

ARIZONA  
TELEMEDICINE  
PROGRAM



# HRSA/SWTRC Update

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**Associate Director of Evaluation ATP**

**Co-Director SWTRC**

**Professor & Vice Chair for Research Department of Radiology  
& Imaging Sciences Emory University**

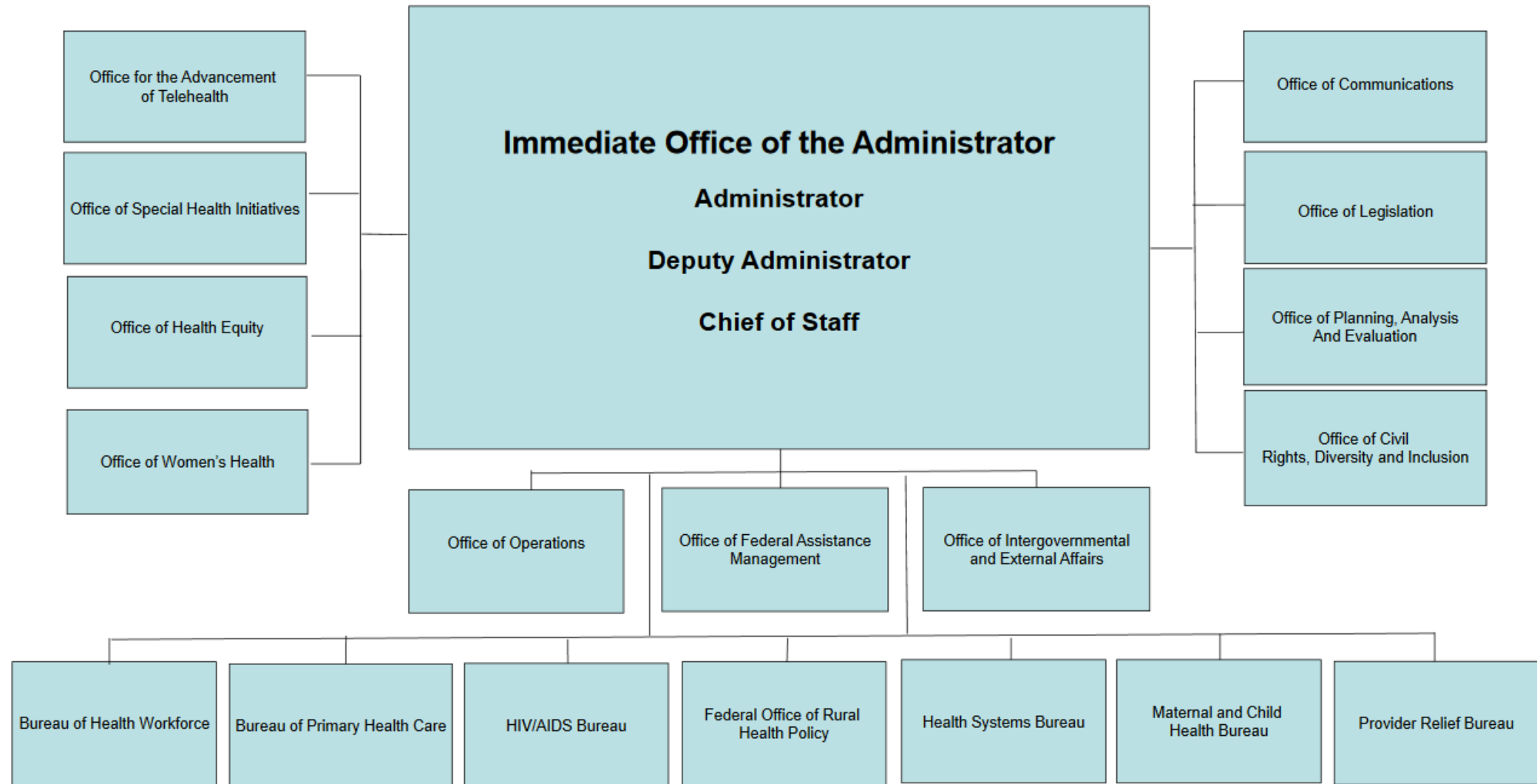
# What is HRSA?

- **Agency US Dept Health & Human Services**
  - Starting 1943 multiple agencies improve health needy
  - HRSA created 1982 when Health Resources Administration & Health Services Administration merged = Health Resources & Services Administration
  - Primary federal agency for improving health care to people geographically isolated, economically or medically vulnerable
  - Supports training health professionals, distribution providers to areas needed most & improvements health care delivery
  - Oversees organ, bone marrow & cord blood donation
  - Compensates individuals harmed by vaccination & maintains databases that protect against health care malpractice, waste, fraud & abuse



**Health Resources & Services Administration**

# Health Resources and Services Administration



# Office for the Advancement of Telehealth (OAT)

- 1998 Dr. Dena Puskin founded Federal Office for the Advancement of Telehealth (OAT) in ORH where she served as its Director until 2010
- Current leadership: HRSA Administrator Diana Espinosa  
OAT Director Heather Dimeris



CDR Heather Dimeris, OAT Director



Diana Espinosa, HRSA Administrator

- 2021 OAT becoming stand-alone Office reporting directly to HRSA Administrator
- Will have new division Telehealth Innovation & Services (TIS) Division
- OAT Leadership: McNeely, Carnes, Nott
- New Tribal Advisory Council
- HRSA works with: FCC, USDA, National Telecom & Info Admin, DOD/VA, Interagency Policy Council, operational divisions



Michael McNeely,  
TIS Division Director (OAT)



Dr. Michelle Carnes,  
Prog Coord TRCs



Louise Nott, TRC Project  
Officer

# HRSA Telehealth Programs

**+ Evidence-Based Tele-Behavioral Health Network Program (EB THNP)**

**Increase access behavioral health & evaluate**

**+ Licensure Portability Grant Program (LPGP)**

**Support state partnerships make TH more accessible**

**+ Telehealth Broadband Pilot (TBP) Program**

**Examines broadband capacity for TH in AK, MI, TX, WV**

**+ Telehealth Centers of Excellence (COE)**

**Effectiveness TH services rural areas – UMMC & MUSC**

**+ Telehealth Focused Rural Health Research Center Cooperative Agreement (TF RHRC) Program**

**Univ AR focuses eval & Univ IA evidence**

**+ Telehealth Network Grant Program (TNGP)**

**TH networks improve services medically underserved in urban, rural, frontier communities**

**+ Telehealth Resource Center Program (TRC)**

**2 national, 12 regional deliver TH technical assistance**

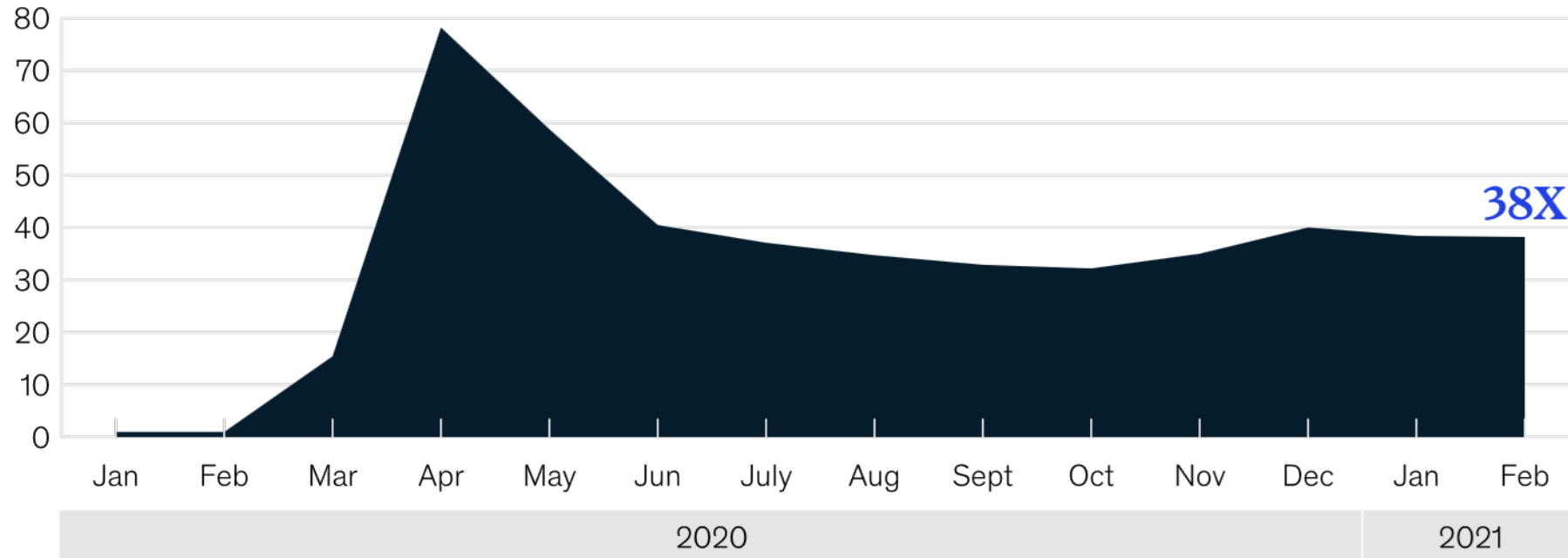
**+ Telehealth Technology-Enabled Learning Program (TTELP)**

**Connects specialists academic med ctrs with primary care providers rural & underserved areas for training**

<https://www.hrsa.gov/rural-health/telehealth>

## Growth in telehealth usage peaked during April 2020 but has since stabilized.

Telehealth claims volumes, compared to pre-Covid-19 levels (February 2020 = 1)<sup>1</sup>



<sup>1</sup> Includes cardiology, dental/oral, dermatology, endocrinology, ENT medicine, gastroenterology, general medicine, general surgery, gynecology, hematology, infectious diseases, neonatal, nephrology, neurological medicine, neurosurgery, oncology, ophthalmology, orthopedic surgery, poisoning/drug tox./comp. of TX, psychiatry, pulmonary medicine, rheumatology, substance use disorder treatment, urology. Also includes only evaluation and management visits; excludes emergency department, hospital inpatient, and psychiatry inpatient claims; excludes certain low-volume specialties.

Source: Compile database; McKinsey analysis

McKinsey  
& Company



# Aug 18<sup>th</sup>: Biden-Harris Administration Invests over \$19 Mil to Expand Telehealth Nationwide & Improve Health in Rural, Other Underserved Communities

- [Telehealth Technology-Enabled Learning Program \(TTELP\)](#): Approximately \$4.28 million is being awarded to 9 health organizations to build sustainable tele-mentoring programs and networks in rural and medically underserved communities. The funding will help specialists at academic medical centers provide training and support to primary care providers in rural, frontier, and other underserved areas to help treat patients with complex conditions ranging from long COVID to substance use disorders in their communities.
- [Telehealth Resource Centers \(TRCs\)](#): \$4.55 million is being awarded to 12 regional and 2 national Telehealth Resource Centers. TRCs provide information, assistance, and education on telehealth to organizations and individuals who are actively providing or want to provide telehealth services to patients. Each regional TRC will offer a wide range of assistance targeted to local community needs. The two national TRCs will provide expert resources on telehealth policy (such as reimbursement, licensing, and privacy) and telehealth technology (such as equipment, cybersecurity, and integration with other systems).
- [Evidence-Based Direct to Consumer Telehealth Network Program \(EB TNP\)](#): Approximately \$3.85 million is being awarded to 11 organizations to help health networks increase access to telehealth services and to assess the effectiveness of telehealth care for patients, providers, and payers. The EB TNP program will expand access to health services in primary care, acute care, and behavioral health care.
- [Telehealth Centers of Excellence \(COE\) program](#): \$6.5 million is being awarded to 2 organizations to assess telehealth strategies and services to improve health care in rural medically underserved areas that have high chronic disease prevalence and high poverty rates. The Telehealth COEs will be located in academic medical centers and will serve as telehealth incubators to pilot new telehealth services, track outcomes, and publish telehealth research. The COEs will establish an evidence-base for telehealth programs and a framework for future telehealth programs.

# FCC COVID-19 Telehealth Program

- Established \$200 mil COVID-19 Telehealth Program to help HC providers provide connected care services to patients at their homes or mobile locations in response to pandemic
- Provided immediate support to eligible providers responding to pandemic by fully funding telecom services, information services, devices to provide critical connected care services
- Since beginning approved 539 funding applications in 47 states + DC & Guam: El Rio Santa Cruz Neighborhood Health Center; Navajo Nation Department of Health; Jewish Family & Children's Services; Lake Powell Medical Center; Creek Valley Health Clinic; North Country HealthCare; Serenity First Counseling Prevention & Support Coalition
- Round 2 = \$249.95 mil factored in hardest hit & lowest-income areas, Tribal communities, previously unfunded states & territories; Tuba City Regional Health Care





# Southwest Telehealth Resource Center (SWTRC)

- Continuously funded since 2009
- Subsidiary of ATP
- Weinstein & Krupinski Co-Directors
- Originally grant now cooperative agreement with emphasis on sustainability
- Have received periodic supplements with most recent for COVID response
- September 2021 most recent 3-year funding period
- <https://southwesttrc.org/>





NATIONAL  
TELEHEALTH  
RESOURCE CENTER

## Regionals

CTRC



apTRC

HTRC



MATRC

NETRC



NRTRC



PBTRC



SCTRC



SETRC



SWTRC



TexLa



UMTRC



## Nationals

CCHP



TTAC



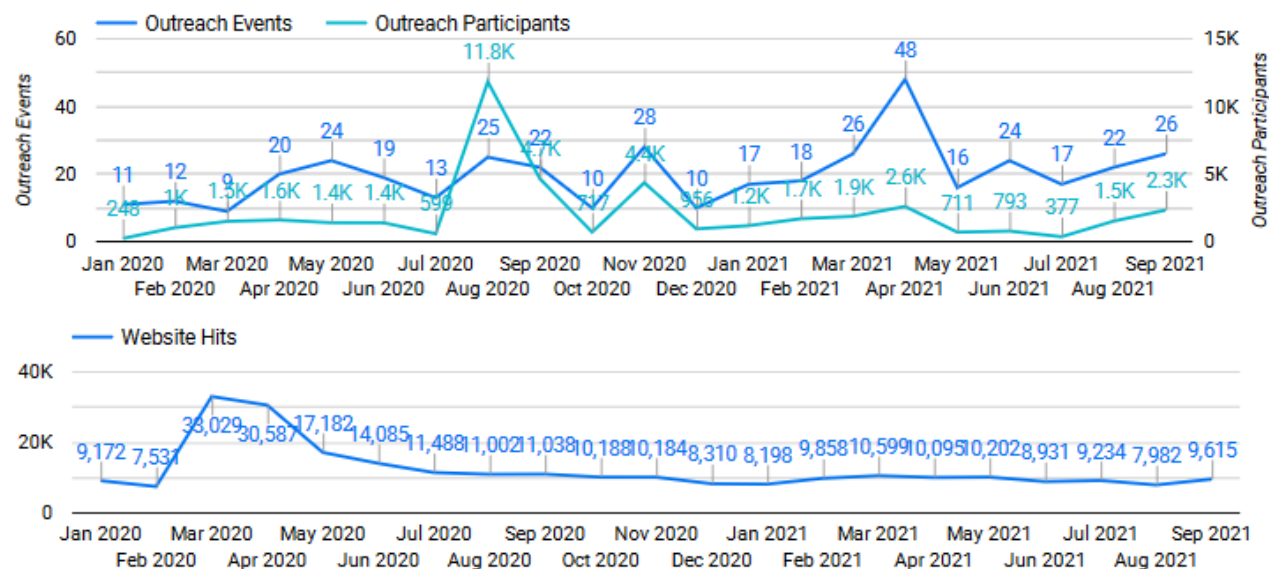
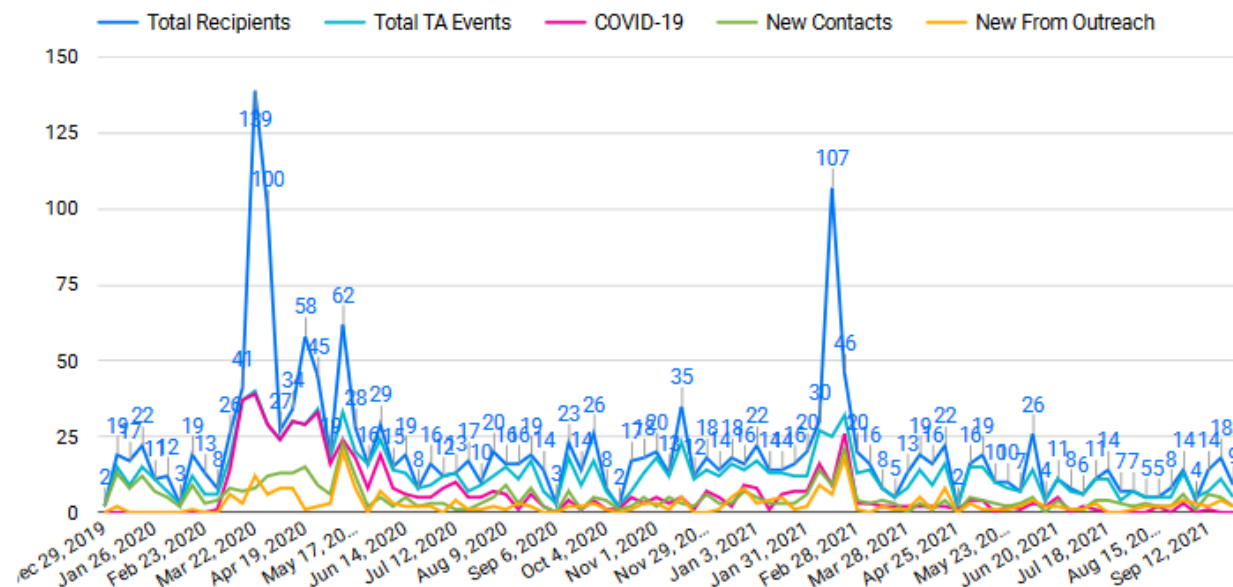
Funded by the U.S. Health Resources and Services Administration (HRSA) The National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Staffed with telehealth experts to who are available to provide guidance and gain more visibility and recognition in to provide assistance for all.

<https://telehealthresourcecenter.org/>

# TA Recipients, Events, and New Contacts per Week

SWTRC

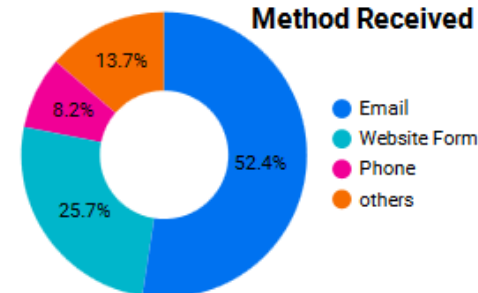
Jan 1, 2020 - Sep 30, 2021



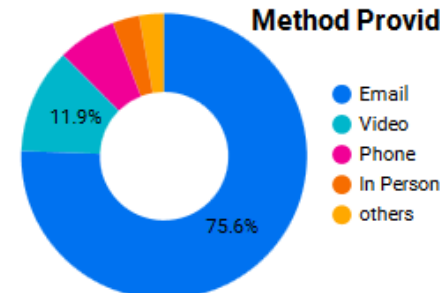
NOTE: Data on this report are believed to be accurate to within +/-10%.

OrgType	Count
1. Hospital - Other Hospital/Heal...	125
2. Healthcare Associations/Orga...	123
3. Academic Institution - Researc...	110
4. Academic Institution - Hospit...	88
5. Provider - Primary Care/Speci...	74
6. N/A	68
7. Vendor - Clinical Services	61
8. Vendor - Technology	46
9. Clinic - FQHC/RHC	44
1... Other - Not Otherwise Listed	42
1... Govt - Health Department	42

## Method Received



## Method Provided



# COVID Innovations & Initiatives

## 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

STATE-SPECIFIC INFORMATION

CONSUMER RESOURCES

COVID-19 NEWSLETTERS



### SWTRC COVID-19 UPDATES SEPTEMBER 2021

*Bringing You Up To Date Regional Information*

## Virtual Office Hours

*Presented by*

**News From Around Our Region and Nationally**

The Southwest Telehealth Resource Center, the Northwest Regional Telehealth Resource Center, Arizona Telemedicine Program, and the Arizona Department of Health Services








## Fact Sheets

### English

-  [HIPAA & Telehealth - A Stepwise Guide to Compliance](#)
-  [How Patients Can Engage Telehealth](#)
-  [Telehealth 101 The Basics](#)
-  [Virtual Healthcare - What Should I Know?](#)
-  [What is Telehealth? Context for Framing your Perspective](#)

### Español

-  [La HIPAA y la telemedicina: Una guía paso a paso para cumplirlas](#)
-  [Cómo pueden los pacientes usar la telemedicina](#)
-  [Telemedicina 101 lo básico](#)
-  [Atención médica virtual - ¿Qué debo saber?](#)
-  [¿Qué es la telemedicina? Contexto para enmarcar su perspectiva](#)

### Návejo

-  [Bibee Haz'áanii \(HIPAA\), wolyéhíí Béeesh Nitsikeesí Binikáá' Góne' Ak'i Adéest'íí'](#)
-  [Béeesh Nitsikeesí Binikáá' Góne' Ak'i Adéest'íí'íí Hait'áo Bil Nidanilnishdo](#)
-  [Béeesh Nitsikeesí Binikáá' Góne' Ak'i Adéest'íí'íí 101 t'ááláhíí neeznádlín dóó bí'aan t'áálá'í daasdzoohíí \*\*101\*\*](#)
-  [Níích'i Naalkidí biyi'jíí' Ats'íis Bik'i Adéest'íí'íí'](#)
-  [Béeesh Nitsikeesí Binikáá' Góne' Bee Ats'íis Bee Bik'i Adéest'íí'íí'ishá' ha'át'íí'óolyé?](#)



**SOUTHWEST  
TELEHEALTH  
RESOURCE CENTER**

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## Online Education: Library

**SIGN UP** Click here to take our quick survey and get a user name and then click on the link to start the course. If you already have...

- Telemedicine and Telehealth Overview
- The History, Integration and Current Use of Telemedicine and Telehealth
- Current Applications Overview
- Global services (real time and store forward) that have been available to telemedicine consultation and how these services can help underserved areas
- Telemedicine
- Features of telemedicine services, requirements to provide this service, and current applications
- Telemedicine/telehealth

- 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



# New Mexico Telehealth Alliance



**Wednesday  
Sept. 22  
12 -1:30 pm  
via Zoom**



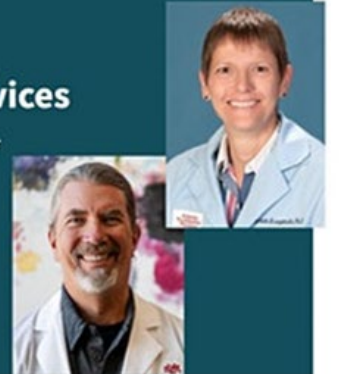
Funding provided by  
the NM Human  
Services Dept.

**Wednesday, Sept. 29  
12 to 1 pm • Free • Via Zoom**

## **Expanding Your Telemedicine Services**

Dr. Elizabeth Krupinski, Southwest Telehealth Resource Center  
Dr. Van Roper, University of New Mexico

Funding provided by the NM Human Services Department

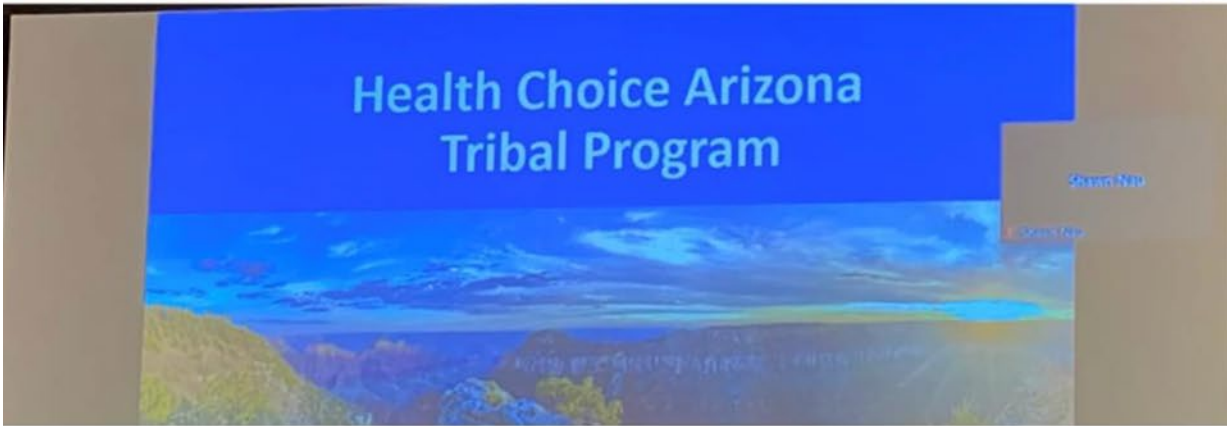


**Wednesday, September 29, 2021 12:00 PM**

**Expanding Your Telemedicine Services**

**Register**





# Tribal Summit Flagstaff, AZ Sept 16-17

# Blog



## Telemedicine ICU Care: A Medical Student's Perspective



## Arizona Healthcare Professionals Learn about House Bill 2454 Effect on Telemedicine



## Why College Students Should Make the Most of Telehealth

## SWTRC Blogs

### The National Nursing Shortage: Telehealth is Part of the Solution



### 6 Students, 2 Professors, and COVID: An Unforgettable Service-Learning Immersion



### Maximizing Telemedicine Benefits



	Time	#Published	#Subscribers
ATP	2 <sup>nd</sup> & 4 <sup>th</sup> Thursday (since 11/2013)	214	5090
SWTRC	SOW Legacy grant once a month - 1 <sup>st</sup> Wed SOW Covid-19 grant once a month - 3 <sup>rd</sup> Wed	121	2524
Newsletter	SOW Covid- 19 grant Bi-monthly - 2 <sup>nd</sup> Wed (6)	11	Aug, Sept, Oct, Nov, Dec, Jan, Feb, Mar, May, July, Sept,



**PROUD  
SUPPORTER**



**Telehealth. Is. Health.**  
September 19-25, 2021



## **Pathways to Prevention (P2P)**

Workshop Program

## Improving Rural Health Through Telehealth-Guided Provider-to-Provider Communication



## Crossing the Virtual Chasm:

Rethinking Curriculum, Competency, and Culture in the Virtual Care Era

*New and Emerging Areas in Medicine Series*

Telehealth Competencies  
Across the Learning Continuum

# Summary

- Multi-disciplinary team continuously evolving
- Go-to resource for training, information & advice
- Highly collaborative supporting regional partners
- ATP Service Provider Directory growing, widely used & touted by OAT
  - <https://telemedicine.arizona.edu/servicedirectory>
- In demand for presentations, committees, reviews & consultation
- SWTRC/ATP driving & leading telemedicine innovation throughout southwest, nationally & internationally



# Thank you!

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