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**

722 respondents

- 20% medical providers
- 80% behavioral & mental health providers
- 39% Rehabilitation therapists
- 33% Primary care providers
- 19% Specialty care providers
- 46% Licensed counselors or therapists
- 24% Licensed clinical social workers

**EXPANDING USE OF TELEHEALTH**

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

**MEDICAL PROVIDERS**

- 94% expanded the use of telehealth as a result of the pandemic
- 85% plan to maintain or expand their current level of telehealth services
- 14% anticipate a decrease in telehealth services

**BEHAVIORAL & MENTAL HEALTH PROVIDERS**

- 97% expanded the use of telehealth as a result of the pandemic
- 91% plan to maintain or expand their current level of telehealth services
- 9% anticipate a decrease in telehealth services
Key Findings

The following data is an analysis of those who responded.

FOR THOSE WHO UTILIZE TELEHEALTH...

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<tr>
<th>Behavioral/Mental Health Providers</th>
<th>Medical Providers</th>
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<td>59% say remote patient monitoring improves care between visits.</td>
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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.

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.

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.

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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