



# Healthcare Workforce Stress and Resiliency: The Role of Technology

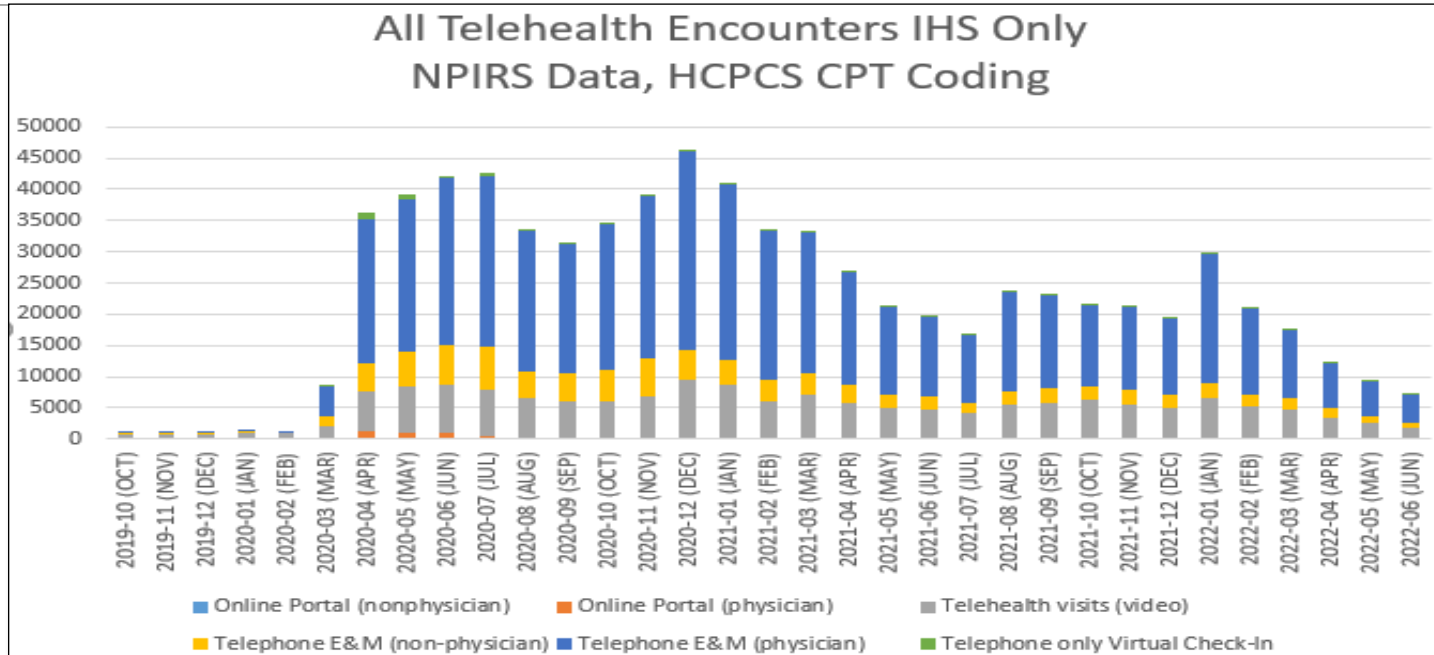
SEPTEMBER 13, 2022

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# Monthly Telehealth Utilization IHS Only – Telehealth by Type



- Based on coding (HCPCS/CPT/Modifiers) of encounters at IHS sites
- IHS only through **June 2022**
- IHS facilities use telephone (yellow/ green / blue) most frequently (~74%) to conduct telehealth
- The acquisition of a new video telehealth platform should impact this over time

HCPCS GROUP	2022-01 (JAN)	2022-02 (FEB)	2022-03 (MAR)	2022-04 (APR)	2022-05 (MAY)	2022-06 (JUN)
All Visits	251469	174331	198509	179927	154225	130804
OTHER (non-telehealth)	221891	153488	181071	167808	144999	123560
All Telehealth	29578	20843	17438	12119	9226	7244
Percent Telehealth	11.76%	11.96%	8.78%	6.74%	5.98%	5.54%
<b>Video only telehealth</b>	22%	25%	27%	27%	27%	25%
<b>Phone only telehealth</b>	78%	75%	73%	72%	73%	74%

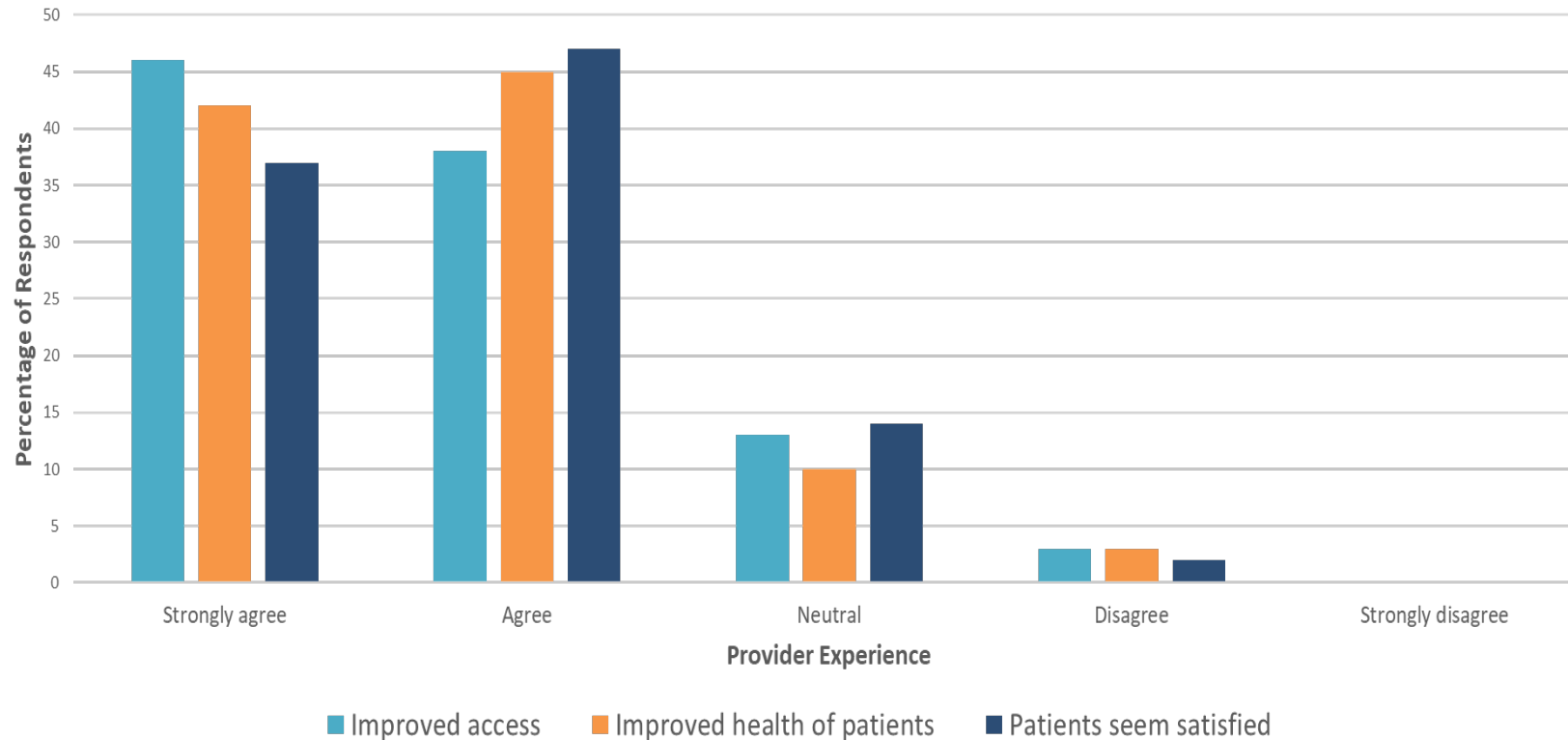
# Telehealth Survey for IHS Providers (November 2020)

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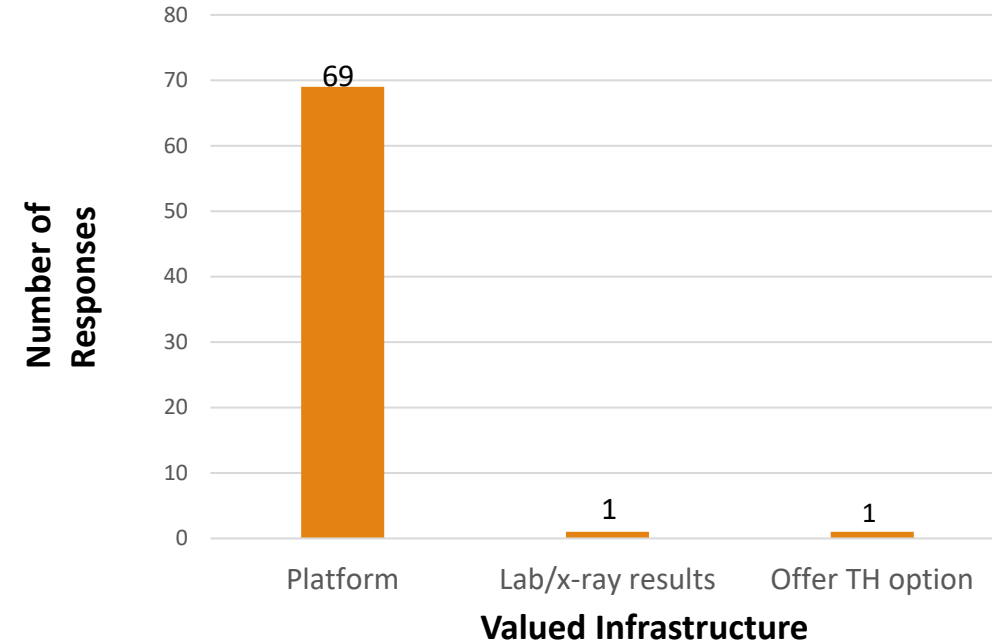
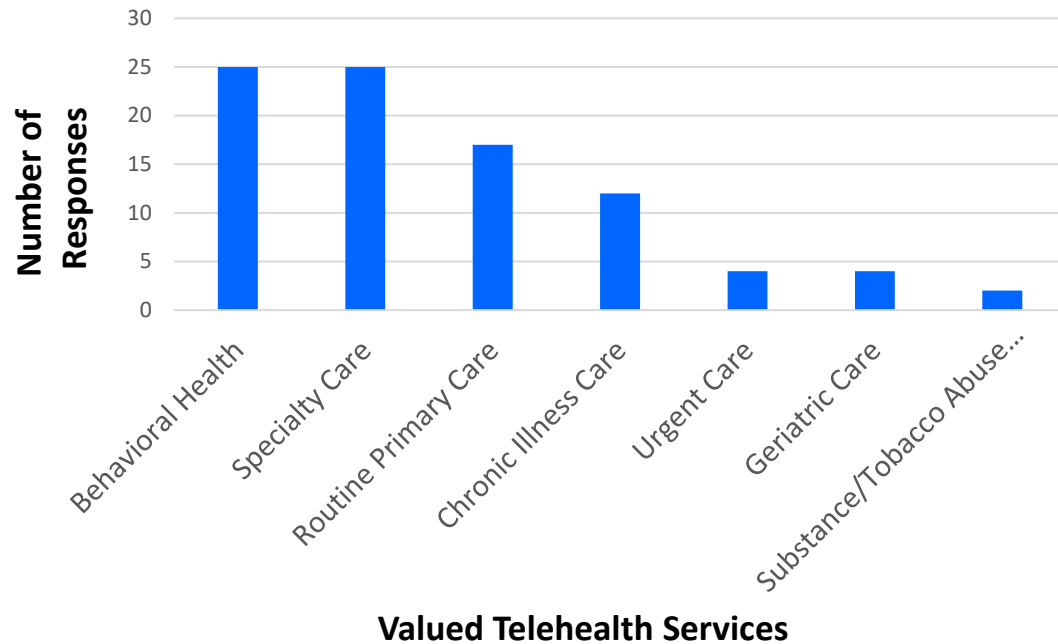


- ❑ Designed by the Telehealth Workgroup
- ❑ Conducted in Survey Monkey
- ❑ Link broadly distributed via listservs, Week in Review
- ❑ Target audience: all provider types delivering telehealth
- ❑ 375 federal respondents
  - ❑ 309 finished most or all of the questions

# Provider Telehealth Survey: Experience Providing Telehealth

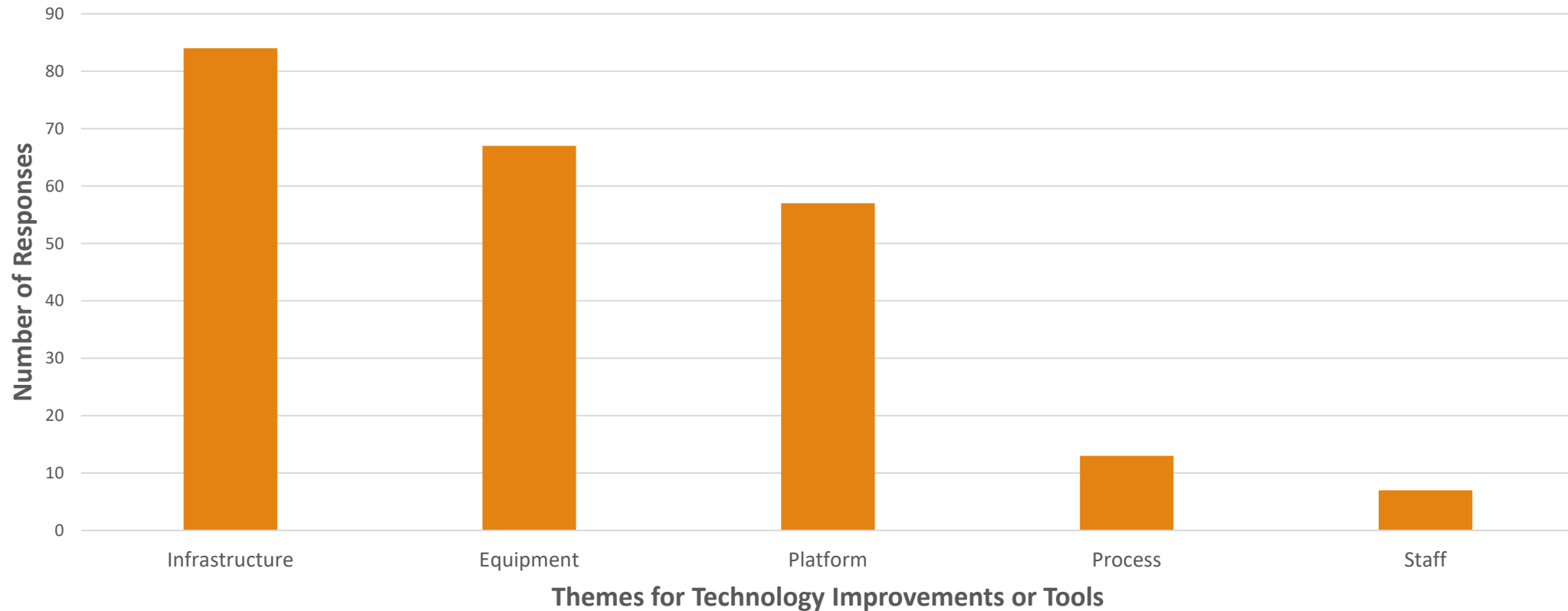


# Q 10. What telehealth services would be valuable? Responses by Theme.



- 135 respondents, 161 responses.
- Sometimes 3 or more responses from one respondent.

# Q 11. What technological improvements and/or tools do you think would be most useful?



168 respondents, 228 responses

# Resource Information: IHS Telehealth Listserv and Website



If you have an interest in telehealth, we encourage you to sign up for the Telehealth & mHealth listserv at [https://www.ihs.gov/listserv/topics/signup/?list\\_id=196](https://www.ihs.gov/listserv/topics/signup/?list_id=196)

- ❑ Share Information
- ❑ Ask Questions
- ❑ Discuss best practices
- ❑ Telehealth Website at <https://www.ihs.gov/telehealth/>

A screenshot of the IHS Telehealth website page. The page has a navigation bar with links for 'About IHS', 'Locations', 'for Patients', 'for Providers', 'Community Health', 'Careers@IHS', and 'Newsroom'. Below the navigation bar is a sidebar with links for 'Telehealth', 'IHS Telehealth Programs', 'Telehealth Resources', 'FAQs', and 'Contact Us'. The main content area is titled 'Telehealth' and features three images: a woman with glasses looking at a laptop, a smartphone and a tablet on a surface, and a woman in a white lab coat looking at a laptop. Below the images is the heading 'What is Telehealth?' followed by a definition: 'Telehealth is defined as the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications (courtesy IHS&amp;A).'. Below this is a section titled 'Telehealth Applications Include:' with a bulleted list: 'Synchronous (Live): A two-way audiovisual link between a patient and a care provider.', 'Asynchronous (Store-and-Forward): Transmission of recorded health information to a health practitioner, usually a specialist.', 'Remote Patient Monitoring (RPM): The use of connected electronic tools to record personal health and medical data in one location for review by a provider in another location, usually at a different time.', and 'Mobile Health (mHealth): Health care and public health information provided through mobile devices. The information may include general educational information, targeted texts, and notifications about disease outbreaks.'. Below this is a section titled 'Why choose Telehealth?' with a bulleted list: 'Telehealth can reduce health disparities in AI/AN communities.', 'Telehealth may provide access to care that was previously unavailable at your clinic.', 'Reduced or no travel costs for appointments.', 'Less travel for appointments means less time away from work or family.', and 'The potential for in-home appointments.'. Below this is a section titled 'IHS and Telehealth' with the text: 'IHS is committed to using telehealth services to help achieve the mission of raising the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level.' and a link: 'Learn more about IHS and Telehealth.'

# Resource Information: IHS Awards Telehealth Contract



From July 11, 2021 IHS Week in Review

## IHS Awards Contract to Provide a Clinical Video Telehealth Solution

As we adjust to increased demands for telehealth services across the IHS, the agency is working to implement a new telehealth solution that is secure, cloud-based, and scalable. This clinical video telehealth solution will enable patient-to-provider and provider-to-provider telehealth meetings. The telehealth solution will provide a mechanism to enhance access to care, patient safety, continuity of care, optimize clinical resources, quality of care, and ultimately patient satisfaction. It will also complement the current telehealth solution used in IHS, Cisco Meeting. To support this effort, the IHS has awarded a contract to **AA RingMD Joint Venture, LLC**. We will share more information regarding the new Clinical Video Telehealth solution as we move forward.





# IHS Telehealth Accomplishments

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- ❑ Cisco Meeting Rollout IHS wide (April 8, 2020) and then Upgrade to Webex FedRAMP Cloud 10/31/21
- ❑ Offered Multiple Telehealth Webinars and presentations (internal and external)
- ❑ Expanded resources to specialty providers for patients and providers
- ❑ Expanded Communication Telehealth Listserv
- ❑ Developed IHS Telehealth Toolkit
- ❑ Launched the Telehealth Website
- ❑ Surveyed our providers to better evaluate the use and needs regarding telehealth.
- ❑ Awarded a new telehealth system to implement



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Thank you

**Questions**

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