Telehealth State Capacity Survey

Alex Kearly, Director, Medicaid and Value Based Payment

Janet Oputa, Senior Analyst, Clinical to Community Connections

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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.

Acknowledgement

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.

Alabama	Illinois	Nebraska	Pennsylvania
Alaska	Iowa	New Hampshire	Rhode Island
Arkansas	Kansas	New Jersey	South Carolina
Colorado	Louisiana	New Mexico	South Dakota
Connecticut	Marshall Islands	New York	Texas
District of Columbia	Massachusetts	North Carolina	Utah
Delaware	Michigan	North Dakota	Vermont
Georgia	Minnesota	Northern Mariana Islands	Virginia
Hawaii	Mississippi	Ohio	Wyoming
Idaho	Montana	Oklahoma	

Priority Populations

Most Desired Types of Telehealth Services

Behavioral Health

Chronic Disease
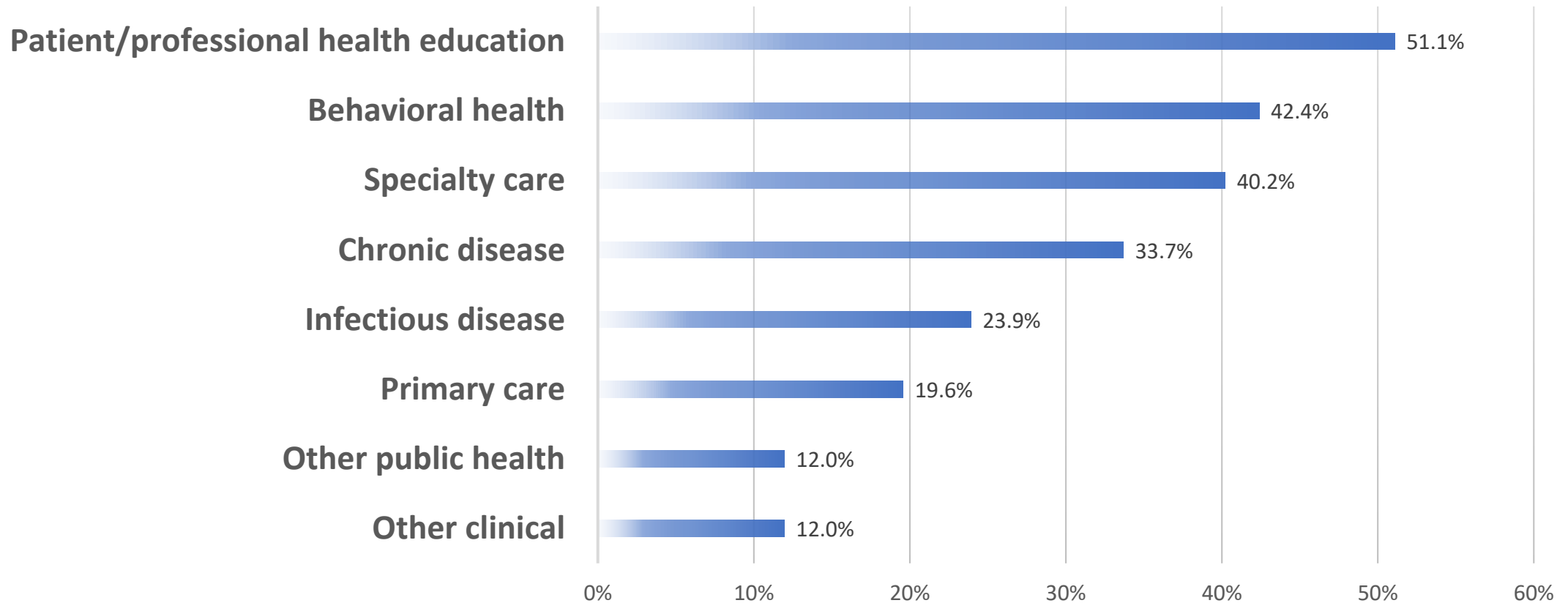
Primary Care and Specialty Care

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S/THA Telehealth Programs

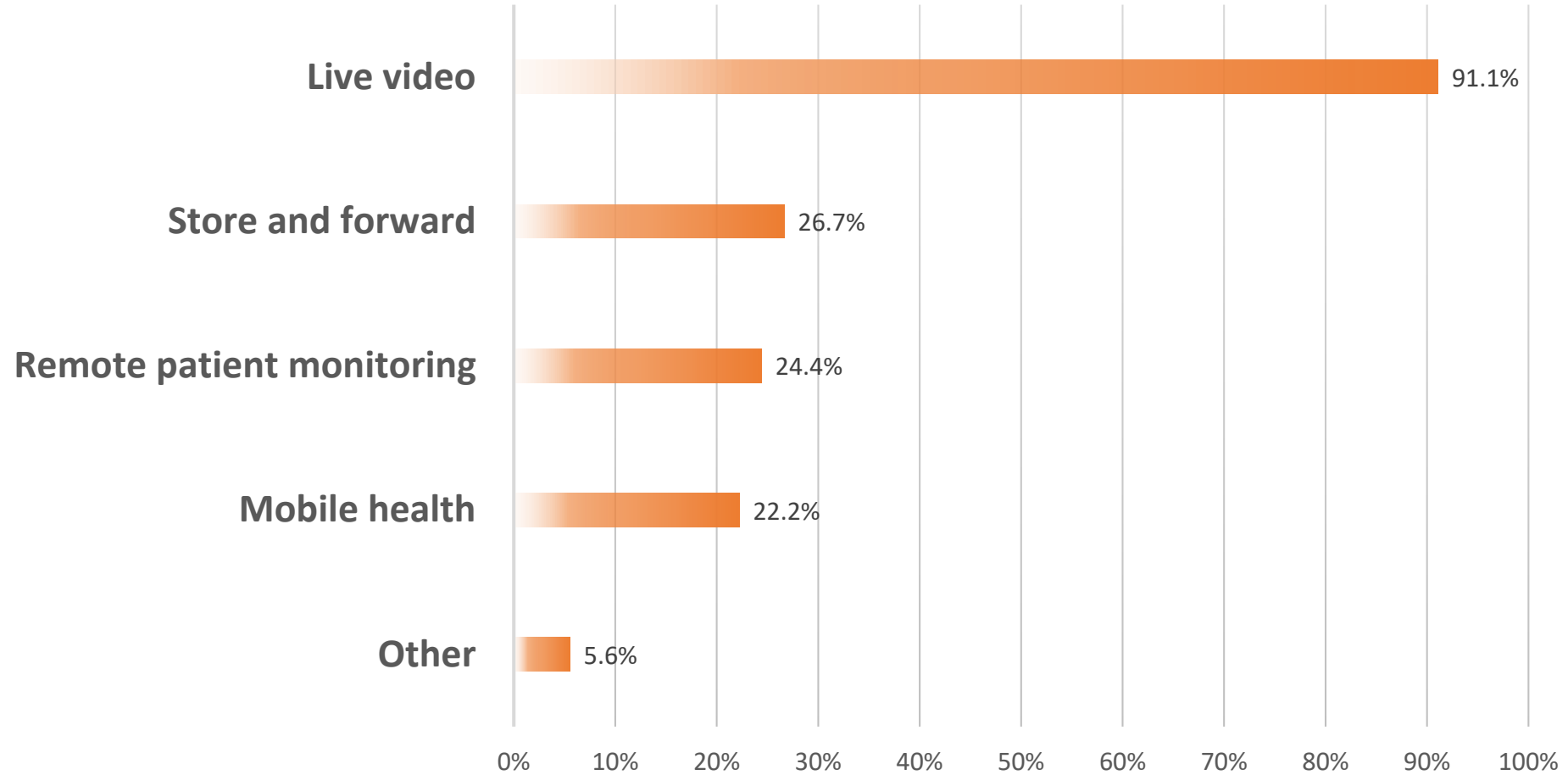Participants were asked about state telehealth programs, including:

- Programs led by S/THAs

- Programs operated in partnership between S/THAs and other agencies/organizations
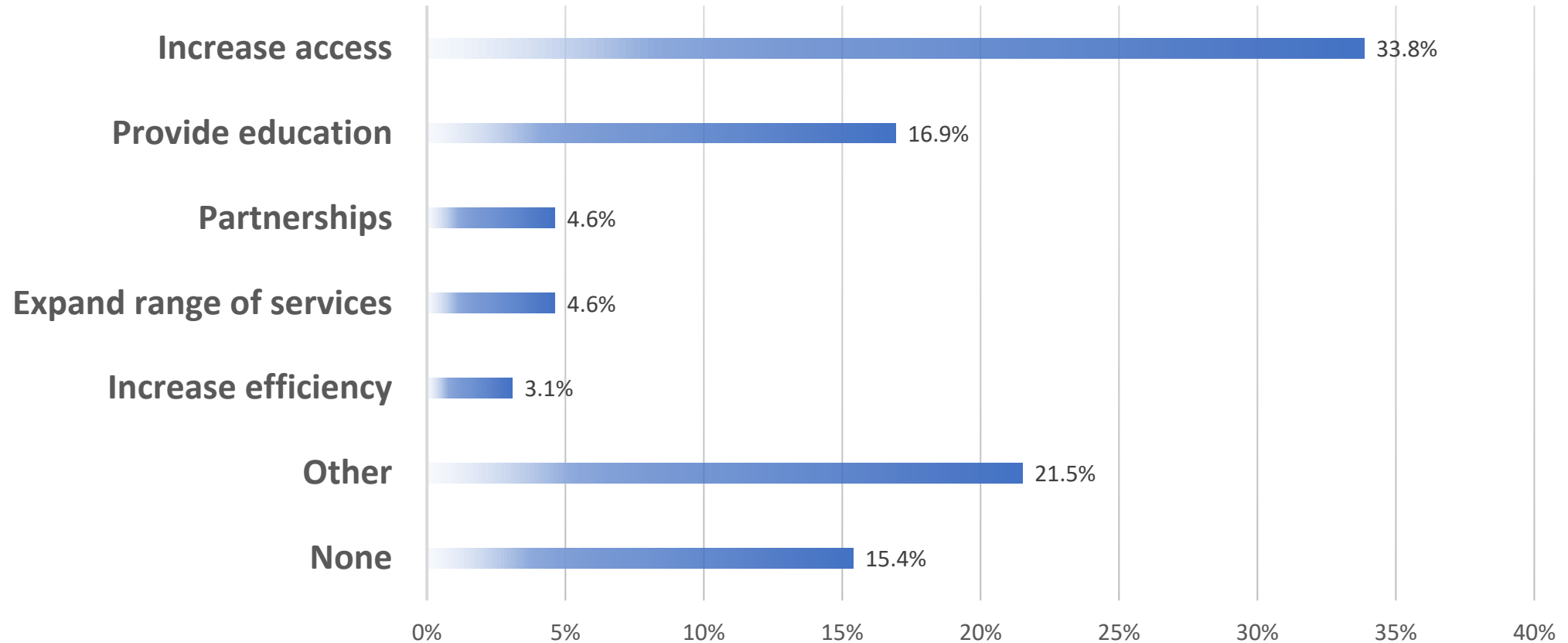
Programs: Telehealth Services Provided

Service	Percentage
Patient/professional health education	51.1%
Behavioral health	42.4%
Specialty care	40.2%
Chronic disease	33.7%
Infectious disease	23.9%
Primary care	19.6%
Other public health	12.0%
Other clinical	12.0%

Programs: Telehealth Modalities Used

Modality	Percentage
Live video	91.1%
Store and forward	26.7%
Remote patient monitoring	24.4%
Mobile health	22.2%
Other	5.6%

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Programs: Achievements

Category	Percentage
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%
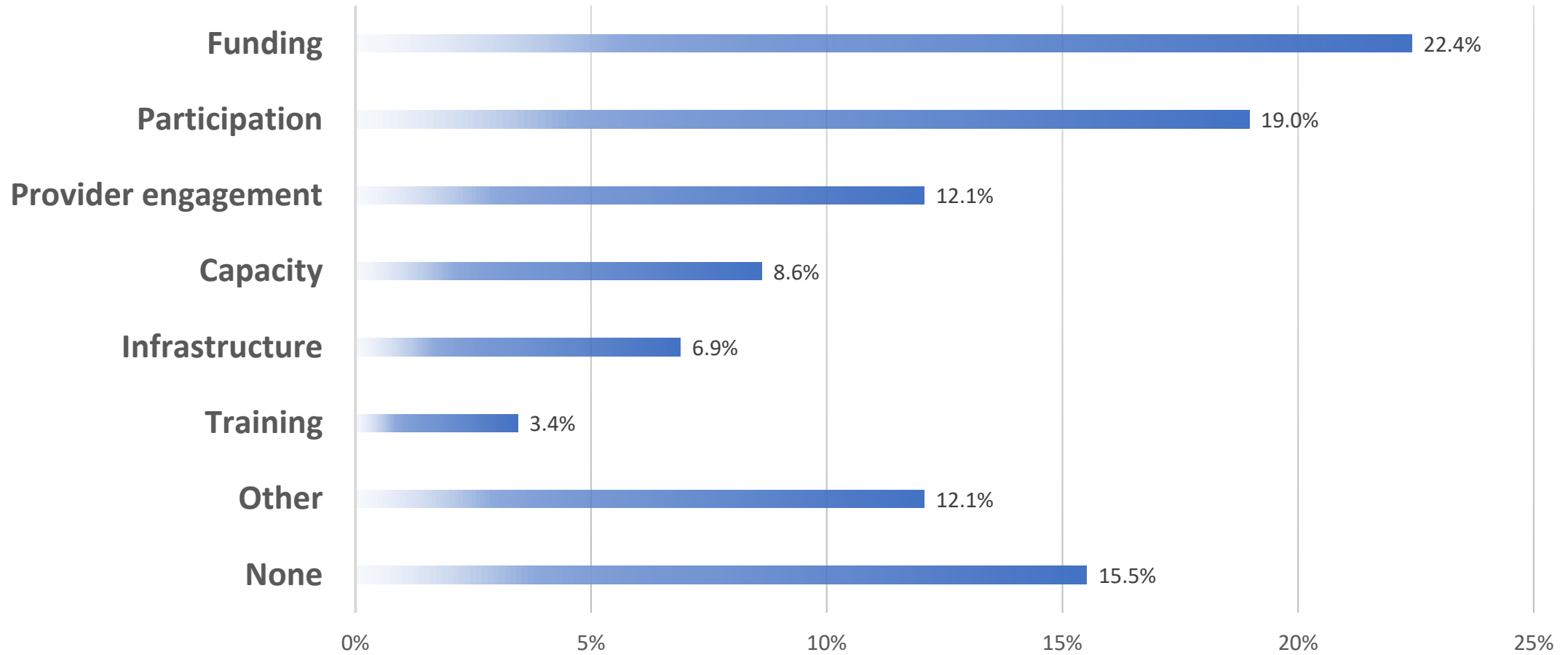
S/THA Telehealth Partnerships
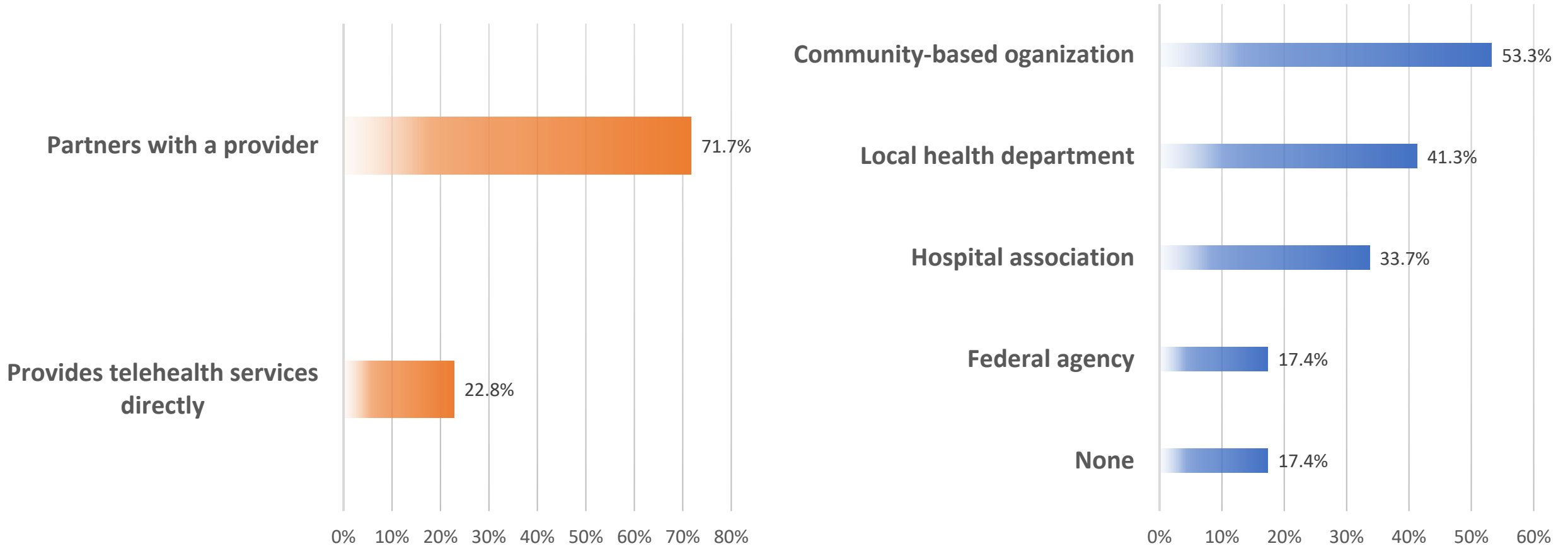
Other State Government Agencies That Engage in Telehealth

Agency	Percentage
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%
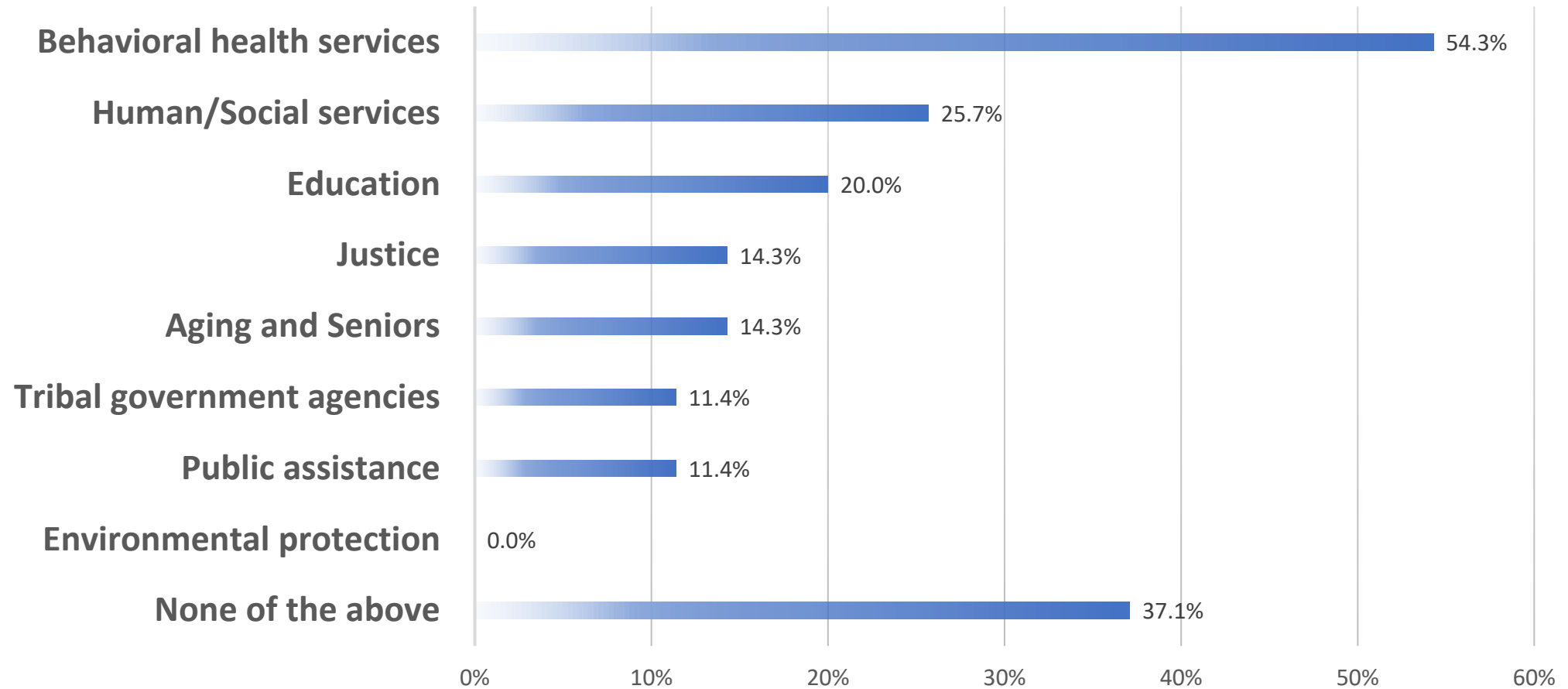
S/THA Telehealth Partnerships: Medicaid

S/THAs working with Medicaid to increase telehealth reimbursement

Unsure 32.4%

Yes 48.6%

No 18.9%
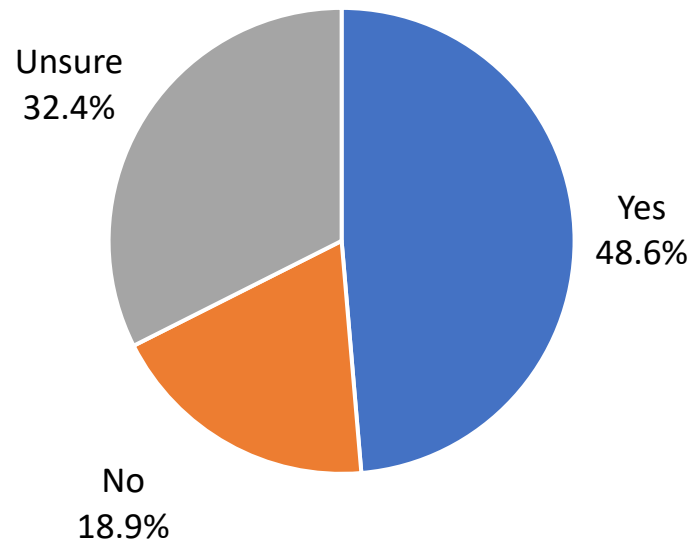
S/THAs working with Medicaid to increase telehealth adoption

Unsure 33.3%

Yes 41.7%

No 25.0%
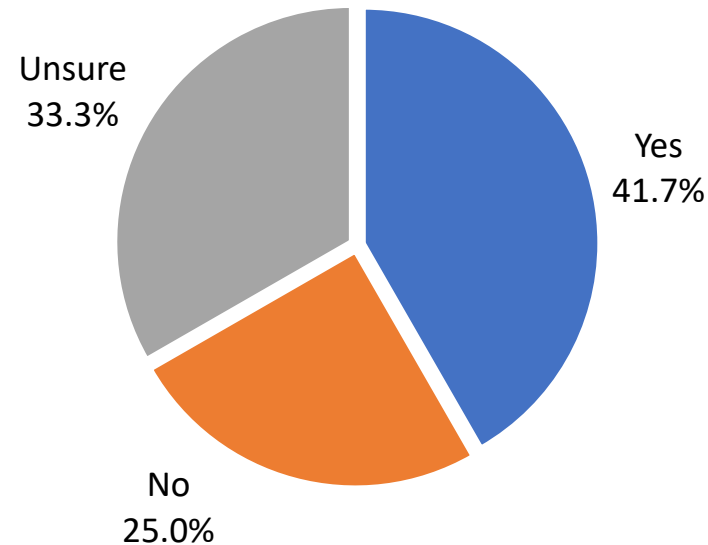
Medicaid agencies with dedicated telehealth office or staff

Unsure, 29.7%

Yes, 13.5%

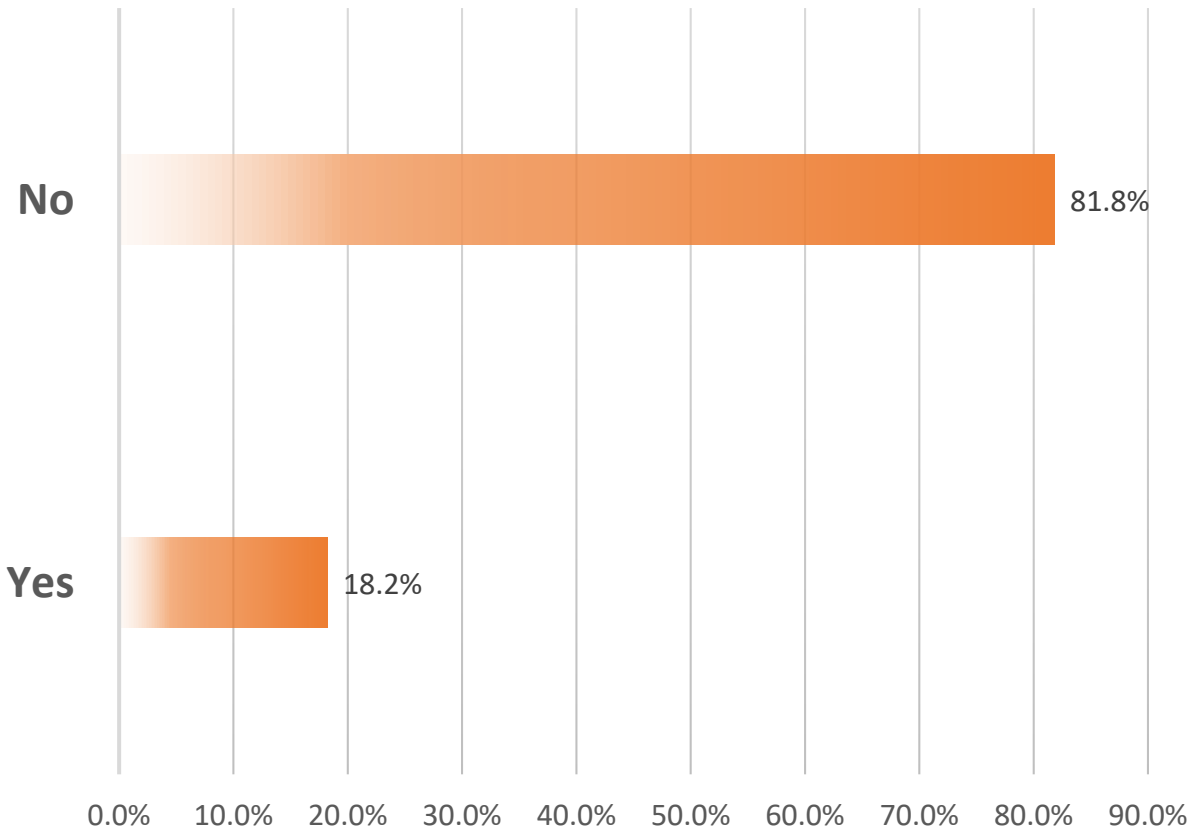No, 56.8%
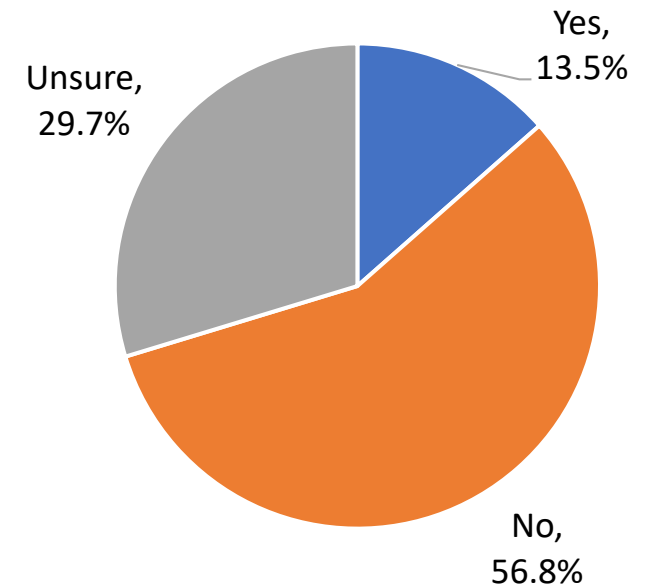
Telehealth Policy Activities
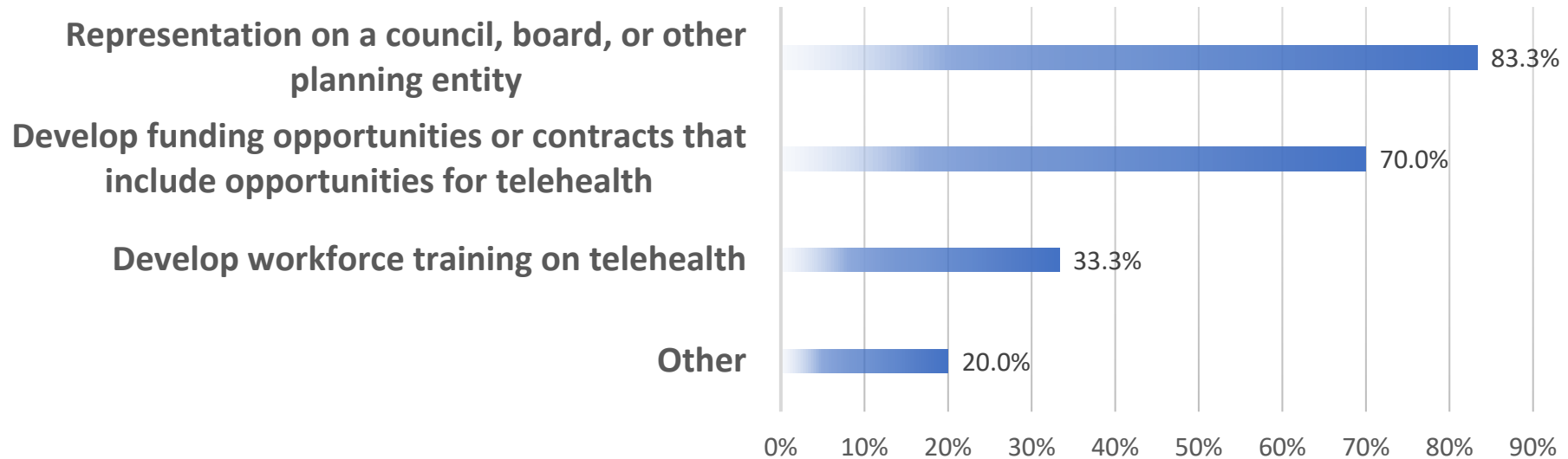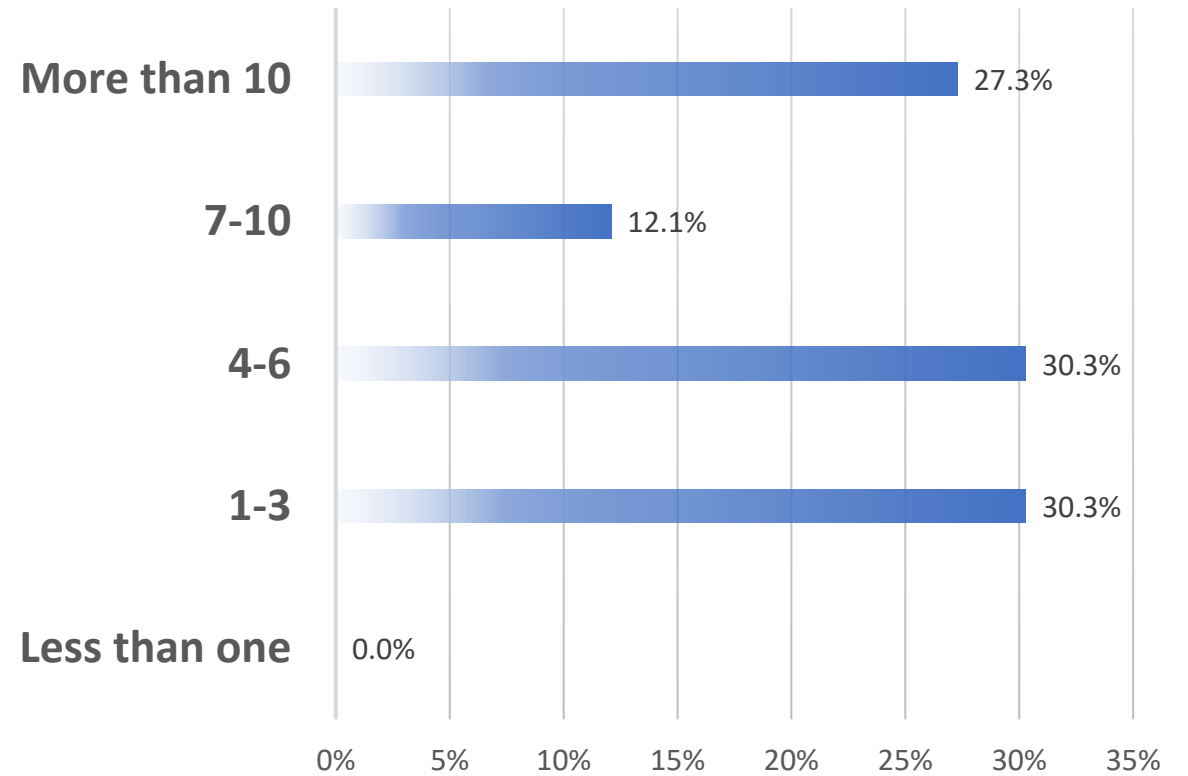

Other Examples:
- *Develop legislation and policy regarding reimbursement for services delivered via telehealth; conduct surveys and develop case reports to assess utilization of telehealth among providers to identify best practices and technical assistance needs.*
- *Monitor utilization, recommend policy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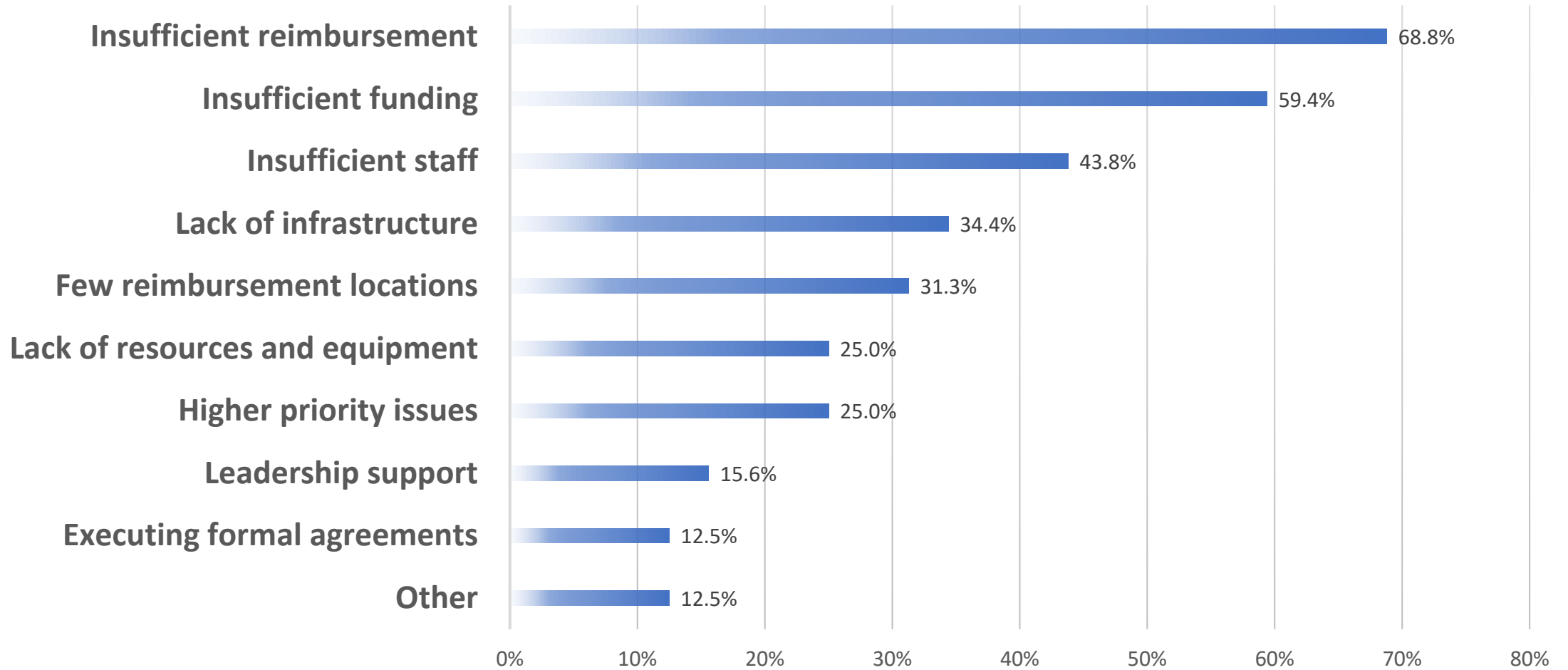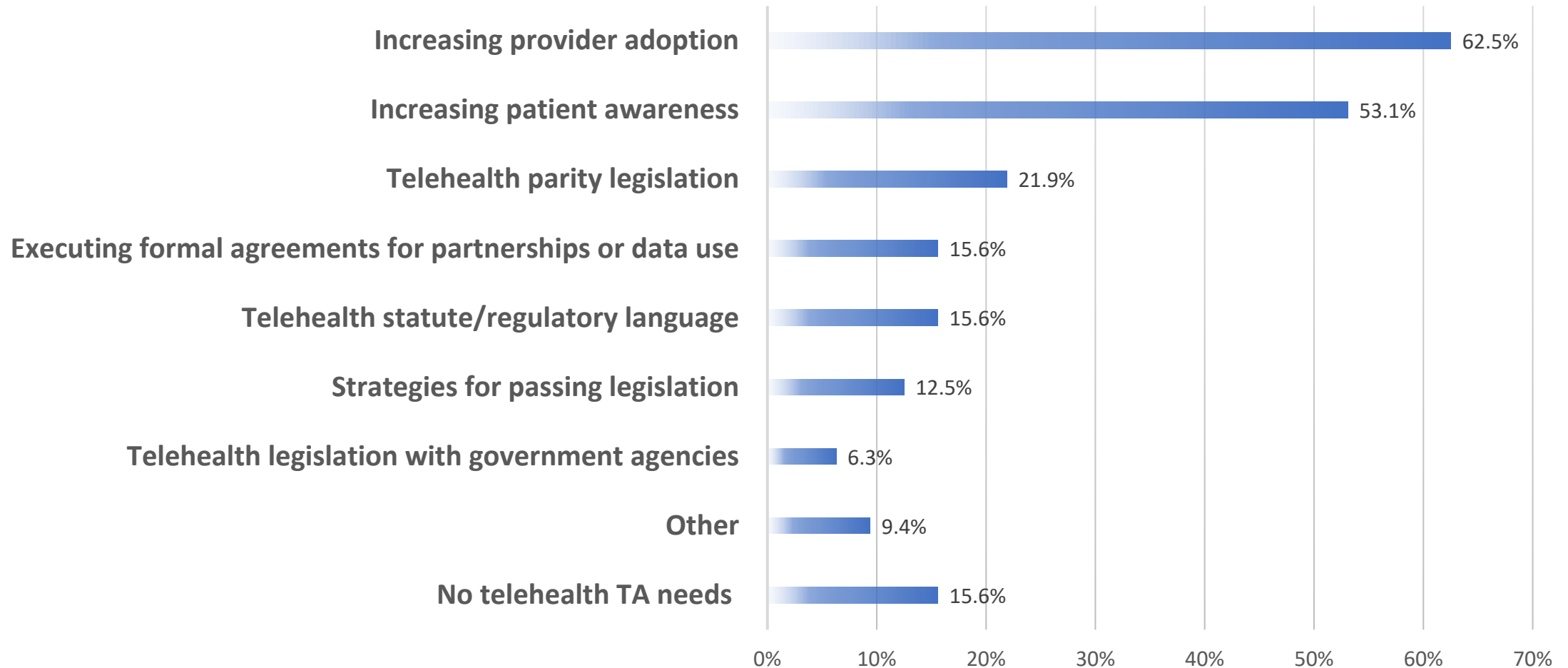
Telehealth Governance

TELEHEALTH OFFICE

- No — 81.8%
- Yes — 18.2%

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%

Moving Ahead: Technical Assistance Needs

Category	Percentage
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.
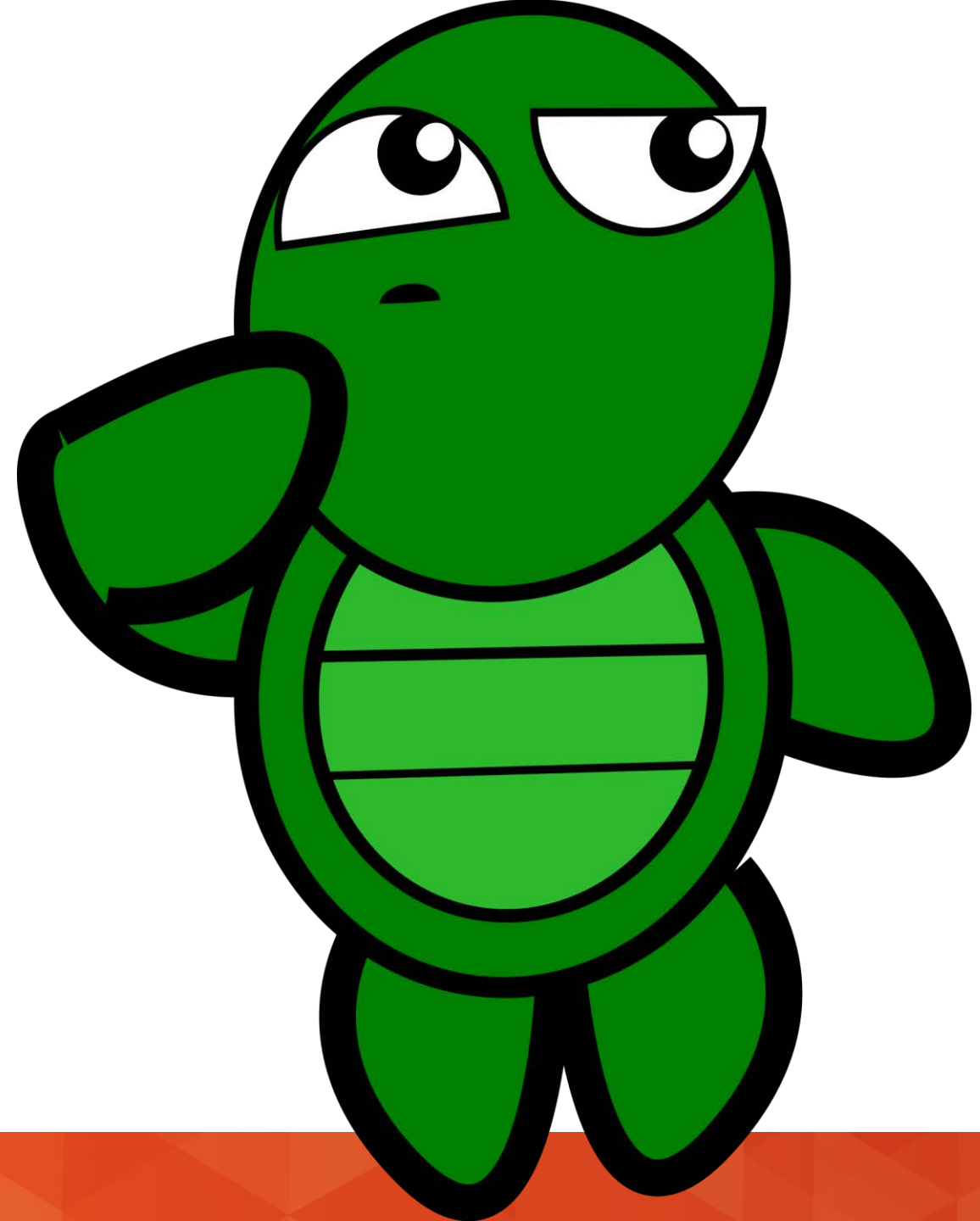
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Questions?

Thank you!

Contact us:
ASTHO

Deborah Fournier, Senior Director, Clinical to Community Connections, ASTHO (dfournier@astho.org)

Alex Kearly, Director, Medicaid and Value Based Payment, ASTHO (akearly@astho.org)

Janet Oputa, Senior Analyst, Clinical to Community Connections, ASTHO (joputa@astho.org)

Telehealth Resources Online:

- **ASTHO**: http://www.astho.org/Telehealth/

- **Center for Connected Health Policy**: https://www.cchpca.org/

- **National Consortium of Telehealth Resource Centers**: https://www.telehealthresourcecenter.org/

- **National Telehealth Technology Assessment Resource Center**: http://www.telehealthtechnology.org/