Telehealth State Capacity Survey

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VISION
State and territorial health agencies advancing health equity and optimal health for all.

MISSION
To support, equip, and advocate for state and territorial health officials in their work of advancing the public’s health and well-being.
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What is Telehealth?

“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.”
ASTHO’s Telehealth Portfolio

- Learning Community
- Resource Development
- Capacity Survey
Telehealth Capacity Survey: About the Survey
Survey Objective

Assess the current landscape of telehealth activities, priorities, and technical assistance needs within state and territorial health agencies (S/THAs) and in partnership with other agencies or stakeholders.
Survey Methodology

- **Timeframe:** December 2018-March 2019
- **Respondents:** The survey was sent to all S/THA senior deputies and state-identified telehealth subject matter experts (including telehealth coordinators, telehealth directors, and other positions)

- **Five sections:**
  - Position, title, contact information
  - Telehealth activities
  - Licensing and regulations
  - Technical assistance opportunities
  - Future planning
Telehealth Capacity Survey: Results
Response Rate

**Total:** 39 out of 59 (66.1%) state and territorial health agencies completed the survey.

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Priority Populations
Most Desired Types of Telehealth Services

- Behavioral Health
- Chronic Disease
- Primary Care and Specialty Care
S/THA Telehealth Programs

Participants were asked about state telehealth programs, including:

• Programs led by S/THAs
• Programs operated in partnership between S/THAs and other agencies/organizations
# Programs: Telehealth Services Provided

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<th>Service</th>
<th>Percentage</th>
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<td>Patient/professional health education</td>
<td>51.1%</td>
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<td>Behavioral health</td>
<td>42.4%</td>
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<tr>
<td>Specialty care</td>
<td>40.2%</td>
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<td>Chronic disease</td>
<td>33.7%</td>
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<td>Infectious disease</td>
<td>23.9%</td>
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<td>Primary care</td>
<td>19.6%</td>
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<tr>
<td>Other public health</td>
<td>12.0%</td>
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<tr>
<td>Other clinical</td>
<td>12.0%</td>
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Programs: Telehealth Modalities Used

- Live video: 91.1%
- Store and forward: 26.7%
- Remote patient monitoring: 24.4%
- Mobile health: 22.2%
- Other: 5.6%
Programs: Achievements

- Increase access: 33.8%
- Provide education: 16.9%
- Partnerships: 4.6%
- Expand range of services: 4.6%
- Increase efficiency: 3.1%
- Other: 21.5%
- None: 15.4%
Programs: Challenges

- Funding: 22.4%
- Participation: 19.0%
- Provider engagement: 12.1%
- Capacity: 8.6%
- Infrastructure: 6.9%
- Training: 3.4%
- Other: 12.1%
- None: 15.5%
S/THA Telehealth Partnerships

- **Partners with a provider**
  - 71.7%

- **Provides telehealth services directly**
  - 22.8%

**Organization types**

- **Community-based organization**: 53.3%
- **Local health department**: 41.3%
- **Hospital association**: 33.7%
- **Federal agency**: 17.4%
- **None**: 17.4%
Other State Government Agencies That Engage in Telehealth

- Behavioral health services: 54.3%
- Human/Social services: 25.7%
- Education: 20.0%
- Justice: 14.3%
- Aging and Seniors: 14.3%
- Tribal government agencies: 11.4%
- Public assistance: 11.4%
- Environmental protection: 0.0%
- None of the above: 37.1%
S/THA Telehealth Partnerships: Medicaid

- **S/THAs working with Medicaid to increase telehealth reimbursement**
  - Yes: 48.6%
  - No: 18.9%
  - Unsure: 32.4%

- **S/THAs working with Medicaid to increase telehealth adoption**
  - Yes: 41.7%
  - No: 25.0%
  - Unsure: 33.3%

- **Medicaid agencies with dedicated telehealth office or staff**
  - Yes: 13.5%
  - No: 56.8%
  - Unsure, 29.7%
Other Examples:

- Develop legislation and policy regarding reimbursement for services delivered via telehealth; conduct surveys and develop case reports to assess utilization of telehealth among providers to identify best practices and technical assistance needs.
- Monitor utilization, recommend policy changes, host quarterly Telemedicine workgroup meetings.
- Coordinate telehealth agreements between governmental, healthcare systems, hospitals, insurers, payers, private, and nonprofit agencies.
Telehealth Governance

**Telehealth Office**
- Yes: 18.2%
- No: 81.8%

**S/THA FTES Working on Telehealth**
- More than 10: 27.3%
- 7-10: 12.1%
- 4-6: 30.3%
- 1-3: 30.3%
- Less than one: 0.0%
Barriers to Advancing Telehealth

- Insufficient reimbursement: 68.8%
- Insufficient funding: 59.4%
- Insufficient staff: 43.8%
- Lack of infrastructure: 34.4%
- Few reimbursement locations: 31.3%
- Lack of resources and equipment: 25.0%
- Higher priority issues: 25.0%
- Leadership support: 15.6%
- Executing formal agreements: 12.5%
- Other: 12.5%
Moving Ahead: Technical Assistance Needs

- Increasing provider adoption: 62.5%
- Increasing patient awareness: 53.1%
- Telehealth parity legislation: 21.9%
- Executing formal agreements for partnerships or data use: 15.6%
- Telehealth statute/regulatory language: 15.6%
- Strategies for passing legislation: 12.5%
- Telehealth legislation with government agencies: 6.3%
- Other: 9.4%
- No telehealth TA needs: 15.6%
What Have We Learned?

- Identified challenges for S/THAs engaging in telehealth include: **funding**, **organizational capacity**, and **infrastructure**.

- **Leveraging partnerships** with multi-sectors agencies can help states break barriers by increasing access to resources and building capacity.

- **Reforming policy** by participating in telehealth workgroups, and building evidence-based practices and a stronger workforce will aid in increasing telehealth activities and adoption for S/THAs.
Questions?
Thank you!

Contact us:

**ASTHO**

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Telehealth Resources Online:

- ASTHO: [http://www.astho.org/Telehealth/](http://www.astho.org/Telehealth/)
- Center for Connected Health Policy: [https://www.cchpca.org/](https://www.cchpca.org/)
- National Consortium of Telehealth Resource Centers: [https://www.telehealthresourcecenter.org/](https://www.telehealthresourcecenter.org/)