Southwest Telehealth Resource Center Updates & National Trends

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SWTRC

- 1-year special COVID funding ended 3-31-22
- Legacy renewal 6 U1UTH42527-01-02
  - Cooperative agreement
  - 9/1/21 – 8/31/24
  - Same level $$
  - Redefined region covered
  - Recent mtg HRSA indicated might extend 1-2 years without resubmission
  - Possibility dedicated allocations if funds available

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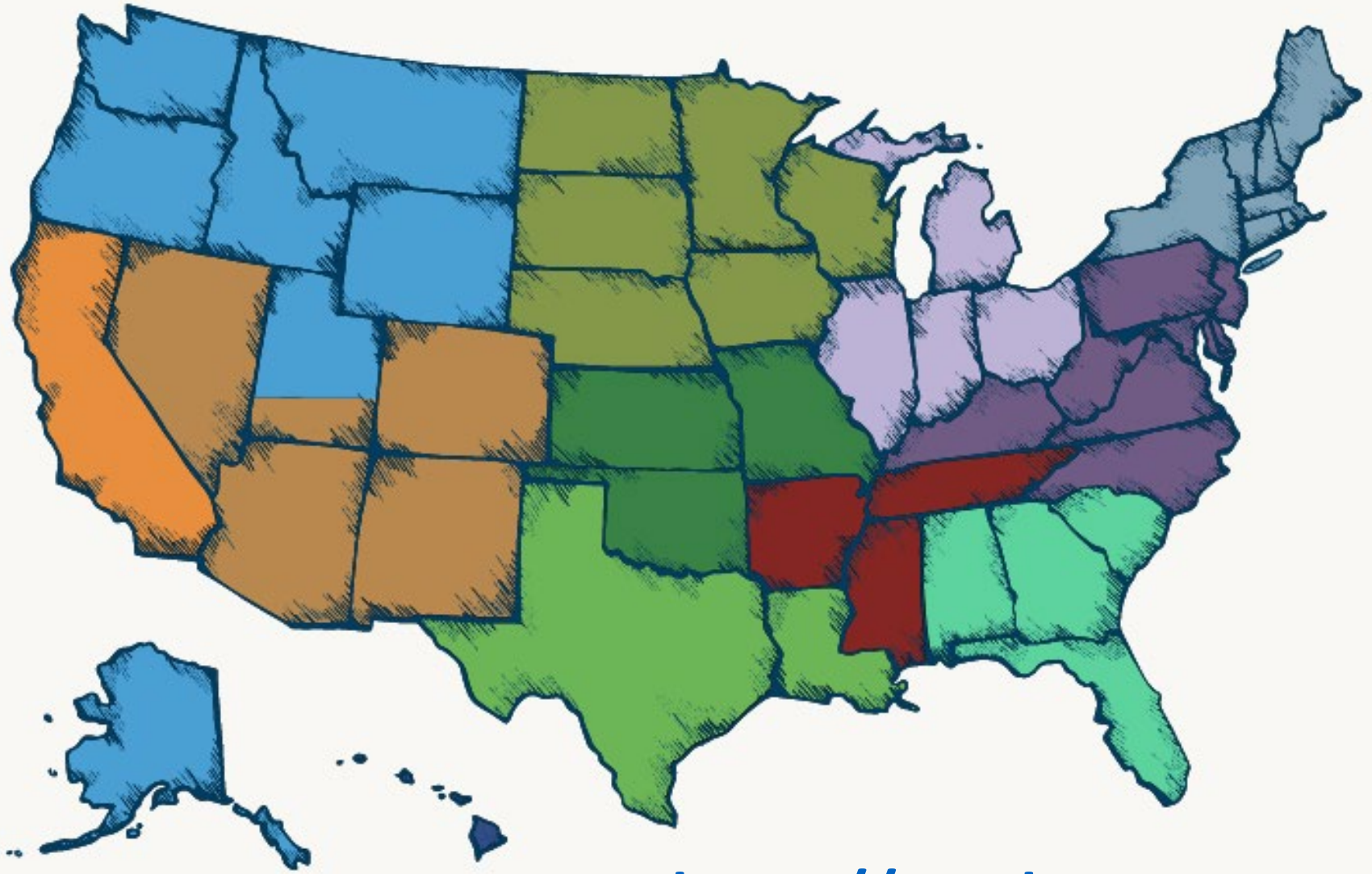

https://southwesttrc.org/

CCHP

TTAC
TelehealthTechnology.org

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New HRSA Administrator

Carole Johnson

- White House COVID-19 Response Team
- Commissioner NJ Department of Human Services
- Domestic Policy Council public health lead in Obama White House on Ebola & Zika responses, implementation Affordable Care Act, combatting opioid epidemic
- Capitol Hill health staff for US Senate Special Committee on Aging, US Senate Finance Committee, US House of Representatives Ways & Means Committee.
- Department Health and Human Services managed health care workforce policy issues for HRSA & was policy director Alliance of Community Health Plans program

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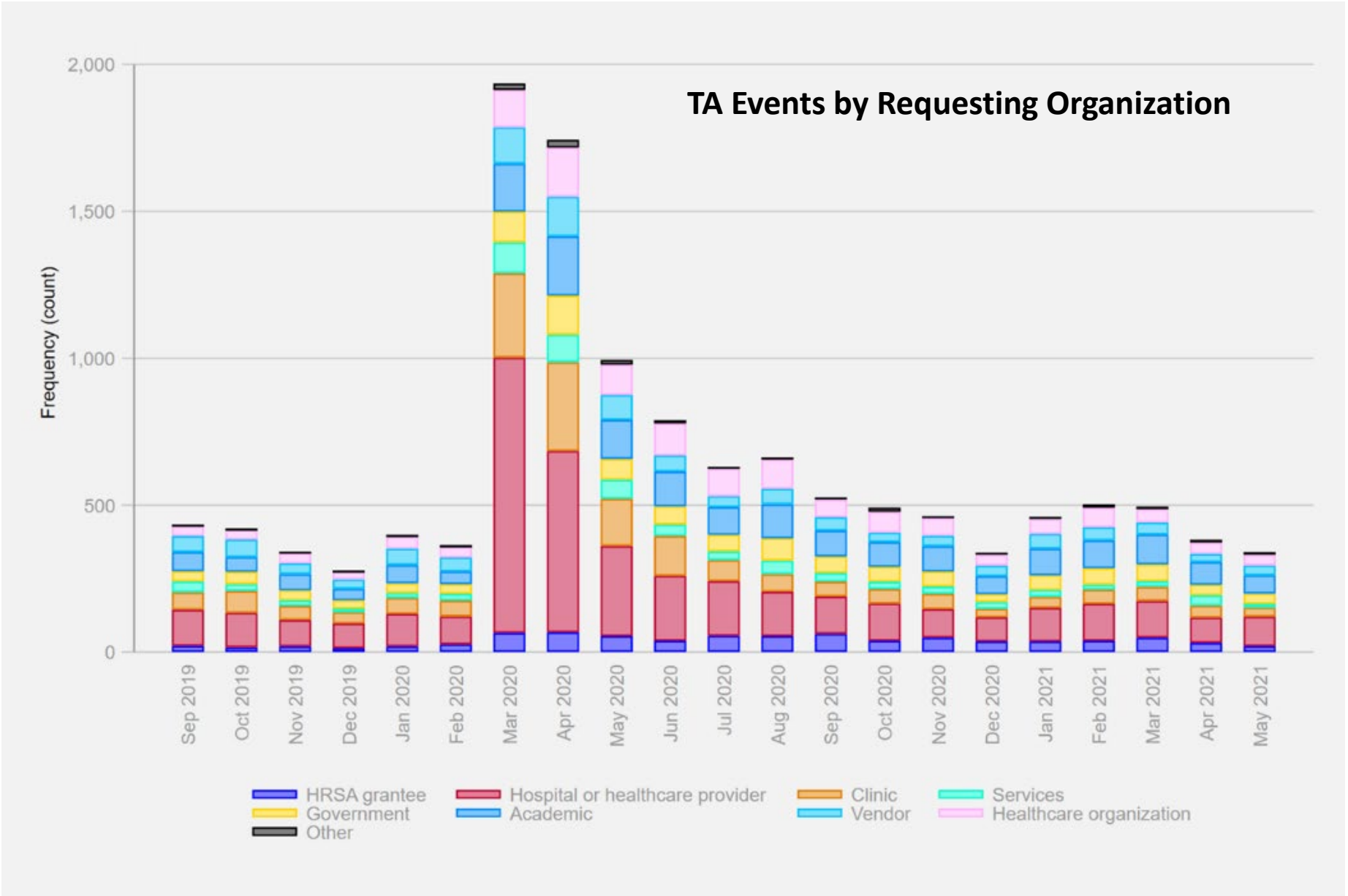

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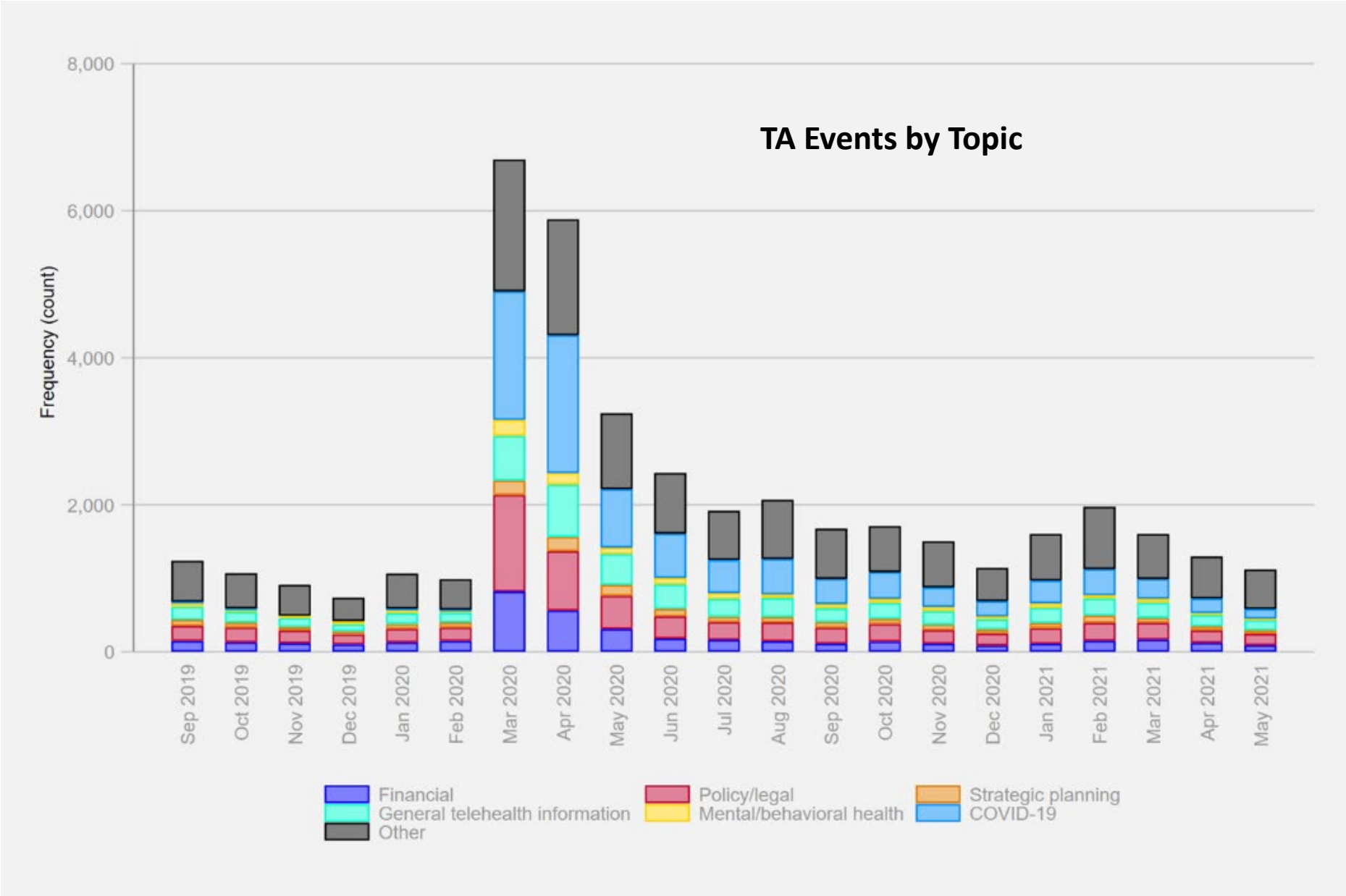

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Outreach Events by Type

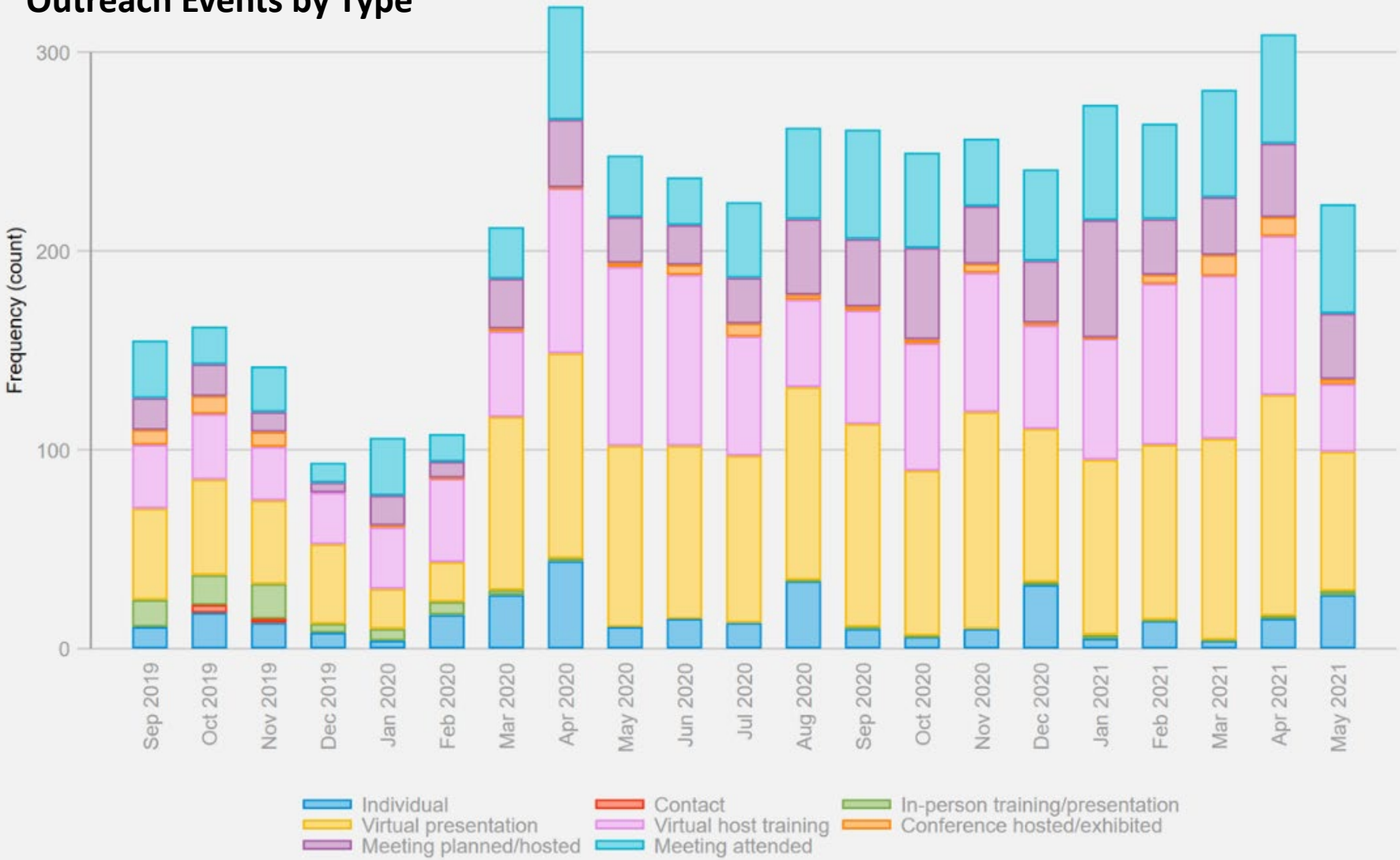

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Table 1. TA and Outreach Events by Organization Type

Organization type	TA events	Outreach events	Organization type	TA events	Outreach events
Academic Institution - Hospital/Department/Clinic	724	453	Hospital - Critical Access Hospital (CAH)	123	17
Academic Institution - Research/Training	1,162	406	Hospital - Other Hospital/Health System	1,501	365
Associations/Organizations/Foundations (National, State or Regional)	28	30	Hospital - Rural PPS Hospital	32	14
Clinic - FQHC/RHC	1,187	86	Insurers/Health Plans/Payers	204	28
Clinic - Free Clinic	127	0	Other - Not Otherwise Listed	281	124
Clinic - Mental Health/CMHC	54	1	Patient/Consumer/Advocacy Group	172	9
Clinic - Mental Health/CMHC/Inpatient	140	0	Press/Media	108	10
Clinic - Other Outpatient Healthcare Facility	109	60	Providers - Assisted Living/Home/Senior/Hospice	138	5
Clinic - Other Primary Care	57	14	Providers - CMHC Mental Health (Inpatient or Outpatient)	2	0
Clinic - School-based Clinic/School/District	58	5	Providers - FQHC/RHC	16	1
Government - Corrections	14	1	Providers - Free Clinic	2	0
Government - HRSA/Other Federal Agency	174	69	Providers - Other Mental/Behavioral Health	616	11
Government - Health Department	405	183	Providers - Other Outpatient Healthcare Provider	229	1
Government - Medicaid/Medicare	68	23	Providers - PT/OT/SLP/Rehab services	166	2

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Government - Native/Tribal	118	7	Providers - Primary Care/Specialty/Other Medical	1,197	6
Government - Other	201	143	Providers - School-based Clinic/School/District	1	0
Government - Public/Mental/Behavioral Health	103	33	Services - Billing/Coding	67	0
Government - Social Services	25	7	Services - Consulting	400	74
Government - Veterans Affairs	20	1	Services - Legal	45	1
HRSA Grantee - Area Health Education Center (AHEC)	56	16	Services - Other	173	23
HRSA Grantee - Other	1	7	Services - Pharmacy/Labs	34	1
HRSA Grantee - Other (including other Federally funded TA providers)	109	27	Vendor - Clinical Services	552	24
HRSA Grantee - PCA/HCCN	123	22	Vendor - Other	92	9
HRSA Grantee - State Office of Rural Health (SORH)	47	27	Vendor - Technology	483	18
HRSA Grantee - Telehealth Resource Center (TRC)	470	280	HRSA Grant Funded Entity	0	8
Healthcare Associations/ Organizations/Foundations	1,335	654	University of Hawaii - JABSOM	0	1
Total				**13,549**	**3,307**

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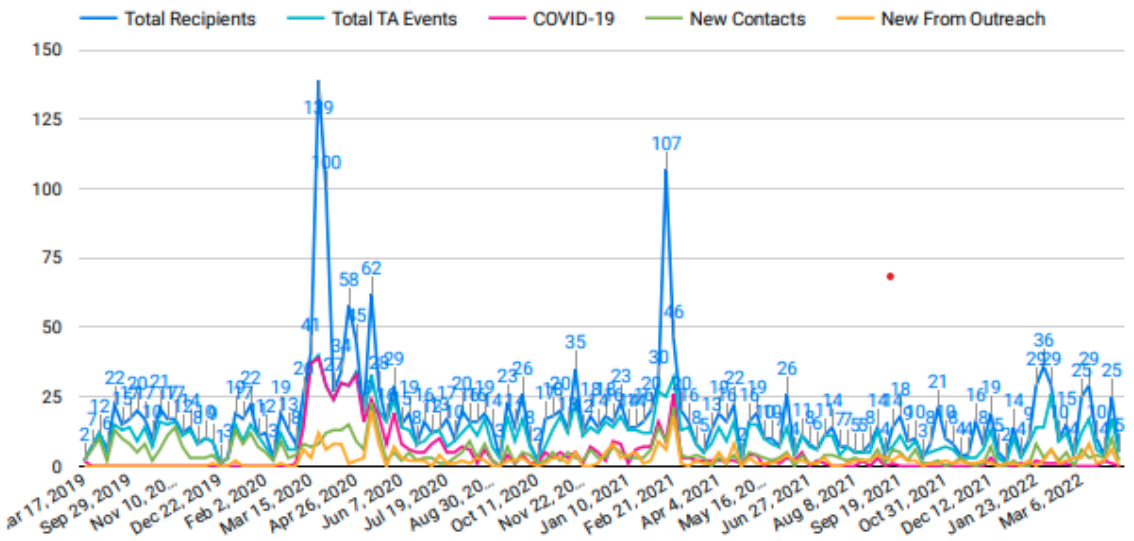
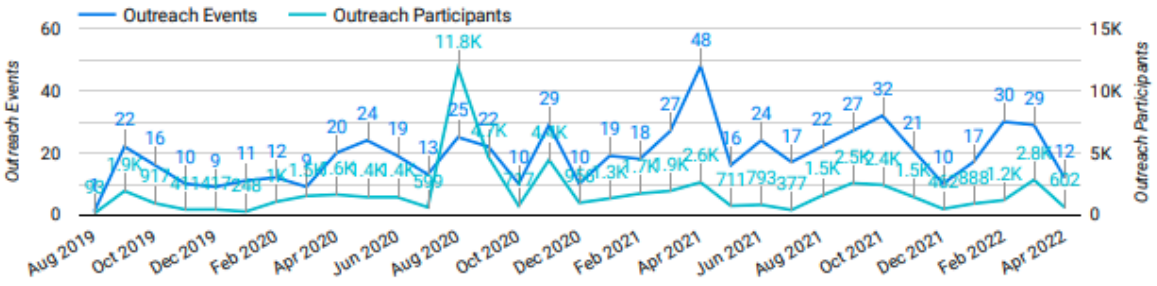
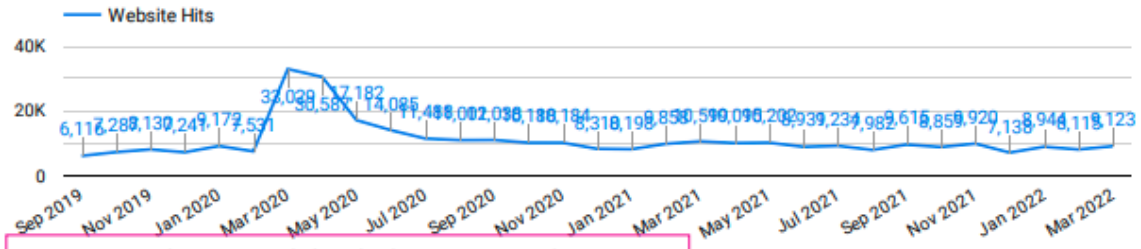
TA Recipients, Events, and New Contacts per Week

SWTRC







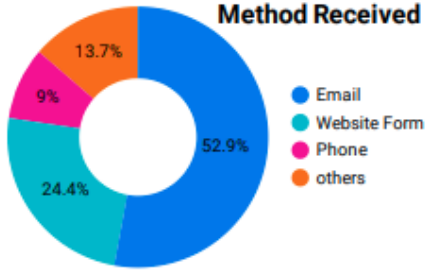
NOTE: Data on this report are believed to be accurate to within +/-10%.

Jan 1, 2019 - Apr 15, 2022

	OrgType	Count
1.	Hospital - Other Hospital/Heal...	167
2.	Healthcare Associations/Orga...	160
3.	Academic Institution - Researc...	152
4.	Academic Institution - Hospit...	125
5.	Provider - Primary Care/Speci...	97
6.	N/A	93
7.	Vendor - Clinical Services	89
8.	Govt - Health Department	66
9.	Clinic - FQHC/RHC	60
1...	Vendor - Technology	60
1...	Provider - Other Mental/Behav...	57

1 - 45 / 45

Method Received



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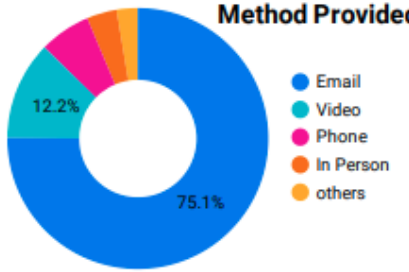

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Telehealth Use Trends

CLINICAL OUTCOMES

85% of physician respondents indicate they currently use telehealth. For those that report a decrease in use indicate now doing a mix of in-person and virtual care.

- 60% of clinicians agree or strongly agree telehealth enabled them to provide high quality care.
- Of those using telehealth, 93% (⬆ 13%) are conducting live, interactive video visits with patients and 69% are doing audio-only visits.
- 56% of respondents are motivated (agree and strongly agree) to increase telehealth use in their practices.
- 8% (⬇ 4%) of respondents said they were using remote patient monitoring technologies with patients in their homes; the commonly used tools include smartphones (camera), blood pressure cuffs, pulse oximeters, and body weight scales. 76% (⬆ 7.6%) report data is usually shared manually (e.g. verbally over the phone or via email).

PATIENT EXPERIENCE

- More than 80% of respondents (⬆ 12%) indicate patients have better access to care since using telehealth.
- 62% of respondents feel patients have higher satisfaction since offering telehealth.
- 63% (⬆ 12.2%) of respondents report 75% or more of virtual visits are conducted with patients they have an existing relationship with.

PROFESSIONAL SATISFACTION

- A majority of respondents indicated that telehealth has improved the satisfaction of their work 54.2%.

COST

- 44% of respondents indicated that telehealth decreased the costs of care (strongly agree or agree)

Note: Trend comparisons refer to the COVID-19 Healthcare Coalition Physician Survey fielded in 2020.

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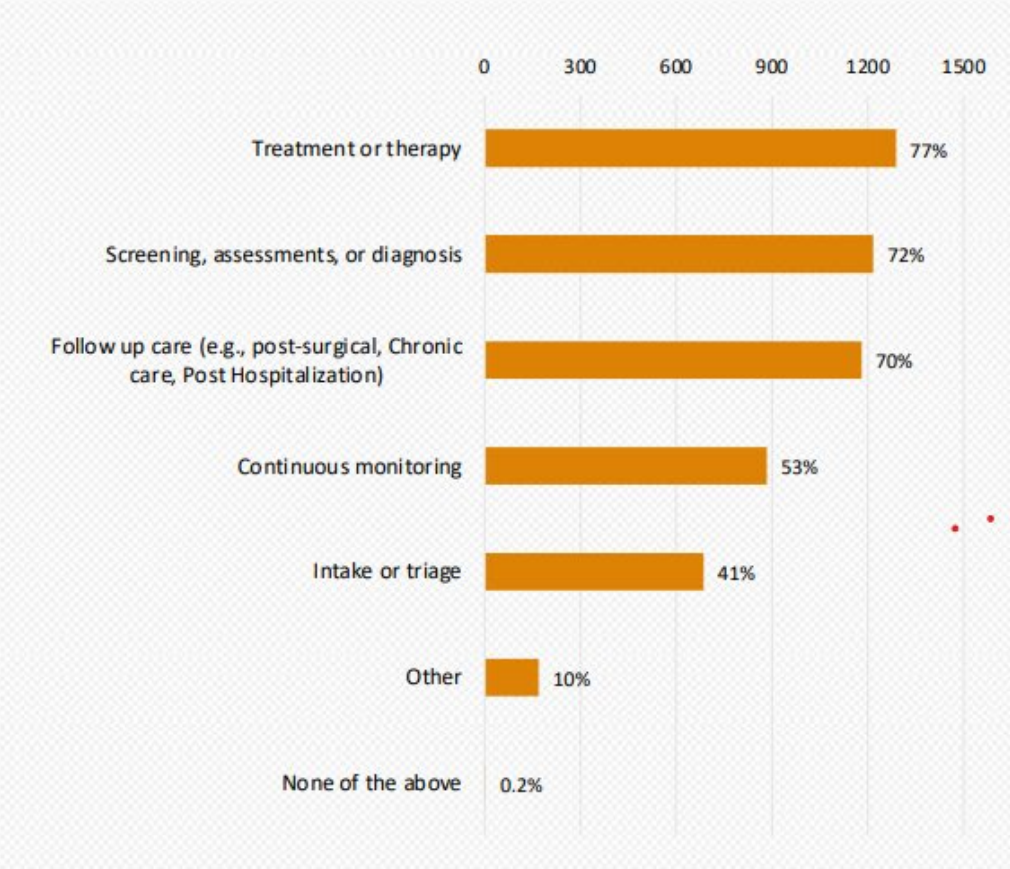
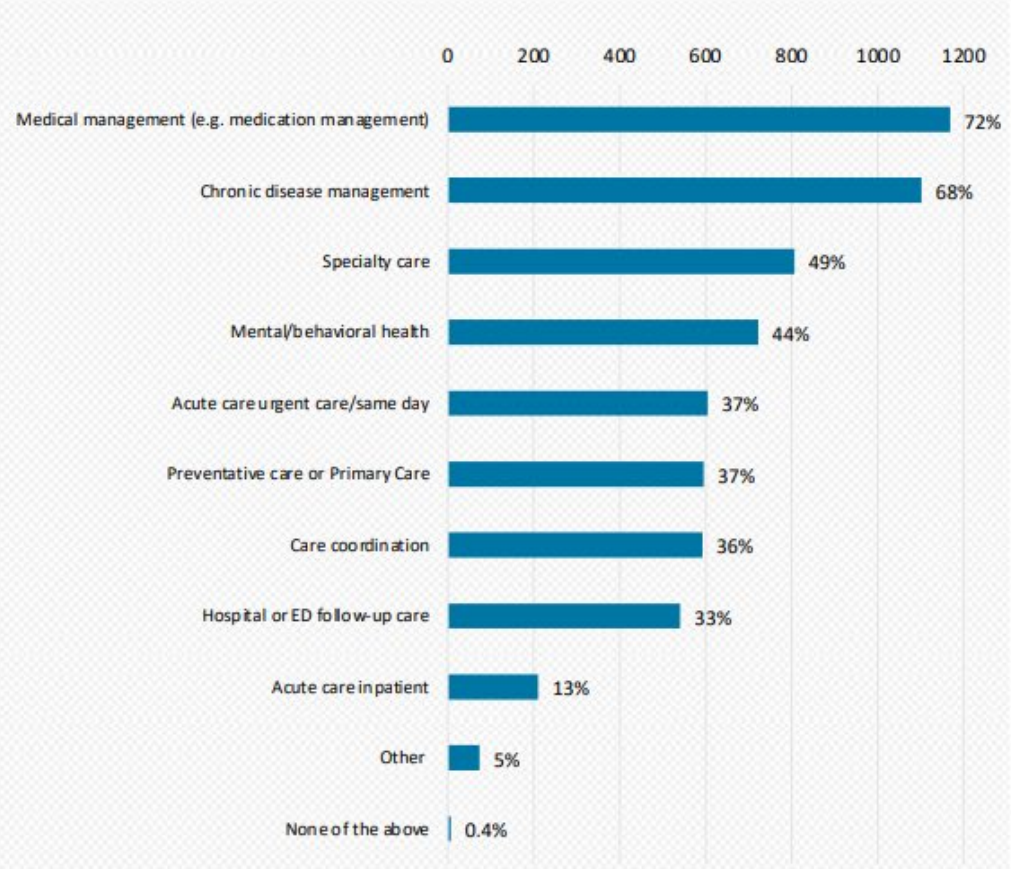
Telehealth is currently being used across many aspects of clinical care and used to deliver a variety of services



What aspects of care do you provide via telehealth? (select all that apply) N=1,682



What services do you or your practice/organization currently provide via telehealth? N=1,630

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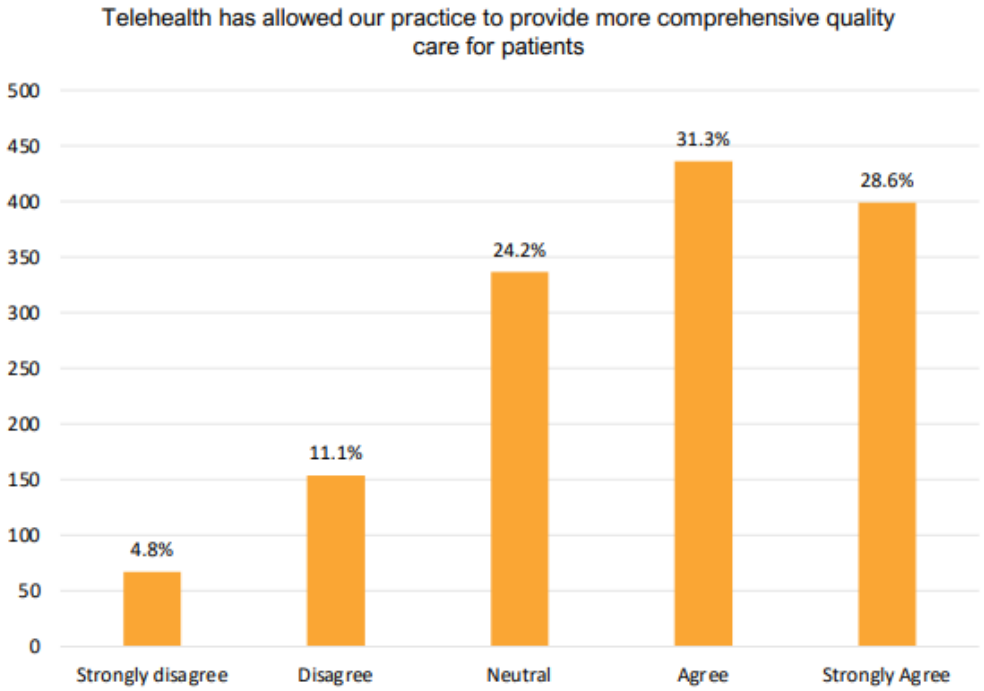
Most physicians feel telehealth allows them to provide *more comprehensive quality care*



"As a pediatrician, it gives me an opportunity to see children and their families in a setting (home) in which they feel comfortable, and this sometimes reveals strengths of the family."

"At-home blood pressure monitoring has enabled us to diagnose more white coat and masked hypertension"

To what extent do you agree or disagree with the following statements? Telehealth has allowed our practice to provide more comprehensive quality care for patients. N=1,393
Is there any additional insight or thoughts you would like to share regarding the impact of telehealth on you, your practice, or your organization?

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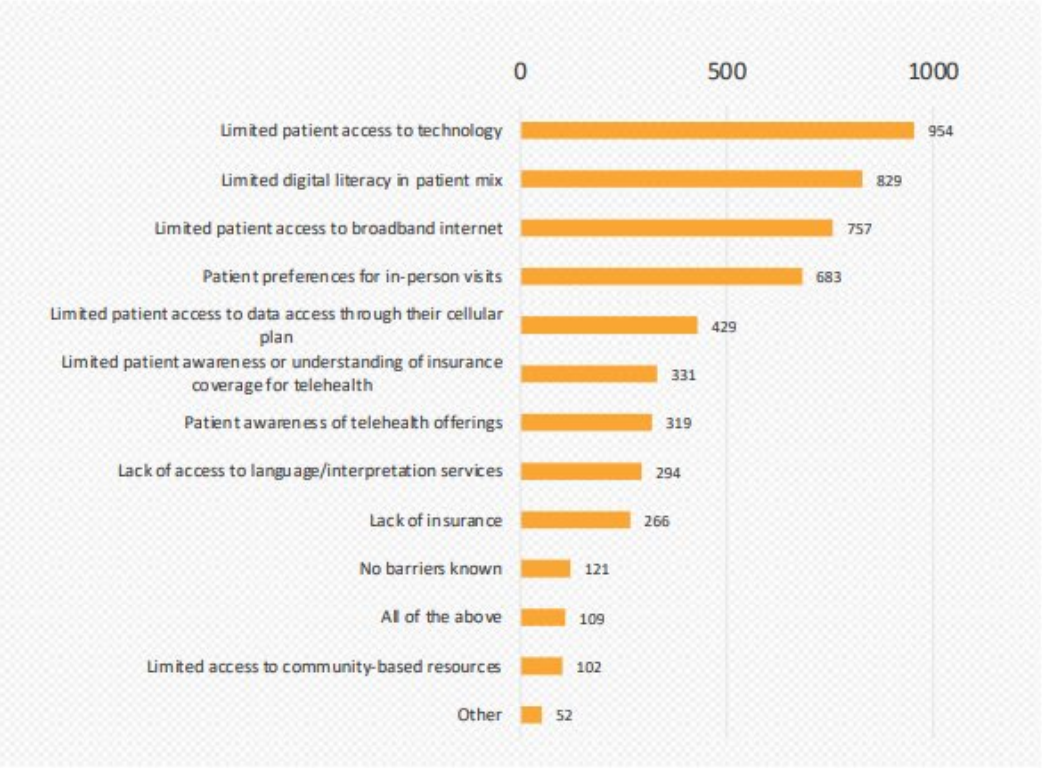
Southwest Telehealth Resource Center TRC

Physicians identify the digital divide as the biggest barrier to virtual care for patients



"Reduce the digital divide that impairs many patients' access to telehealth services."

"Many of my patients are not that well versed in technology and telehealth is a real big challenge for them."

"Advancing telehealth without providing patients with the appropriate technology or education to use it, leaves those patients behind and widens the gaps."

Which of the following, if any, do you perceive as barriers to your patients using telehealth? (select all that apply) N=1,531
Is there any additional insight or thoughts you would like to share regarding the impact of telehealth on you, your practice, or your organization?

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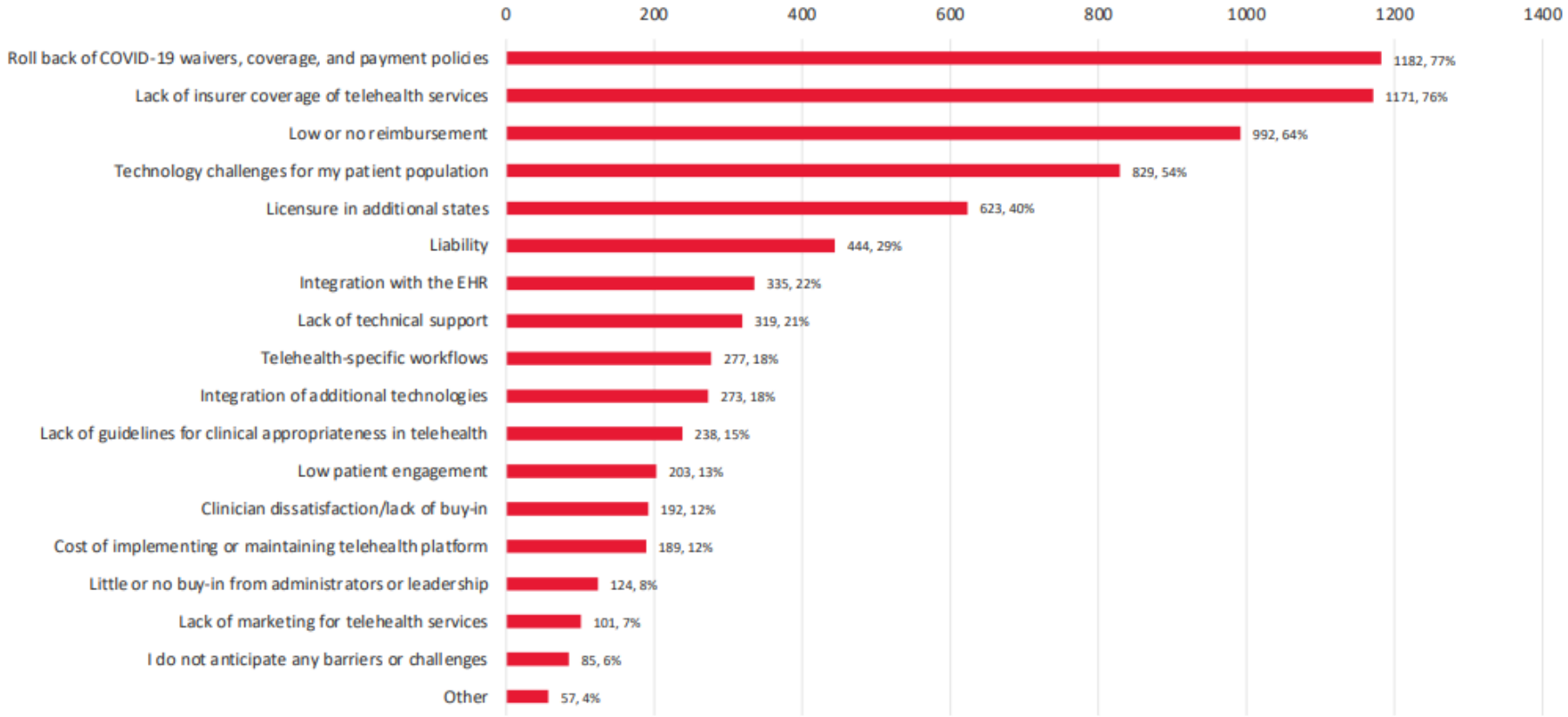
Barriers to offering telehealth include coverage, payment, and reimbursement uncertainty



Which of the following, if any, do you anticipate being ongoing barriers or challenges to your organization offering telehealth? (select all that apply) N=1,545

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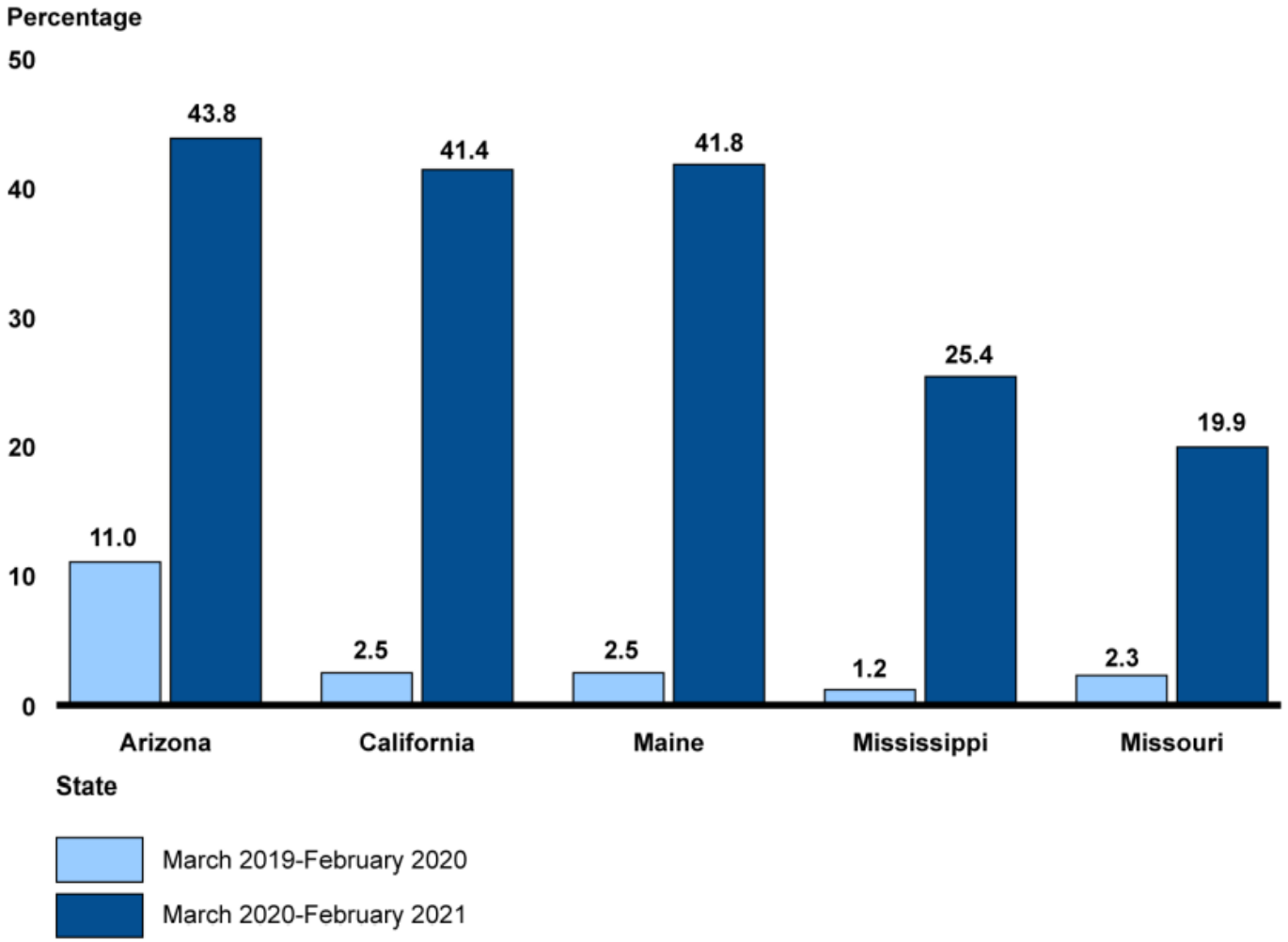
Figure 3: Percentage of Medicaid Beneficiaries in Selected States Receiving at Least One of Their Services via Telehealth, March 2019 through February 2020 and March 2020 through February 2021



Source: GAO analysis of Centers for Medicare & Medicaid Services data. | GAO-22-104700

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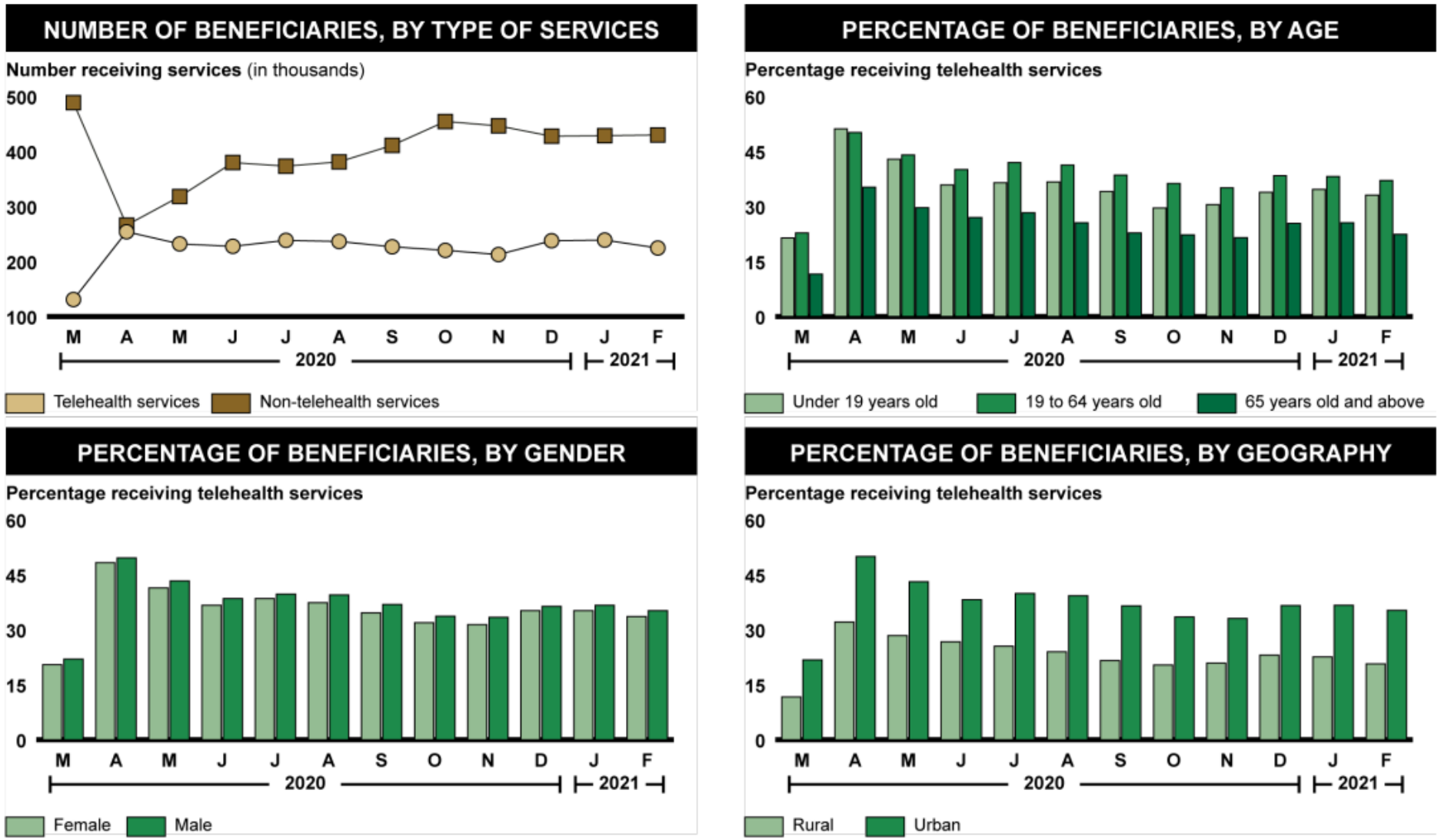
Figure 4: Arizona: Number and Percentage of Medicaid Beneficiaries Receiving Services via Telehealth, Overall and by Selected Demographic Categories, March 2020 through February 2021



Source: GAO analysis of Centers for Medicare & Medicaid Services data. | GAO-22-104700

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What Now?

- PHE extended to July 15, 2022
- AMA, ATA, GAO & numerous other organizations advocating for:
  - Permanent payment coverage
  - Further expansion payment codes
  - Retain audio-only
  - Increase broadband access
  - Further research: equity, quality, costs, disparities reimbursement, best practices, implementation science, clinical appropriateness, metrics

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Thank you!

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