

ARIZONA  
TELEMEDICINE  
PROGRAM



# SWTRC's COVID Funding

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Co-Director SWTRC

Associate Director Assessment ATP

# Southwest Telehealth Resource Center

- **First funded by HRSA OAT 2009**
- **Drs. Weinstein & Krupinski Co-Directors & staffed by ATP team**
- **Mission:** advance effective use telemedicine services throughout Southwest & assist start-up telehealth programs in development & serve as resource for existing programs regarding changes in technology & other issues affecting telehealth in Southwest region
- <https://southwesttrc.org/>
- **Member of National Consortium of Telehealth Resource Centers**  
<https://www.telehealthresourcecenter.org/>

# COVID Funding

- **COVID PHE led to massive interest in & uptake of TM by healthcare systems, clinics, private practice, DTC - everyone**
- **CMS & other federal/state agencies waived many prior restrictions**
- **Federal & state funds dedicated to enabling TM & infrastructure**
- **FY 2020 Cares Act funded TRCs to help in response to COVID PHE**
- **Each received 1-year grant \$828,571 Apr 2020 – Mar 2021**
- **Legacy grant ongoing with RFP coming early 2021 for next round**

# Work Plan

- Patient oriented education factsheets & video
- Patient-oriented webinars
- Webpage Design & Expansion
- Bi-Monthly regional COVID TH newsletter
- Provider-oriented webinars
- Transitioning TH programs post-COVID
- Consultant expert from each of our 4 (non-AZ) states
- NPR spots
- Blogs
- Social media campaign
- Commercial
- Webinars
- Training



## Events

Arizona Telemedicine  
Council Wednesday,  
October 21, 2020 -  
11:00am to 1:00pm



HIV Prevention & Care in  
the Era of Covid-19 DIY:  
How to Make an Efficient and  
Highly Effective HIV Telemedicine  
Clinic Wednesday, October 28,  
2020 - 12:00pm to 1:00pm



Telemedicine Applications  
(Webinar) Monday,  
November 2, 2020 -  
8:30am to 2:30pm



New Mexico Telehealth  
Conference (Webinar)  
Thursday, November 5,  
2020 - 9:00am to 2:00pm



Alan Morgan: 2020 Mid-  
Year Rural Health Policy  
Roundup Thursday, November 19,  
2020 - 2:00pm to 3:00pm



[Register / View All Events](#)

## Welcome to the Southwest TRC!

### Telemedicine COVID-19 Resources

Service  
Provider  
Directory

Events

On-Line  
Library

Resources



Blog



Contact Us



## SWTRC Blogs

What Do Road Trips Have To Do  
With Telemedicine?



5 Tips for Preparing Your Child for  
a Telemedicine Visit



How Was Your First Time?



[All Blogs](#)

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## Telemedicine COVID-19 Resources

Welcome to the Southwest Telehealth Resource Center / Arizona Telemedicine Program Telemedicine COVID-19 Resources web pages. We update these pages regularly with information for healthcare providers (including state-specific info) and consumers. You'll see the main sections listed below and the subsections listed to the left as you click on a main section. Check back often for updates!

[FOR HEALTHCARE PROVIDERS](#)

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### COVID-19 Resources Menu

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[Resources for Starting or Expanding Your Telehealth Practice](#)

[General Telehealth & COVID-19 Resources](#)

[Medicare Payment Policies & Regulatory Flexibilities During the Public Health Emergency](#)

[Legal & Regulatory Changes Affecting Telehealth During the PHE](#)

[Information on Private Payer Policies During the PHE](#)

[Information on Available Grant Funding for Telehealth](#)

[University of Arizona Grand Rounds](#)

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## SWTRC COVID UPDATES - August 2020

Bringing You Up To Date Regional Information

### EVENTS



- National Association of Community Health Centers Conference: "2020 and Beyond: Sustaining the Health Center Mission for the Future" August 31- September (Virtual)  
<http://www.nachc.org/conferences/cb/>



- Arizona Telemedicine Program & SWTRC training: "Developing a Telemedicine Program" September 14 (Virtual)  
<https://telemedicine.arizona.edu/training/developing-telemedicine-program/rhscnrc2020-09-14>




### Higher Education Looks to Telemedicine for Campus Health

	<p><b>University of Arizona:</b> "Wherever you are, We're Here for You!" <a href="https://health.arizona.edu/">https://health.arizona.edu/</a></p> <p><b>Arizona State University:</b> "We're still here for you!" <a href="https://asasu.edu/health">https://asasu.edu/health</a></p>
	<p><b>University of Colorado Boulder:</b> "Primary care, physical therapy &amp; nutrition via Telehealth" <a href="https://www.colorado.edu/healthcenter/services/telehealth-services">https://www.colorado.edu/healthcenter/services/telehealth-services</a></p> <p><b>Colorado College:</b> "Get care from the comfort &amp; safety of your dorm room!" <a href="https://www.coloradocollege.edu/offices/studenthealthcenter/health-location.html">https://www.coloradocollege.edu/offices/studenthealthcenter/health-location.html</a></p>
	<p><b>University of Nevada, Reno:</b> "Most appointments, including psychiatry referrals and nutrition consults, are currently done by telemedicine!" <a href="https://med.unr.edu/student-health-center">https://med.unr.edu/student-health-center</a></p> <p><b>University of Nevada, Las Vegas:</b> "Although it may look a little different, we are still here for you!" <a href="https://www.unlv.edu/studentwellness/covid-19-updates">https://www.unlv.edu/studentwellness/covid-19-updates</a></p>
	<p><b>University of New Mexico:</b> "In most cases, students can be seen through telehealth!" <a href="http://phac.unm.edu/">http://phac.unm.edu/</a></p> <p><b>New Mexico State University:</b> "Center will utilize telehealth services for access to medical and counseling provider, laboratory and pharmacy services!" <a href="https://wellness.nmsu.edu/">https://wellness.nmsu.edu/</a></p>
	<p><b>University of Utah:</b> "Student Health Center is now offering virtual visits for students!" <a href="https://studenthealth.utah.edu/">https://studenthealth.utah.edu/</a></p> <p><b>Utah State University:</b> "Keeping Safe and Providing Services" <a href="https://health.usu.edu/covid-19/news/Keeping_Safe_Providing_Services">https://health.usu.edu/covid-19/news/Keeping_Safe_Providing_Services</a></p>

## SWTRC COVID UPDATES - September 2020

Bringing You Up To Date Regional Information

### FCC Awards in Grants to Fight COVID in SWTRC Region!

	<p><b>TOTAL: \$2,161,083</b></p> <p>El Rio Santa Cruz Neighborhood Health Center; Navajo Nation Department of Health; Jewish Family &amp; Children's Services; Lake Powell Medical Center; Serenity First Counseling Prevention &amp; Support Coalition; Creek Valley Health Clinic; North Country HealthCare</p>
	<p><b>TOTAL: \$3,985,754</b></p> <p>Children's Hospital Colorado; Valley-Wide Health Systems, Inc.; Clinica Colorado (multiple sites); Spanish Peaks Behavioral Health Centers</p>
	<p><b>TOTAL \$1,757,091</b></p> <p>Bridge Counseling Associates; Renown Regional Medical Center; Vitality Integrated Programs (2 sites); Northern Nevada HOPES</p>
	<p><b>TOTAL \$376,621</b></p> <p>FCCH South Valley Family Health Commons</p>
	<p><b>TOTAL \$1,004,689</b></p> <p>Intermountain Health Care; Montezuma Creek Community Health Center</p>
<p><b>5-state total \$9,285,238</b> <a href="https://www.fcc.gov/covid-19-telehealth-program">https://www.fcc.gov/covid-19-telehealth-program</a></p>	

### EVENTS, NEWS & RESOURCES

- SWTRC website has [Telemedicine COVID-19 Resources](#) including information for healthcare providers & consumers, as well as state-specific information for SWTRC states.

## SWTRC COVID UPDATES - OCTOBER 2020

Bringing You Up To Date Regional Information

### Mental Health and Coping During COVID19

During this public health emergency, discussions of COVID-19 resources bring to mind testing, hospitals, doctor visits, and other interventions for directly treating the virus. There is another equally important aspect of staying healthy during this time of being physically distanced from one another—mental wellness. In order to stay mentally healthy, we need to learn coping skills and strategies for stress relief and we need to be aware of resources available for those who may be physically safe from COVID-19, but facing mental crises from anxiety, grief, loss, uncertainty, or just general malaise.

	<p><b>Arizona Department of Administration:</b> <a href="#">Healthy Activities &amp; Resources for COVID-19</a></p> <p><b>University of Arizona College of Medicine:</b> <a href="#">Mental Health &amp; Coping During COVID-19</a></p>
	<p><b>Colorado Department of Human Services:</b> <a href="#">COVID-19 Information from the Office of Behavioral Health</a></p> <p><b>University of Colorado Anschutz Medical Campus:</b> <a href="#">Resources for Telemental Health</a></p>
	<p><b>Nevada Division of Public and Behavioral Health:</b> <a href="#">Coping and Managing Mental Health</a></p> <p><b>University of Nevada, Las Vegas:</b> <a href="#">Coping with COVID-19: Education and Mental Health Resources, Including Virtual/Remote Mental Health Resources Available in Southern Nevada</a></p>
	<p><b>State of New Mexico Behavioral Health Collaborative:</b> <a href="#">Behavioral Health Telehealth Resources</a></p> <p><b>New Mexico Crisis and Access Line:</b> <a href="#">COVID-19 Resources</a></p>
	<p><b>Utah Department of Human Services:</b> <a href="#">Behavioral Health/COVID-19 Resources</a></p> <p><b>University of Utah:</b> <a href="#">Telebehavioral Health</a></p>

### NATIONAL RESOURCES

**Mental Health America:** [Mental Health and COVID-19 Information and Resources COVID-19 And The Increased Need For Tele-Mental Health](#)

**American Psychological Association:** [COVID-19 Information and Resources Telementalhealth/Telepsychologytopics](#)

**US Dept of Veteran's Affairs:** [Maintaining and Expanding Your Mental Health and Well-Being During the Novel Coronavirus Disease \(COVID-19\) Outbreak](#)

**Suicide Prevention Lifeline:** [Emotional Wellbeing during the COVID-19 Outbreak](#)

**Suicide Prevention Resource Center:** [Resources to Support Mental Health and Coping with the Coronavirus \(COVID-19\)](#)

# Blogs (since Jan 2020)

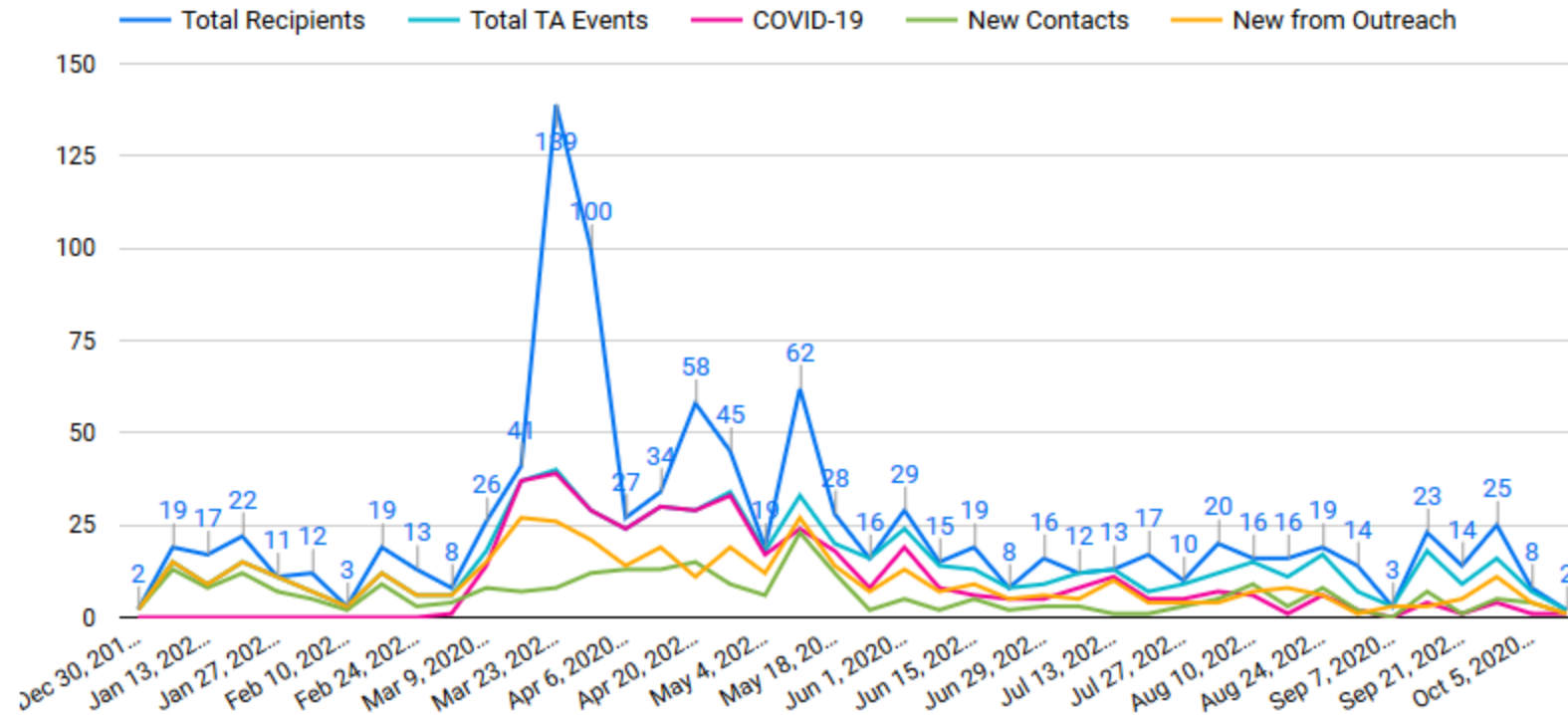
- [What Do Road Trips Have To Do With Telemedicine?](#)
- [5 Tips for Preparing Your Child for a Telemedicine Visit](#)
- [How Was Your First Time?](#)
- [Telecommuting: US workers are adjusting from office to home](#)
- [Providing Care in the Midst of a Pandemic: The View of a Pharmacy Resident](#)
- [COVID-19: Opportunities in a Time of Crisis?](#)
- [Telemedicine Helps Hard-hit Navajo Nation Hospital Deal with the Pandemic](#)
- [Lessons Learned From Forced Telehealth During COVID-19](#)
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- [Telemedicine: A Whole other Wor\(l\)d](#)
- [Why isn't Telemedicine Mainstream](#)
- [Arizona Telemedicine Program Rapidly Responds to Coronavirus Pandemic](#)
- [Telerehabilitation: Understanding Digital Practice Physical Therapy to Improve Mobility](#)
- [Phoenix VA : Electronic Daily Reminders Can Increase Home Telehealth Utilization](#)
- [Announcing the New Southwest Telehealth Resource Center Website!](#)



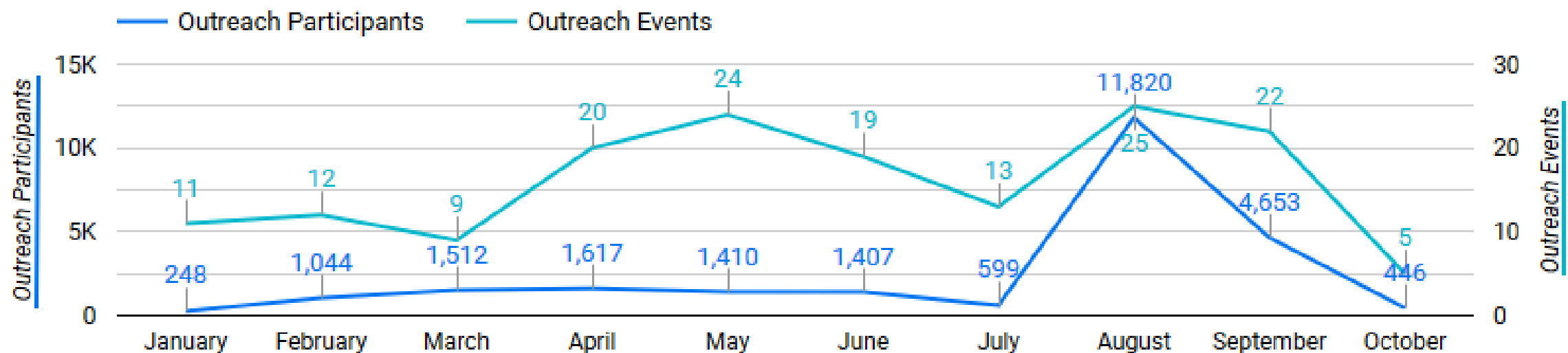
# Weekly TA Data Jan 1 – Sep 30

TA Recipients, Events, and New Contacts per Week

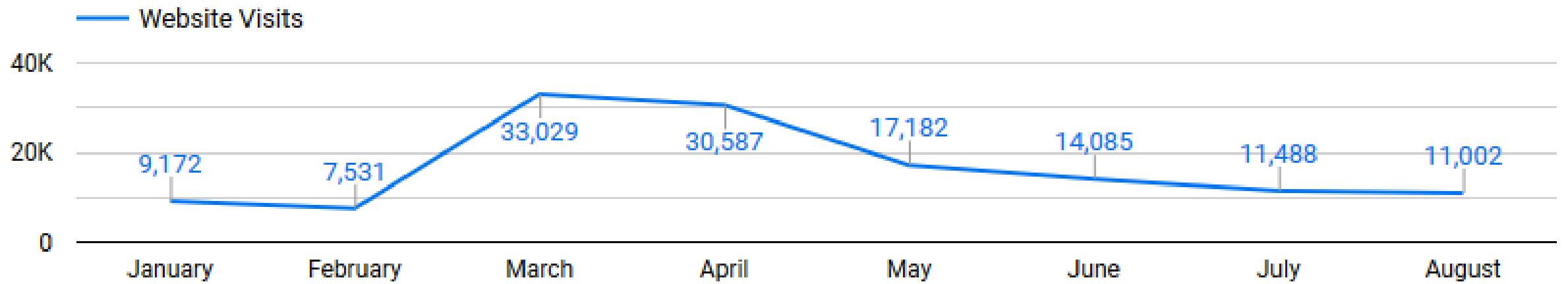
SWTRC



# Outreach Data

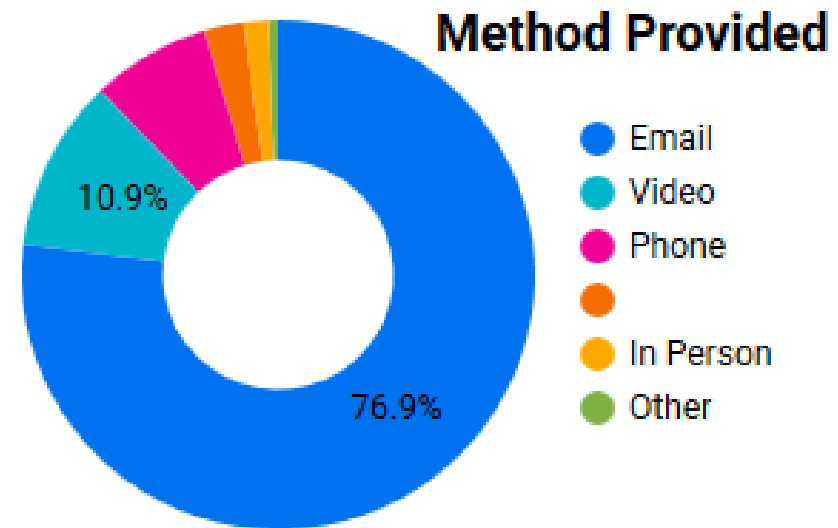
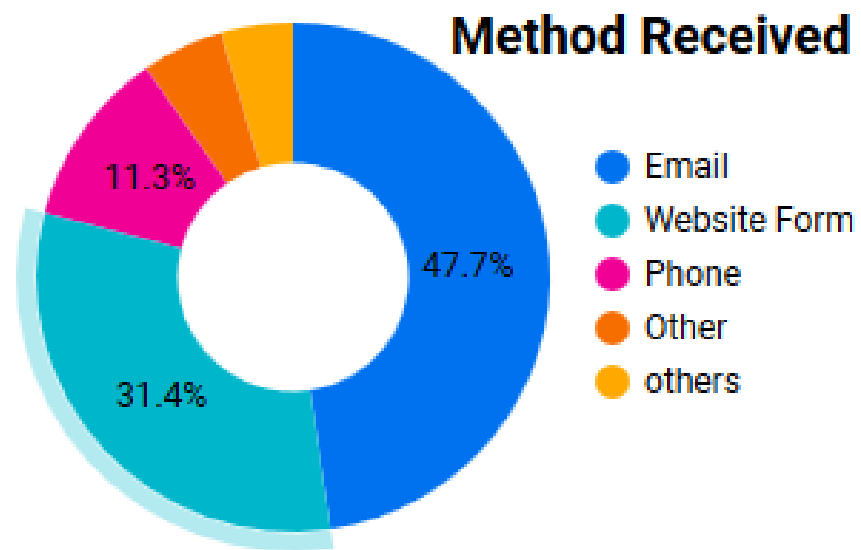


# Website Visits





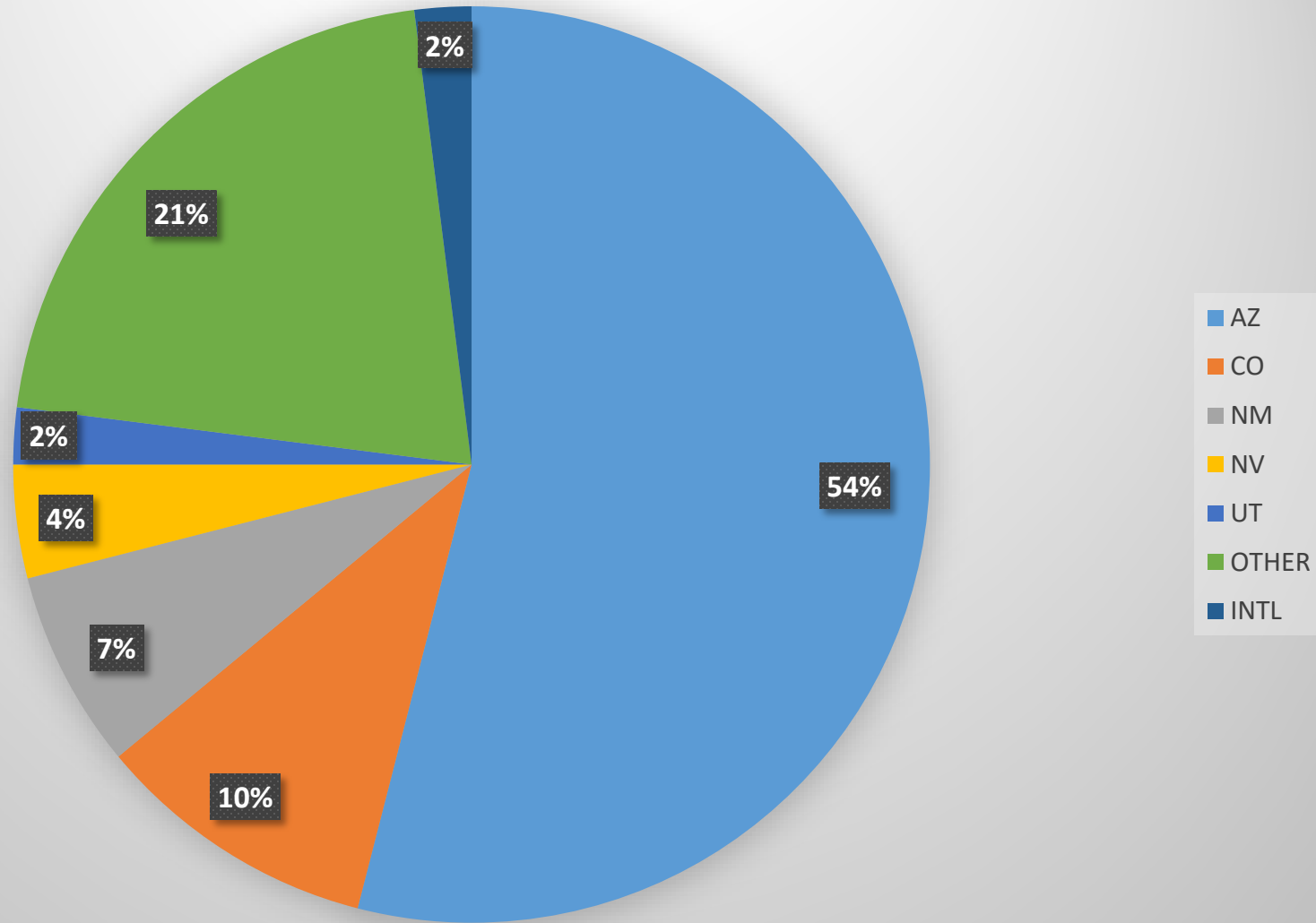
# Modes of Contact

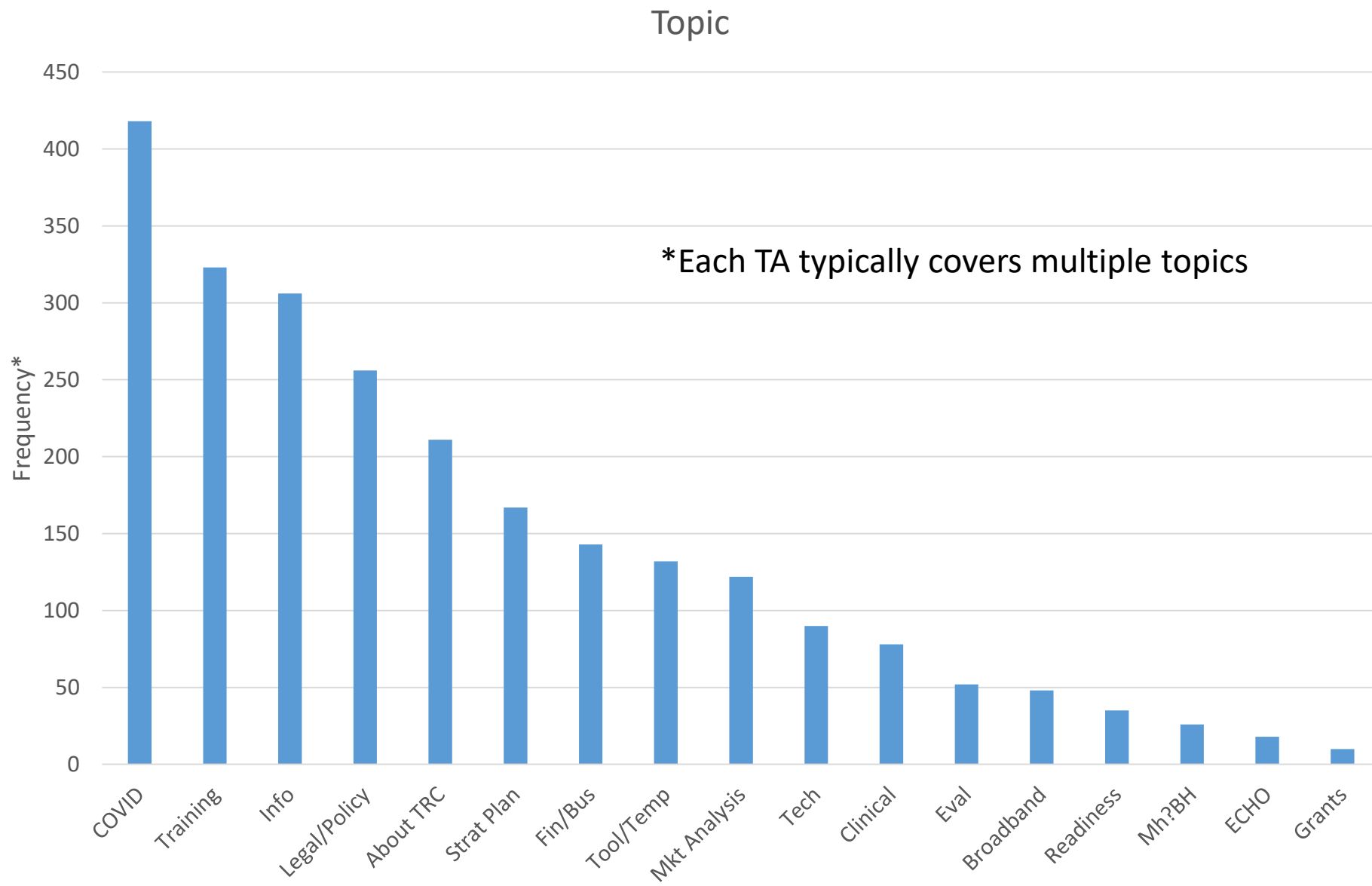


# Organizations

1. Hospital - Other Hospital/He...	65	12. Govt - Native/Tribal	18	23. Provider - PT/OT/SLP/Rehab...	7		
2. Healthcare Associations/Org...	61	13. Clinic - FQHC/RHC	16	24. HRSA Grantee - Area Health ...	6	34. Hospital - Rural PPS Hospital	2
3. Academic Institution - Resea...	59	14. Services - Other	12	25. Provider - Assisted Living/Ho...	5	35. Govt - HRSA/Other Federal A...	2
4. Provider - Primary Care/Spec...	59	15. Patient/Consumer/Advocacy...	11	26. Services - Legal	4	36. Govt - Corrections	2
5. Academic Institution - Hospit...	51	16. Govt - Public/Mental/Behavi...	11	27. Services - Billing/Coding	4	37. Clinic - School-based Clinic/...	1
6. Vendor - Clinical Services	40	17. Provider - Other Outpatient H...	10	28. Clinic - Mental Health/CMHC...	4	38. Govt - Veterans Affairs	1
7. Other - Not Otherwise Listed	31	18. Govt - Other	9	29. Services - Pharmacy/Labs	4	39. Govt - Social Services	1
8. Provider - Other Mental/Beha...	28	19. Services - Consulting	9	30. Clinic - Free Clinic	4	40. HRSA Grantee - Other (includ...	1
9. null	25	20. Press/Media	8	31. Clinic - Other Primary Care	4	41. HRSA Grantee - State Office ...	1
10. Govt - Health Department	20	21. Insurers/Health Plans/Payers	8	32. Vendor - Other	3	42. Provider - FQHC/RHC	1
11. Vendor - Technology	19	22. HRSA Grantee - Telehealth R...	7	33. Hospital - Critical Access Ho...	2		

TA





# Summary

- **COVID PHE presents challenges & opportunities**
- **SWTRC rapidly pivoted to address TA, training & other TM related needs**
- **Efforts to date very successful**
- **Continuing to innovate & collaboration with those needing services, NCTRC, HRSA/OAT & other federal, state & local agencies**
- **Big question remaining is post-COVID & what will happen – we are optimistic that TM use will continue to rise & need will be there to better integrate hastily implemented options into regular SOPs & daily workflow**

# Thank You!!



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