ARIZONA TELEMEDICINE PROGRAM

SOUTHWEST TELEHEALTH TRC RESOURCE · CENTER™

T·HEALTH™ INSTITUTE

Telehealth Community Outreach Programs

October 20, 2021

Janet Major, BS

Associate Director for Innovation and Digital Health

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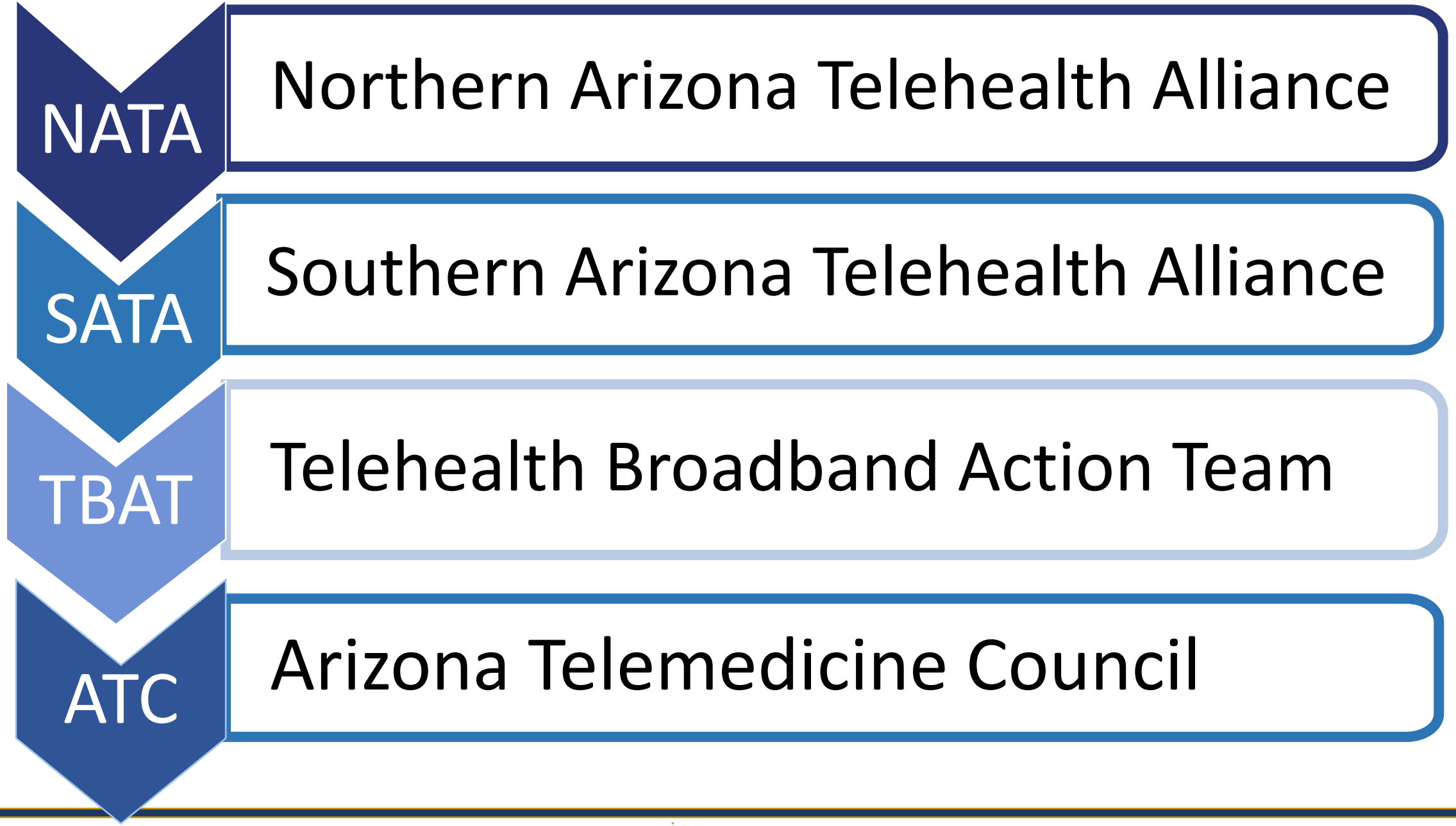
NATA
Northern Arizona Telehealth Alliance
SATA
Southern Arizona Telehealth Alliance
TBAT
Telehealth Broadband Action Team
ATC
Arizona Telemedicine Council

NATA

Northern Arizona Telehealth Alliance

The Northern Arizona Telehealth Alliance (NATA) is an autonomous group facilitated by Arizona Telemedicine Program (ATP) staff.

- Started in 2014 with 4 healthcare organizations
- Membership currently includes representatives from 40 healthcare organizations
- Meets quarterly via Zoom
- Open to any healthcare organization serving northern Arizona

https://telemedicine.arizona.edu/about-us/affiliated-programs/nata

NATA Kick-Off 2014

NATA

Academic
Arizona Telemedicine Program
Family Violence Institute, Northern Arizona University
Southwest Telehealth Resource Center

Behavioral Health Clinics
Child and Family Support Services
Kaibab Behavioral Services
Mohave Mental Health Clinic, Inc.
The Guidance Center
West Yavapai Guidance Clinic

FQHCs
Canyonlands Health Care
North Country HealthCare

Governmental Providers
Yavapai-Apache Nation

Healthcare Associations
AZ Alliance for Community Health Centers
Raising Special Kids
The NARBHA Institute

Health Plans / MCOs
Care1st Health Plan Arizona
Health Choice Arizona
UnitedHealthcare Community Plan

Hospitals
Kingman Regional Medical Center
Little Colorado Medical Center
Mountain Valley Regional Rehabilitation Hospital
Rehabilitation Hospital of Northern Arizona
Sage Memorial Hospital
Shriners Hospitals for Children

Integrated Health Care Systems
Banner Health
Chinle Comprehensive Health Care Facility
Dignity Health Telemedicine Network / Yavapai Regional Medical Center
Hopi Health Care Center - IHS
Northern Arizona Healthcare
Summit Healthcare
Tuba City Regional Health Care Corporation

Integrated Health Clinics
Colorado River Service Unit - IHS Supai Clinic
Encompass Health Services, Inc.
Native Americans for Community Action (NACA)
Spectrum Healthcare

Private Practices
Center for Creative Change, LLC
NP from Home, LLC
Ponderosa Family Care
Rising Lotus Healing
Flagstaff Urgent Care

Tele-clinical Services Providers
Nod Specialists

NATA
NORTHERN ARIZONA TELEHEALTH ALLIANCE

ARIZONA TELEMEDICINE PROGRAM
SOUTHWEST TELEHEALTH RESOURCE CENTER TRC
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NATA Meeting Presentations

- **Chinle Tablet Program – Steve**
- **Telemedicine MAT Program** – Canyonlands Healthcare
- **Telehealth at SMI Drop-in Centers** – Encompass Health Services
- **Policy Updates (Federal Law, CMS, AHCCCS)** – ATP
- **Importance of Leadership Buy-in to Telehealth Success** – Summit Healthcare
- **ATA Annual Meeting Recap** – Discussion
- **Telehealth Orientation for Staff: Rollout & Feedback** – North Country Healthcare
- **Legislative Session Update** – Mike Keeling, Esq., guest speaker
- **MAT ECHO Program** – Steward Health Choice Arizona
- **Stethoscope Compatibility in AZ** - EKO Health

June 15, 2021 NATA/SATA

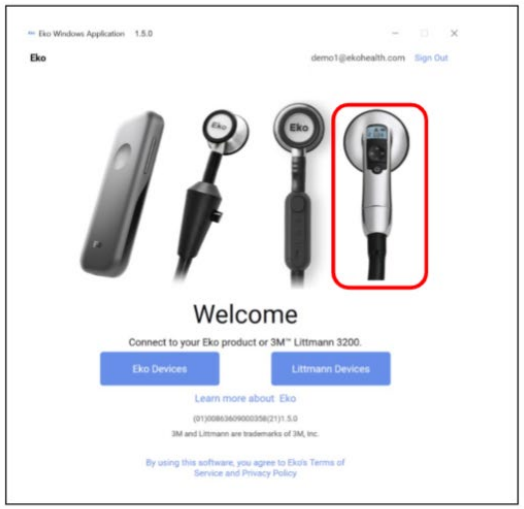
Eko + 3M: interoperability

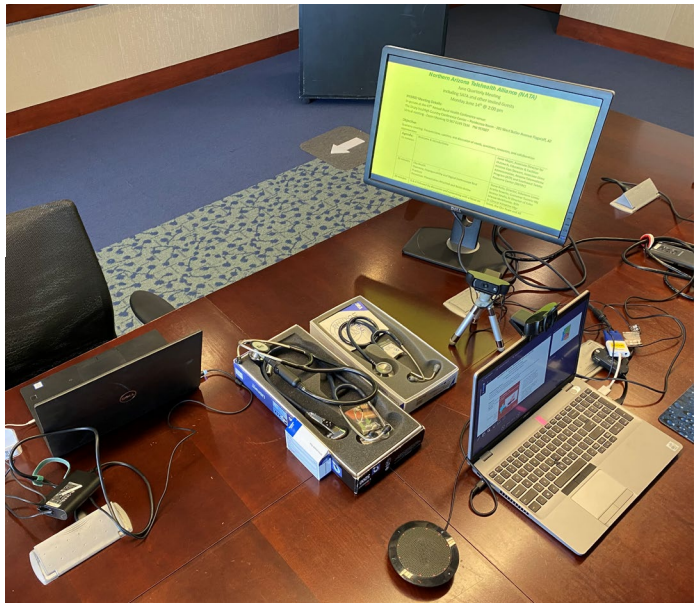
The Littmann 3200 stethoscope is compatible with Eko's Windows software

- Windows 10 only
- BLE 4.0 or above required
- Supports Eko Live Stream
  - No recording, no AI

The CORE Attachment can be assembled with Littman stethoscopes including pediatric and infant sized stethoscopes

CORE Digital Attachment





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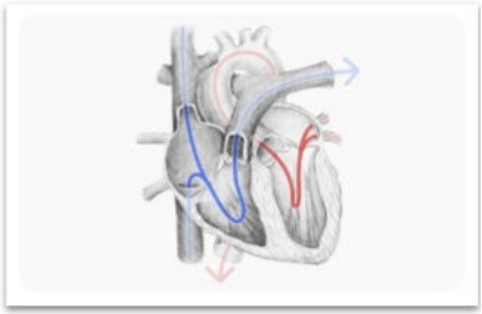
Eko Academy

A **free educational tool** aimed at improving auscultation skills and teaching students how to detect cardiac and pulmonary abnormalities using audio, phonocardiograms (PCG), and electrocardiograms (ECG).



- Custom, clinically validated medical illustrations
- High quality recordings of different heart and lung conditions
- Covers important basic through intermediate medical topics
- Ability to instantly compare normal to abnormal signals

After reviewing the offered curriculum, a user should be able to des
and diagnose common heart and lung conditions.

Eko DUO

ECG + Digital Stethoscope

Only FDA-Cleared combined Stethoscope and Single-lead ECG

Use with or without earpieces

60X Amplification of sound

Visual PCG and ECG

Volume controls and filter settings

Pairs via Bluetooth (BLE 4.2) with Eko App

FDA + CE + Health Canada + TGA

SATA

Southern Arizona Telehealth Alliance

The Southern Arizona Telehealth Alliance (SATA)

- Established in 2019
- Membership currently includes representatives from 32 healthcare organizations
- Meets quarterly via Zoom
- Open to any healthcare organization serving southern Arizona

https://telemedicine.arizona.edu/about-us/affiliated-programs/sata

SATA

Academic
Arizona Telemedicine Program
Southwest Telehealth Resource Center

Behavioral Health Organizations
Circles of Peace
Hope Arizona
Pathways of Arizona
Pinal Hispanic Council
Southeastern Arizona Behavioral Health Services

Health Education Organizations
Sonoran Prevention Works
Southeast Arizona Area Health Education Center
Western Arizona Area Health Education Center

Healthcare Associations
National Alliance on Mental Illness - Southeastern Arizona
Southern Arizona Hospital Alliance

Skilled Nursing / Hospice
Life Care Center of Sierra Vista
Valor Hospice Care

Hospitals
Benson Hospital
Canyon Vista Medical Center
Cobre Valley Regional Medical Center
Copper Queen Community Hospital
Holy Cross Hospital
Mt. Graham Regional Medical Center
Northern Cochise Community Hospital
Tucson Medical Center

Integrated Health Care Systems
Banner University Medical Center
El Rio Health
Gila River Health Care
Southern Arizona Veterans Administration Health Care System

Integrated Health Clinics
Mariposa Community Health Center
Regional Center for Border Health, Inc.

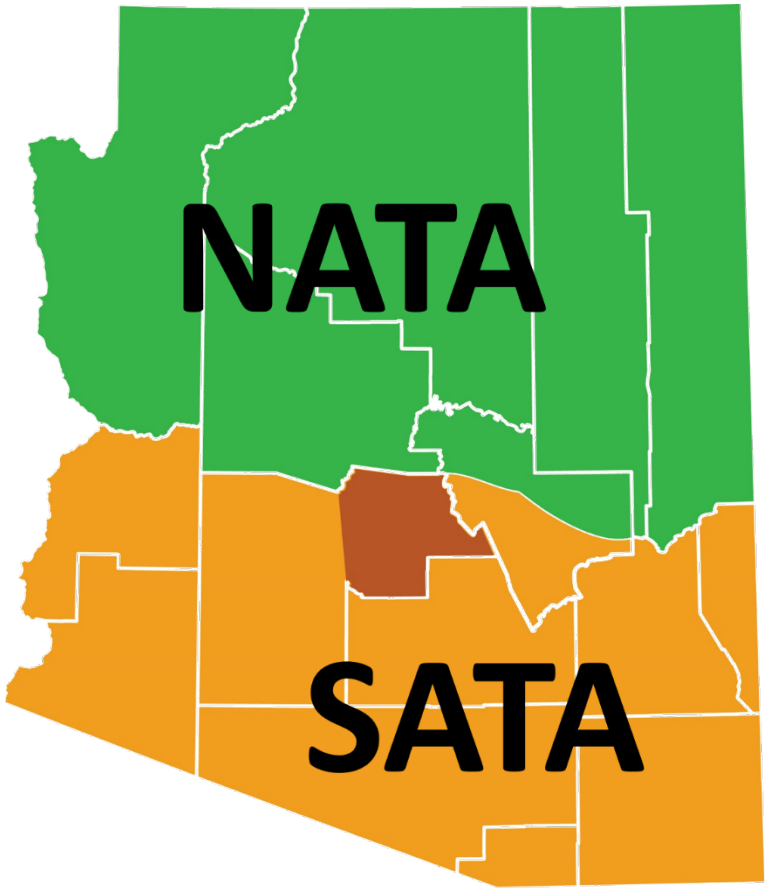
Occupational Care / Urgent Care
Health From Home
High Desert Clinic and Urgent Care

Private Practice
Cochise Oncology

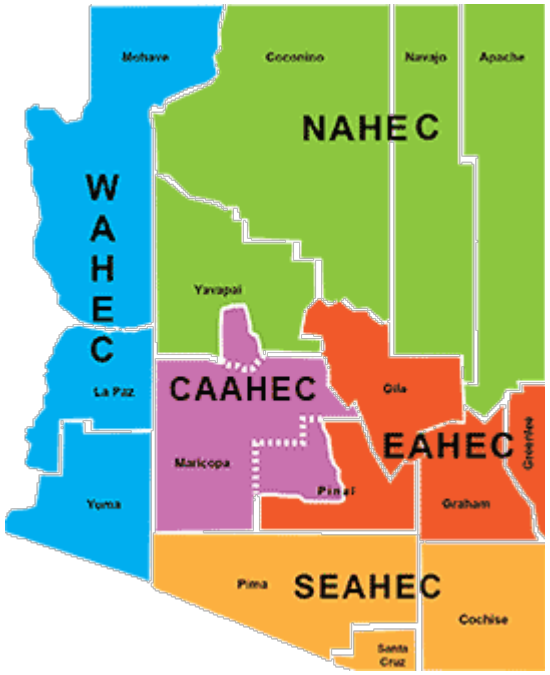
Other
Sunset Medical Billing

SOUTHERN ARIZONA TELEHEALTH ALLIANCE

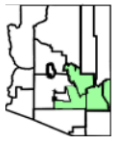
Next Meeting: Thursday December 2
Quarterly first Thursdays



https://azahec.uahs.arizona.edu/

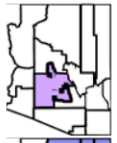


ARIZONA AREA HEALTH EDUCATION CENTERS SYSTEM



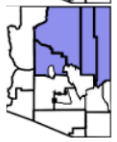
Eastern Arizona AHEC (EAHEC)
5880 S. Hospital Drive, Suite 115
Globe, AZ 85501-9449
(Mailing) PO Box 572, 85502
(928) 402-8054
Fax: (928) 402-9242

Executive Director: Jeri Byrne
jbyrne@easternazahec.net
Contact: John Petty, Clinical Program Director
928-402-8054, Cell: 928-961-0334
johnpetty@easternazahec.net



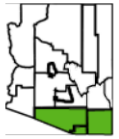
Central Arizona AHEC (CAAHEC)
700 E. Jefferson St. Ste 100
Phoenix, AZ 85034
(602) 253-0090

Center Director: Ana Roscetti
anar@aachc.org



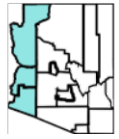
Northern Arizona AHEC (NAHEC)
c/o North Country HealthCare
2920 North Fourth Street
Flagstaff, AZ 86004-1816
(Mailing) PO Box 3630, 86003
(928) 522-9860
Fax: (928) 526-1143

Center Director: Marica Martinic
mmartinic@northcountryhealthcare.org



Southern Arizona AHEC (SAAHEC)

Center Director: Dr. Felipe Perez
FelipeP@elrio.org



Western Arizona AHEC (WAHEC)
950-A E. Main Street
Somerton, AZ 85350
(Mailing) PO Box 617 Somerton, 85350
(928) 315-7600
Fax (928) 627-1013

Center Director: Joena Ezroj
jezroj@rcfbh.org

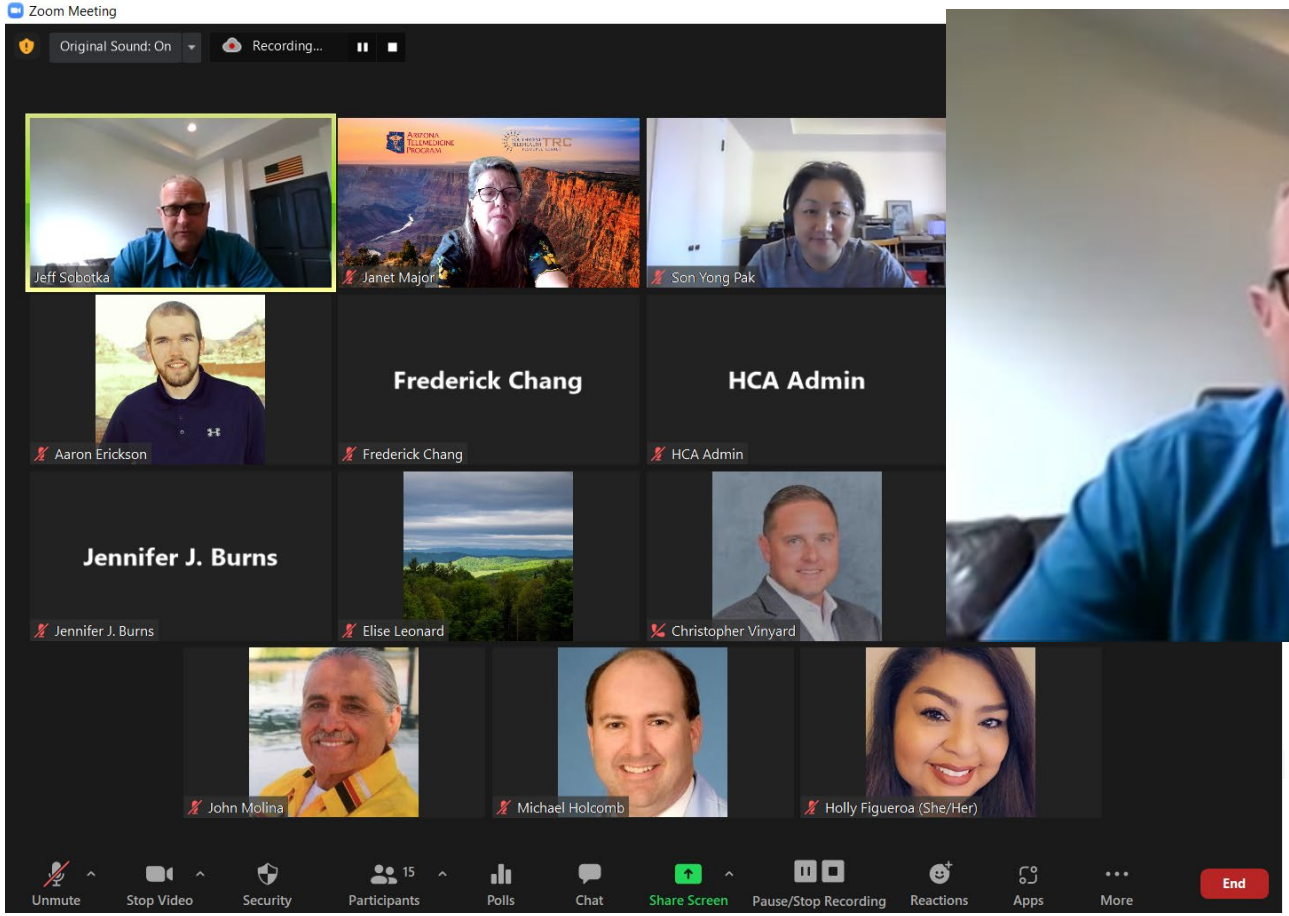
TBAT

Telehealth Broadband Action Team

The **Telehealth Broadband Action Team (TBAT)** is led by the State Broadband Director and facilitated by the Arizona Telemedicine Program.

- Established March 2020
- Meets monthly
- Invited key stakeholders from AZ healthcare organizations
- Mission: For Arizona healthcare provider organizations and associations to identify and prioritize Arizona telehealth-related broadband needs and find ways to address them

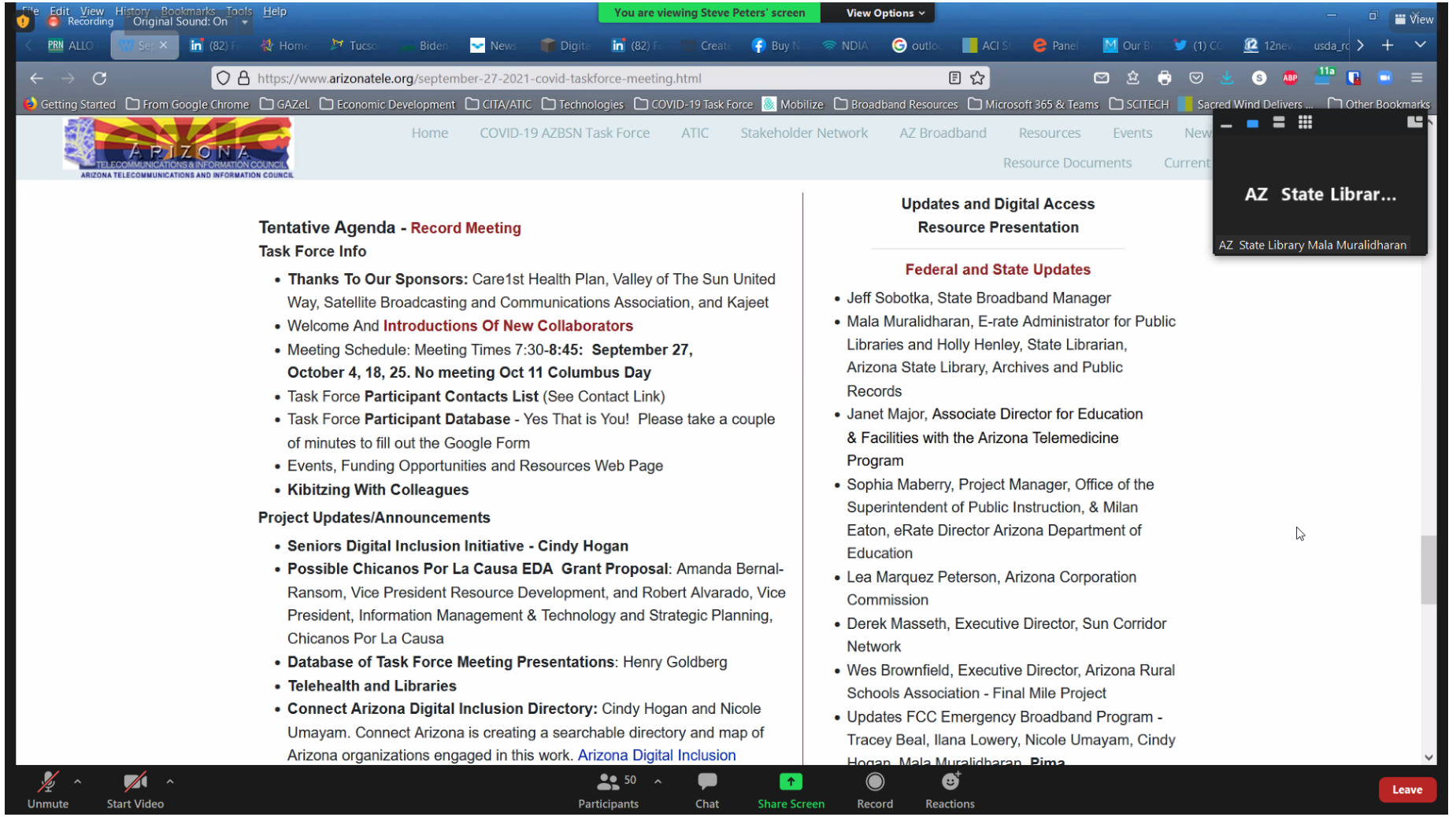
TBAT October 5, 2021



COVID-19 Digital Access Task Force

AZBSN Arizona Broadband Stakeholder Network
Arizona Telecommunications and Information Council & Greater Arizona eLearning Association

- State Broadband Director
- AZ Corporation Commission
- UAZ CTO
- Executive Director Sun Corridor Network
- VP Online Ed @PCC
- E Rate Administrator for Public Libraries
- Chair ATIC
- AZ Public Safety Program Mgr
- Executive Director AZ Technology in Education Association
- Executive Director Western AZ Economic Development District
- Internet Service Providers
- ATP/SWTRC


You are viewing Steve Peters' screen
View Options
https://www.arizonatele.org/september-27-2021-covid-taskforce-meeting.html
Home
COVID-19 AZBSN Task Force
ATIC
Stakeholder Network
AZ Broadband
Resources
Events
Resource Documents
AZ State Librar...
AZ State Library Mala Muralidharan
Tentative Agenda - Record Meeting
Task Force Info
Thanks To Our Sponsors: Care1st Health Plan, Valley of The Sun United Way, Satellite Broadcasting and Communications Association, and Kajeet
Welcome And Introductions Of New Collaborators
Meeting Schedule: Meeting Times 7:30-8:45: September 27, October 4, 18, 25. No meeting Oct 11 Columbus Day
Task Force Participant Contacts List (See Contact Link)
Task Force Participant Database - Yes That is You! Please take a couple of minutes to fill out the Google Form
Events, Funding Opportunities and Resources Web Page
Kibitzing With Colleagues
Project Updates/Announcements
Seniors Digital Inclusion Initiative - Cindy Hogan
Possible Chicanos Por La Causa EDA Grant Proposal: Amanda Bernal-Ransom, Vice President Resource Development, and Robert Alvarado, Vice President, Information Management & Technology and Strategic Planning, Chicanos Por La Causa
Database of Task Force Meeting Presentations: Henry Goldberg
Telehealth and Libraries
Connect Arizona Digital Inclusion Directory: Cindy Hogan and Nicole Umayam. Connect Arizona is creating a searchable directory and map of Arizona organizations engaged in this work. Arizona Digital Inclusion
Updates and Digital Access Resource Presentation
Federal and State Updates
Jeff Sobotka, State Broadband Manager
Mala Muralidharan, E-rate Administrator for Public Libraries and Holly Henley, State Librarian, Arizona State Library, Archives and Public Records
Janet Major, Associate Director for Education & Facilities with the Arizona Telemedicine Program
Sophia Maberry, Project Manager, Office of the Superintendent of Public Instruction, & Milan Eaton, eRate Director Arizona Department of Education
Lea Marquez Peterson, Arizona Corporation Commission
Derek Masseth, Executive Director, Sun Corridor Network
Wes Brownfield, Executive Director, Arizona Rural Schools Association - Final Mile Project
Updates FCC Emergency Broadband Program - Tracey Beal, Ilana Lowery, Nicole Umayam, Cindy
Unmute
Start Video
Participants
Chat
Share Screen
Record
Reactions
Leave

EMERGENCY BROADBAND BENEFIT

HELPING HOUSEHOLDS CONNECT DURING THE PANDEMIC

What is it?

A temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:

- Up to $50/month discount for broadband service;
- Up to $75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider.

Who is eligible?

A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.

THREE WAYS TO APPLY

1. **Contact your Preferred Participating Provider Directly**
   Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.

2. **Online**
   Use the online application at **GetEmergencyBroadband.org**

3. **By Mail**
   Print an application in English or Spanish. Complete the application and send with proof of eligibility to:

   Emergency Broadband Support Center
   P.O. Box 7081
   London, KY 40742

For additional information, **Call 833-511-0311**, or visit **fcc.gov/broadbandbenefit**

BENEFICIO DE EMERGENCIA PARA INTERNET (EBB)

AYUDANDO A LOS HOGARES A MANTENERSE CONECTADOS DURANTE LA PANDEMIA

¿QUÉ ES?

Es un programa temporal de la FCC que ofrece ayuda a los hogares con problemas para pagar sus servicios de Internet durante la pandemia.

Este beneficio te proporciona:

- Máximo $50 de descuento al mes para tu servicio de Internet.
- Máximo $75 de descuento al mes para hogares elegibles en Territorios Tribales.
- Un descuento único de hasta $100 por una computadora portátil, computadora de escritorio o una tableta electrónica a través de un proveedor participante.

¿Quién es elegible?

Podrás participar en este programa si un miembro de tu hogar:

- Tiene un ingreso igual o menor al 135% del nivel federal de pobreza o participa en ciertos programas de asistencia social.
- Recibe beneficios en la escuela bajo el programa de almuerzo o desayuno gratuito o reducido.
- Recibió una beca Federal Pell Grant para la Universidad durante el año en curso.
- Experimentó una pérdida sustancial de ingresos debido a la pérdida de su empleo o a la suspensión de su trabajo, sin sueldo, desde el 29 de febrero de 2020.
- Cumple con los criterios de elegibilidad exigidos por un proveedor participante en un programa de bajos ingresos o en un programa COVID-19 ya existente.

TRES FORMAS DE SOLICITAR EL BENEFICIO:

1. **Contacta a tu proveedor de Internet preferido directamente.**
   Pregunta si participa en el programa EBB o utiliza nuestros servicios en línea para encontrar una empresa participante en tu localidad.

2. **En línea**
   Usa la solicitud en el sitio web: **GetEmergencyBroadband.org**

3. **Por correo**
   Imprime la solicitud en inglés o español. Complétala y envíala con tu comprobante de elegibilidad a:

   Emergency Broadband Support Center
   P.O. Box 7081
   London, KY 40742

Para obtener más información, **llama al 833-511-0311** o visita **fcc.gov/bandaanchaprestacion**

AZ #11

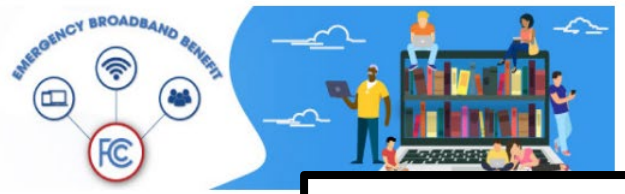
ARIZONA TELEMEDICINE PROGRAM

SOUTHWEST TRC TELEHEALTH RESOURCE · CENTER

DISCOUNT INTERNET SERVICE + DISCOUNT COMPUTER*

*si está disponible

Helping Households Connect During the Pandemic



Emergency Broadband Benefit (EB

Who is Eligible?

What is the Benefit

SOUTHWEST TRC TELEHEALTH RESOURCE · CENTER

ARIZONA TELEMEDICINE PROGRAM

SERVICIO DE INTERNET CON DESCUENTO + COMPUTADORA CON DESCUENTO*

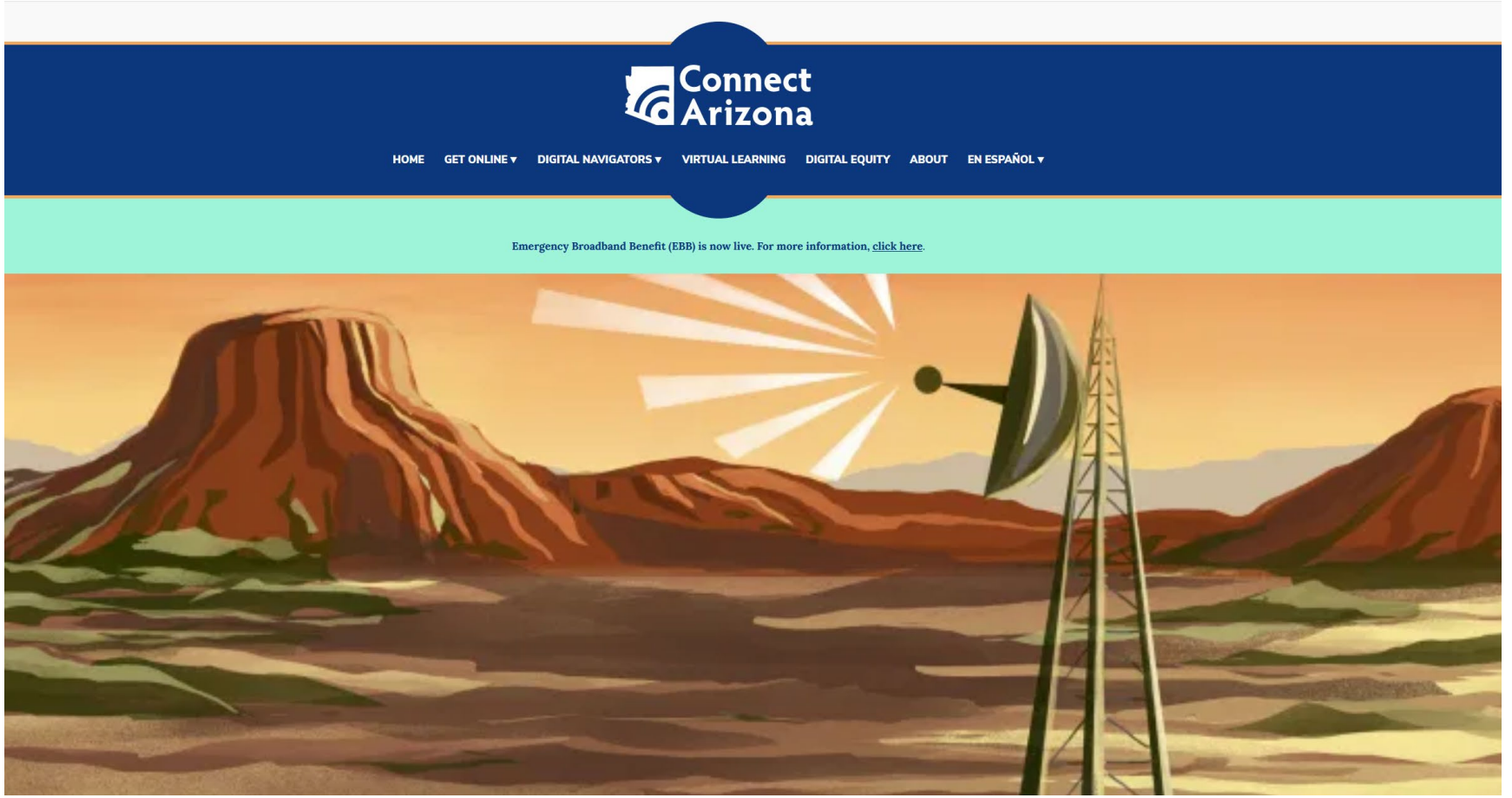
*si está disponible

Ayudando a los hogares a conectarse durante la pandemia

Programa de Beneficio de banda ancha de emergencia (BBE)

¿Quien es elegible?

¿Cuál es el beneficio?



https://connect-arizona.com

Connect Arizona

HOME | GET ONLINE ▾ | DIGITAL NAVIGATORS ▾ | VIRTUAL LEARNING | DIGITAL EQUITY | ABOUT | EN ESPAÑOL ▾

The Emergency Broadband Benefit (EBB) is a temporary discount on monthly internet bills for qualifying low-income households.

- **Up to $50 per month** for broadband services purchased by eligible households and **up to $75 per month** for households located on Tribal lands.
- **A one-time discount of $100 for purchase of a desktop, laptop or tablet computer** from participating providers.

Applications are now available. Only one monthly service discount and one device discount is allowed per household.

▸ **Who is eligible?**

▸ **Which internet service providers are participating?**

school connect | common sense

PROVIDING ACCESS Preserving Arizona
Arizona State Library, Archives and Public Records

KATIE HOBBS SECRETARY OF STATE

INSTITUTE of Museum and Library SERVICES

NDIA

AZBSN Arizona Broadband Stakeholder Network

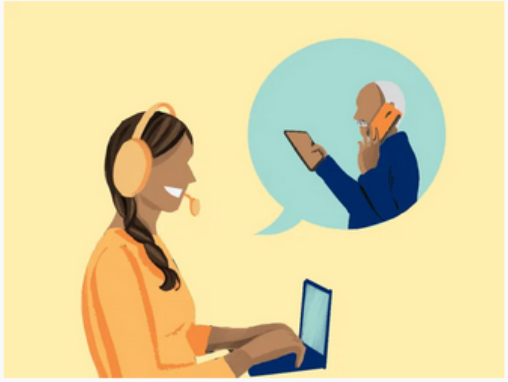
ARIZONA COMMERCE AUTHORITY

ARIZONA TELEMEDICINE PROGRAM

SOUTHWEST TELEHEALTH RESOURCE CENTER TRC

T-HEALTH INSTITUTE

Connect Arizona Digital Navigators are available to answer your EBB questions and help you thrive online. Make an appointment, or give us a text or call at 602-529-1519. We're available Monday – Friday from 9am to 6pm PST.



USAC's Emergency Broadband Benefit support hotline, (833) 511-0311, is open from 6am to 6pm PST, seven days a week. You can also email EBBHelp@USAC.org with program questions.

EMERGENCY BROADBAND BENEFIT

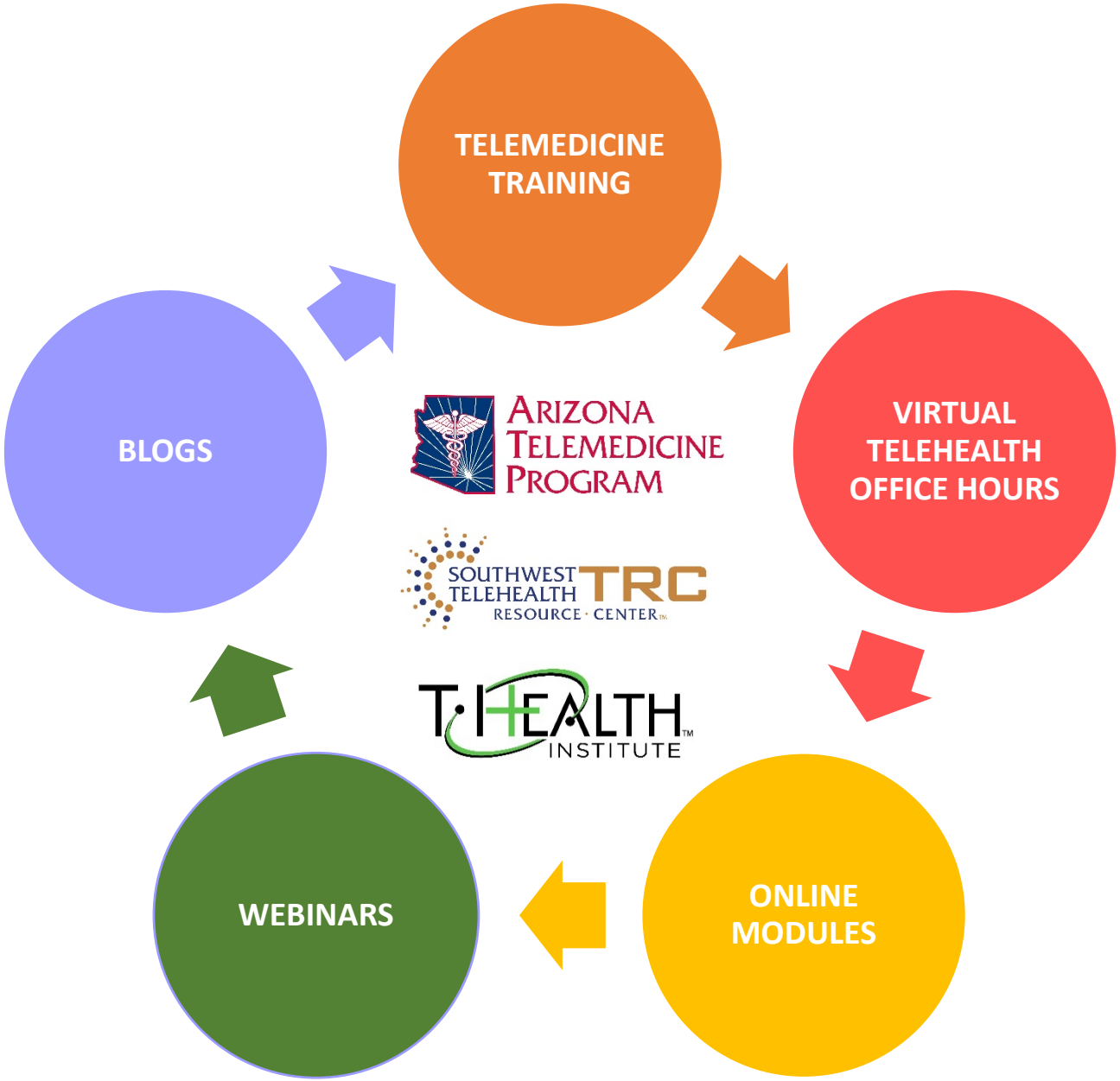
ATC

Arizona Telemedicine Council

The Arizona Telemedicine Council (ATC) was created by the Joint Legislative Budget Committee of the Arizona State Legislature.

- Established in 1996
- Provides oversight for the Arizona Telemedicine Program
- Meets quarterly at Arizona State Capitol campus
- Membership includes representatives from government, state agencies, higher education, and various public organizations

https://telemedicine.arizona.edu/about-us/atc


TELEMEDICINE TRAINING
VIRTUAL TELEHEALTH OFFICE HOURS
ONLINE MODULES
WEBINARS
BLOGS
ARIZONA TELEMEDICINE PROGRAM
SOUTHWEST TELEHEALTH TRC RESOURCE · CENTER
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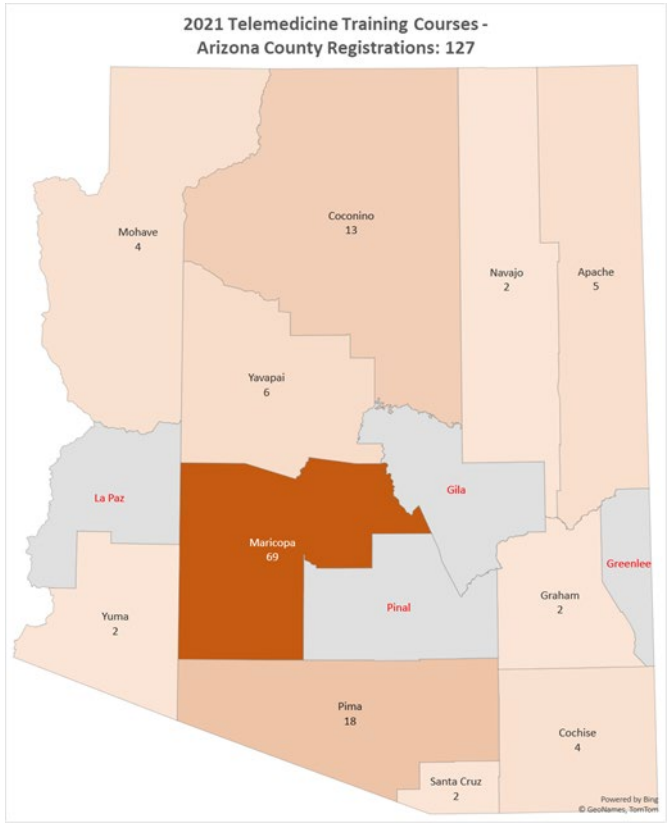
TELEMEDICINE TRAINING



ATP and SWTRC offer one-day **Telemedicine Training** courses. There are two tracks offered throughout the year:

1) Developing a Telemedicine Program
2) Telemedicine Applications

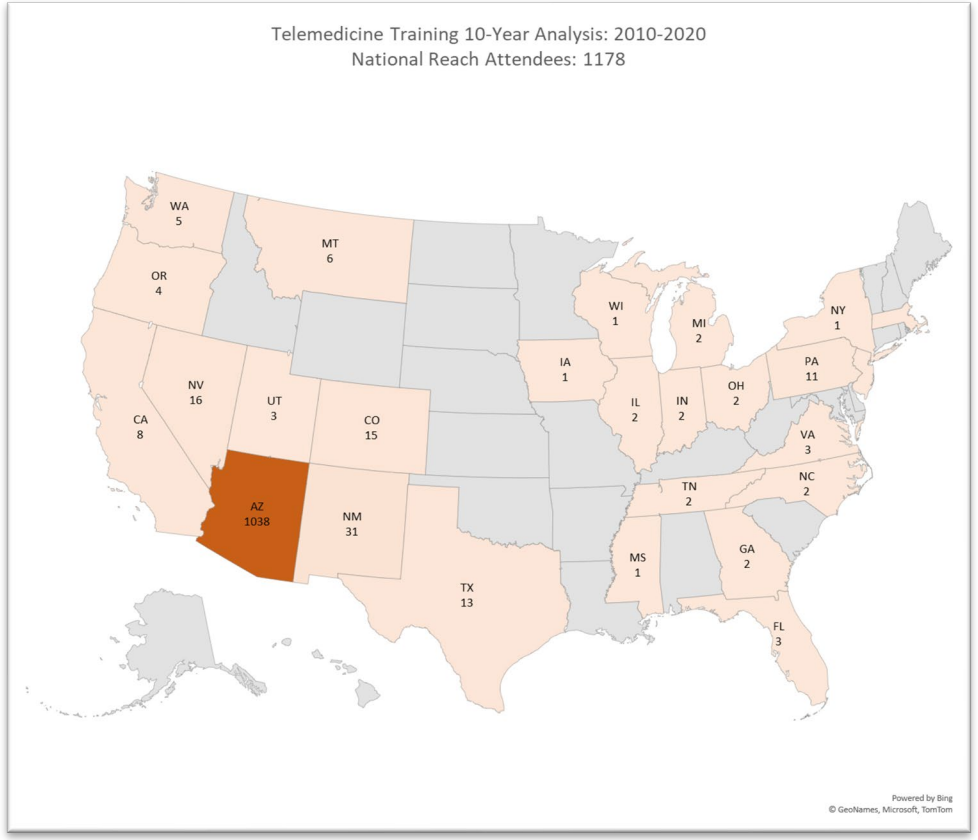
- ATP's staff and colleagues, many of whom are national experts in telehealth, distance education and the business of telemedicine, teach both tracks
- Courses are excellent for those new to telehealth wanting to gain deeper understanding of the industry
- Vital information for individuals and organizations with some telehealth experience interested in expanding their services

https://telemedicine.arizona.edu/training.cfm

TELEMEDICINE TRAINING

Our telemedicine training not only has a great reach across Arizona, we have a national reach and an international reach.

- In 2021, telemedicine trainings reached 11 of the 15 Arizona counties.
- From 2010-2020, our telemedicine training session have reached 1178 participants across the nation, plus six other countries.
- Participants included:
  - 17% MD/NMD/DO
  - 15% RN/NP/LPN
  - 11% C-suite
  - 4% healthcare students.



Tours, Workshops, Demo

BLOGS

The ATP and SWTRC **Blogs** highlight local, state, regional, and national telehealth activities.

- Established in 2011
- Publish bi-weekly
- 336 Articles published
- Over 7,000 subscribers
- Average Click Rate 17.4% / Average Open Rate 1.21%
- Guest author submissions are welcome

Subscribe at www.telemedicine.Arizona.edu
www.southwestTRC.org

BLOGS

The National Nursing Shortage: Telehealth is Part of the Solution

By Mary Weinstein on Sep 15, 2021

For many Americans, their first personal experience of being a hospital patient quickly becomes a crash course in the importance and value of having a skilled and dedicated bedside nurse. At a higher level, this points to the importance of a

Arizona community organizations forge a path to Digital Equity through the lessons of the pandemic

By Cindy Hogan on Jul 08, 2021

I entered the world of Digital Equity advocacy as an AmeriCorps member, serving at

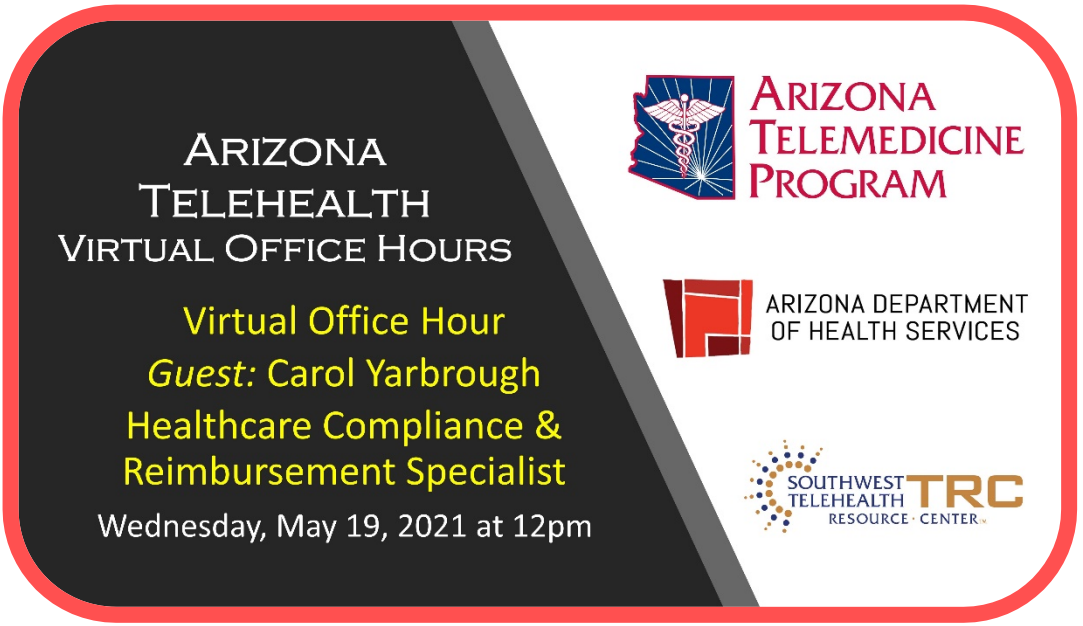
Top email clients Export As CSV

Desktop	59.3%
Gmail	24.7%
Outlook 2016	9.4%
Apple Mail	8.1%
Outlook 2010	4.4%
Mobile	40.7%
iPhone	34.3%
Android webview	5.3%
Chrome Mobile	0.9%
Android	0.2%
Safari mobile	0.0%

COVID NEWSLETTERS

August 2020	Higher Education
September 2020	Federal Communications Commission grantees
October 2020	Mental Health
November 2020	Veteran Resources
December 2020	Travel Resource
January 2021	Nutrition Resources
February 2021	Vaccines updates and availability
March 2021	FSMB Reporting on State Waivers
May 2021	Legislative Updates
July 2021	Education Reentry Updates
September 2021	News from Around our Region
October 2021	COVID Funding Update

VIRTUAL TELEHEALTH OFFICE HOURS



Virtual Telehealth Office Hours were established in 2020 in partnership with Arizona Department of Health Services.

- Virtual meeting to openly discuss the monthly theme
- Topics range from billing, to technology, to grant resources

VIRTUAL TELEHEALTH OFFICE HOURS

Drs Weinstein & Krupinksi	ATP/SWTRC Leadership
Dr. Sara Salek	AHCCCS / Medicaid
Carol Yarbrough	Reimbursement Specialist
Doris Barta & Jordan Berg	Technology & Equipment
Mazda Shirazi, MD, PhD	COVID Disease, Drugs & Vaccines
Carol Yarbrough	Reimbursement Specialist
Mala Muralidharan	EBB - Emergency Broadband Benefit Program
Mala Muralidharan	Telehealth in our Libraries
Trudy Bearden	Physician Fee Schedule

KATIE HOBBS
SECRETARY OF STATE

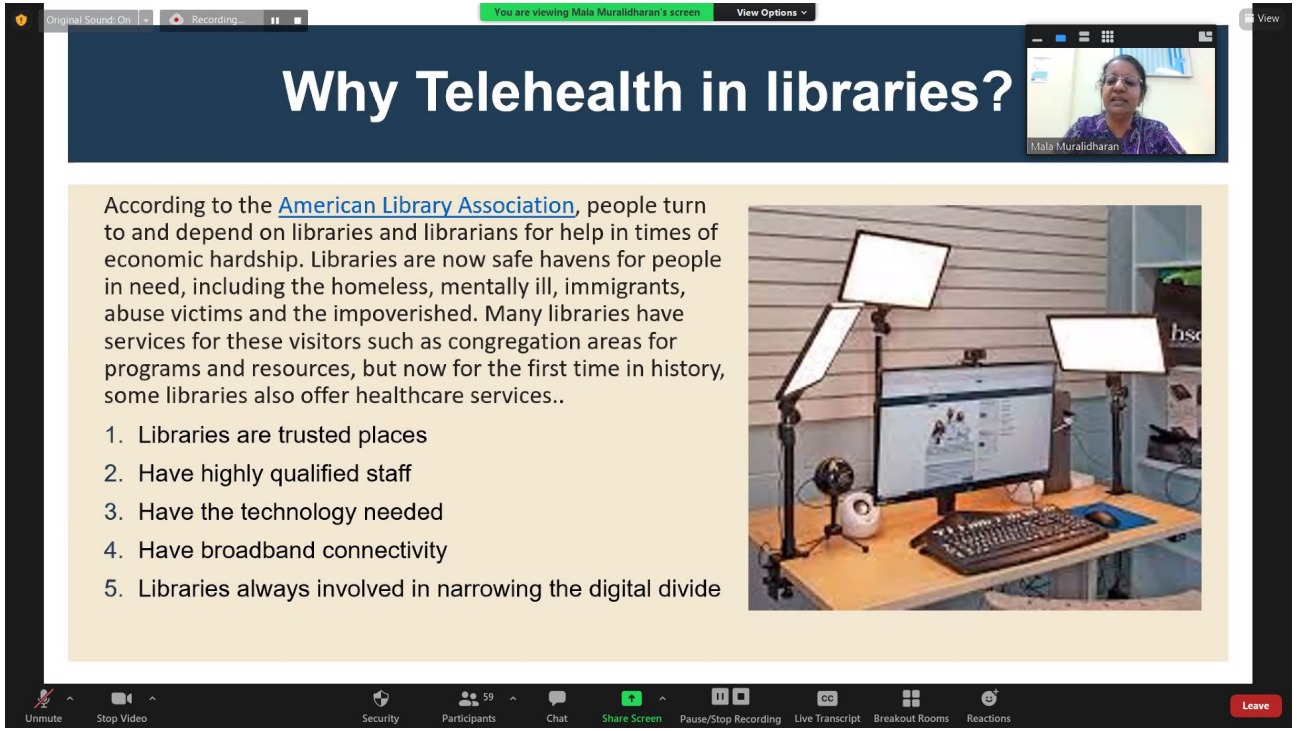
PROVIDING ACCESS
Preserving Arizona
Arizona State Library, Archives, & Public Records

INSTITUTE of Museum and Library SERVICES

Telemedicine and Libraries

Arizona Telemedicine Program
Virtual Office Hours

September 9, 2021



https://swtrc.wistia.com/medias/0jka64l5i1

https://telemedicine.arizona.edu/

https://www.businessinsider.com/photos-zoom-hp-room-to-create-the-room-for-zoom-2021-10

Zoom and HP are working with a prefab workspace maker to create a $17,000 office pod for video calls — see inside the Room for Zoom

Brittany Chang Oct 18, 2021, 5:35 AM

ONLINE MODULES

Online Modules - Telehealth Educational Videos developed with funding from the US Department of Defense and created in partnership with colleagues from Panama.

- 21 modules in English and translated in Spanish
- Top 4 modules also translated into Navajo, Mandarin, French and Arabic
- Length ranges from 7 minutes to 48 minutes
- Short demographic survey required to access at no charge

FACTSHEETS

ATP/SWTRC – We Are Here to Help
Framing Telehealth
Telehealth 101
HIPAA
How Patients Can Engage in Telehealth
Virtual HealthCare
Telehealth Disability Factsheet
Telehealth Billing Breakdown
Telehealth: What to Know for Your Family
15 Key Steps for Creating a Business Proposal
…and more

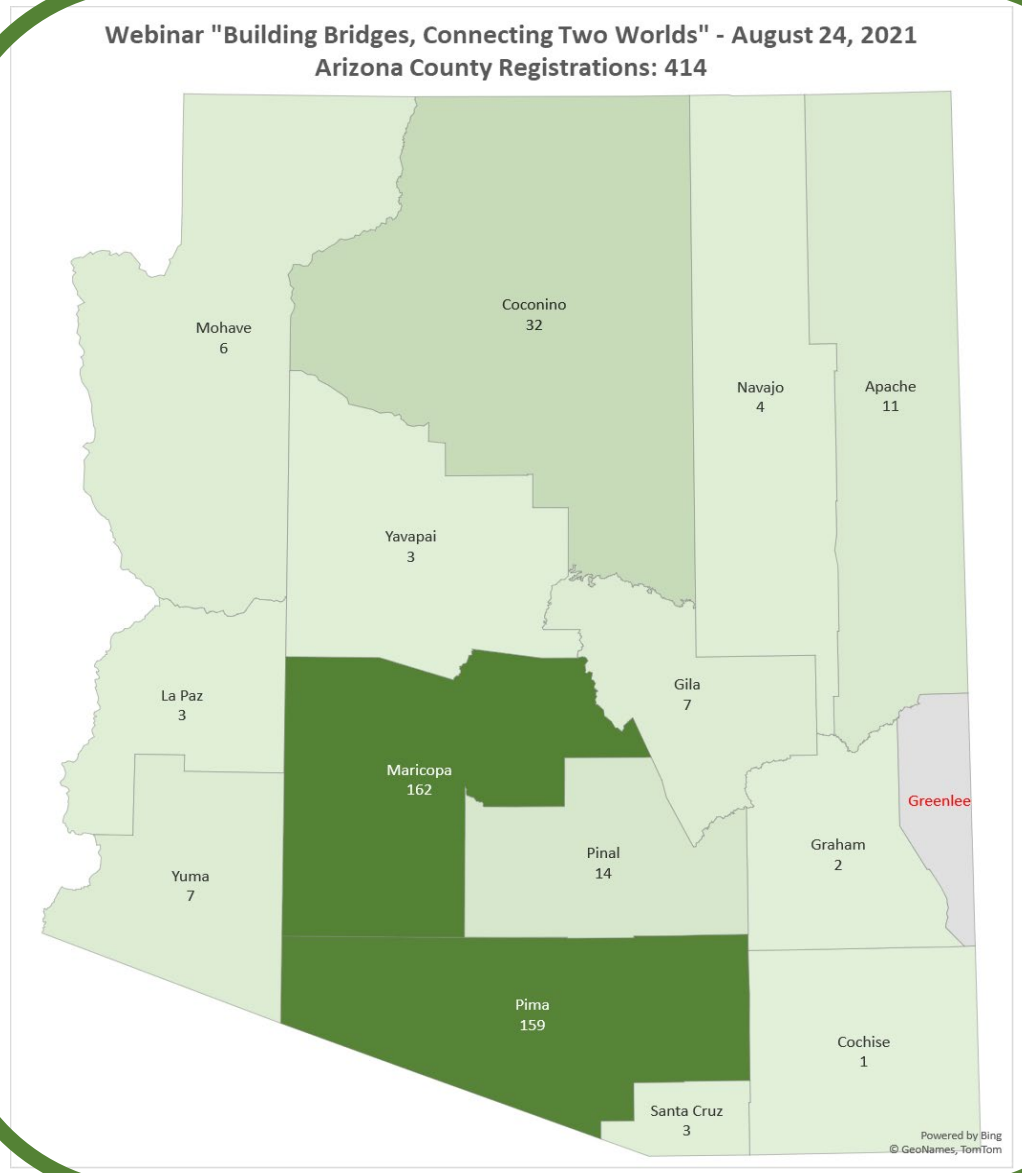
WEBINARS

The ATP and SWTRC **Webinar** program offers monthly webinars on a variety of healthcare, telemedicine, and telehealth topics from national experts and partners from Arizona.

- Started in 2011
- Partnered with over 60 healthcare organizations
- Produced 35 webinars in 2020
- Over 5,800 registrants in 2020
- 200 archived webinars are available online on-demand

https://telemedicine.arizona.edu/webinars/previous

WEBINARS


Webinar "Building Bridges, Connecting Two Worlds" - August 24, 2021
Arizona County Registrations: 414
Mohave
6
Coconino
32
Navajo
4
Apache
11
Yavapai
3
La Paz
3
Gila
7
Maricopa
162
Greenlee
Pinal
14
Graham
2
Yuma
7
Pima
159
Cochise
1
Santa Cruz
3
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ATP Webinar Partners

NCTRC Webinars

https://telehealthresourcecenter.org/events/

- CHC Series
- Best Practices
- Information Security
- Medicaid and Permanent COVID-19 Telehealth Policies
- Provider Burnout and the EMR
- Remote Specialty Coverage: Telehealth Beyond Stroke

Sampling of Organizations

- College of Public Health
- College of Pharmacy
- College of Nursing
- College of Law
- College of Medicine
- Department of Basic Medical Sciences
- Department of Human Resources
- Arizona Rural Health Association
- Capitol Times
- Rural Health Professions Program
- Fellowship for Young African Leaders

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T-HEALTH INSTITUTE
ARIZONA SCITECH festival

USDLA
UNITED STATES DISTANCE LEARNING ASSOCIATION

USDLA Eagle Award

USDLA Hall of Fame

IFWE: International Forum for Women in eLearning
November 30 – December 3, 2021 NOLA
https://usdla.org/events/2021-ifwe/

Ruby

Friends

ARIZONA TELEMEDICINE PROGRAM

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T-HEALTH INSTITUTE

Thank you!

jmajor@telemedicine.arizona.edu