

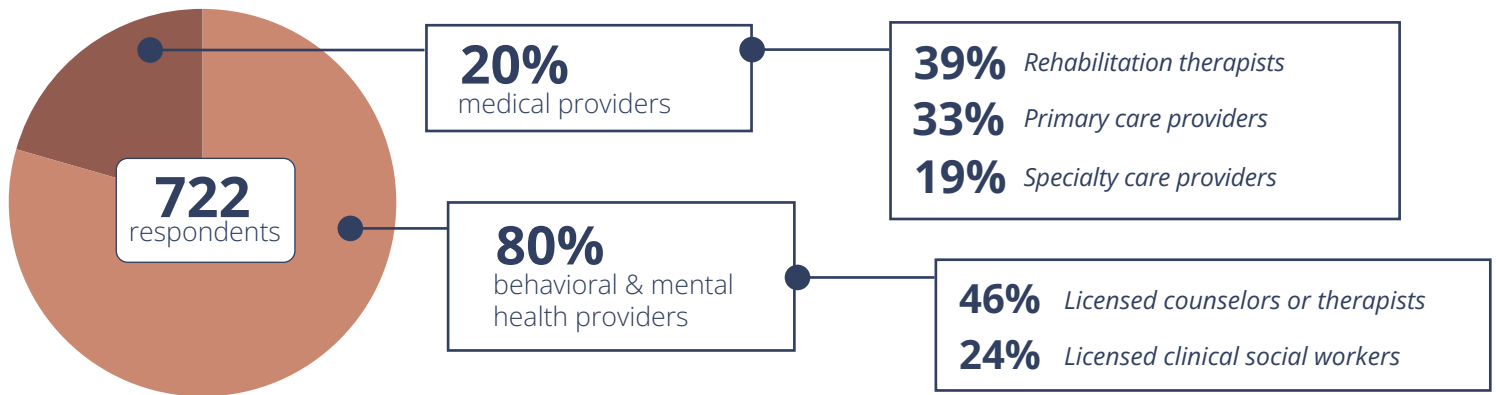
Benchmarking Telehealth Usage in Virginia: Part 2

The **Virginia Telehealth Network** conducted a multipronged “state of the state” of telehealth research effort that surveyed licensed health care providers across the Commonwealth. The initial survey was conducted from Oct. – Nov. 2021 and received 9,257 responses, the majority of which were behavioral and mental health providers (56.2%).

During Dec. 2021, an in-depth, follow-up survey was sent to respondents that opted in, segmented for behavioral/mental health care providers and all other health care providers. For more information and additional survey data, visit ehealthvirginia.org.

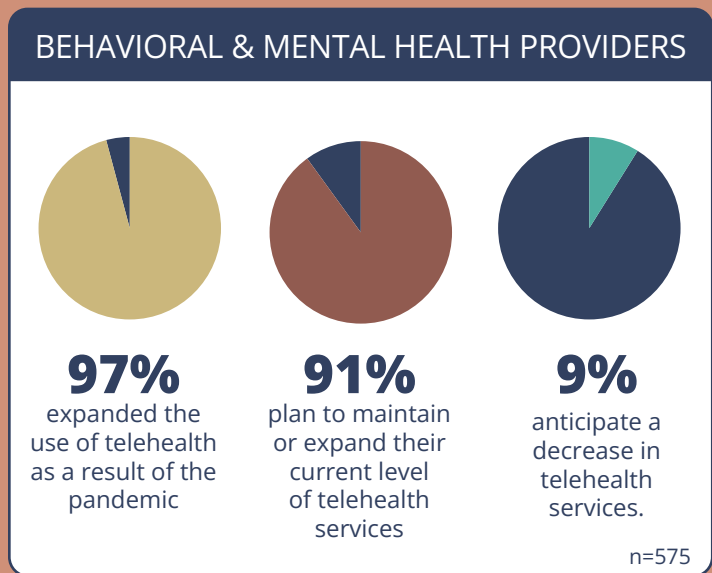
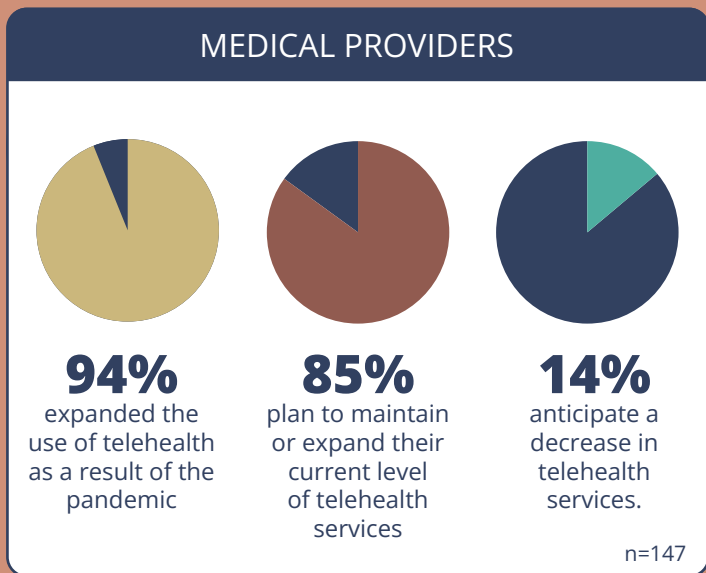


PARTICIPANT DEMOGRAPHICS



EXPANDING USE OF TELEHEALTH

As a result of the pandemic, nearly all (95%) of respondents expanded the use of telehealth offerings in their practices.



Key Findings

The following data is an analysis of those who responded.

FOR THOSE WHO UTILIZE TELEHEALTH...

Behavioral/Mental Health Providers

Medical Providers

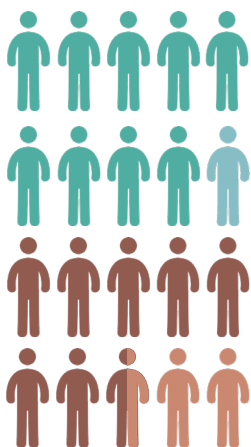
59%

say remote patient monitoring improves care between visits.



70%

say remote patient monitoring improves care between visits.



9 in 10

behavioral & mental health providers say telehealth has **improved the efficiency** of their practice, allowing them to **better fit schedules** to needs and **be more productive**.

7.5 in 10

of medical health providers say telehealth has **improved patient follow-up** and **enhanced engagement in care** for patients with chronic conditions.

68%

of behavioral & mental health providers say telehealth allows them to spend more time with their patients.

64%

of medical providers say telehealth allows them to spend more time with their patients.

82%

of behavioral & mental health providers report that telehealth has helped **reduce patient no-shows**.

62%

of medical health providers report that telehealth has helped **reduce patient no-shows**.

ONGOING NEEDS OF HEALTH CARE PROVIDERS

1

SUPPORT & RESOURCES

Behavioral & mental health providers reported three top needs to support their telehealth practice:

- Policy changes to reimbursement (59%)
- Technical support for patients (42%)
- Patient marketing (38%)

2

ACCESS TO BROADBAND

The majority of providers reported better internet access could better provide for telehealth patients.

70% of respondents indicated a need for better internet.

3

EDUCATION

88% of providers indicated that they or someone else from their practice could benefit from telehealth training or education. The top three needs included:

- Billing & Coding (56%)
- Regulation & Compliance (53%)
- Performing a telehealth physical exam (43%)

EXPANDING ACCESS TO CARE

53% of medical providers and 69% of mental/behavioral health providers said **telehealth allowed them to treat at least one underserved patient population more frequently**.

Top patient groups for both providers include:

- Residents of rural areas or other communities with health provider shortages
- Individuals with disabilities
- Individuals enrolled in Medicaid or uninsured individuals
- Racial or ethnic minorities