

# Benchmarking Telehealth Usage in Virginia

The **Virginia Telehealth Network** conducted a multipronged “state of the state” of telehealth research project consisting of interviews and multiple surveys that targeted licensed health care professionals across the Commonwealth. This research was supported by the Virginia Department of Health, Virginia Department of Health Professions and others. For a full list of survey partners, visit [ehealthvirginia.org](http://ehealthvirginia.org).


The initial 24-question survey of active licensed health care professionals in Virginia was conducted Oct.-Nov. 2021 and received 9,257 responses. Additional reports will be released in the coming weeks.



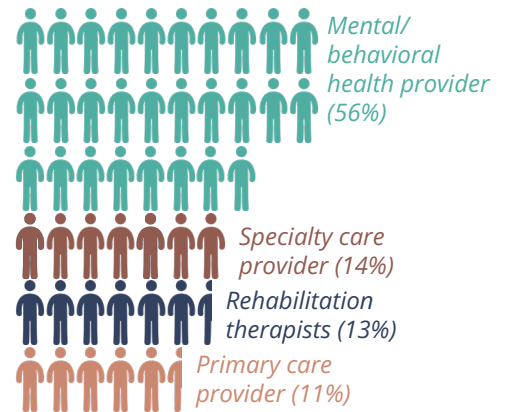
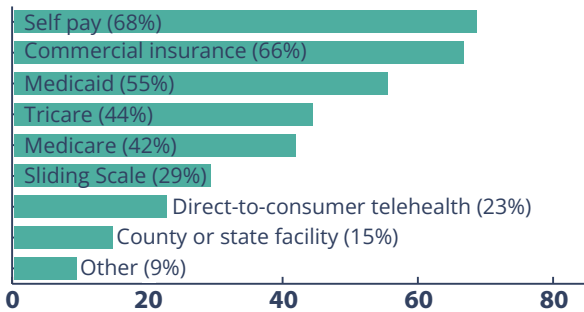
## PARTICIPANT DEMOGRAPHICS

**86%**  care for adult patients

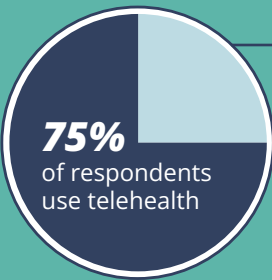
**50%**  care for pediatric patients

**46%**  care for geriatric patients

### Survey respondents participate in...



## TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS



### WHY TELEHEALTH IS NOT BEING USED

1. Not compatible with specialty or practice (46%)
2. Not currently seeing patients (29%)
3. Lack of patient demand (16%)
4. Quality of care concerns (13%)
5. Patient limitations with access or comfort (13%)

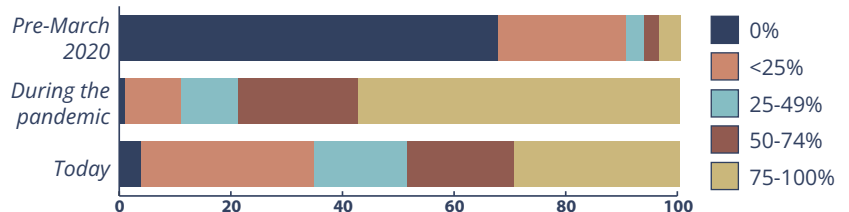


**Only 5.5%** of respondents said they wouldn't consider using telehealth in the future.

**56.5%** plan to increase their telehealth usage in the future

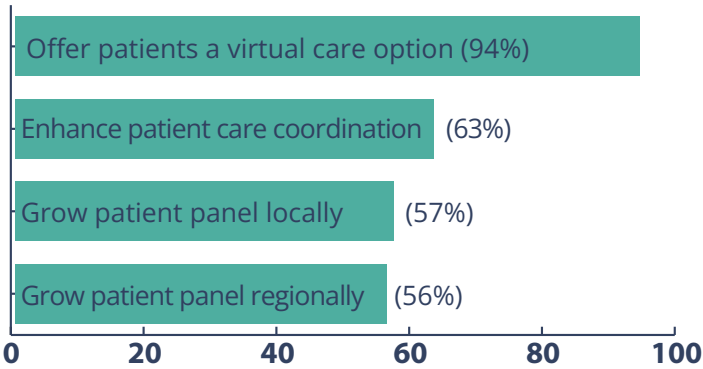


### Percentage of Patient Encounters Provided By Telehealth

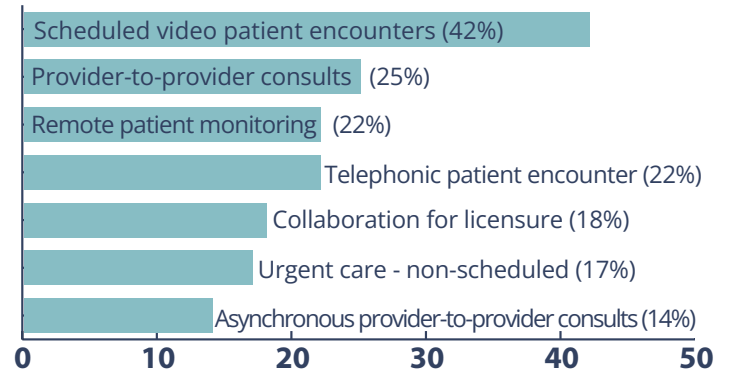


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## THOSE WHO USE TELEHEALTH HAVE BEEN ABLE TO:



## THOSE WHO DON'T WOULD CONSIDER\*:



\*less than 5%: Project ECHO, teleremoting, store & forward or other

## BENEFITS OF TELEHEALTH

**91%**

Agree or strongly agree that

*Telehealth allows them to address patient care barriers during the pandemic.*

**67%**

Agree or strongly agree that

*Telehealth allows them to see more patients.*

**77%**

Agree or strongly agree that

*Telehealth allows them to have more schedule flexibility.*

## AREAS OF IMPROVEMENT: PATIENT SERVICES



Internet Connectivity (78%)  
Technical Assistance (59%)



Access to Devices (58%)  
Digital Literacy (54%)



Interpreter services (34%)  
Trust in telehealth capabilities (29%)

## The Value of Telehealth



**82%**  
of providers feel confident in the *quality of care* they offer patients via telehealth.



**86%**  
of providers agree or strongly agree that telehealth is an *effective tool* for providing care.



**82%**  
of providers feel their *patients would be disappointed* if they stopped offering telehealth.