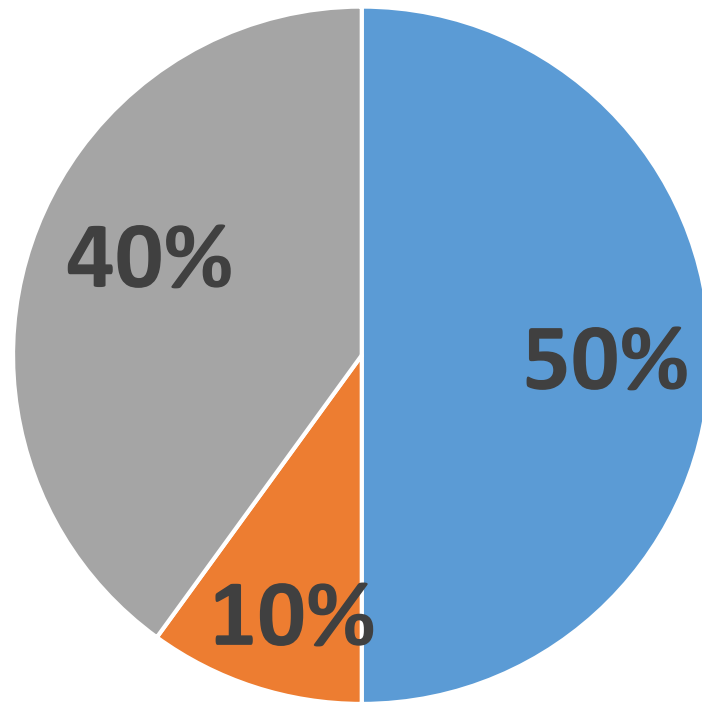**2) some organizations have multiple sites**

Type Institution

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- 59% (n = 47) provide TH services
- 25% (n = 20) receive TH services

Total est # cases 2017-2018: 113,876
Mean = 2920
(SD = 6227, range = 10 – 27,000)

For those outsourcing:
Mean # outsourced organizations = 2.93
(sd = 1.19; range = 1 – 10)
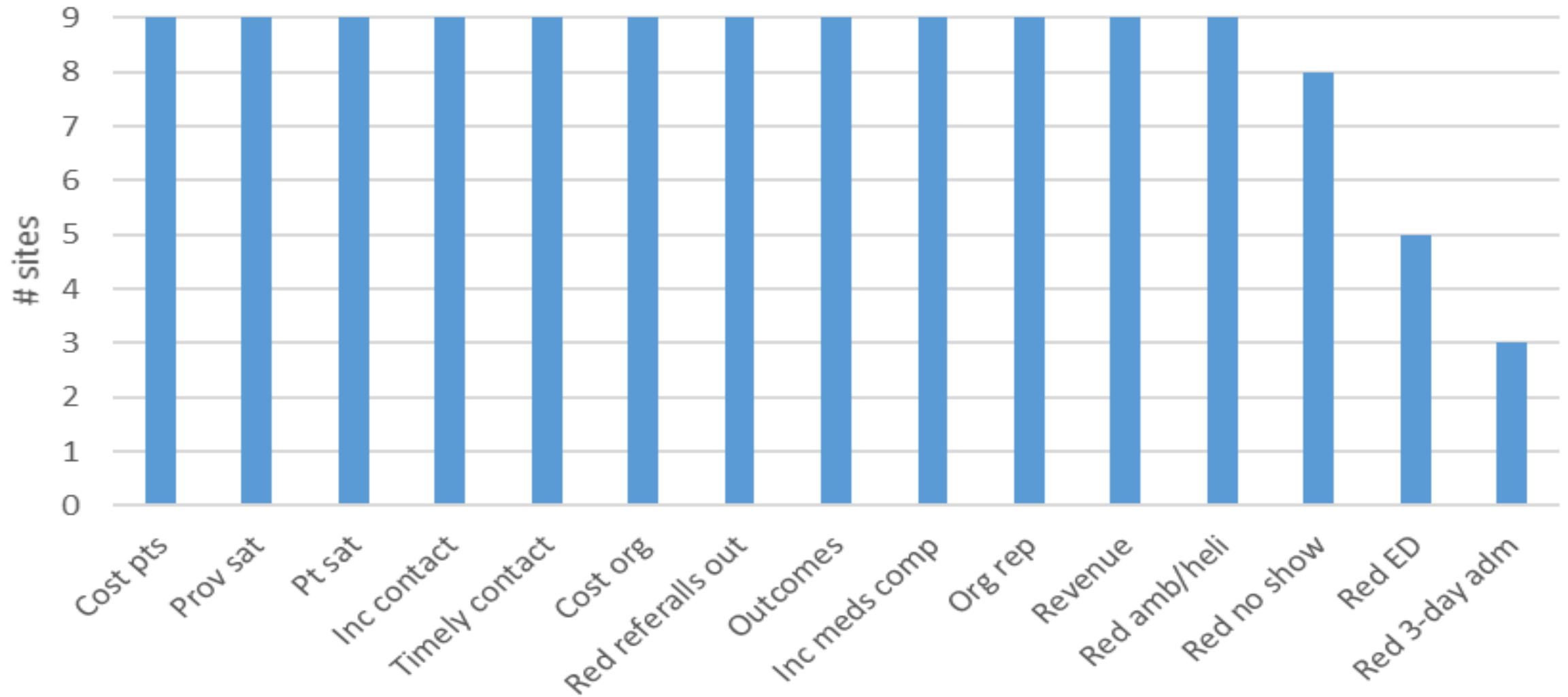

- Own Providers
- Outsourced
- Combination

50%
10%
40%

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Specialty	# Organizations Offering	# Organizations Considering
Addiction	6	8
Allergy	1	4
Audiology	1	2
Bariatric	1	2
Behavioral/Mental Health	25	26
Burn	1	2
Cardiology	3	6
Chronic Disease Management	4	9
Dementia	0	1
Dentistry	2	2
Dermatology	7	3
Diabetes	5	7
Endocrinology	6	3
Fertility	1	0
Gastroenterology	3	2
Genetics/Genetic Counseling	2	4
Geriatrics	1	4
Gynecology	0	1
Hematology	1	1
Hepatology	0	1
Home Care	2	2
Hospice	1	2
Hospitalist	0	1
ICU	2	5
Infectious Disease	2	5
Integrated Care	1	6
Internal Medicine	2	2
Laboratory	0	2
Long Term Care	0	1
Marijuana Authorization Card	1	0
Maternal	1	0
Menopause	1	0
Mobile Health	1	4
Naturopathic	0	1
Nephrology	1	2
Neurology	7	4
Neuropsych	1	2
Neurosurgery	1	1
Nursing	4	2
Nutrition	5	11
Obstetrics	0	3
Occupational Therapy	0	1
Ophthalmology	2	0
Orthopedic Surgery	1	3
Otorhinology	0	1
Pain Management	5	2
Pathology	1	3
Patient Monitoring (Remote)	4	9
Pediatrics	6	3
Peer Support	0	1
Pharmacy	4	3
Physical therapy	2	1
Preventive Care	4	8
Primary Care	12	11
Psychiatry	20	18
Psychology	6	3
Pulmonology	2	2
Radiology	4	2
Rehab	1	1
Rheumatology	2	3
Sleep Medicine	2	1
Social Work	1	0
Speech Language	1	1
Stroke	3	4
Substance Abuse	3	4
Surgery	2	1
Trauma	0	4
Urgent Care	4	2
Urology	0	5
Weight Control	4	4
Women's	1	0
Wound	1	4

Mean #/org = 3.91 (SD = 3.98, range = 1 – 19)

#1 2017	#2 2017	#3 2017	#1 2018	#2 2018	#3 2108
Radiology (175,000)	BH/MH (1221)	Stroke (494)	Ophthal (13,000)	BH/MH (1939)	Stroke (661)
Pain (15810)	Stroke (751)	Nephrology (34)	Prim Care (6841)	Nephrology (392)	CDM (50)
Gastro (9276)	Rheum (400)	Neurology (25)	Psychiatry (1076)	Children's (337)	Neurology (40)
Primary Care (4580)	Endocrin (327)	Wound Care (25)	RPM (1056)	Hem/Onc (50)	Home (16)
Psychiatry (4271)	CDM (138)	Psychiatry (20)	BH/MH (530)	Neurology (19)	Derm (10)
Tele-ICU (1836)	Family Prac (88)	Dermatology (20)	Gastro (176)	Fertility (3)	
RPM (517)	Hem/Onc (40)	Develop Peds (16)	Tele-ICU (150)		
BH/MH (500)	Primary Care (20)	Home Health (12)	Dentistry (150)		
Other Lic MH (226)	Neurology (15)	General Health (3)	Stroke (150)		
Ophthalmology (200)	Fertility (3)	Sub Abuse (2)	Menopause (4)		
Ortho (200)	Addiction (3)				
Stroke (150)					
Dentistry (150)					
Psychology (95)					
Geriatrics (80)					
Menopause (4)					

Telemedicine Benefits
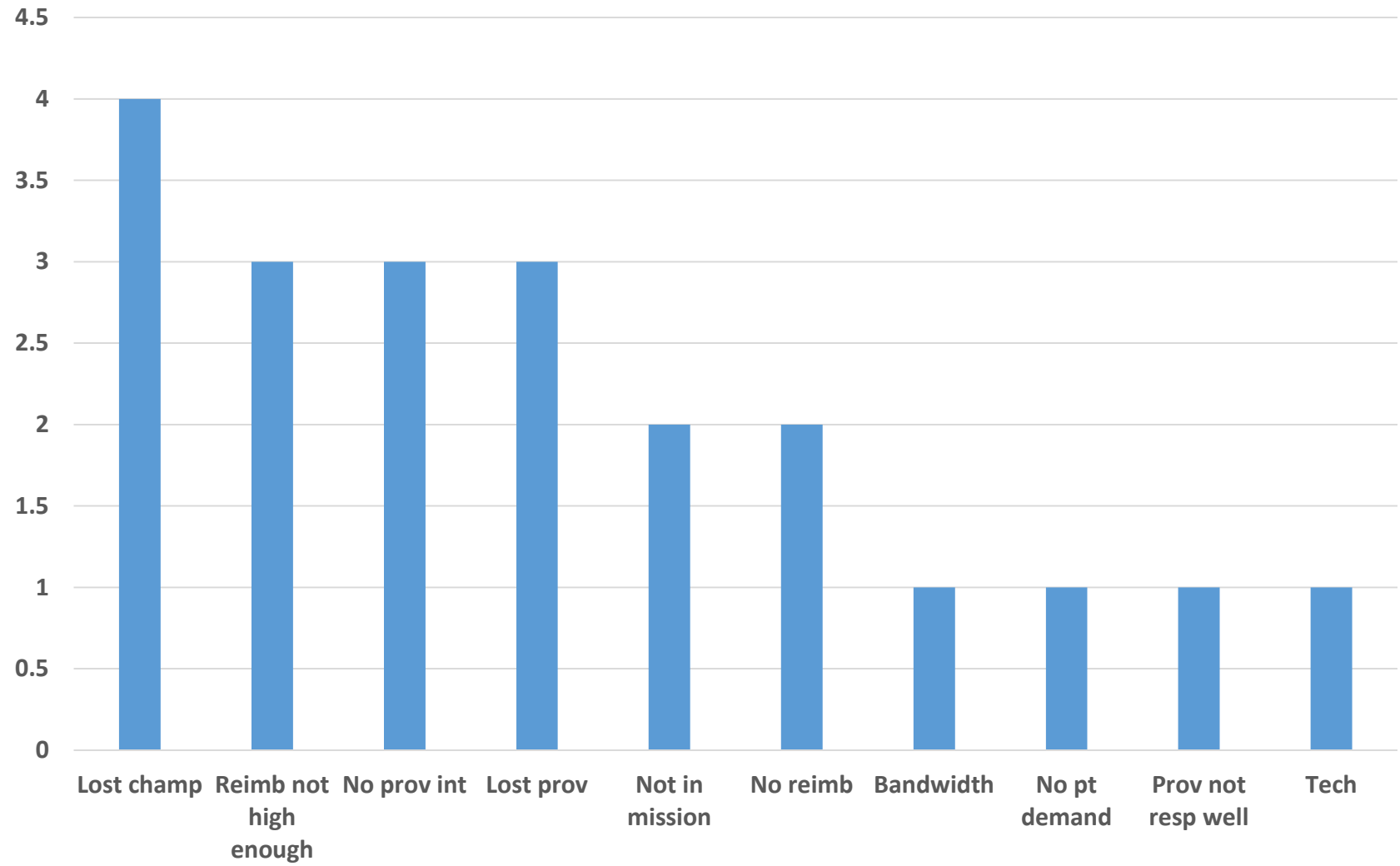
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Reimbursement

- Is your organization ever reimbursed a different amount for the same service provided via telemedicine vs. in person? **62% (n = 26) = yes**

- When you bill for services, approximately what percentage, overall, of your organization's telemedicine services get reimbursed by payers (excluding teleradiology)? **Mean = 63% (sd = 45, range = 0-175)**

- On average (across all payers), approximately what percentage of the overall in-person reimbursement rate does your organization receive for the same services provided via telemedicine (excluding teleradiology)? **Mean = 71% (sd = 44, range = 0-180)**
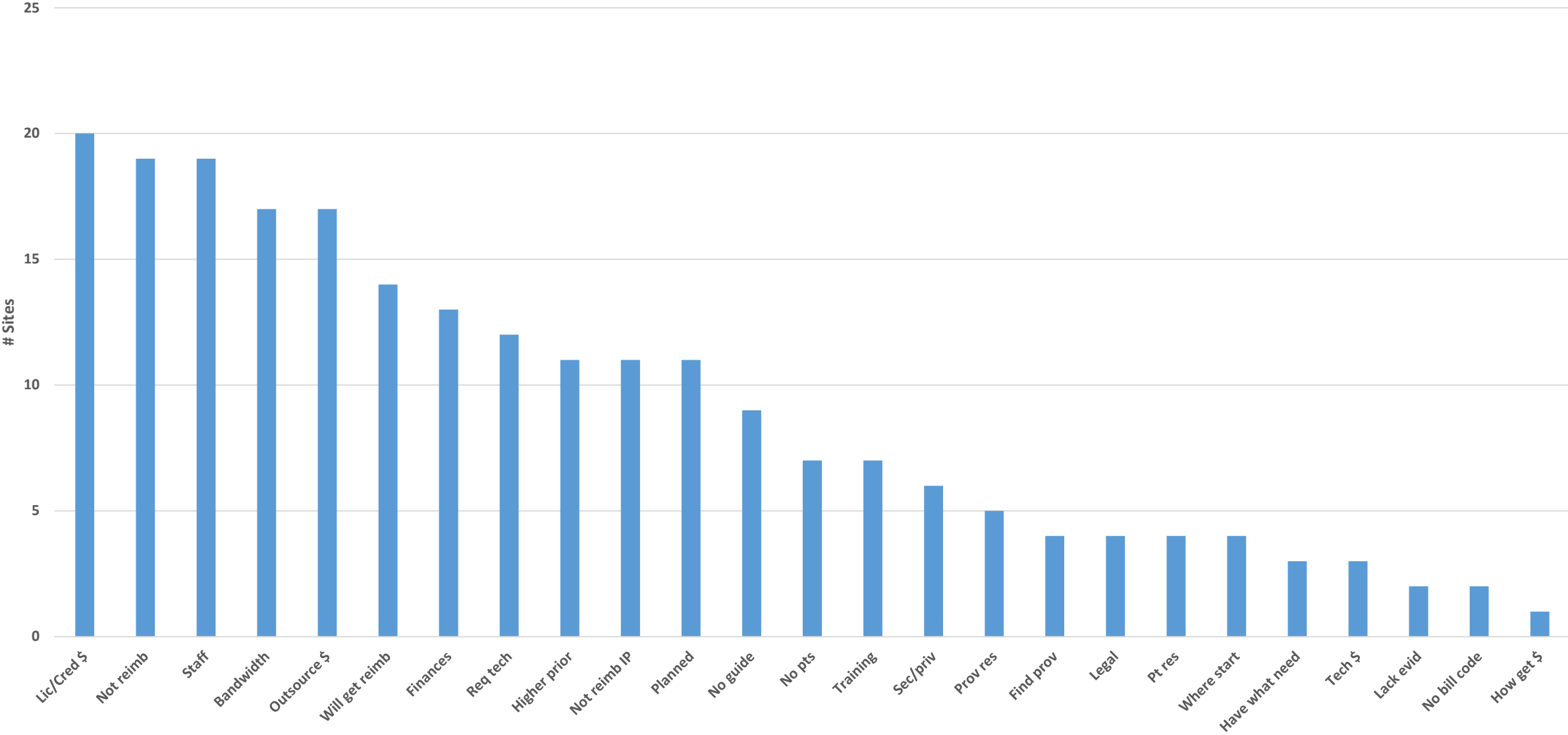
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Stopped Providing TH Services

- **19% (n = 9)**

Reasons Not Providing or Expanding Telemedicine Services

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Interview Themes

- **Everyone (doing & not) see benefits TH & plan to engage/extend**

- **Drivers: service needs, staffing, pt demand, prov demand**

- **Challenges: logistics, personnel, platform choices, $$, reimbursement concerns, legal/liability concerns, time, lic/cred hassles, turnover & training, EHR integration**

Conclusions

- **AZ is a leader in TH with numerous & varied programs**

- **Hundreds of thousands of pts benefitted past 20+ years**

- **More sites providing, receiving & planning TH**

- **Challenges exist but current policies are facilitating as will future**

Thank you!

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SOUTHWEST TELEHEALTH RESOURCE CENTER TRC