

# Arizona Telehealth Future

State Survey on Telehealth Barriers and Needs

September 2022

Arizona Telemedicine  
Council Subcommittee  
Alan Pitt, MD, Chair

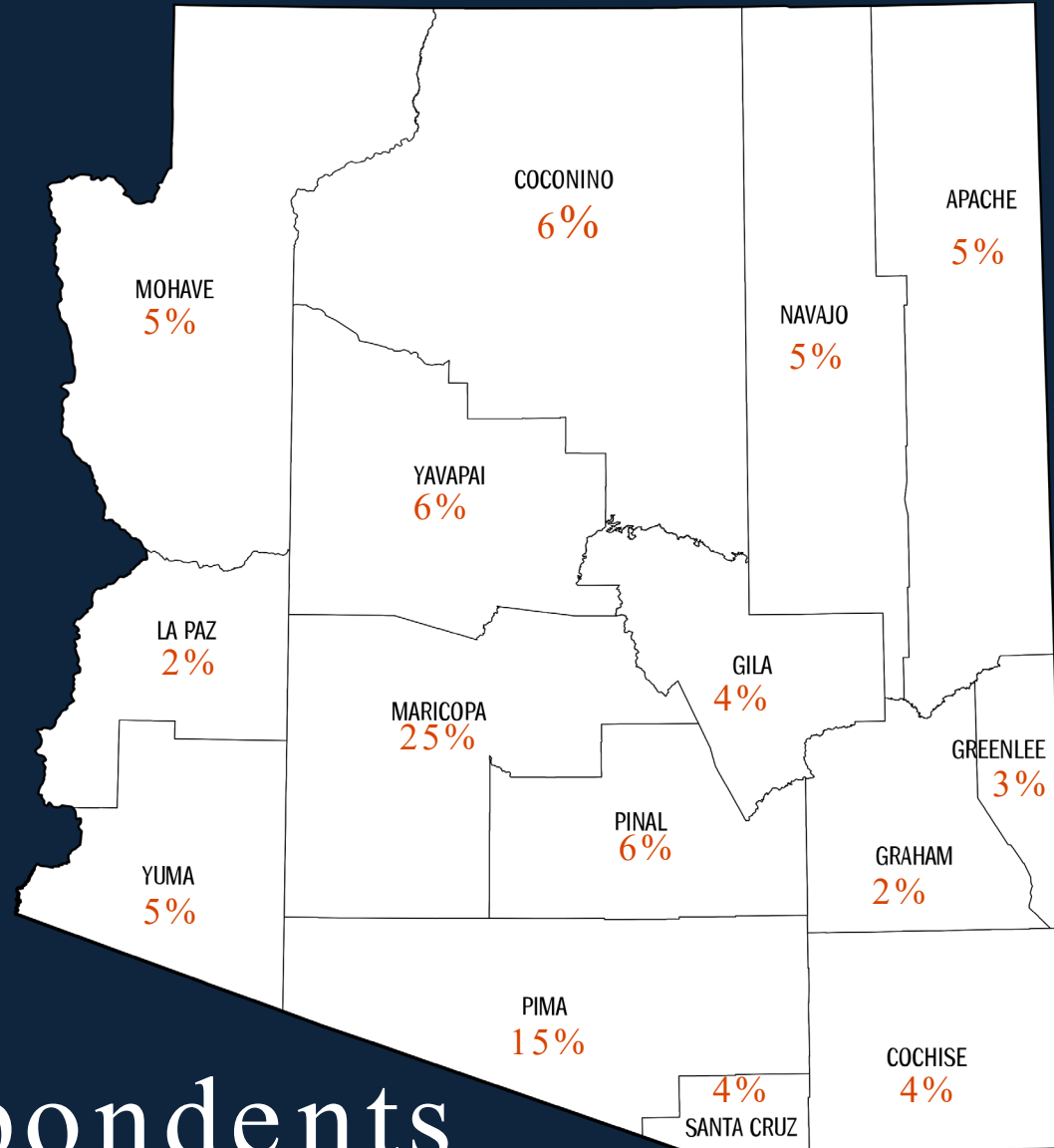




# Review

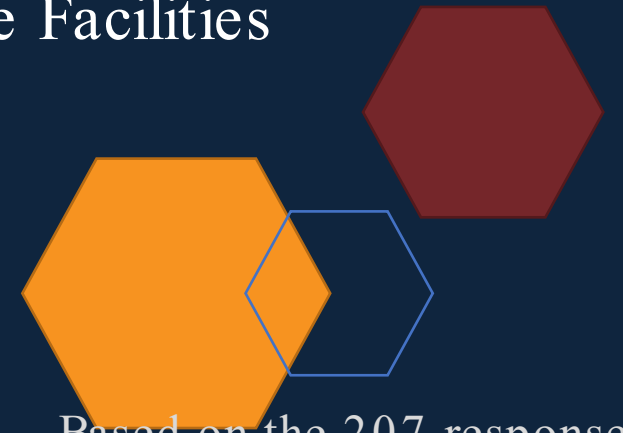
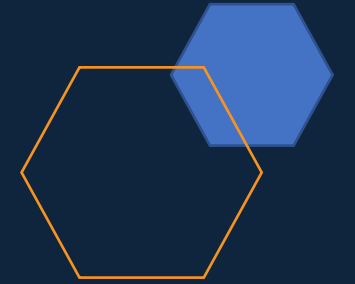
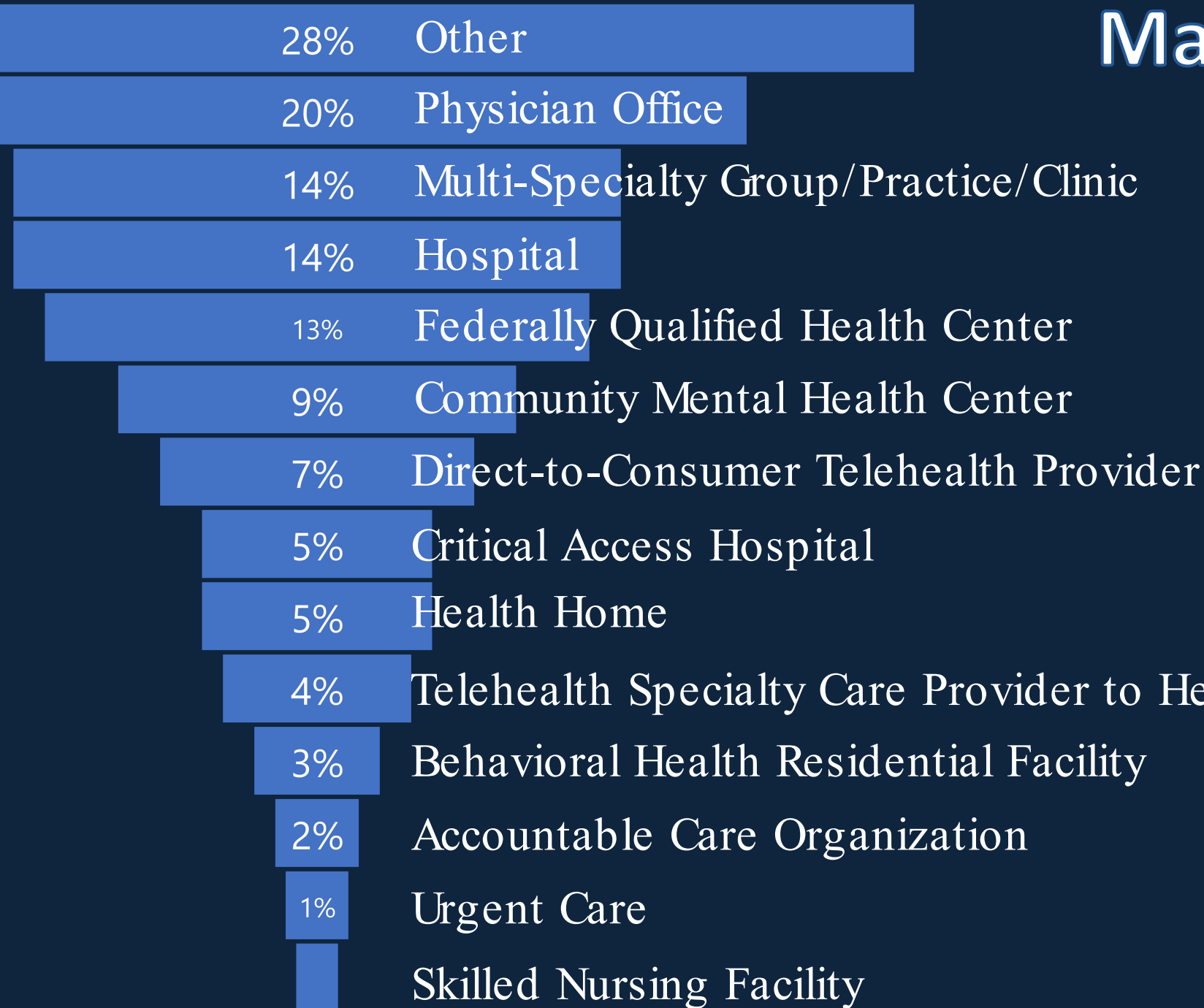


# County Representation



207 Respondents

# Main Practice Types

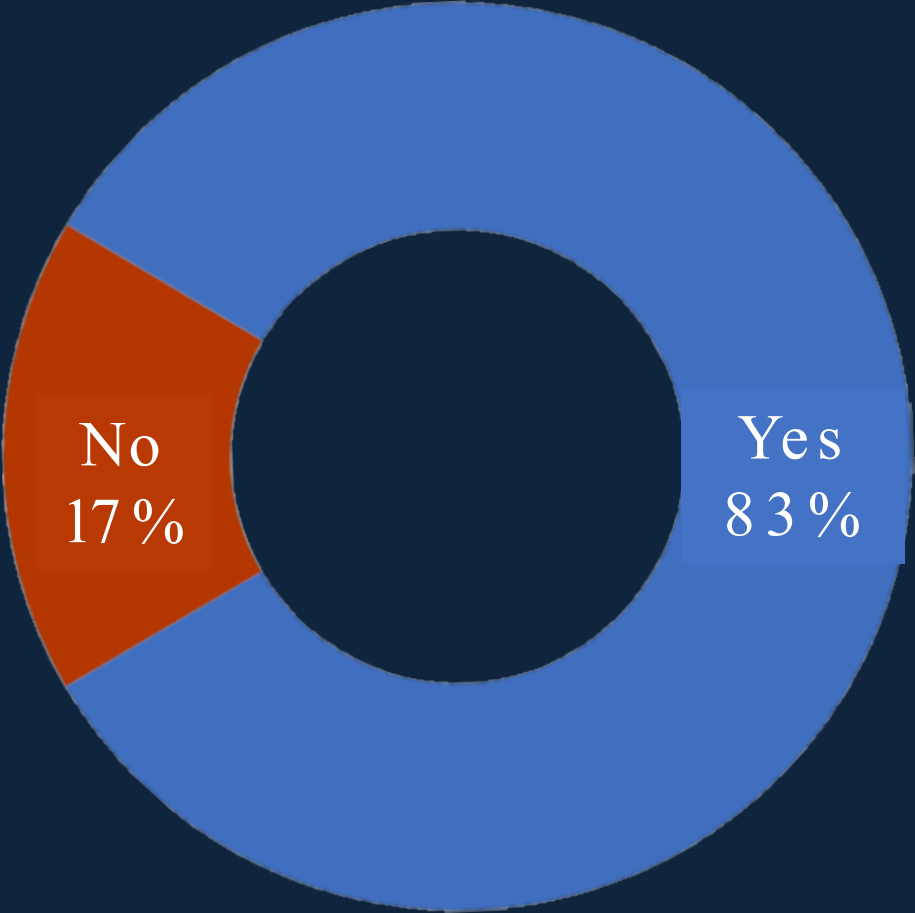


Based on the 207 responses

# Main Practice Types – Other

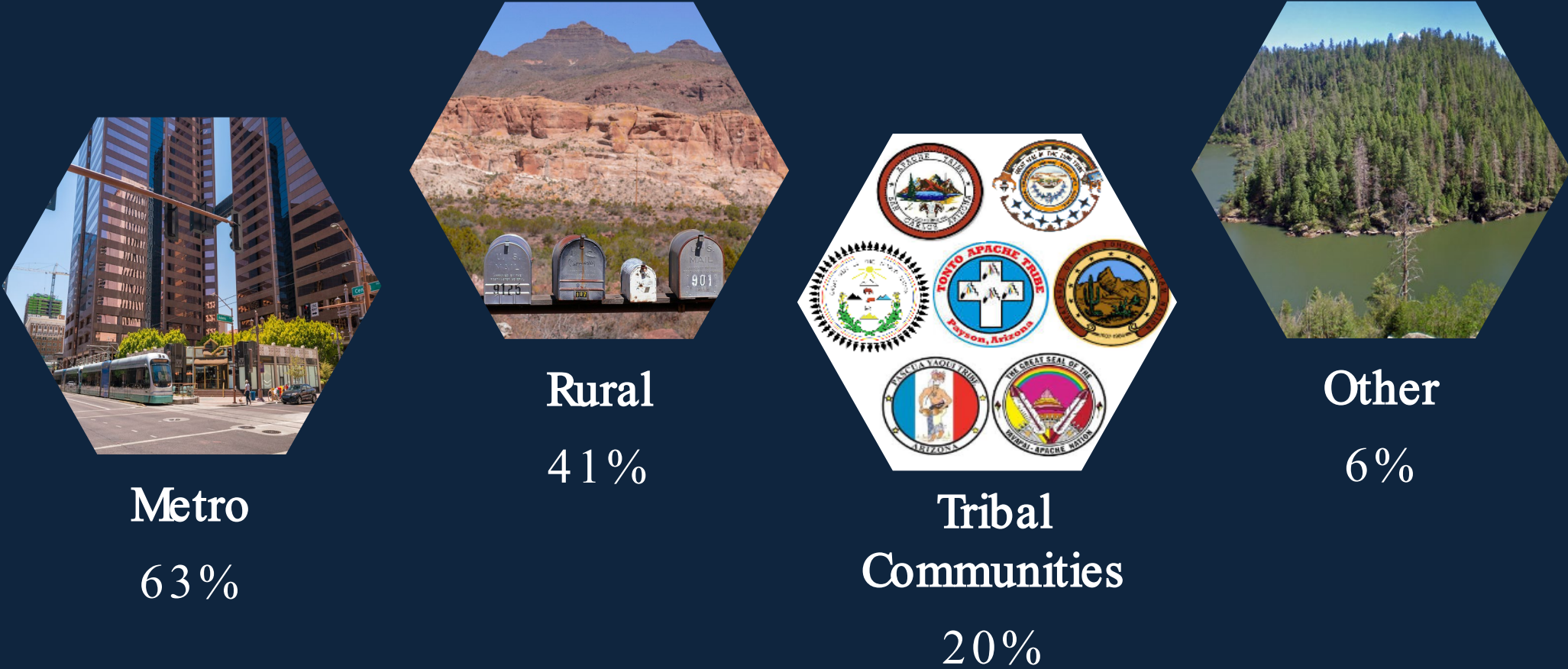
- Academia
- Academic - Residency Program Manager
- Behavioral Health Outpatient
- Behavioral Health Private Practice
- City Fire Department-Community Medicine Program
- College Health Center with Provider Based RHC
- Community College
- Community Health Center
- Contracted with Arizona DDD, AHCCCS and Private Health Insurance Companies to provide SPT, OT, and Feeding Therapy as well as Hab, Attendant Care and Respite to I/DD members
- County Health Department
- Education & Research
- Educational Institution and Non-profit Global Organization
- Environmental Health Specialist
- Family Practice
- Federal Provider Based Clinic
- FQHC
- Government Agency - Advocacy for Deaf and Hard of Hearing
- Health Plan
- Health System
- Healthcare Education
- Healthcare System
- In-home Care Services
- In-Home Palliative Care and Primary Care
- Integrated delivery system
- Integrative Health Coach
- Internal Medicine
- Laboratory
- Managed Care Organization
- Medical Director Tribal Health Clinic
- Medical Transportation Management for Medicaid/Medicare
- Music Therapy Office
- Non-profit Community Outreach, Enrollment and Workforce Development Center
- Obstetrics & Gynecology
- Oncology Outpatient Clinic
- Outpatient Behavioral Health
- Pediatric Occupational Therapist
- Pediatric Therapy (OT, SLP) home
- Pediatrics
- Pharmacist
- Probation
- Public Education
- Public Health
- Recovery Resource Center
- School setting
- Single Specialty Multi-State Practice
- Social Services
- Speech Language Pathology
- Speech-Language Pathology / Therapy & Audiology
- State Health Department
- Tribal Health Facility
- Tribally Affiliated - 638 - BH Outpatient Facility

# Is Your Organization Currently Providing Telehealth Services?




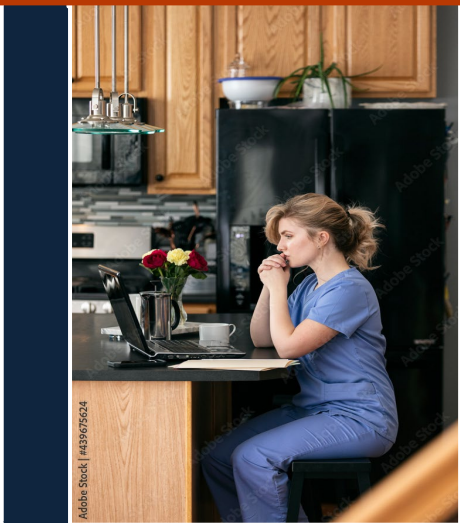
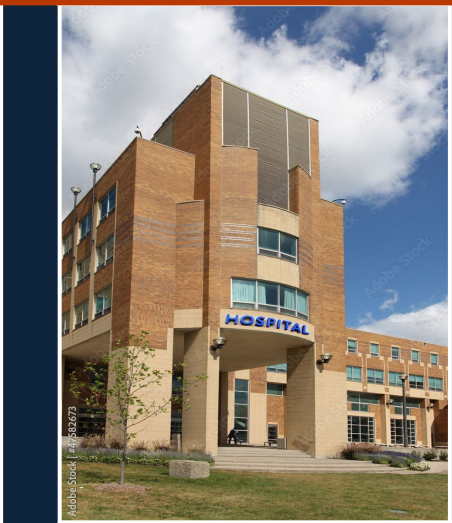

Based on the 207 responses

# Where Telehealth Services are Provided



Based on the 207 responses

# Where Providers Provide Telehealth Services

Clinic/Practice	Home	Hospital	Traveling (hotels, etc.)	Other
				<ul style="list-style-type: none"><li>• Residential facilities</li><li>• Assisted living facilities</li><li>• Detention facilities</li><li>• Workplaces</li><li>• Public spaces</li></ul>
84%	70%	14%	8%	2%

Based on the 207 responses



# Patient Location When Receiving Telehealth Services



Home 94%



Clinic/Practice 39%



Hospital 28%



Skilled Nursing Facility 18%



Group Home 18%



Library 15%



School 13%



Traveling (Hotels, etc.) 10%

Other 4%  
(including)



Workplace



Public Spaces



Detention Facilities



Based on the 207 responses

# Telehealth Modalities



**Live,  
interactive  
audio/video  
sessions**

**95%**



**Audio-only  
telephone  
sessions**

**54%**



**Store-and-  
forward  
(asynchronous)**

**10%**

Based on the 207 responses

# Telehealth Services Provided – Top 10

Services	Percentage of Responses	# Responses
Mental/Behavioral Health	50%	68
Primary Care	43%	59
Psychiatry	28%	38
Preventative Care	27%	37
Addiction	26%	36
Chronic Disease Management	24%	34
Pediatrics	21%	29
Substance Abuse	20%	28
Diabetes	19%	26
Psychology	19%	26

Based on the 207 responses



# Age Groups Served

## Infants and Children (0 - 12 years)

- 65%
- 134

## Adolescents (13 - 18 years)

- 71%
- 146

## Adults (19 - 64 years)

- 85%
- 175

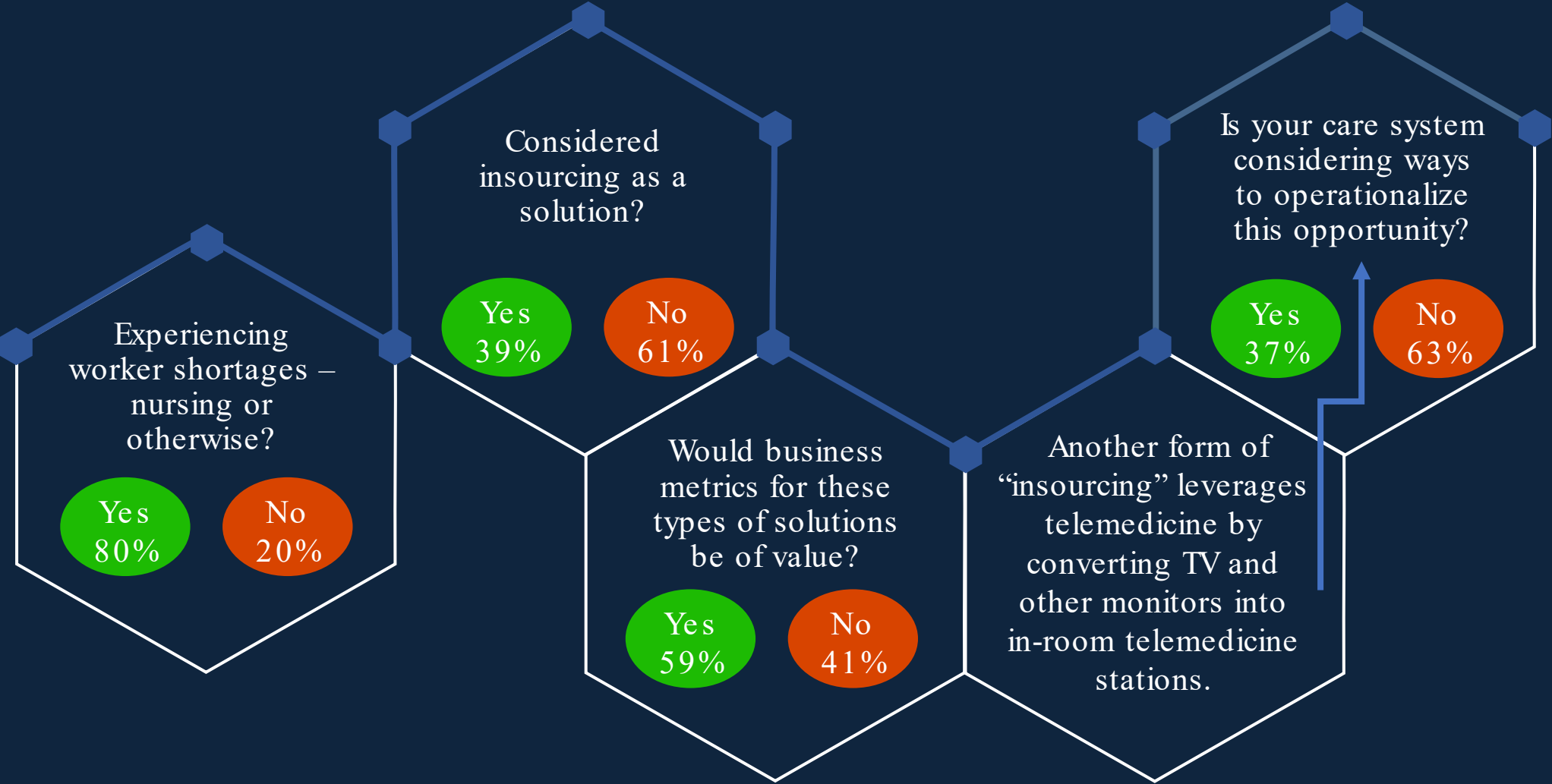
## Older Adult (65+ years)

- 76%
- 156



# Insourcing

“Insourcing” - enabling nurses and other providers to supplement bedside care via telemedicine into the hospital.



Based on the 207 responses

# What are the current barriers you perceive in order to offer bedside telemedicine to every hospitalized patient?



## Equipment cost and staffing

- Provider and staff availability
- Leadership, provider and staff acceptance and adoption
- Visualize quality intellectual capital
- National and state policies
- Reimbursement/billing information lacking, care coordination, reduced payments



## Technology limitations

- Internet and database restrictions
- Limited reliable broadband access in rural communities & low-income patients
- Do not currently offer telemedicine services, would like to
- High technology acquisition, installation, and maintenance costs
- HIPPA concerns



## Patient barriers

- Technology not readily available
- In person preference vs care over computer screen
- Preference for human touch and proximity
- Technology literacy and patient discomfort/mistrust
- Younger patients (PreK – 3<sup>rd</sup> grade do not work well over computer

# Telehealth Barriers for Practices

Not enough training for providers for equipment 28%

Not enough training for providers telehealth etiquette 16%

Unsure about privacy/security of phone/video 17%

Not enough bandwidth for provider video sessions 20%

No staff to troubleshoot connection issues 25%

Unsure how to bill/get reimbursed 16%

Provider doesn't have necessary devices for video calls 7%

Concern about increased liability/liability insurance costs 12%

Cost of appropriate broadband access for practice 14%

Too complicated to fit telehealth sessions into provider schedules 7%

Concern poor ROI (return on investment) for the practice 9%

Wasted time when scheduled telehealth sessions do not work 31%

Providers don't like video sessions 15%

Lower reimbursement for telehealth than in-person services 34%

Have not experienced any telehealth barriers 10%

Other 12%

Need to incorporate new workflows to implement telehealth 21%

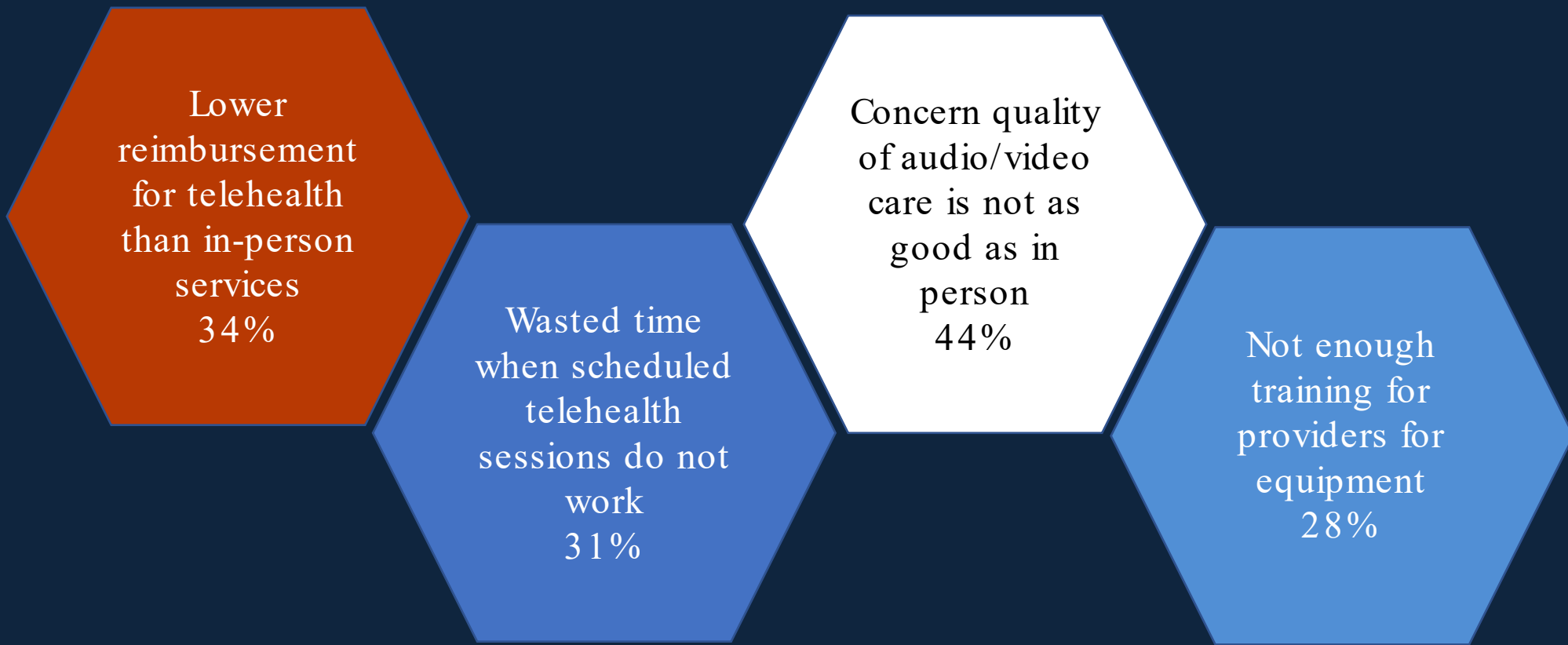
Concern quality of audio/video care is not as good as in person 44%

Limited Choices of telehealth platforms/devices/technology 15%

Difficulty integrating telehealth into practice HER 17%

Providers don't like audio-only sessions 17%





Based on the 207 responses



# Barriers/Issues Preventing Organizations From Using Telehealth – Top 10

Barrier	%
Concern about poor internet connections at patient end	60
Concern that patients don't have necessary devices to allow video calls	49
Not enough bandwidth at provider end to accommodate video sessions	44
Limited choice of telehealth platforms/devices/technology	37
Not enough staff to set up/run the sessions	33
Concern quality of audio/video sessions is not as good as in-person	33
No staff to troubleshoot connection issues	30
Not enough training for providers on how to use the equipment	26
Concern quality of audio-only sessions is not as good as video	26
Concern need to design/incorporate new workflows to implement telehealth	26

Based on the 207 responses



# Telehealth Barriers for Patients/Clients



Poor internet connection (video freezes/drops) 80%



Do not have necessary devices for video calls 61%



No tech support for connection issues 57%



Not enough training on how to use equipment 45%

Concern quality of audio/video session not as good as in-person 37%

Unable to pay for broadband access 37%

Not enough training on what to expect 33%

Lack of patient awareness of availability of telehealth 30%

Patients don't like video calls 26%

Concern quality of audio only session not as good as video 24%

Lack of language assistance during telehealth audio-only visits 21%

Insurance does not cover telehealth 20%

Lower reimbursement for telehealth than in-person services 17%

Patients don't like audio-only calls 10%

Other 8%

Have not experienced any telehealth barriers 7%

Based on the 207 responses

# Benefits for Practice Using Telehealth – Top 10



1. Safely see patients with COVID symptoms or have been exposed to COVID **79%**
2. Providers who have COVID or have been exposed to see patients without exposing them **64%**
3. Able to provide better follow-up care **62%**
4. Masks not needed for patient or provider **58%**
5. Reduced patient no-shows **57%**
6. Better care coordination **56%**
7. Able to see patients safely who have other contagious diseases **54%**
8. Improved patient communication **53%**
9. Improved job satisfaction of providers **50%**
10. Able to fit in more patients into providers' schedules **48%**

Based on the 207 responses

# Benefits for Patients/Clients Using Telehealth – Top 10

1. Easier access for patients who have trouble getting to the provider location in person **88%**
2. More convenient for patients **83%**
3. Less expensive/time away from work or home for patients who would have hours-long drives and possibly overnight stays to see provider in person **72%**
4. Reduced exposure to COVID **70%**
5. Reduced exposure to other contagious diseases **60%**
6. Better access to follow-up care **58%**
7. Masks not needed for patient or provider **56%**
8. Patients prefer not be in physical waiting rooms with other patients **50%**
9. Improved communication with providers **45%**
10. Decreased wait times for appointment **42%**



# Top 8

## Support Services To Continue or Enhance Telehealth Services



Information on legal compliance and state/federal telehealth regulations 50%



Help for patients applying for FCC Affordable Connectivity Program 35%



Information on telehealth guidelines and best practices 49%



Simplified patient platform 34%



Billing and coding coaching 44%



Office workflow advice 33%



Technology help desk for patients and providers 42%



Use of a statewide, centrally managed telehealth platform 31%

# Top 8

## Support Services To Begin Telehealth Services



Assistance with developing and implementing a telehealth program 50%



Office workflow advice 40%



Information on legal compliance and state/federal telehealth regulations 40%



Billing and coding coaching 45%



Technology help desk for patients and providers 35%



Equipment setup and testing assistance for patients and providers 35%



Information on telehealth guidelines and best practices 35%



Simplified patient platform 30%



## **ATC Subcommittee**

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