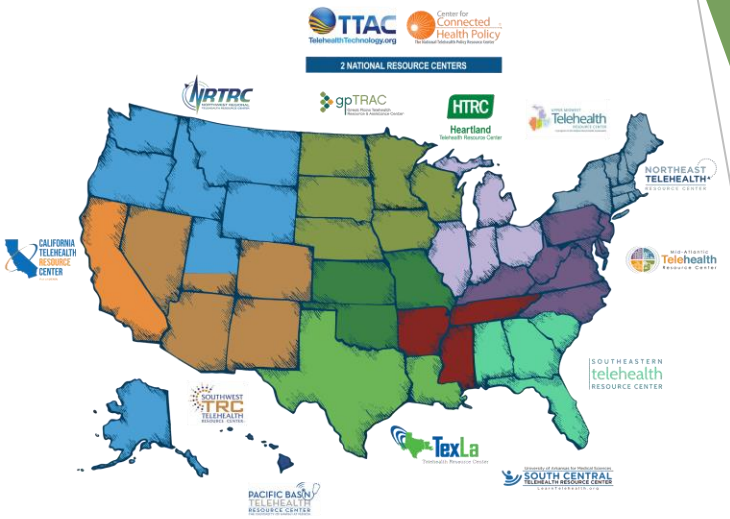


# Navigating the Telehealth Neighborhood: Guides and Resources for Telehealth and Digital Equity and Inclusion

Jaleen Johnson, BS
Program Manager
The Northwest Regional
Telehealth Resource Center

# What are digital Equity and Inclusion?

- **Digital Inclusion:** Activities necessary to ensure that all individuals and communities have access to and use of Information and Communication Technologies.
- **Digital Equity:** Condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy.
- Both are necessary for civic and cultural participation, employment, lifelong learning, and access to essential services … INCLUDING HEALTHCARE!

https://www.across.health/publication/across-health-1000-to-1-cartoon-the-digital-divide

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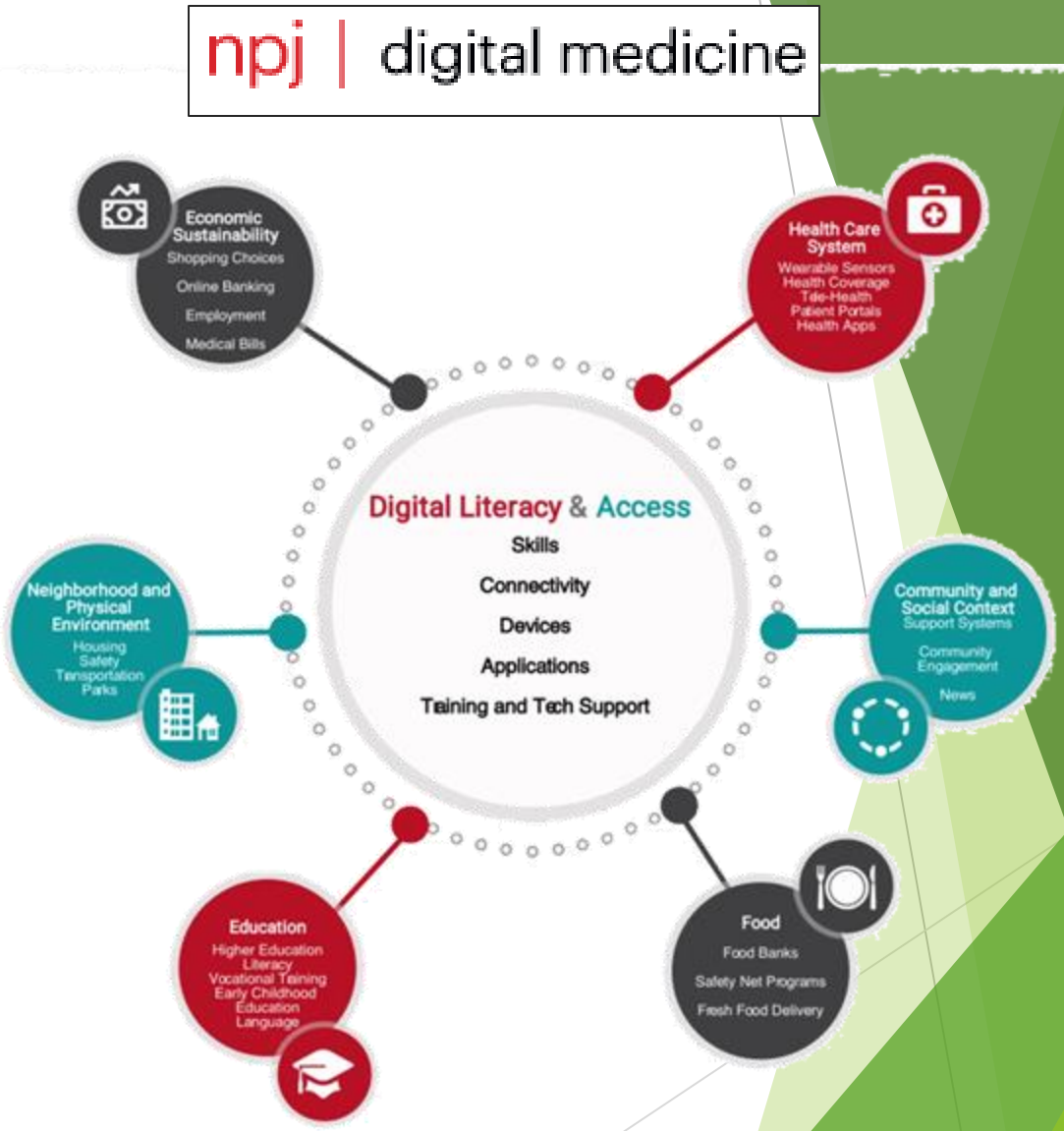
- Applications for employment and social services are increasingly and exclusively online
- Sources of health information and patient portals have been digitized
- Increased use of telehealth widening disparities
- Costs of equipping a person to use the Internet and devices to manage healthcare are more sustainable that treating active conditions




Sieck, C.J., Sheon, A., Ancker, J.S. *et al.* Digital inclusion as a social determinant of health. *npj Digit. Med.* **4**, 52 (2021). https://doi.org/10.1038/s41746-021-00413-8

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# Let’s talk Solutions!

JIM Journal of Internal Medicine
Founded in 1863

Table 1

Patient Demographics and Visit Characteristics by Visit Modality from June 2020 Through April 2021

| First primary care visit modality | | In-person | Telemedicine | *p* value |
|---|---|---|---|---|
| # of observations | | 4045 | 2108 | |
| Female (%) | | 2148 (53.1%) | 1277 (60.6%) | |
| Age (mean, SD) | | 64.0 (17.3) | 62.5 (17.7) | |
| Race (%) | Black | 1488 (36.8%) | 1060 (50.3%) | |
| | White | 2330 (57.6%) | 938 (44.5%) | |
| | Other/unknown | 227 (5.6%) | 110 (5.2%) | |
| Ethnicity (%) | Hispanic Latino | 239 (5.9%) | 76 (3.6%) | |
| | Non-Hispanic Latino | 3766 (93.1%) | 2012 (95.5%) | |
| | Unknown | 40 (1.0%) | 20 (1.0%) | |
| Payor (%) | Commercial | 1023 (25.3%) | 573 (27.2%) | |
| | Medicaid | 619 (15.3%) | 319 (15.2%) | |
| | Medicare | 2160 (53.4%) | 1166 (55.3%) | |
| | VA/uninsured/unknown | 243 (6.0%) | 50 (2.4%) | |
| Days from discharge to appointment (mean, SD) | | 10.3 (7.2) | 8.9 (6.4) | $p < 0.0001$ |
| Scheduled within 7 days of discharge (%) | | 1857 (45.9%) | 1140 (54.1%) | $p < 0.0001$ |
| Visit scheduled with assigned PCP (%) | | 2734 (67.6%) | 1480 (70.2%) | $p = 0.04$ |
| Visit completed (%) | | 2488 (61.5%) | 1771 (84.0%) | $p < 0.0001$ |

Open in a separate window

Digital Biomarkers

Digit Biomark 2020;4(suppl 1):119–135
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Received: May 29, 2020
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**Next Generation**

# The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice

Hannah Wisniewski[a] Tristan Gorrindo[c] Natali Rauseo-Ricupero[a]
Don Hilty[b] John Torous[a]

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Bressman E, Werner RM, Childs C, Albrecht A, Myers JS, Adusumalli S. Association of Telemedicine with Primary Care Appointment Access After Hospital Discharge. J Gen Intern Med. 2022 Aug;37(11):2879-2881. doi: 10.1007/s11606-021-07321-3. Epub 2022 Jan 11. PMID: 35018569; PMCID: PMC8751457.
Wisniewski H, Gorrindo T, Rauseo-Ricupero N, Hilty D, Torous J: The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice. Digit Biomark 2020;4(suppl 1):119-135. doi: 10.1159/000510144

# What is a digital Navigator?

- Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.

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https://www.digitalinclusion.org/

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# What is a TAP?

A Telehealth Access Point, or TAP, is a dedicated public space for individuals to access a telehealth appointment. These spaces consist of an adequate internet connection, a device with working camera, speaker and microphone, as well as privacy considerations in the form of a dedicated room or kiosk where the telehealth visit can be conducted. TAPs may also have support staff to assist an individual through a telehealth appointment if needed.

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# Our Goal: Increase Patient Digital Health Literacy and Create More Awareness of TAPs

- Uses the terms "navigator" and "participant" to promote adaptability of the course
- 3 Main Sections:
  - Intro to Telehealth for Navigators
  - Telehealth Navigator and Participant Resources
  - Process maps and Participant Considerations for Telehealth Navigation

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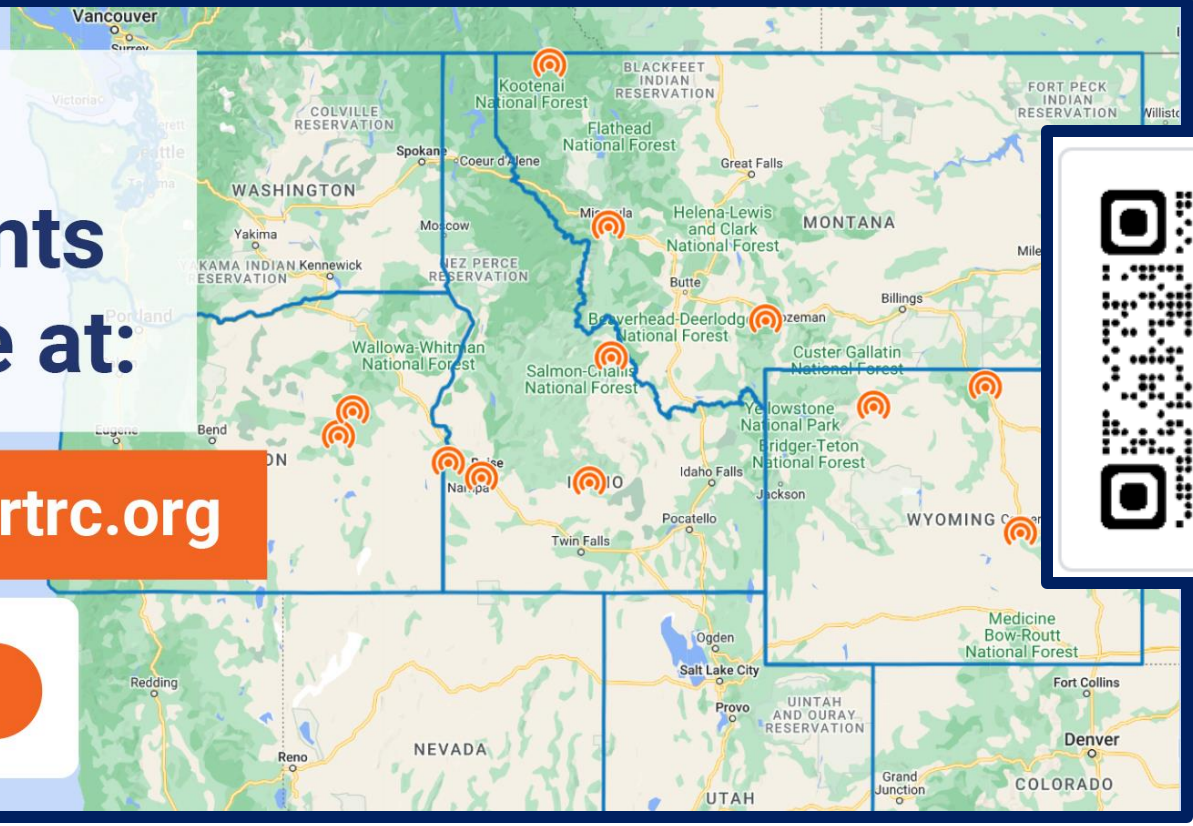
# Telehealth Access Points are now live at:

findtelehealth.nrtrc.org

TAPs




SCAN THIS CODE TO SUBMIT A TAP!

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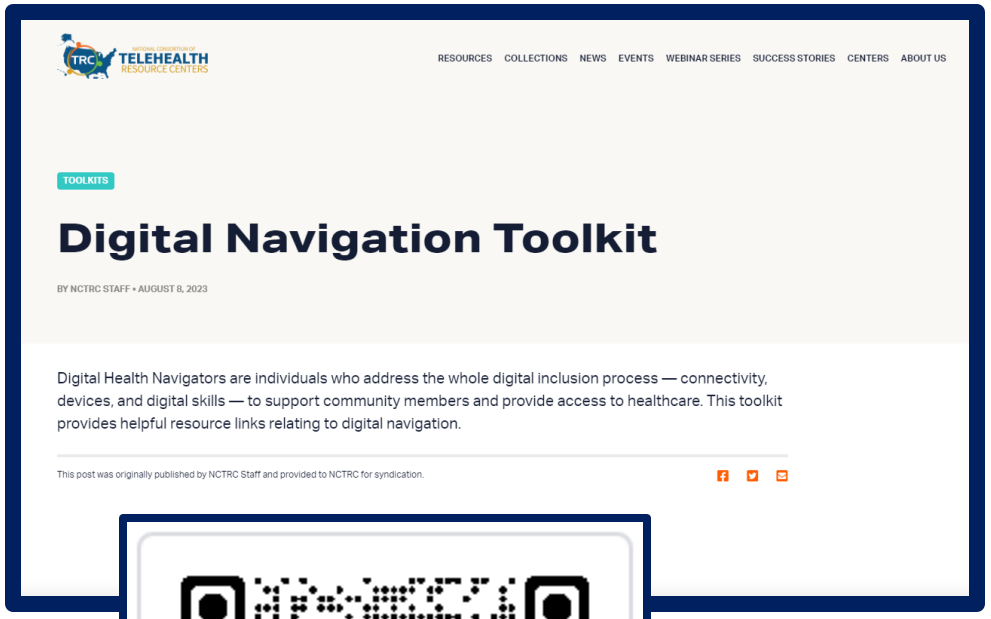

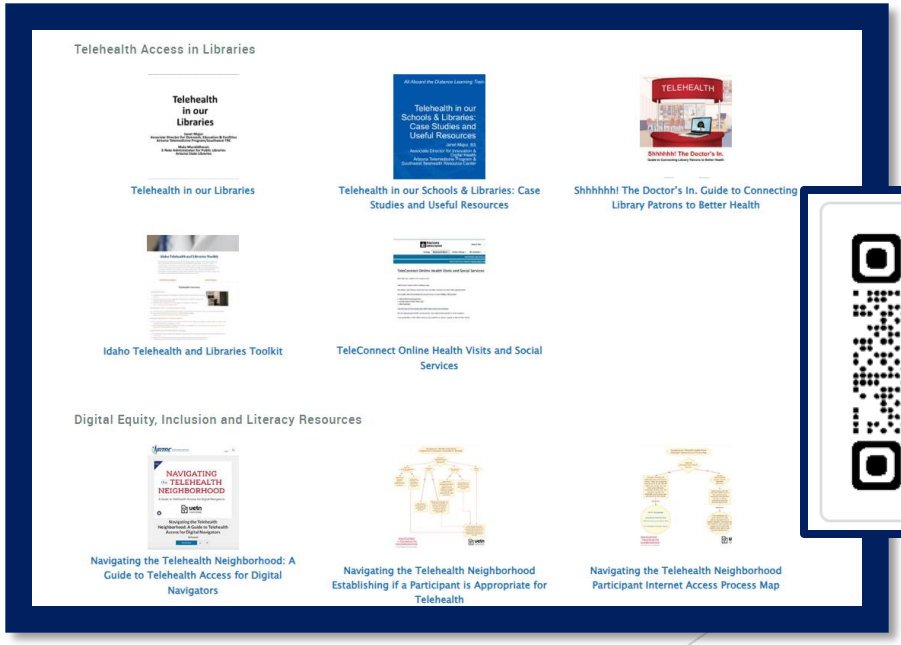


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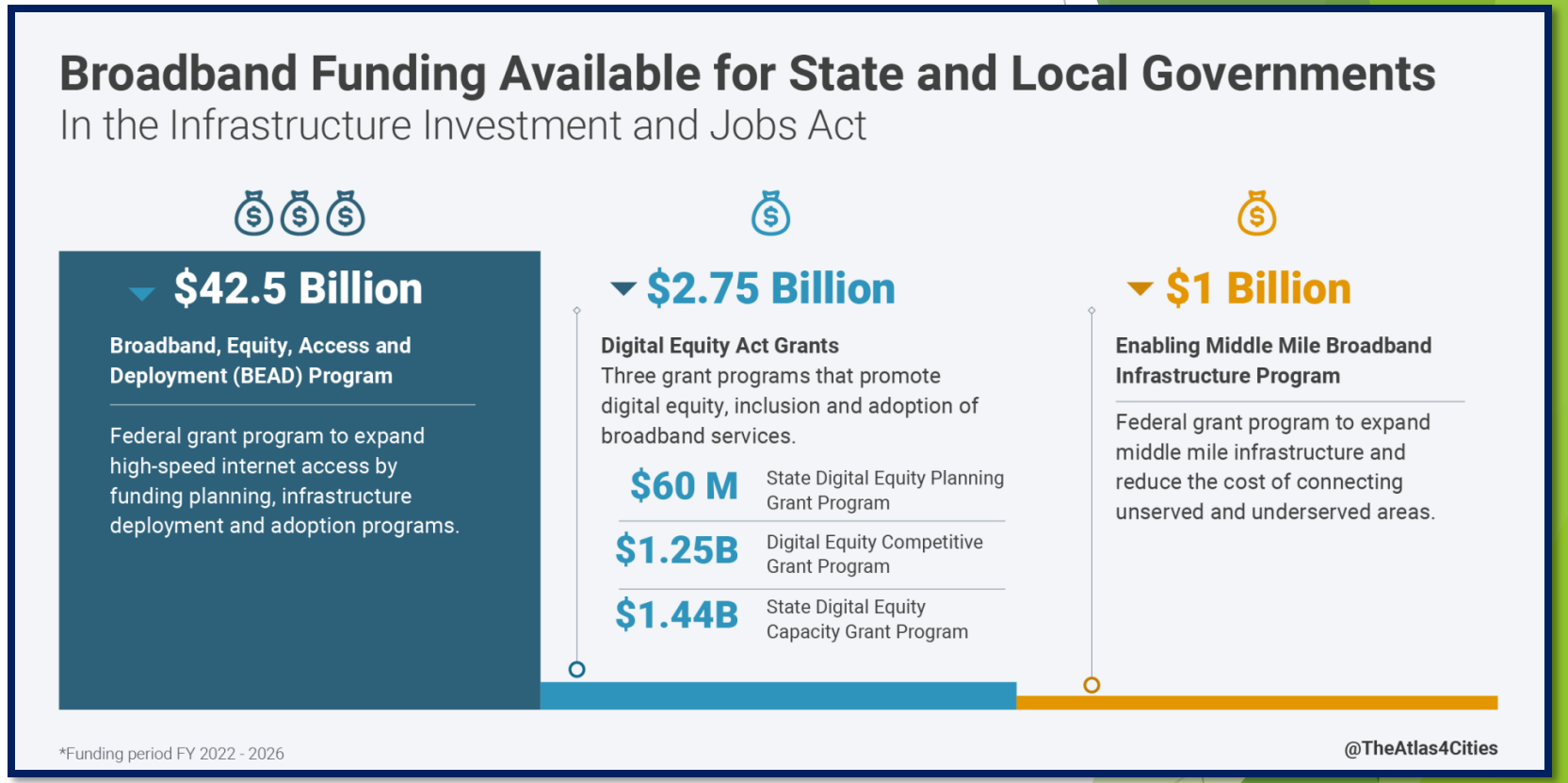
# The Future is now!

- See who received the funding for your state
- Contact Them!
  - We have a Template for Comment!
  - See Arizona's BEAD 5-Year Action Plan
- Meet with your state NTIA Officers
- Partner with program sub-awardees
  - Community Anchor Institutions
  - Internet Service Providers
  - Digital Navigators
- CONTACT YOUR TRC!




- All this and more information and more!

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*from Reactionary to Visionary*

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# Thank You!

Questions?

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