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.

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...**

- Self pay (68%)
- Commercial insurance (66%)
- Medicaid (55%)
- Tricare (44%)
- Medicare (42%)
- Sliding Scale (29%)
- Direct-to-consumer telehealth (23%)
- County or state facility (15%)
- Other (9%)

**TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS**

- **75%** of respondents use telehealth
- **56.5%** plan to increase their telehealth usage in the future
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**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%)

**Percentage of Patient Encounters Provided By Telehealth**

- **Pre-March 2020**: 0%
- **During the pandemic**: 25-49%
- **Today**: 50-74%

Only 5.5% of respondents said they wouldn't consider using telehealth in the future.
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**THOSE WHO USE TELEHEALTH HAVE BEEN ABLE TO:**

- Offer patients a virtual care option (94%)
- Enhance patient care coordination (63%)
- Grow patient panel locally (57%)
- Grow patient panel regionally (56%)

**THOSE WHO DON’T WOULD CONSIDER**:

- Scheduled video patient encounters (42%)
- Provider-to-provider consults (25%)
- Remote patient monitoring (22%)
- Telephonic patient encounter (22%)
- Collaboration for licensure (18%)
- Urgent care - non-scheduled (17%)
- Asynchronous provider-to-provider consults (14%)

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**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.