Healthcare Workforce Stress and Resiliency: The Role of Technology

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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
Telehealth Survey for IHS Providers
(November 2020)

- 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

![Bar Chart]

- **Provider Experience**
  - Strongly agree
  - Agree
  - Neutral
  - Disagree
  - Strongly disagree

- **Percentage of Respondents**
  - Improved access
  - Improved health of patients
  - Patients seem satisfied
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

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

- 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
Thank you

Questions

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