



Benchmarking Telehealth Usage in Virginia

A comprehensive research report compiled by the Virginia Telehealth Network.



Thank you to the Virginia Department of Health, Virginia Department of Health Professions and numerous association partners for their support in conducting this research effort.

About VTN

The Virginia Telehealth Network (VTN) is a 501c3 nonprofit membership organization dedicated to supporting telehealth efforts in the Commonwealth. Started in 2006 by a group of health professionals with an interest in promoting telehealth, VTN seeks to provide education, resources, and best practices to telehealth stakeholders while advocating for safe and effective delivery of telehealth services. We seek to develop and maintain strong partnerships that allow for the exploration and promotion of innovative programs that promote access to high-quality health care.

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Thank you to all of our partners:



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Executive Summary

BACKGROUND

As we all know, telehealth utilization has grown exponentially since March 2020, and now the health care landscape in Virginia suddenly looks very different – and there is a lot of opportunity in that growth!

The [Virginia Telehealth Network \(VTN\)](#), a 501c3 education-focused non-profit charged with increasing equitable access to quality telehealth, conducted a multipronged “state of the state” of telehealth research effort that surveyed licensed health care providers across the Commonwealth.

This effort included:

- An initial survey of active licensed health care providers (N=9,257)
 - Organization-level surveys also were developed for and distributed through: the Virginia Health Care Association (N=17); Virginia Association of Free and Charitable Clinics (N=40)
- Qualitative interviews with health care providers about their use of telehealth throughout the pandemic
- A more thorough follow-up survey to glean further insights from respondents of the initial survey who agreed to participate in this additional effort
 - This survey was distributed separately to behavioral and mental health providers (N=574) and other health care providers (N=147) due to the high number of responses to the initial survey from self-identified behavioral and mental health (BMH) providers. For the purposes of this survey report, the health care providers category refers to health care providers that do not self-identify as BMH providers.

This distinction is for data segmentation purposes only as we know all health care providers care for the health of the whole individual, both physical and mental.

- The survey for behavioral and mental health providers included 43 questions, and the survey for other health care providers included 40 questions. The three additional questions for the former audience were included to specifically gauge their opinions on telehealth and mental health services.

The following report analyzes each of these individual efforts to offer a comprehensive assessment of how our health care community has used telehealth throughout the pandemic and its potential for enhancing patient care throughout the Commonwealth in the future.

This study was made possible thanks to the support and involvement of the Virginia Department of Health, the Virginia Department of Health Providers and industry associations.

This survey was reviewed by the Virginia Department of Health Institutional Review Board (IRB) (Study #50253) and has been determined approved for IRB exemption. The information shared with VTN from participants will be kept completely confidential to the full extent of the law.

Highlights: The Initial Survey of Active Licensed Health Care Providers

The 24-question survey had 9,257 respondents. The majority of those reporting a practice area were behavioral and mental health provider health providers (54%). Overwhelmingly, **respondents have had positive experiences using telehealth throughout the pandemic**. The following data is an analysis of those who responded.

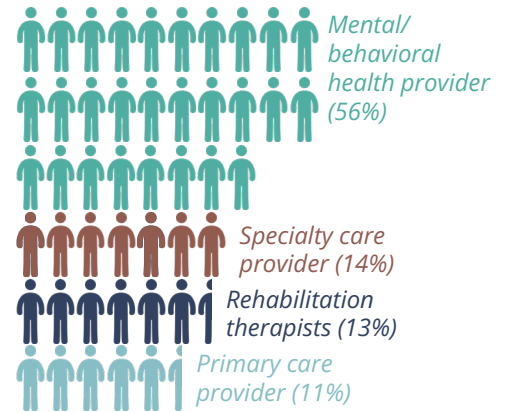
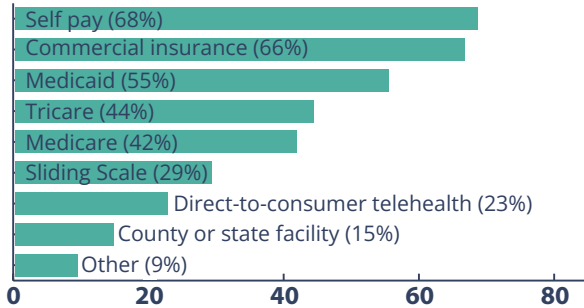
PARTICIPANT DEMOGRAPHICS

86%  care for adult patients

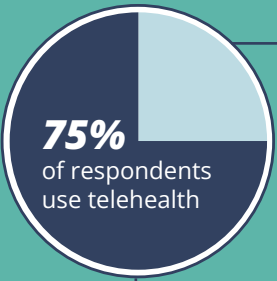
50%  care for pediatric patients

46%  care for geriatric patients

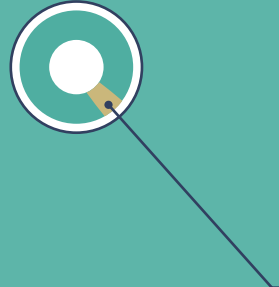
Survey respondents participate in...



TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS

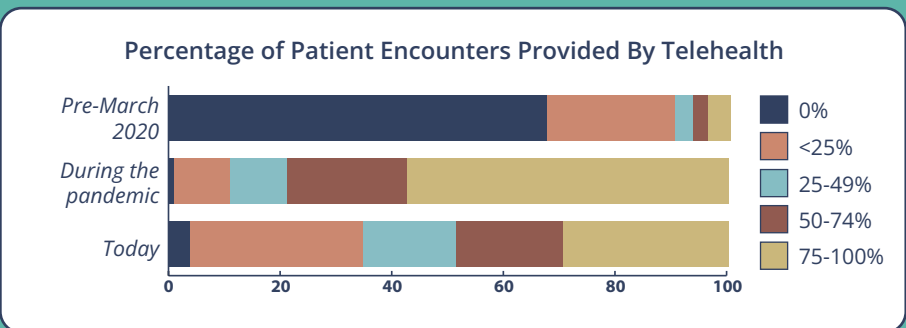


- ### WHY TELEHEALTH IS NOT BEING USED
1. Not compatible with specialty or practice (46%)
 2. Not currently seeing patients (29%)
 3. Lack of patient demand (16%)
 4. Quality of care concerns (13%)
 5. Patient limitations with access or comfort (13%)



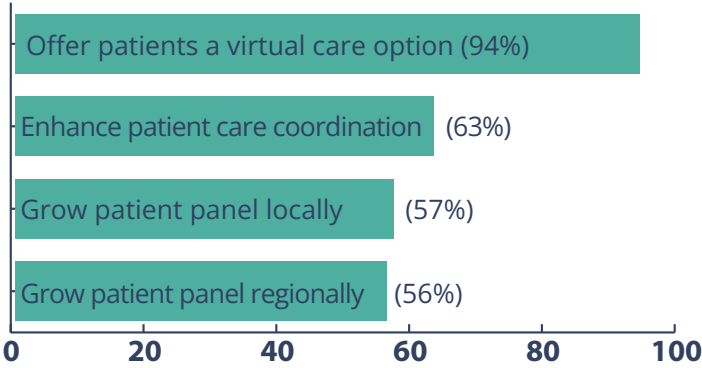
Only 5.5% of respondents said they wouldn't consider using telehealth in the future.

56.5% plan to increase their telehealth usage in the future

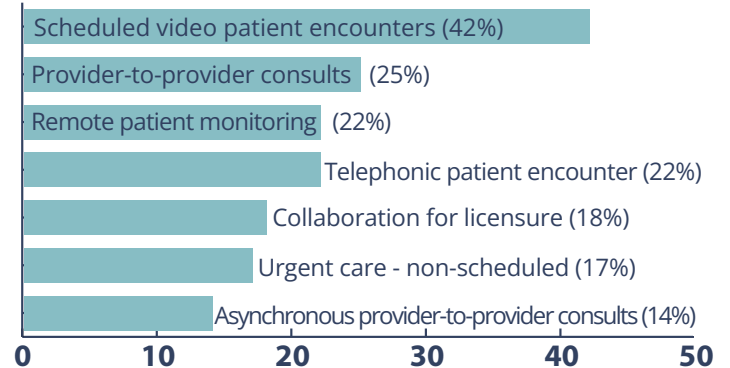


Survey of Active Licensed Health Care Providers

THOSE WHO USE TELEHEALTH HAVE BEEN ABLE TO:



THOSE WHO DON'T WOULD CONSIDER*:



*less than 5%: Project ECHO, telerounding, 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.

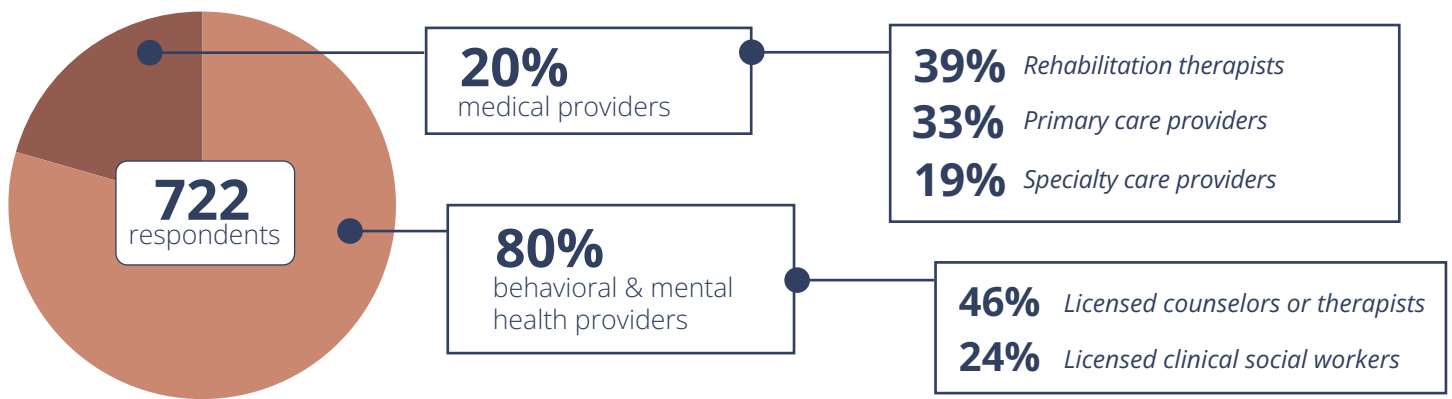
86%
of providers agree or strongly agree that telehealth is an *effective tool* for providing care.

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

Highlights: In-Depth Follow-Up Surveys to Behavioral and Mental Health Providers and Health Care Providers

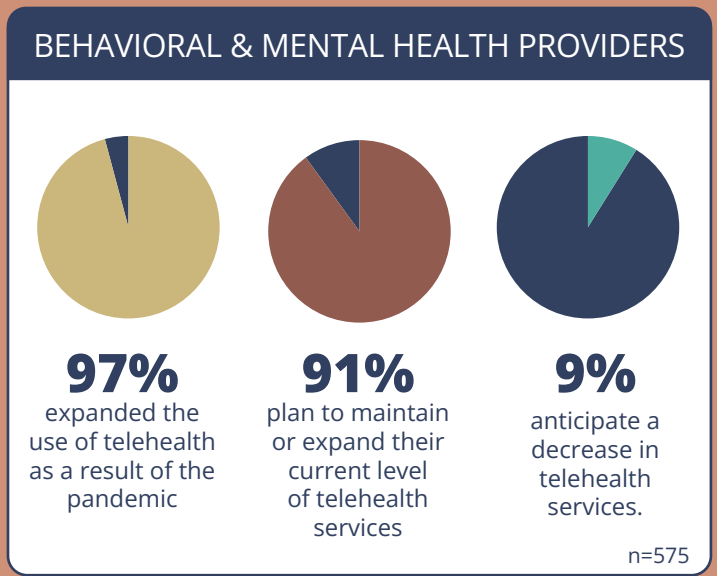
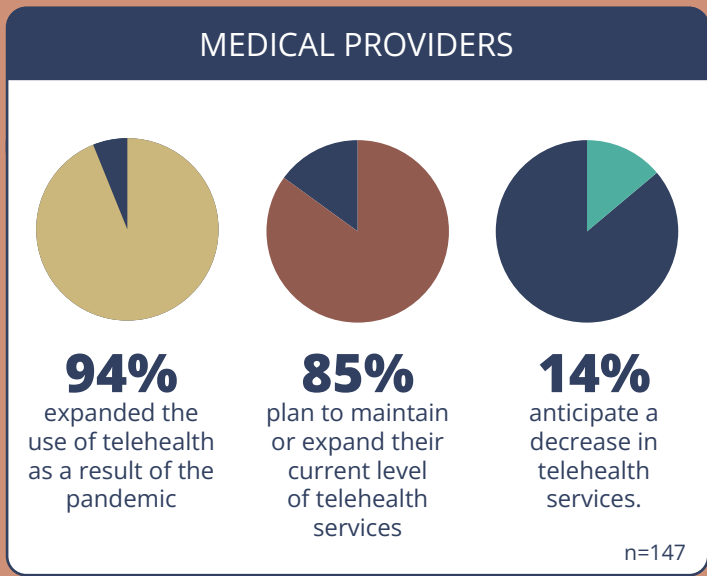
An in-depth follow-up survey was sent to respondents that opted in during the initial survey. The survey was segmented for and distributed separately to self-identified behavioral and mental health providers (N=574) and other health care providers (N=147). In both surveys, respondents say telehealth has overall improved access to and quality of care. The following data is an analysis of those who responded.

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.



Follow-Up Survey: Behavioral and Mental Health Providers and Health Care Providers

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

Objective and Methodology

INITIAL SURVEY

The initial survey focused on understanding current and future plans for telehealth usage, as well as opportunities for improving the provider and patient experience with virtual care.

It was developed and distributed with the assistance of The Hodges Partnership, a Richmond-based public relations firm. The survey was fielded from October 22 through November 30 and was distributed to select Virginia Department of Health Providers (DHP) licensees through direct email communications, partner association outreach and VTN communications channels.

Partner associations that helped distribute the initial survey include:

- Albemarle County Medical Society
- American College of Physicians Virginia Chapter
- Mid-Atlantic Telehealth Resource Center
- Medical Society of Virginia
- Psychiatric Society of Virginia
- Richmond Medical Group Management Association
- Virginia Academy of Family Physicians
- Virginia Association of CSBs
- Virginia Association of Free and Charitable Clinics
- Virginia Association of Physician Assistants
- Virginia Chapter American Academy of Pediatrics
- Virginia College of Emergency Physicians
- Virginia Community Health Care Association
- Virginia Council of Nurse Practitioners
- Virginia Health Care Association - Virginia Center for Assisted Living
- Virginia Health Catalyst
- Virginia Orthopedic Society
- Virginia Radiological Society



- Virginia Rural Health Association
- Virginia Society of Otolaryngology
- Virginia Society of Rheumatology

The initial survey was reviewed by the Virginia Department of Health Institutional Review Board (IRB) (Study #50253) and determined approved for IRB exemption. The information shared with VTN from participants will be kept completely confidential to the full extent of the law.

Two organization-level surveys were developed from the initial survey for and distributed through the Virginia Health Care Association - Virginia Center for Assisted Living and the Virginia Association of Free and Charitable Clinics.

FOLLOW-UP SURVEY

The follow-up survey focused on a deeper assessment of how both behavioral and mental health providers and all other health care providers have used telehealth throughout the pandemic and its impact on patient care. This survey also was developed and distributed with the assistance of The Hodges Partnership.

The survey was fielded from December 6 through December 15. The survey was distributed to respondents of the initial survey who agreed to participate in follow-up research opportunities.

INITIAL SURVEY

A total of 9,257 medical providers responded to the survey. Three-fourths report that they currently use telehealth.

Do you currently use telehealth as a health care provider?	N	%
Yes	6,912	75%
No	2,345	25%
TOTAL	9,257	100%

Of the 8,459 respondents who reported their practice area, over half (54%) were behavioral and mental health providers. Thirteen percent provide specialty medical care, and 12% are rehabilitation therapists such as physical or occupational therapists, or speech-language pathologists. About one in 10 (11%) is a primary care provider.

	N	%
Behavioral and mental health provider	4,537	54%
Medical – specialty care provider	1,132	13%
Rehabilitation therapist (e.g., PT, OT, SLP)	1,040	12%
Medical – primary care provider	893	11%
Other provider	426	5%
Pharmacist	199	2%
Dental/oral health provider	152	2%
Vision provider	80	1%
TOTAL	8,459	

Of the 8,030 who responded, 86% care for adult patients. About half care for pediatric patients and half for geriatric patients.

	N	%
Pediatric patients	3,981	50%
Adult patients	6,934	86%
Geriatric patients	3,675	46%
TOTAL	8,030	

The majority (68%) of respondents accept self-pay patients.

The top three insurers respondents participate with are:

1. Commercial insurance companies, including employer-sponsored insurance (66%)
2. Medicaid, including Medicaid managed care (55%)
3. Tricare/VA (44%)

29% of providers provide sliding scale fees or free services based on income or other need-based factors.

	N	%
Self-pay	5,522	68%
Commercial/employer-sponsored insurance	5,361	66%
Medicaid (including Medicaid managed care)	4,459	55%
Tricare/VA	3,567	44%
Medicare	3,357	42%
Sliding scale/charitable care	2,349	29%
Direct-to-consumer telehealth	1,824	23%
County or state facility (e.g., school systems, correctional)	1,171	15%
Other	750	9%
TOTAL	8,071	

Of those who gave a reason for not using telehealth, 29% were not currently seeing patients. About half (46%) say telehealth is not compatible with their specialty or practice style. Other common reasons cited include lack of patient demand (16%), quality of care concerns (13%), and patient limitations with telehealth access or comfort (13%).

I am not currently using telehealth in my practice because...	N	%
Not compatible with specialty/practice style	1,064	46%
Lack of patient demand	369	16%
Quality of care concerns	314	13%
Patient population limitations with telehealth access or comfort	294	13%
Reimbursement concerns	229	10%
Practice workflow concerns	189	8%
Liability concerns	177	8%
Privacy and security concerns	133	6%
Internet connectivity	102	4%
Licensure concerns	78	3%
N/A – I am not currently seeing patients	674	29%
TOTAL	2,338	

About half (49%) of providers not currently using telehealth would consider using it in the future. The top three possible uses include:

- Scheduled video appointment (61%)
- Synchronous provider-to-provider consultation (35%)
- Remote patient monitoring and/or telephone appoint (both 31%)

About one in four said they would consider using telehealth for supervision or collaboration for licensure.

Are there aspects of telehealth you would consider using in the future?	N	%
Video/synchronous patient encounter (scheduled)	705	61%
Synchronous provider-to-provider consultation	409	35%
Remote Patient Monitoring	362	31%
Audio only/telephonic patient encounter	357	31%
Supervision/collaboration for licensure	303	26%
Urgent care (non-scheduled, on-demand visits)	286	25%
Asynchronous provider-to-provider consultation	238	21%
Project ECHO or telementoring	62	5%
Store and forward	33	3%
Other	43	4%
Total	1,157	

Prior to March 2020, more than two-thirds (67%) of providers said they did not provide telehealth. Twenty-three percent said that less than a fourth of their patient encounters were via telehealth. At their highest usage during the pandemic, 79% of providers say at least half of their encounters were via telehealth. 57% of providers say at least three-fourths of their patient encounters were via telehealth. Today, 49% of providers say at least half of their encounters are via telehealth, and 30% say at least three-fourths are telehealth.

	0%		<25%		25-49%		50-74%		75-100%	
	N	%	N	%	N	%	N	%	N	%
Prior to March 2020	4,691	67%	1,585	23%	211	3%	190	3%	283	4%
At your highest usage	60	1%	706	10%	698	10%	1,486	21%	3,988	57%
Today	273	4%	2,146	31%	1,142	16%	1,337	19%	2,052	30%

What components of telehealth do you utilize?	Pre-pandemic		Today		Future	
	N	%	N	%	N	%
Synchronous provider-to-provider consultation	1,260	21%	3,597	59%	3,011	49%
Asynchronous provider-to-provider consultation	998	16%	2,005	33%	1,675	28%
Project ECHO or telementoring	221	4%	527	9%	598	10%
Supervision/collaboration for licensure	751	12%	2,254	37%	1,862	31%
Remote Patient Monitoring	515	8%	1,912	31%	1,502	25%
Store and forward	234	4%	543	9%	550	9%
Audio only/telephonic patient encounter	1,513	25%	3,738	61%	2,619	43%
Video/synchronous patient encounter (scheduled)	1,315	22%	5,806	95%	4,602	76%
Urgent care (non-scheduled, on-demand visits)	591	10%	2,149	35%	1,785	29%
Other	184	3%	508	8%	424	7%

Over the past year, nearly all (94%) of respondents say telehealth has allowed them to offer their patients a virtual care option. Other important benefits of telehealth include enhancing care coordination (63%) and growing to include new patients from their local community and beyond (56%).

Over the past year, telehealth has allowed me to:	N	%
Offer my current patients a virtual care option.	6,385	94%
Enhance care coordination for my patients.	4,294	63%
Grow my patient panel to include new patients from my local community.	3,881	57%
Grow my patient panel to include new patients beyond my local community.	3,810	56%

Over half (56%) of providers who currently use telehealth plan to increase their usage in the future. Nearly all (91%) say telehealth helped them address patient care barriers during the pandemic. Eighty-six percent of providers say telehealth is an effective tool for providing care, and 82% feel confident in the quality of care they can offer patients via telehealth. More than three-fourths of respondents say telehealth allows them to have more flexibility in their schedule, and 67% say telehealth allows them to see more patients. Most (82%) say patients would be disappointed if they stopped offering telehealth appointments.

	Agree or strongly agree	
	N	%
I plan to increase my telehealth usage in the future.	3,903	56%
Telehealth allowed me to address patient care barriers during the pandemic.	6,307	91%
Telehealth allows me to see more patients.	4,631	67%
Telehealth allows me to connect with other health care providers.	3,507	51%
Telehealth allows me to have more flexibility in my schedule.	5,345	77%
I have seen improvements in my patients' continuity of care due to telehealth.	4,899	71%
I feel confident in the quality of care I'm able to offer my patients via telehealth.	5,656	82%
My patients would be disappointed if I stopped offering telehealth appointments.	5,640	82%
Reimbursement is adequate for the care provided via telehealth.	2,937	42%
Telehealth is an effective tool for providing care to my patients.	5,957	86%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

Providers cited intrastate licensure (68%), internet connectivity (64%), and reimbursement (54%) as things that could be improved to make their experience with telehealth better. They felt that better internet connectivity (78%), technical assistance (59%), access to devices (58%), and digital literacy (54%) would improve patient experience.

Are there areas you feel could be improved to make your experience as a provider with telehealth better?	N	%
Intrastate licensure	4,456	68%
Internet connectivity	4,238	64%
Reimbursement	3,567	54%
Liability concerns	2,573	39%
Privacy and security	1,922	29%
Practice workflow	1,450	22%

Are there areas you feel could be improved to make the patient experience with telehealth better?	N	%
Internet connectivity	4,986	78%
Technical assistance	3,746	59%
Access to devices	3,696	58%
Digital literacy	3,467	54%
Interpreter services to help with language differences	2,151	34%
Trust in telehealth's capabilities	1,864	29%



FREE & CHARITABLE CLINICS SURVEY

This survey was conducted in partnership with and distributed through the Virginia Association of Free and Charitable Clinics. Survey responses below are an analysis of free clinic leaders reporting their perception of their facility's experience.

Thank you to VAFCC and the free and charitable clinics that participated.

A total of 40 free clinic leaders at 31 free clinics responded to the survey. Eighty-five percent (N=34) currently use telehealth. The top three reasons for not using telehealth were patient's limitations with telehealth access or comfort with the technology, internet connectivity, and patient demand. Of the six clinics that do not currently use telehealth, four would consider it for the future either for scheduled phone or video appointments.

Does your clinic currently use telehealth?	N	%
Yes	34	85%
No	6	15%
Total	40	100%

We are not currently using telehealth in our clinic because...	N	%
Patient population limitations with telehealth access or comfort	4	67%
Internet connectivity	3	50%
Lack of patient demand	3	50%
Not compatible with our clinic model	1	17%
Quality of care concerns	1	17%
Total	6	

All clinics responding to the survey provide care for adults. Fifteen clinics also care for geriatric patients, and four care for pediatric patients.

	N	%
Pediatric patients	4	11%
Adult patients	37	100%
Geriatric patients	15	41%
Total	37	

Nearly all (95%) free clinics responding to the survey provide primary medical care. Two-thirds (66%) provide mental and behavioral health care. Over 60% provide dental or oral health care, and more than half provide pharmacy services. Two in five provide specialty medical care.

Our clinic offers:	N	%
Primary medical care	36	95%
Mental/behavioral health care	25	66%
Dental/oral health care	23	61%
Pharmacy	20	53%
Specialty medical care	16	42%
Vision care	15	39%
Rehabilitation therapist (e.g. PT, OT, SLP)	11	29%
Total	38	

Over the past year, telehealth has allowed free clinics to:

- Offer current patients a virtual care option (88%)
- Enhance care coordination (74%)
- Grow to include new patients from the local community (47%)

Over the past year, telehealth has allowed our clinic to:	N	%
Offer our current patients a virtual care option	30	88%
Enhance care coordination for our patients	25	74%
Grow our patient population to include new patients from the local community	16	47%
Grow our patient population to include new patients beyond our local community	3	9%
Total	34	

Of the 34 free clinics currently using telehealth, 97% say it has allowed them to address patient care barriers during the pandemic. Telehealth has also allowed them to see more patients (68%) while having more flexibility in their schedule (56%). About 80% (N=27) say telehealth is an effective tool for providing care to patients; 56% say their providers feel confident in the quality of care they are able to provide via telehealth, and 50% have seen improvements in patient continuity of care since implementing the technology. Over half (56%) of free clinics say patients would be disappointed if they stopped offering telehealth appointments, and over a third (35%) plan to increase telehealth usage in the future.

	Agree or strongly agree	
	N	%
We plan to increase our telehealth usage in the future.	12	35%
Telehealth allowed us to address patient care barriers during the pandemic.	33	97%
Telehealth allows us to see more patients.	23	68%
Telehealth allows us to connect with other health care providers.	8	24%

Telehealth allows us to have more flexibility in our schedule.	19	56%
We have seen improvements in our patients' continuity of care due to telehealth.	17	50%
Our providers feel confident in the quality of care we are able to offer our patients via telehealth.	19	56%
Our patients would be disappointed if we stopped offering telehealth appointments.	19	56%
Reimbursement is adequate for the care provided via telehealth.	3	9%
Telehealth is an effective tool for providing care to our patients.	27	79%

Free clinics cited internet connectivity (71%), practice workflow (50%), and reimbursement (26%) as things that could be improved to make provider and staff experience with telehealth better. They felt that better internet connectivity (84%), technical assistance (76%), access to devices (74%), and digital literacy (74%) would improve patient experience.

Are there areas you feel could be improved to make your experience as a clinic with telehealth better?	N	%
Internet connectivity	24	71%
Practice workflow	17	50%
Reimbursement	9	26%
Liability concerns	7	21%
Privacy and security	6	18%
Intrastate licensure	5	15%
No response	2	6%
Total	34	

Are there areas you feel could be improved to make the patient experience with telehealth better?	N	%
Internet connectivity	29	85%
Technical assistance	26	76%
Access to devices	25	74%
Digital literacy	25	74%
Trust in telehealth's capabilities	8	24%
No response	1	3%
Total	34	



NURSING CENTER AND ASSISTED LIVING SURVEY

This survey was conducted in partnership with and distributed through the Virginia Health Care Association – Virginia Center for Advanced Living. Survey responses were answered at the organizational level.

Thank you to VHCA - VCAL and the facilities that participated.

Seventeen long term care facilities responded to the survey. Over 80% (14) currently use telehealth.

Does your facility currently use telehealth?	N	%
Yes	14	82%
No	3	18%
Total	17	100%

Of the 14 facilities that currently use telehealth, half plan to increase telehealth usage in the future. About 80% say telehealth allowed them to address patient care barriers during the pandemic, as well as to connect with other health care providers. Seventy-one percent (10 facilities) say telehealth is an effective tool for providing care, and about 80% say their providers feel confident in the quality of care they can offer patients via telehealth.

	Agree or strongly agree	
	N	%
We plan to increase our telehealth usage in the future.	7	50%
Telehealth allowed us to address patient care barriers during the pandemic.	11	79%
Telehealth allows us to connect with other health care providers.	11	79%
We have seen improvements in our patients' continuity of care due to telehealth.	5	36%
Our providers feel confident in the quality of care we are able to offer our patients via telehealth.	11	79%
Reimbursement is adequate for the care provided via telehealth.	5	36%
Telehealth is an effective tool for providing care to our patients.	10	71%

FOLLOW-UP SURVEY FOR BEHAVIORAL AND MENTAL HEALTH PROVIDERS

A total of 574 behavioral and mental health professionals responded to the survey. Nearly half (46%) were licensed counselors or therapists, and 24% were licensed clinical social workers.

	N	%
Licensed counselor or therapist	264	46%
Licensed clinical social worker	140	24%
Psychologist	84	15%
Other provider	29	5%
Psych NP	23	4%
Psychiatrist	23	4%
Substance abuse treatment practitioner	11	2%
Total	574	100%

Nearly all (98%) of respondents care for adults. Forty-four percent care for pediatric patients, and 37% care for older adults.

	N	%
Pediatric patients	254	44%
Adult patients	560	98%
Geriatric patients	213	37%
Total	574	

The vast majority (83%) of providers accept self-pay patients.

The top three insurers respondents participate with are:

- Commercial insurance companies, including employer-sponsored insurance (70%)
- Medicaid, including Medicaid managed care (43%)
- Direct-to-consumer telehealth (40%)

Thirty-eight percent of providers provide sliding scale fees or free services based on income or other need-based factors.

Despite 37% of providers reporting that they serve geriatric patients, only 25% accept Medicare.

	N	%
Self-pay	478	83%
Commercial/employer-sponsored insurance	399	70%
Medicaid (including Medicaid managed care)	244	43%
Direct-to-consumer telehealth	232	40%

Sliding scale/charitable care	219	38%
Tricare/VA	201	35%
Medicare	144	25%
County or state facility (e.g. school systems, correctional)	57	10%
Other	2	0%
Unknown/unreported	10	2%
Total	574	

As a result of the pandemic, nearly all (96%) behavioral and mental health providers expanded the use of telehealth in their practices. In the future, 91% plan to maintain or expand their current level of telehealth services. Only 9% anticipate a decrease in telehealth services.

As a result of the pandemic:	N	%
I expanded the use of telehealth in my practice.	551	96%
There was no change in how I used telehealth in my practice.	19	3%
I decreased the use of telehealth in my practice.	0	---
No response	4	1%
Total	574	100%

Looking into the future, what are your plans regarding telehealth?	N	%
I plan to maintain my current level of telehealth services.	382	67%
I plan to expand my current level of telehealth services.	140	24%
I foresee a decrease in the telehealth services I offer.	50	9%
No response	2	<1%
Total	574	100%

The vast majority of survey respondents reported that telehealth allowed them to address patient care barriers during the pandemic. Going forward, providers reported that their practices would require the following to continue to achieve these gains:

- Better internet access for patients (69%)
- Policy changes to reimbursement (59%)
- Technical support for patients (42%)
- Patient marketing (38%)

What would your practice require to continue to achieve telehealth gains?	N	%
Better internet access for patients	385	69%
Policy changes to reimbursement	327	59%
Technical support for patients	234	42%
Marketing to patients who are interested in receiving care via telehealth	214	38%

Better internet access for providers	175	31%
Information on developing a telehealth hybrid practice	174	31%
Education on how to seek reimbursement for telehealth services	173	31%
Information on referral options to specialists who provide telehealth	170	31%
Better telehealth platform	152	27%
Information on how to provide remote patient monitoring for patients	139	25%
Information on how to access specialty consults	83	15%
Other	4	1%
Total	557	

The top four most commonly used video platforms among respondents are:

- Zoom for Healthcare (46%)
- Doxy.me (38%)
- Simple Practice (22%)
- Google Meet (15%)

What video platforms do you currently use to see patients/clients?	N	%
Zoom for Healthcare	224	46%
Doxy.me	189	38%
Simple Practice	110	22%
Google Meet	74	15%
Microsoft Teams	33	7%
Theranest	24	5%
Doximity	21	4%
Teledoc	19	4%
VSee0	17	3%
AMWell or AMWell Now	12	2%
GoToMeeting	11	2%
AMD Global	8	2%
thera-Link	5	1%
Other	14	3%
Total	491	

More than 75% of behavioral and mental health providers say telehealth has improved patient follow-up and enhanced engagement in care for patients with chronic conditions. Over 80% report that telehealth has helped reduced patient no-shows. More than half (51%) say that telehealth has enhanced provider-to-provider consultations and patient self-scheduling for follow-up. In addition, 59% say remote patient monitoring improves care between visits.

Do you agree or disagree with the following statement regarding the impact of telehealth on care coordination for your patients?	Agree or Strongly agree	
	N	%
Telehealth has enhanced provider-to-provider consultation (e-Consults).	279	51%
Telehealth has improved patient follow-up.	426	76%
Telehealth has enhanced engagement in care for patients with chronic conditions.	429	78%
Using telehealth has reduced patient no-shows.	471	82%
Telehealth has improved my reimbursement for telephone consultations.	196	42%
Remote patient monitoring improves care between visits.	258	59%
Patient self-scheduling improves patient follow-up.	213	51%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

90% of behavioral and mental health providers say telehealth has improved the efficiency of their practice, allowing them to better fit their schedule to their needs and be more productive. Nearly all (96%) say they have effectively integrated telehealth into their existing practice workflows, and 67% say the telehealth platform works well with their practice’s electronic health record and scheduling systems. A large majority (68%) of behavioral and mental health providers say telehealth allows them to spend more time with their patients. These gains in productivity and efficiency do not appear to be at the expense of provider job satisfaction; 77% of behavioral and mental health providers say telehealth has allowed them to achieve a better work-life balance.

Do you agree or disagree with the following statement regarding the impact of telehealth on practice stressors?	Agree or Strongly agree	
	N	%
I am able to use telehealth to improve the efficiency of my practice.	516	91%
Adding telehealth to my practice allows me to better fit my schedule to my needs.	508	90%
Telehealth allows me to be more productive in my practice.	513	90%
I have effectively integrated telehealth into my existing practice workflows.	548	96%
Adding telehealth to my practice allows me to spend more time with my patients.	382	68%
My telehealth platform works well with my EHR and scheduling system.	323	67%
Telehealth has allowed me to achieve a better work-life balance.	438	77%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

Providers were evenly divided in whether they felt prepared to implement telehealth during the pandemic. About 50% felt totally or somewhat prepared, and about 40% felt totally or somewhat unprepared.

How prepared was your workplace to incorporate telehealth?	N	%
Totally prepared	115	20%
Somewhat prepared	177	31%
Neutral	47	8%
Somewhat unprepared	136	24%
Totally unprepared	96	17%
No response	3	1%
Total	574	100%

Over 60% of respondents (N=348) reported at least one improvement that could have made the adjustment to telehealth easier for them as a health care provider. A large majority (69%) indicated need for IT support for patients. About half would have liked more IT support for themselves. Forty-seven percent of respondents would have liked to provide input into the selection of the platform, and 38% reported a need for enhanced workflows between systems in their office.

What would have made the adjustment easier for you as a health care provider?	N	%
More IT support for my patients	241	69%
More IT support for myself	160	46%
Enhanced workflows between systems in my office	133	38%
Input into the selection of the platform	162	47%
Input into the type of patients selected to use telehealth	70	20%
Total	348	

A large majority (N=394, 69%) of respondents said that telehealth allowed them to treat at least one underserved patient population more frequently than they typically would. The top five patient groups for which telehealth provided improved access include:

- Residents of rural areas or other communities with health provider shortages (75%)
- Individuals with disabilities (62%)
- Individuals enrolled in Medicaid (38%) or uninsured (29%)
- Racial or ethnic minorities (37%)
- LGBTQIA+ individuals (31%)

By using telehealth, which of the following underserved groups have you been able to treat or care for more frequently than you typically would?	N	%
Rural and/or other populations residing in health professional shortage areas	294	75%
Populations with disabilities	246	62%
Medicaid enrollees	150	38%

Racial or ethnic minorities	145	37%
LGBTQIA+ populations	121	31%
Uninsured individuals	114	29%
Veterans	71	18%
Underserved pediatric and adolescent patients via school-based telehealth	51	13%
Immigrants, refugees, and migrants	45	11%
Patients needing an interpreter	28	7%
Other	3	1%
Total	394	

Only 25% of behavioral and mental health providers feel confident in their ability to establish meaningful relationships with patients with limited English proficiency. Only 20% of providers expressed confidence in their ability to access and use translation and interpretation services during telehealth visits, and only 29% felt confident in their abilities to communicate health and treatment information to patients with limited English proficiency when using telehealth.

	Agree or strongly agree	
	N	%
I am confident in my ability to establish a meaningful relationship with patients with limited English proficiency when using telehealth.	134	25%
I am confident in my ability to successfully access and use language services (translation and interpretation) for patients with limited English proficiency during a telehealth visit.	105	20%
I am confident in my abilities to communicate health outcomes and treatments to patients with limited English proficiency when using telehealth.	150	29%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

The vast majority (N=453, 79%) of behavioral or mental health providers indicated that they or someone else from their practice could benefit from telehealth training or education. The top three training needs included:

- Telehealth regulation and compliance (66%)
- Telehealth and privacy, security and HIPAA (46%)
- Billing and coding for telehealth (42%)

I (or someone from my practice) could benefit from the following training or education.	N	%
Telehealth regulation and compliance	299	66%
Telehealth and privacy, security and HIPAA	208	46%
Billing and coding for telehealth	192	42%

Incorporating remote patient monitoring into my practice	132	29%
Roles and best practices for a tele-presenter	127	28%
Telehealth etiquette	115	25%
Documenting a telehealth visit	114	25%
Practice workflows	109	24%
Performing a telehealth physical exam or assessment	63	14%
Other	0	0%
Total	453	

About 14% (N=81) of behavioral and mental health providers responding to the survey reported that they use remote patient monitoring (RPM). The most frequent ways this technology is used is to monitor hospital discharge, weight, and metrics from a smartphone.

In what ways do you use remote patient monitoring with your patients?	N	%
Hospital discharge	47	58%
Weight	21	26%
Metrics from a smartphone	18	22%
Blood pressure monitor	13	16%
Heart rate monitors	4	5%
Pulse oximeters	4	5%
Glucose monitoring	3	4%
Electrocardiography (ECG) devices	1	1%
Maternity care monitoring	1	1%
Other	3	4%
Total	81	

Barriers medical practices experience in incorporating remote patient monitoring include internet connectivity, intrastate licensure requirements, liability concerns, and privacy and security concerns. Behavioral and mental health providers report that access to internet and devices, digital literacy, and need for technical assistance can make it difficult for patients to participate in RPM. One in five providers indicated patients do not submit measurements as needed.

What barriers have you experienced in your practice when using remote patient monitoring with your patients?	N	%
Internet connectivity	175	66%
Intrastate licensure	118	44%
Liability concerns	83	31%
Privacy and security	83	31%
Practice workflow	41	15%
Total	267	

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

What barriers have you experienced with your patients when using remote patient monitoring?	N	%
Internet connectivity	155	68%
Digital literacy	84	37%
Access to devices	81	35%
Technical assistance	81	35%
Patient compliance in submitting measurements	49	21%
Interpreter services to help with language differences	18	8%
Trust in RPM capabilities	12	5%
Total	229	

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

Although Virginia has expanded Medicaid coverage to include remote patient monitoring for specific health conditions, 37% of behavioral and mental health providers say it will not change the use of RPM in their practice. More than half need to know more before deciding.

Now that Virginia has expanded Medicaid coverage to include remote patient monitoring for certain conditions, how will this reimbursement change impact your behavior?	N	%
I need to know more.	176	51%
No change in the use of RPM in my practice.	127	37%
I will increase the use RPM in my practice.	43	12%
Decrease the use of RPM in my practice.	0	0%
Total	346	100%

Eighty percent of providers report a need for a statewide directory of all behavioral and mental health providers who provide telehealth services. Sixty-three percent would use it to make referrals. Fifteen percent would list themselves in the directory so that patients could find them, and 14% would list themselves so they could receive referrals from other providers.

Do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
Yes	457	80%
No	116	20%

How do you see a need for a statewide directory of all tele-behavioral and mental health providers?	N	%
I would use it to make referrals.	290	63%
I would list myself in the directory so that patients/clients could find me.	67	15%
I would list myself in the directory so I could receive referrals from other providers.	64	14%
I would use it if it were able to connect me with supervision opportunities (pre-licensed individuals looking for supervisors or licensed individuals looking for those in need of supervision)	12	3%
I would use it if it were able to connect me with volunteer opportunities to meet the needs of uninsured/underinsured clients/patients (for example, as a community service or to satisfy loan repayment/scholarship requirements).	6	1%
Other	1	0%
No response	17	4%
Total	457	100%

Of the 116 of behavioral and mental health providers who said they did not have need for a statewide directory, 25% currently participate in a directory that meets their needs, and 20% already have a reliable source for this information.

Why do you not see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I can't think of any ways such a directory would be of benefit to me.	44	38%
I already participate in a provider directory that meets my needs.	29	25%
I already have a reliable source for this information.	23	20%
Other	1	1%
No response	19	16%
Total	116	100%

FOLLOW-UP SURVEY FOR HEALTH CARE PROVIDERS

A total of 147 health care providers responded to the survey. Nearly 40% of respondents were rehabilitation therapists, including physical therapists, occupational therapists, or speech-language pathologists. One in three respondents (33%) was a primary care provider. Specialty care providers were the third largest group of respondents at 19%.

	N	%
Rehabilitation therapist	57	39%
Primary care provider	49	33%
Specialty medical care provider	28	19%
Dental/oral health provider	7	5%
Pharmacist	2	1%
Vision provider	2	1%
Other	2	1%
Total	147	100%

Most respondents care for children, adults, or both. About 45% serve older adults.

	N	%
Pediatric patients	95	65%
Adult patients	98	67%
Geriatric patients	66	45%
Total	147	

The top three insurers respondents participate with are:

- Commercial insurance companies, including employer-sponsored insurance (71%)
- Medicaid, including Medicaid managed care (60%)
- Tricare or Veteran’s Administration-sponsored health insurance (58%)

Seventy percent of respondents also accept uninsured or self-pay patients, and 25% provide sliding scale fees or free services based on income or other need-based factors.

Forty-five percent of respondents accept Medicare, which correlates with the 45% of providers who indicated that they serve older adult or geriatric patients.

	N	%
Commercial/employer-sponsored insurance	104	71%
Self-pay	103	70%
Medicaid (including Medicaid managed care)	88	60%
Tricare/VA	85	58%

Medicare	66	45%
Direct-to-consumer telehealth	44	30%
Sliding scale/charitable care	37	25%
County or state facility (e.g. school systems, correctional)	23	16%
Other	0	---
Unknown/unreported	2	1%
Total	145	

As a result of the pandemic, nearly all (94%) health care providers expanded the use of telehealth in their practices. In the future, 85% plan to maintain or expand their current level of telehealth services. Only 14% anticipate a decrease in telehealth services.

As a result of the pandemic:	N	%
I expanded the use of telehealth in my practice.	138	94%
There was no change in how I used telehealth in my practice.	6	4%
I decreased the use of telehealth in my practice.	2	1%
No response	1	1%
Total	147	100%

Looking into the future, what are your plans regarding telehealth?	N	%
I plan to maintain my current level of telehealth services.	81	55%
I plan to expand my current level of telehealth services.	44	30%
I foresee a decrease in the telehealth services I offer.	21	14%
No response	1	1%
Total	147	100%

Zoom for Healthcare is the most commonly used video platform among respondents (50%). Others include Doxy.me, Doximity, Google Meet, and Microsoft Teams.

What video platforms do you currently use to see patients/clients? Select all that apply.	N	%
Zoom for Healthcare	59	50%
Doxy.me	33	28%
Doximity	23	19%
Google Meet	17	14%
Microsoft Teams	15	13%
AMWell or AMWell Now	4	3%

Other	14	12%
Total	118	---

At least 75% of health care providers say telehealth has improved patient follow-up and enhanced engagement in care for patients with chronic conditions. Over 60% report that telehealth has helped reduced patient no-shows. Seventy percent say remote patient monitoring improves care between visits.

Do you agree or disagree with the following statement regarding the impact of telehealth on care coordination for your patients?	Agree or Strongly agree	
	N	%
Telehealth has enhanced provider-to-provider consultation (e-Consults).	63	45%
Telehealth has improved patient follow-up.	110	76%
Telehealth has enhanced engagement in care for patients with chronic conditions.	105	75%
Using telehealth has reduced patient no-shows.	91	62%
Telehealth has improved my reimbursement for telephone consultations.	40	34%
Remote patient monitoring improves care between visits.	84	70%
Patient self-scheduling improves patient follow-up.	56	53%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

At least 75% of health care providers report that they have effectively integrated telehealth into their existing practice workflows and that the technology has improved the efficiency of their practice. Seventy-three percent of health care providers say telehealth allows them to be more productive in their practice. Feedback suggests enhancements to productivity are not at the expense of the patient or provider experience; 64% of providers report that adding telehealth to their practice allows them to spend more time with their patients, and 58% say telehealth has helped them achieve a better work-life balance.

Do you agree or disagree with the following statement regarding the impact of telehealth on practice stressors?	Agree or Strongly agree	
	N	%
I am able to use telehealth to improve the efficiency of my practice.	108	75%
Adding telehealth to my practice allows me to better fit my schedule to my needs.	112	76%
Telehealth allows me to be more productive in my practice.	106	73%
I have effectively integrated telehealth into my existing practice workflows.	108	76%
Adding telehealth to my practice allows me to spend more time with my patients.	91	64%
My telehealth platform works well with my EHR and scheduling system.	65	49%
Telehealth has allowed me to achieve a better work-life balance.	83	58%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

Providers were evenly divided in whether they felt prepared to implement telehealth during the pandemic. About 50% felt totally or somewhat prepared, and 44% felt totally or somewhat unprepared.

How prepared was your workplace to incorporate telehealth?	N	%
Totally prepared	31	21%
Somewhat prepared	42	29%
Neutral	9	6%
Somewhat unprepared	30	20%
Totally unprepared	35	24%
Total	147	100%

Eighty percent of respondents (N=116) reported at least one improvement that could have made the adjustment to telehealth easier for them as a health care provider. The vast majority (81%) indicated need for IT support for patients. Half would have liked more IT support for themselves. Forty-seven percent of providers reported the need for enhanced workflows between systems in their offices. Providers would have liked to provide input into the selection of the platform (43%), into the type of patients selected to use telehealth (29%), or both.

What would have made the adjustment easier for you as a health care provider?	N	%
More IT support for my patients	94	81%
More IT support for myself	58	50%
Enhanced workflows between systems in my office	55	47%
Input into the selection of the platform	50	43%
Input into the type of patients selected to use telehealth	34	29%
Total	116	---

Over half (N=78, 53%) of respondents said that telehealth allowed them to treat at least one underserved patient population more frequently than they typically would. The top three patient groups for which telehealth provided improved access include:

- Residents of rural areas or other communities with health provider shortages (81%)
- Individuals with disabilities (79%)
- Individuals enrolled in Medicaid (54%) or uninsured (33%)

By using telehealth, which of the following underserved groups have you been able to treat or care for more frequently than you typically would?	N	%
Rural and/or other populations residing in health professional shortage areas	63	81%
Populations with disabilities	62	79%
Medicaid enrollees	42	54%
Uninsured individuals	26	33%
Racial or ethnic minorities	22	28%
Patients needing an interpreter	17	22%
LGBTQIA+ populations	13	17%
Veterans	12	15%
Immigrants, refugees, and migrants	9	12%
Underserved pediatric and adolescent patients via school-based telehealth	8	10%
Total	78	---

Less than half (47%) of health care providers feel confident in their ability to establish meaningful relationships with patients with limited English proficiency. Only 42% of providers expressed confidence in their ability to access and use translation and interpretation services during telehealth visits, and only 34% felt confident in their abilities to communicate health and treatment information to patients with limited English proficiency when using telehealth.

	Agree or strongly agree	
	N	%
I am confident in my ability to establish a meaningful relationship with patients with limited English proficiency when using telehealth.	67	47%
I am confident in my ability to successfully access and use language services (translation and interpretation) for patients with limited English proficiency during a telehealth visit.	59	42%
I am confident in my abilities to communicate health outcomes and treatments to patients with limited English proficiency when using telehealth.	48	34%

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

The vast majority (N=129, 88%) of health care providers indicated that they or someone else from their practice could benefit from telehealth training or education. The top three training needs included:

- Billing and coding for telehealth (56%)
- Telehealth regulation and compliance (53%)
- Performing a telehealth physical exam or assessment (43%)

I (or someone from my practice) could benefit from the following training or education.	N	%
Billing and coding for telehealth	72	56%
Telehealth regulation and compliance	69	53%
Performing a telehealth physical exam or assessment	56	43%
Documenting a telehealth visit	52	40%
Incorporating remote patient monitoring into my practice	47	36%
Practice workflows	42	33%
Telehealth and privacy, security and HIPAA	42	33%
Roles and best practices for a tele-presenter	41	32%
Telehealth etiquette	35	27%
Other	1	1%
Total	129	---

About 30% of health care providers responding to the survey reported that they use remote patient monitoring (RPM). The most frequent ways this technology is used is to monitor blood pressure, glucose, and weight.

In what ways do you use remote patient monitoring with your patients?	N	%
Blood pressure monitoring	29	64%
Glucose monitoring	24	53%
Weight	20	44%
Pulse oximeters	17	38%
Hospital discharge	11	24%
Metrics from a smartphone	9	20%
Heart rate monitors	6	13%
Maternity care monitoring	5	11%
Electrocardiography (ECG) devices	2	4%
Other	1	2%
Total	45	---

Barriers medical practices experience in incorporating remote patient monitoring include internet connectivity, intrastate licensure requirements, and practice workflows not supportive of RPM. Health care providers report that access to internet and devices, need for technical assistance, and digital literacy can make it difficult for patients to participate in RPM.

What barriers have you experienced in your practice when using remote patient monitoring with your patients?	N	%
Internet connectivity	69	72%
Intrastate licensure	42	44%
Practice workflow	33	34%
Liability concerns	29	30%
Privacy and security	24	25%
Total	96	---

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

What barriers have you experienced with your patients when using remote patient monitoring?	N	%
Internet connectivity	68	72%
Technical assistance	57	60%
Access to devices	54	57%
Digital literacy	47	49%
Patient compliance in submitting measurements	37	39%
Interpreter services to help with language differences	30	32%
Trust in RPM capabilities	10	11%
Total	95	---

Footnote: The denominator used to calculate the percentages in this chart is the number of those who responded.

Although Virginia has expanded Medicaid coverage to include remote patient monitoring for specific health conditions, about 40% of health care providers say it will not change the use of RPM in their practice. Twenty-five percent need to know more before deciding.

Now that Virginia has expanded Medicaid coverage to include remote patient monitoring for certain conditions, how will this reimbursement change impact your behavior?	N	%
I need to know more.	29	25%
No change in the use of RPM in my practice.	45	39%
I will increase the use RPM in my practice.	20	17%
Decrease the use of RPM in my practice.	2	2%
Total	96	

Over 80% of health care providers report a need for a statewide directory of all behavioral and mental health providers who provide telehealth services. Seventy-three percent would use it to make referrals, and 13% would list themselves so they could receive referrals from other providers. Of those who did not see a need for a statewide directory, only 17% reported that it was because they already had a reliable source of information for behavioral and mental telehealth providers or currently participate in a directory that meets their needs.

Do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
Yes	120	82%
No	26	18%
Total	146	100%

How do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I would use it to make referrals.	88	73%
I would list myself in the directory so I could receive referrals from other providers.	15	13%
I would list myself in the directory so that patients / clients could find me.	6	5%
I would use it if it were able to connect me with volunteer opportunities to meet the needs of uninsured/underinsured clients/patients (for example, as a community service or to satisfy loan repayment/scholarship requirements).	2	2%
I would use it if it were able to connect me with supervision opportunities (pre-licensed individuals looking for supervisors or licensed individuals looking for those in need of supervision)	1	1%
Other	0	0%
No response	8	7%
Total	120	100%

Why do you not see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I can't think of any ways such a directory would be of benefit to me.	19	79%
I already have a reliable source for this information.	3	13%
I already participate in a provider directory that meets my needs.	1	4%
Other	1	4%
Total	24	100%

QUALITATIVE INTERVIEW TAKEAWAYS & ANECDOTAL RESPONSES

Below are common themes, highlights and success stories from the pool of survey respondents.

Interview Takeaways

Telehealth is a solution for both patients and providers with barriers related to schedule and travel.

- “Our patients can’t afford to take time off work for appointments and transportation is often limited. Telehealth solved both issues for our patients.”
- “As a free clinic, we rely on volunteers who are providers, interpreters, medical assistants, etc. Telehealth created flexibility for our volunteers to be able to continue volunteering, even when they have moved away. We have volunteers now living in Scotland who still see patients in Virginia.”
- “The flexibility in volunteer opportunities at our clinic has attracted more providers and others to give their time. This has sort of created a self-sustaining model and supports the longevity of our free clinic.”

To be able to conduct telehealth effectively, patients and providers need better access to broadband, tools and technology.

- “Broadband is a huge issue we experience, especially being in a rural part of Virginia, for both our patients and providers. I know this is a current effort, but it’s important in creating that access to care for our patients who are using their cell minutes and data for virtual appointments.”
- “Some of the equipment needed for remote monitoring for some of our patients is expensive and difficult to obtain. Many of our patients with pre-existing conditions like hypertension and diabetes need blood pressure cuffs and other tools to help monitor blood oxygen levels, etc.”

There is a need for patient education around telehealth including how to use technology, proper etiquette during virtual appointments, etc.

- “We come across digital literacy issues with our patients.”
- “For behavioral health appointments, many of my clients get easily distracted during virtual appointments.”

There is a need for provider education, resources and support.

- “Telehealth allowed me to see more patients, BUT my workload became so high I had to cut back on length of sessions.”
- “We as providers also need mental health support. We are so burned out.”
- “We need education and best practices around telehealth usage in this field of work. I think roundtables would be helpful, as we’re still cracking the code here.”
- “Our clinic needs a designated space in our office to be able to conduct telehealth in a quiet, private way.”
- “Our free clinic needs more staffing and funding. It takes more manpower to implement telehealth. It takes a lot for our volunteer directors to recruit, train and support the technology aspects. There is an entire infrastructure behind telehealth that needs to be run. We need support for these organizational/logistical needs.”

SUCCESS STORIES

Behavioral and Mental Health Survey

"I have an in-person client who is able to continue much needed counseling from home after childbirth because of telehealth. Without telehealth, she would've had to terminate therapy right after giving birth and would have been left without mental health care during a high-risk post-partum period and stress of caring for a newborn."

"I work with individuals who live in rural areas, do not have transportation, and who also have to watch a child or children. Being at home and completing telehealth sessions allows them the ability to actually participate, as they would be unable to attend in person due to all of these barriers."

"I worked with a client in person until the pandemic hit and I also went on maternity leave. When I resumed seeing clients, she had enrolled in a different school further away and was unable to attend in person sessions. Telehealth has allowed us to maintain our rapport and continue working towards her treatment goals."

"For about 5 months I saw a young client on Zoom via telehealth. Upon entering the program, this little one was not using signs or words to communicate. Throughout sessions, we would engage in book reading routines or general play and I would coach Mom on additional language strategies to utilize to address concerns such as behavior, language, and play. Around his second birthday, this client was using words and combining high frequency words together to reduce frustration and communicate his wants and needs effectively with his parents. With motivated parents, props, and patience, telehealth can assist a variety of clients in early intervention!"

"Telehealth has allowed me to keep a better monitor on my case management clients. My clients engage with me more and I have less clients cancel or no show to visits."

"Being able to provide continuity of care to a college student who was in crisis as he headed to college, rather than needing to transfer care mid-crisis to a new provider."

"I work in the substance abuse field and have experienced increased patient participation in counseling due to there being broader scheduling that does not interfere with their work or family responsibilities. Engagement has definitely improved with the use of tele-health impacting increased positive outcomes."

"Our practice provides trans*- and LGBTQIA-affirming care, so we get referrals from all around the state. Telehealth has allowed us to provide a specialized service to trans* clients who may not have easily accessible in-person therapy."

"I was able to continue to see my clients as they transitioned to college. This enabled them to have support while their entire life was different. This provided the stability they needed to complete their university education and then get a good job."

"We ran a 36-week Dialectical Behavior Therapy Skills Group in our outpatient services via telehealth. We consistently had an over 80% participation rate each week and positive treatment outcomes using the telehealth platform."

"It's a work in progress, and in-person services would be more ideal, but I've been able to achieve a co-regulating therapeutic relationship with a client who has DID. Despite the absence of physical contact, she's been able to stabilize symptoms, improve functioning (passed CDL and began new career as a long-haul truck driver), and has begun to heal by befriend her parts."

"A client that was suicidal- I kept on telehealth until police arrived, and he was able to keep his life."

"Volunteering with Health Brigade, telehealth has decreased burden of transportation for low income. COVID forced me to try phone sessions, which I was not comfortable with, but has allowed me to experience the possibilities. It's made a world of difference."

"Nearly all of my individuals appreciate the convenience of telehealth and routinely keep their appointments as a result."

"Hospital personnel during COVID displaying PTSD symptoms while at work taking a break to contact me while in crisis and finishing their shift and not quitting their job."

Health Care Provider Survey

"In general, the ability to care for patients who were recently discharged that would have been unable to make it to the office are finally getting timely and effective care."

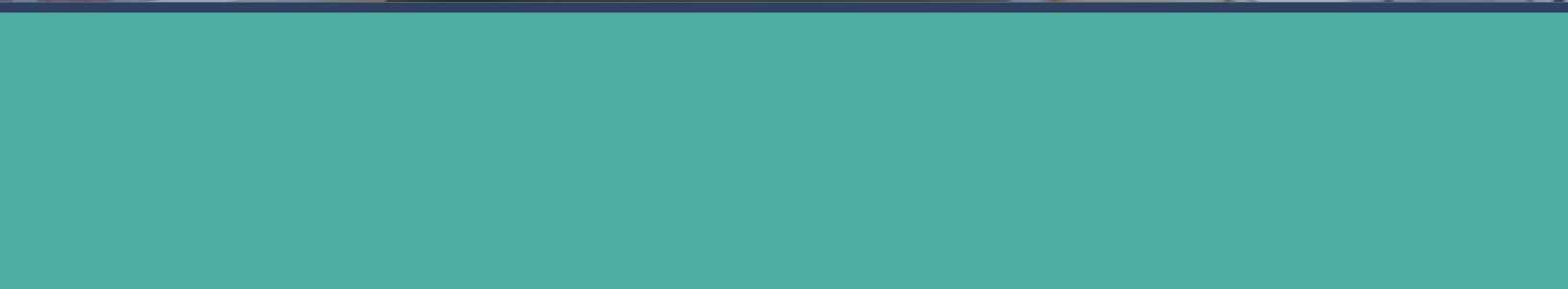
"As a pediatric PT I had several infants on my caseload that I never saw in person who reached every goal set for them and required manual techniques that family members were able to I stand and execute successfully so their child achieved great outcomes."

"I had a client that wanted to kill himself and because I was on FaceTime with the client he felt better because he had me to talk to because he hates for people to be in his space."

"I have worked with several children who live in rural areas and have significant physical barriers to being able to reliably drive to a facility (be that transportation, health, or mobility). Having a Telehealth option increased the consistency of services and, subsequently, progress toward goals."

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APPENDIX A: BENCHMARKING TELEHEALTH USAGE IN VIRGINIA

Survey sponsored by the Virginia Telehealth Network and distributed via Typeform on October 22, 2021.

Do you currently use telehealth as a health care provider?	N	%
Yes	6,912	75%
No	2,345	25%
Total	9,257	100%

If respondents answered **no**:

I am not currently using telehealth in my practice because...	N	%
Not compatible with specialty/practice style	1,064	46%
Lack of patient demand	369	16%
Quality of care concerns	314	13%
Patient population limitations with telehealth access or comfort	294	13%
Reimbursement concerns	229	10%
Practice workflow concerns	189	8%
Liability concerns	177	8%
Privacy and security concerns	133	6%
Internet connectivity	102	4%
Licensure concerns	78	3%
N/A – I am not currently seeing patients	674	29%
Total	2,338	

Are there aspects of telehealth you would consider using in the future?	N	%
Video/synchronous patient encounter (scheduled)	705	42%
Synchronous provider-to-provider consultation	409	25%
Remote Patient Monitoring	362	22%
Audio only/telephonic patient encounter	357	21%
Supervision/collaboration for licensure	303	18%
Urgent care (non-scheduled, on-demand visits)	286	17%
Asynchronous provider-to-provider consultation	238	14%
Project ECHO or telementoring	62	4%
Store and forward	33	2%
Other	43	3%
None	507	30%
Total	1,664	

What percent of your patient encounters have been provided by telehealth?	0%		<25%		25-49%		50-74%		75-100%		Total
	N	%	N	%	N	%	N	%	N	%	
Prior to March 2020	4,691	67%	1,585	23%	211	3%	190	3%	283	4%	6,960
At your highest usage	60	1%	706	10%	698	10%	1,486	21%	3,988	57%	6,938
Today	273	4%	2,146	31%	1,142	16%	1,337	19%	2,052	30%	6,950

What components of telehealth do you utilize?	Pre-pandemic		Today		Future	
	N	%	N	%	N	%
Synchronous provider-to-provider consultation	1,260	21%	3,597	59%	3,011	49%
Asynchronous provider-to-provider consultation	998	16%	2,005	33%	1,675	28%
Project ECHO or telementoring	221	4%	527	9%	598	10%
Supervision/collaboration for licensure	751	12%	2,254	37%	1,862	31%
Remote Patient Monitoring	515	8%	1,912	31%	1,502	25%
Store and forward	234	4%	543	9%	550	9%
Audio only/telephonic patient encounter	1,513	25%	3,738	61%	2,619	43%
Video/synchronous patient encounter (scheduled)	1,315	22%	5,806	95%	4,602	76%
Urgent care (non-scheduled, on-demand visits)	591	10%	2,149	35%	1,785	29%
Other	184	3%	508	8%	424	7%
Total	6,085					

Over the past year, telehealth has allowed me to:	N	%
Offer my current patients a virtual care option.	6,385	94%
Enhance care coordination for my patients.	4,294	63%
Grow my patient panel to include new patients from my local community.	3,881	57%
Grow my patient panel to include new patients beyond my local community.	3,810	56%
Total	6,807	

If respondents answered, **yes**, that they currently use telehealth (continued):

Do you agree or disagree with these statements about your experience with telehealth as a provider?	Strongly disagree		Disagree		Neutral		Agree		Strongly agree	
	N	%	N	%	N	%	N	%	N	%
I plan to increase my telehealth usage in the future.	410	6%	430	6%	2,169	31%	1,312	19%	2,591	37%
Telehealth allowed me to address patient care barriers during the pandemic.	168	2%	103	1%	334	5%	1,086	16%	5,221	76%

Telehealth allows me to see more patients.	385	6%	403	6%	1,493	22%	1,203	17%	3,428	50%
Telehealth allows me to connect with other health care providers.	485	7%	512	7%	2,408	35%	1,245	18%	2,262	33%
Telehealth allows me to have more flexibility in my schedule.	307	4%	323	5%	937	14%	1,342	19%	4,003	58%
I have seen improvements in my patients' continuity of care due to telehealth.	231	3%	340	5%	1,442	21%	1,775	26%	3,124	45%
I feel confident in the quality of care I'm able to offer my patients via telehealth.	176	3%	350	5%	730	11%	1,937	28%	3,719	54%
My patients would be disappointed if I stopped offering telehealth appointments.	174	3%	253	4%	845	12%	1,464	21%	4,176	60%
Reimbursement is adequate for the care provided via telehealth.	530	8%	701	10%	2,744	40%	1,405	20%	1,532	22%
Telehealth is an effective tool for providing care to my patients.	135	2%	222	3%	598	9%	1,715	25%	4,242	61%

Total respondents: 6,912

If respondents answered, **yes**, that they currently use telehealth (continued):

Are there areas you feel could be improved to make your experience as a provider with telehealth better?	N	%
Intrastate licensure	4,456	68%
Internet connectivity	4,238	64%
Reimbursement	3,567	54%
Liability concerns	2,573	39%
Privacy and security	1,922	29%
Practice workflow	1,450	22%
Total	6,598	

Are there areas you feel could be improved to make the patient experience with telehealth better?	N	%
Internet connectivity	4,986	78%
Technical assistance	3,746	59%
Access to devices	3,696	58%
Digital literacy	3,467	54%
Interpreter services to help with language differences	2,151	34%
Trust in telehealth's capabilities	1,864	29%
Total	6,389	

Would you be interested in telling us more about your experience with telehealth?	N	%
Yes	2,379	34%
No	4,533	66%
Total	6,912	100%

All respondents were asked the following:

I am a:	N	%
Behavioral and mental health provider	4,537	54%
Medical – specialty care provider	1,132	13%
Rehabilitation therapist (e.g., PT, OT, SLP)	1,040	12%
Medical – primary care provider	893	11%
Other provider	426	5%
Pharmacist	199	2%
Dental/oral health provider	152	2%
Vision provider	80	1%
Total	8,459	

I care for:	N	%
Pediatric patients	3,981	50%
Adult patients	6,934	86%
Geriatric patients	3,675	46%
Total	8,030	

I participate with:	N	%
Self-pay	5,522	68%
Commercial/employer-sponsored insurance	5,361	66%
Medicaid (including Medicaid managed care)	4,459	55%
Tricare/VA	3,567	44%
Medicare	3,357	42%
Sliding scale/charitable care	2,349	29%
Direct-to-consumer telehealth	1,824	23%
County or state facility (e.g., school systems, correctional)	1,171	15%
Other	750	9%
Total	8,071	

APPENDIX B: FREE CLINICS AND CHARITABLE CLINICS

Survey sponsored by the Virginia Telehealth Network and distributed via Typeform on October 29, 2021.

This survey was conducted in partnership with and distributed through the Virginia Association of Free and Charitable Clinics. Survey responses were answered at the organizational level. A total of 40 free clinic leaders at 31 free clinics responded to the survey.

Thank you to VAFCC and the free clinics facilities that participated.

Does your clinic currently use telehealth?	N	%
Yes	34	85%
No	6	15%
Total	40	100%

We are not currently using telehealth in our clinic because:	N	%
Patient population limitations with telehealth access or comfort	4	67%
Internet connectivity	3	50%
Lack of patient demand	3	50%
Not compatible with our clinic model	1	17%
Quality of care concerns	1	17%
Liability concerns	0	---
Licensure concerns	0	---
Practice workflow concerns	0	---
Privacy and security concerns	0	---
Reimbursement concerns	0	---
Total	6	

Are there aspects of telehealth your clinic would consider incorporating in the future?	N	%
Video / synchronous patient encounter (scheduled)	4	67%
Audio only / telephonic patient encounter	2	33%
None	2	33%
Remote Patient Monitoring	1	17%
Urgent care (non-scheduled, on-demand visits)	1	17%
Asynchronous provider-to-provider consultation	0	---
Project ECHO or telementoring	0	---
Store and forward	0	---
Supervision/collaboration for licensure	0	---
Synchronous provider-to-provider consultation	0	---
Total	6	

APPENDIX C: NURSING CENTERS AND ASSISTED LIVING FACILITIES

Survey sponsored by the Virginia Telehealth Network and distributed via Typeform on November 19, 2021.

This survey was conducted in partnership with and distributed through the Virginia Health Care Association – Virginia Center for Advanced Living. Survey responses were answered at the organizational level.

Thank you to VHCACVAL and the facilities that participated.

Does your facility currently use telehealth?	N	%
Yes	14	82%
No	3	18%
Total	17	100%

We are not currently using telehealth in our facility because...	N	%
Not compatible with our facility model	2	67%
Quality of care concerns	1	33%
Patient population limitations with telehealth access or comfort	0	---
Internet connectivity	0	---
Lack of patient demand	0	---
Liability concerns	0	---
Licensure concerns	0	---
Practice workflow concerns	0	---
Privacy and security concerns	0	---
Reimbursement concerns	0	---
Total	3	

Are there aspects of telehealth your facility would consider incorporating in the future?	N	%
Video/synchronous patient encounter (scheduled)	1	33%
Audio only/telephonic patient encounter	0	---
Remote Patient Monitoring	0	---
Urgent care (non-scheduled, on-demand visits)	0	---
Asynchronous provider-to-provider consultation	0	---
Project ECHO or telementoring	0	---
Store and forward	0	---
Supervision/collaboration for licensure	0	---
Synchronous provider-to-provider consultation	0	---
Other	0	---
None	2	67%
Total	3	

	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
We plan to increase our telehealth usage in the future.	1	7%	1	7%	5	36%	5	36%	2	14%	14	100%
Telehealth allowed us to address patient care barriers during the pandemic.	1	7%	1	7%	1	7%	4	29%	7	50%	14	100%
Telehealth allows us to connect with other health care providers.	0	0%	1	7%	2	14%	6	43%	5	36%	14	100%
We have seen improvements in our patients' continuity of care due to telehealth.	1	7%	2	14%	6	43%	3	21%	2	14%	14	100%
Our providers feel confident in the quality of care we are able to offer our patients via telehealth.	0	0%	2	14%	1	7%	8	57%	3	21%	14	100%
Reimbursement is adequate for the care provided via telehealth.	1	7%	1	7%	7	50%	3	21%	2	14%	14	100%
Telehealth is an effective tool for providing care to our patients.	1	7%	2	14%	1	7%	6	43%	4	29%	14	100%

Would you be interested in telling us more about your experience with telehealth?	N	%
Yes	2	14%
No	12	86%
Total	14	100%

Over the past year, telehealth has allowed our clinic to:	N	%
Offer our current patients a virtual care option	30	88%
Enhance care coordination for our patients	25	74%
Grow our patient population to include new patients from the local community	16	47%
Grow our patient population to include new patients beyond our local community	3	9%
Total	34	

	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
We plan to increase our telehealth usage in the future.	2	6%	2	6%	18	53%	7	21%	5	15%	34	100%
Telehealth allowed us to address patient care barriers during the pandemic.	0	0%	0		1	3%	8	24%	25	74%	34	100%
Telehealth allows us to see more patients.	0	0%	4	12%	7	21%	7	21%	16	47%	34	100%
Telehealth allows us to connect with other health care providers.	3	9%	3	9%	20	59%	4	12%	4	12%	34	100%
Telehealth allows us to have more flexibility in our schedule.	0	0%	4	12%	11	32%	10	29%	9	26%	34	100%
We have seen improvements in our patients' continuity of care due to telehealth.	0	0%	6	18%	11	32%	13	38%	4	12%	34	100%
Our providers feel confident in the quality of care we are able to offer our patients via telehealth.	0	0%	3	9%	12	35%	13	38%	6	18%	34	100%
Our patients would be disappointed if we stopped offering telehealth appointments.	2	6%	4	12%	9	26%	10	29%	9	26%	34	100%
Reimbursement is adequate for the care provided via telehealth.	1	3%	2	6%	28	82%	2	6%	1	3%	34	100%
Telehealth is an effective tool for providing care to our patients.	0	0%	1	3%	6	18%	17	50%	10	29%	34	100%

Are there areas you feel could be improved to make your experience as a clinic with telehealth better?	N	%
Internet connectivity	24	71%
Practice workflow	17	50%

Reimbursement	9	26%
Liability concerns	7	21%
Privacy and security	6	18%
Intrastate licensure	5	15%
No response	2	6%
Total	34	

Are there areas you feel could be improved to make the patient experience with telehealth better?	N	%
Internet connectivity	29	85%
Technical assistance	26	76%
Access to devices	25	74%
Digital literacy	25	74%
Trust in telehealth's capabilities	8	24%
No response	1	3%
Total	34	

Would you be interested in telling us more about your experience with telehealth?	N	%
Yes	7	21%
No	27	79%
Total	34	100%

All respondents were asked to respond to the following:

Our clinic offers:	N	%
Primary medical care	36	95%
Behavioral and mental health care	25	66%
Dental/oral health care	23	61%
Pharmacy	20	53%
Specialty medical care	16	42%
Vision care	15	39%
Rehabilitation therapist (e.g. PT, OT, SLP)	11	29%
Total	38	

All respondents were asked to respond to the following:

We care for:	N	%
Pediatric patients	4	11%
Adult patients	37	100%
Geriatric patients	15	41%
Total	37	

APPENDIX D: HEALTH CARE PROVIDER IN-DEPTH SURVEY

Survey sponsored by the Virginia Telehealth Network and distributed via Typeform on December 6, 2021.

Given the high percentage of responses to the initial survey from behavioral and mental health providers, VTN segmented those responses for further exploration in the follow-up survey. For the purposes of this survey report, the health care providers category refers to health care providers that do not self-identify as BMH providers. This distinction is for data segmentation purposes only as we know all health care providers care for the health of the whole individual, both physical and mental.

Respondents of this follow-up survey were providers who participated in the initial survey and volunteered to take the in-depth survey.

I am a:	N	%
Rehabilitation therapist	57	39%
Primary care provider	49	33%
Specialty medical care provider	28	19%
Dental/oral health provider	7	5%
Pharmacist	2	1%
Vision provider	2	1%
Other	2	1%
Total	147	100%

I care for:	N	%
Pediatric patients	95	65%
Adult patients	98	67%
Geriatric patients	66	45%

I participate with:	N	%
Commercial/employer-sponsored insurance	104	71%
Self-pay	103	70%
Medicaid (including Medicaid managed care)	88	60%
Tricare/VA	85	58%
Medicare	66	45%
Direct-to-consumer telehealth	44	30%
Sliding scale/charitable care	37	25%
County or state facility (e.g. school systems, correctional)	23	16%
Other	0	0%
Unknown/unreported	2	1%
Total	145	

Would you be interested in receiving legislative updates, educational resources, and other information on telehealth from Virginia Telehealth Network?	N	%
Yes	114	78%
No	33	22%
Total	147	100%

As a result of the pandemic:	N	%
I expanded the use of telehealth in my practice.	138	94%
There was no change in how I used telehealth in my practice.	6	4%
I decreased the use of telehealth in my practice.	2	1%
No response	1	1%
Total	147	100%

Looking into the future, what are your plans regarding telehealth?	N	%
I plan to maintain my current level of telehealth services.	81	55%
I plan to expand my current level of telehealth services.	44	30%
I foresee a decrease in the telehealth services I offer.	21	14%
No response	1	1%
Total	147	100%

How prepared was your workplace to incorporate telehealth?	N	%
Totally prepared	31	21%
Somewhat prepared	42	29%
Neutral	9	6%
Somewhat unprepared	30	20%
Totally unprepared	35	24%
Total	147	100%

What would have made the adjustment easier for you as a health care provider?	N	%
More IT support for my patients	94	81%
More IT support for myself	58	50%
Enhanced workflows between systems in my office	55	47%
Input into the selection of the platform	50	43%
Input into the type of patients selected to use telehealth	34	29%
Total	116	100%

The vast majority of VTN survey respondents identified that telehealth allowed them to address patient care barriers during the pandemic. Going forward, what would your practice require to continue to achieve these gains?	N	%
Better internet access for patients	100	69%
Technical support for patients	94	65%
Policy changes to reimbursement	92	64%
Marketing to patients who are interested in receiving care via telehealth	70	49%
Education on how to seek reimbursement for telehealth services	60	42%
Better telehealth platform	53	37%
Information on referral options to specialists who provide telehealth	51	35%
Information on developing a telehealth hybrid practice	45	31%
Information on how to provide remote patient monitoring for patients	40	28%
Better internet access for providers	34	24%
Information on how to access specialty consults	25	17%
Other	2	1%
Total	144	

By using telehealth, which of the following underserved groups have you been able to treat or care for more frequently than you typically would?	N	%
Rural and/or other populations residing in health professional shortage areas	63	43%
Populations with disabilities	62	43%
Medicaid enrollees	42	29%
Uninsured individuals	26	18%
None, my practice is already focused on serving one or more of these underserved groups	22	15%
Racial or ethnic minorities	22	15%
Patients needing an interpreter	17	12%
LGBTQIA+ populations	13	9%
Veterans	12	8%
Immigrants, refugees, and migrants	9	6%
Unsure	9	6%
Underserved pediatric and adolescent patients via school-based telehealth	8	6%
Other	0	0%
None, there has been no change in the types of underserved groups that I normally see	36	25%
Total	145	

	N	%
Would you be willing to provide telehealth services to uninsured individuals as a virtual volunteer with a free and charitable clinic?		
Not at this time, but possibly in the future	84	57%
Yes, please contact me about local opportunities	25	17%
Yes, please contact me about statewide opportunities	20	14%
No	18	12%
Total	147	100%

How much do you agree or disagree with the following statement?	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
	N	%	N	%	N	%	N	%	N	%	
I am confident in my ability to establish a meaningful relationship with patients with limited English proficiency when using telehealth.	14	10%	25	17%	37	26%	38	27%	29	20%	143
I am confident in my ability to successfully access and use language services (translation and interpretation) for patients with limited English proficiency during a telehealth visit.	22	16%	21	15%	38	27%	32	23%	27	19%	140
I am confident in my abilities to communicate health outcomes and treatments to patients with limited English proficiency when using telehealth.	19	13%	33	23%	42	30%	24	17%	24	17%	142

What video platforms do you currently use to see patients/clients?	N	%
Zoom for Healthcare	59	50%
Doxy.me	33	28%
Doximity	23	19%
Google Meet	17	14%
Microsoft Teams	15	13%
AMWell or AMWell Now	4	3%
GoToMeeting	2	2%
Teledoc	2	2%
VSee	2	2%
Healthie	1	1%
Simple Practice	1	1%
thera-Link	1	1%
AMD Global	0	---
Amazon Chime	0	---
Blue Jeans	0	---
Caregility or iConsult	0	---
Chiron Health	0	---
eVisit	0	---
Medici	0	---
Theranest	0	---
Updox	0	---
VtConnect	0	---
Other	5	4%
Total	118	

Do you agree or disagree with the following statement regarding the impact of telehealth on care coordination for your patients?	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
	N	%	N	%	N	%	N	%	N	%	
Telehealth has enhanced provider-to-provider consultation (e-Consults).	16	11%	12	9%	50	35%	25	18%	38	27%	141
Telehealth has improved patient follow-up.	3	2%	2	1%	30	21%	49	34%	61	42%	145
Telehealth has enhanced engagement in care for patients with chronic conditions.	4	3%	2	1%	29	21%	52	37%	53	38%	140
Using telehealth has reduced patient no-shows.	7	5%	13	9%	35	24%	45	31%	46	32%	146
Telehealth has improved my reimbursement for telephone consultations.	17	14%	11	9%	51	43%	23	19%	17	14%	119
Remote patient monitoring improves care between visits.	2	2%	1	1%	33	28%	45	38%	39	33%	120
Patient self-scheduling improves patient follow-up.	9	8%	4	4%	37	35%	27	25%	29	27%	106

Do you agree or disagree with the following statement regarding the impact of telehealth on practice stressors?	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
	N	%	N	%	N	%	N	%	N	%	
I am able to use telehealth to improve the efficiency of my practice.	3	2%	7	5%	26	18%	50	35%	58	40%	144
Adding telehealth to my practice allows me to better fit my schedule to my needs.	3	2%	9	6%	23	16%	39	27%	73	50%	147
Telehealth allows me to be more productive in my practice.	6	4%	8	5%	26	18%	38	26%	68	47%	146
I have effectively integrated telehealth into my existing practice workflows.	3	2%	6	4%	25	18%	46	32%	62	44%	142
Adding telehealth to my practice allows me to spend more time with my patients.	9	6%	9	6%	33	23%	41	29%	50	35%	142
My telehealth platform works well with my EHR and scheduling system.	20	15%	21	16%	28	21%	26	19%	39	29%	134
Telehealth has allowed me to achieve a better work-life balance.	10	7%	15	10%	35	24%	33	23%	50	35%	143

I (or someone from my practice) could benefit from the following training or education.	N	%
Billing and coding for telehealth	72	56%
Telehealth regulation and compliance	69	53%
Performing a telehealth physical exam or assessment	56	43%
Documenting a telehealth visit	52	40%
Incorporating remote patient monitoring into my practice	47	36%
Practice workflows	42	33%
Telehealth and privacy, security and HIPAA	42	33%
Roles and best practices for a tele-presenter	41	32%
Telehealth etiquette	35	27%
Other	1	1%
Total	129	

In what ways do you use remote patient monitoring with your patients?	N	%
Blood pressure monitor	29	64%
Glucose monitoring	24	53%
Weight	20	44%
Pulse oximeters	17	38%
Hospital discharge	11	24%
Metrics from a smartphone	9	20%
Heart rate monitors	6	13%
Maternity care monitoring	5	11%
Electrocardiography (ECG) devices	2	4%
Other	1	2%
Total	45	

What barriers have you experienced in your practice when using remote patient monitoring with your patients?	N	%
Internet connectivity	69	72%
Intrastate licensure	42	44%
Practice workflow	33	34%
Liability concerns	29	30%
Privacy and security	24	25%
Total	96	

What barriers have you experienced with patients when using remote patient monitoring?	N	%
Internet connectivity	68	72%
Technical assistance	57	60%
Access to devices	54	57%
Digital literacy	47	49%
Patient compliance in submitting measurements	37	39%
Interpreter services to help with language differences	30	32%
Trust in RPM capabilities	10	11%
Total	95	

Now that Virginia has expanded Medicaid coverage to include remote patient monitoring for certain conditions, how will this reimbursement change impact your behavior?	N	%
I need to know more.	29	25%
No change in the use of RPM in my practice.	45	39%
I will increase the use RPM in my practice.	20	17%
Decrease the use of RPM in my practice.	2	2%
Total	116	

Do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
Yes	120	82%
No	26	18%
Total	146	100%

How do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I would use it to make referrals.	88	73%
I would list myself in the directory so I could receive referrals from other providers.	15	13%
I would list myself in the directory so that patients / clients could find me.	6	5%
I would use it if it were able to connect me with volunteer opportunities to meet the needs of uninsured/underinsured clients/patients (for example, as a community service or to satisfy loan repayment/scholarship requirements).	2	2%
I would use it if it were able to connect me with supervision opportunities (pre-licensed individuals looking for supervisors or licensed individuals looking for those in need of supervision)	1	1%
Other	0	0%
No response	8	7%
Total	120	100%

Why do you not see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I can't think of any ways such a directory would be of benefit to me.	19	73%
I already have a reliable source for this information.	3	12%
I already participate in a provider directory that meets my needs.	1	4%
Other	1	4%
No response	2	8%
Total	26	100%

APPENDIX E: BEHAVIORAL AND MENTAL HEALTH PROVIDER IN-DEPTH SURVEY

Survey sponsored by the Virginia Telehealth Network and distributed via Typeform on December 6, 2021.

Given the high percentage of responses to the initial survey from behavioral and mental health providers, VTN segmented those responses for further exploration in the follow-up survey. For the purposes of this survey report, the health care providers category refers to health care providers that do not self-identify as BMH providers. This distinction is for data segmentation purposes only as we know all health care providers care for the health of the whole individual, both physical and mental.

Respondents of this follow-up survey were providers who participated in the initial survey and volunteered to take the in-depth survey.

I am a:	N	%
Licensed counselor or therapist	264	46%
Licensed clinical social worker	140	24%
Psychologist	84	15%
Other provider	29	5%
Psych NP	23	4%
Psychiatrist	23	4%
Substance abuse treatment practitioner	11	2%
Total	574	100%

I care for:	N	%
Pediatric patients	254	44%
Adult patients	560	98%
Geriatric patients	213	37%
Total	574	

I participate with:	N	%
Self-pay	478	83%
Commercial/employer-sponsored insurance	399	70%
Medicaid (including Medicaid managed care)	244	43%
Direct-to-consumer telehealth	232	40%
Sliding scale/charitable care	219	38%
Tricare/VA	201	35%
Medicare	144	25%
County or state facility (e.g. school systems, correctional)	57	10%
Other	2	0%
Unknown/unreported	10	2%
Total	574	

Would you be interested in receiving legislative updates, educational resources, and other information on telehealth from Virginia Telehealth Network?	N	%
Yes	481	84%
No	93	16%
Total	574	100%

As a result of the pandemic:	N	%
I expanded the use of telehealth in my practice.	551	96%
There was no change in how I used telehealth in my practice.	19	3%
I decreased the use of telehealth in my practice.	0	0%
No response	4	1%
Total	574	100%

Looking into the future, what are your plans regarding telehealth?	N	%
I plan to maintain my current level of telehealth services.	382	67%
I plan to expand my current level of telehealth services.	140	24%
I foresee a decrease in the telehealth services I offer.	50	9%
No response	2	0%
Total	574	100%

How prepared was your workplace to incorporate telehealth?	N	%
Totally prepared	115	20%
Somewhat prepared	177	31%
Neutral	47	8%
Somewhat unprepared	136	24%
Totally unprepared	96	17%
No response	3	1%
Total	574	100%

What would have made the adjustment easier for you as a health care provider?	N	%
More IT support for my patients	241	69%
More IT support for myself	160	46%
Enhanced workflows between systems in my office	133	38%
Input into the selection of the platform	162	47%
Input into the type of patients selected to use telehealth	70	20%
Total	348	

The vast majority of VTN survey respondents identified that telehealth allowed them to address patient care barriers during the pandemic. Going forward, what would your practice require to continue to achieve these gains?	N	%
Better internet access for patients	385	69%
Policy changes to reimbursement	327	59%
Technical support for patients	234	42%
Marketing to patients who are interested in receiving care via telehealth	214	38%
Better internet access for providers	175	31%
Information on developing a telehealth hybrid practice	174	31%
Education on how to seek reimbursement for telehealth services	173	31%
Information on referral options to specialists who provide telehealth	170	31%
Better telehealth platform	152	27%
Information on how to provide remote patient monitoring for patients	139	25%
Information on how to access specialty consults	83	15%
Other	4	1%
Total	557	

By using telehealth, which of the following underserved groups have you been able to treat or care for more frequently than you typically would?	N	%
Rural and/or other populations residing in health professional shortage areas	294	52%
Populations with disabilities	246	44%
Medicaid enrollees	150	27%
Racial or ethnic minorities	145	26%
LGBTQIA+ populations	121	22%
Uninsured individuals	114	20%
Veterans	71	13%
Underserved pediatric and adolescent patients via school-based telehealth	51	9%
Immigrants, refugees, and migrants	45	8%
Patients needing an interpreter	28	5%
Other	3	1%
None, my practice is already focused on serving one or more of these underserved groups	53	9%
None, there has been no change in the types of underserved groups that I normally see	87	16%
Unsure	27	5%
Total	561	

Would you be willing to provide telehealth services to uninsured individuals as a virtual volunteer with a free and charitable clinic?	N	%
Not at this time, but possibly in the future	394	69%
No	96	17%
Yes, please contact me about local opportunities	49	9%
Yes, please contact me about statewide opportunities	31	5%
Total	570	100%

How much do you agree or disagree with the following statement?	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
	N	%	N	%	N	%	N	%	N	%	
I am confident in my ability to establish a meaningful relationship with patients with limited English proficiency when using telehealth.	139	26%	126	24%	134	25%	62	12%	72	14%	533
I am confident in my ability to successfully access and use language services (translation and interpretation) for patients with limited English proficiency during a telehealth visit.	187	36%	124	24%	110	21%	59	11%	46	9%	526
I am confident in my abilities to communicate health outcomes and treatments to patients with limited English proficiency when using telehealth.	111	21%	121	23%	144	27%	94	18%	56	11%	526

What video platforms do you currently use to see patients/clients?	N	%
Zoom for Healthcare	224	46%
Doxy.me	189	38%
Simple Practice	110	22%
Google Meet	74	15%
Microsoft Teams	33	7%
Theranest	24	5%
Doximity	21	4%
Teledoc	19	4%
VSee0	17	3%
AMWell or AMWell Now	12	2%
GoToMeeting	11	2%

AMD Global	8	2%
thera-Link	5	1%
Blue Jeans	2	0%
eVisit	1	0%
Amazon Chime	0	0%
Caregility or iConsult	0	0%
Chiron Health	0	0%
Healthie	0	0%
Medici	0	0%
Updox	0	0%
VtConnect	0	0%
Other	11	2%
Total	491	

Do you agree or disagree with the following statement regarding the impact of telehealth on care coordination for your patients?	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
	N	%	N	%	N	%	N	%	N	%	
Telehealth has enhanced provider-to-provider consultation (e-Consults).	30	5%	38	7%	201	37%	123	22%	156	28%	548
Telehealth has improved patient follow-up.	7	1%	16	3%	114	20%	217	39%	209	37%	563
Telehealth has enhanced engagement in care for patients with chronic conditions.	8	1%	8	1%	108	20%	185	33%	244	44%	553
Using telehealth has reduced patient no-shows.	12	2%	17	3%	71	12%	177	31%	294	51%	571
Telehealth has improved my reimbursement for telephone consultations.	48	10%	26	6%	200	43%	89	19%	107	23%	470
Remote patient monitoring improves care between visits.	7	2%	10	2%	163	37%	131	30%	127	29%	438
Patient self-scheduling improves patient follow-up.	10	2%	18	4%	178	42%	107	26%	106	25%	419

Do you agree or disagree with the following statement regarding the impact of telehealth on practice stressors?	Strongly disagree		Dis-agree		Neutral		Agree		Strongly agree		Total
	N	%	N	%	N	%	N	%	N	%	
I am able to use telehealth to improve the efficiency of my practice.	3	1%	6	1%	44	8%	189	33%	327	57%	569
Adding telehealth to my practice allows me to better fit my schedule to my needs.	7	1%	10	2%	41	7%	112	20%	396	70%	566
Telehealth allows me to be more productive in my practice.	7	1%	7	1%	45	8%	144	25%	369	65%	572
I have effectively integrated telehealth into my existing practice workflows.	6	1%	3	1%	12	2%	146	26%	402	71%	569
Adding telehealth to my practice allows me to spend more time with my patients.	19	3%	33	6%	129	23%	126	22%	256	45%	563
My telehealth platform works well with my EHR and scheduling system.	30	6%	34	7%	96	20%	118	24%	205	42%	483
Telehealth has allowed me to achieve a better work-life balance.	16	3%	35	6%	77	14%	105	19%	333	59%	566

I (or someone from my practice) could benefit from the following training or education.	N	%
Telehealth regulation and compliance	299	66%
Telehealth and privacy, security, and HIPAA	208	46%
Billing and coding for telehealth	192	42%
Incorporating remote patient monitoring into my practice	132	29%
Roles and best practices for a tele-presenter	127	28%
Telehealth etiquette	115	25%
Documenting a telehealth visit	114	25%
Practice workflows	109	24%
Performing a telehealth physical exam or assessment	63	14%
Other	0	0%
Total	453	

Would you be interested in providing tele-supervision or tele-mentoring to professionals who are working toward licensure?	N	%
Yes	333	58%
No	240	42%
Total	573	100%

Would you consider volunteering as a tele-supervisor/tele-mentor for a pre-licensed individual offering uncompensated care to underserved populations?	N	%
Yes, please contact me regarding such opportunities	49	15%
Not at this time, but possibly in the future	164	49%
No	35	11%
No, but I would consider being a tele-supervisor/tele-mentor if my time was compensated	85	26%
Total	333	100%

On average, what is the length of time between an initial patient inquiry or referral and their first appointment with you?	N	%
Less than 1 week	133	23%
Between 1 and 2 weeks	231	41%
Between 2 and 4 weeks	87	15%
Between 1 and 2 months	40	7%
Between 3 and 5 months	30	5%
More than 6 months	5	1%
I am not accepting new patients or referrals.	42	7%
Total	568	100%

How often are you able to successfully refer to a provider who can prescribe needed medications for your patients within an acceptable therapeutic timeframe?	N	%
75-100% of the time	157	28%
50-74% of the time	135	24%
25-49% of the time	83	15%
1-24% of the time	86	15%
Never	5	1%
N/A: I do not need to refer to providers who can prescribe medications for my patients	93	17%
Total	559	100%

In what ways do you use remote patient monitoring with your patients?	N	%
Hospital discharge	47	58%
Weight	21	26%
Metrics from a smartphone	18	22%
Blood pressure monitor	13	16%
Heart rate monitors	4	5%
Pulse oximeters	4	5%
Glucose monitoring	3	4%
Electrocardiography (ECG) devices	1	1%
Maternity care monitoring	1	1%
Other	3	4%
Total	81	

What barriers have you experienced in your practice when using remote patient monitoring with your patients?	N	%
Internet connectivity	175	66%
Intrastate licensure	118	44%
Liability concerns	83	31%
Privacy and security	83	31%
Practice workflow	41	15%
Total	267	

What barriers have you experienced with your patients when using remote patient monitoring?	N	%
Internet connectivity	155	68%
Digital literacy	84	37%
Access to devices	81	35%
Technical assistance	81	35%
Patient compliance in submitting measurements	49	21%
Interpreter services to help with language differences	18	8%
Trust in RPM capabilities	12	5%
Total	229	

Now that Virginia has expanded Medicaid coverage to include remote patient monitoring for certain conditions, how will this reimbursement change impact your behavior?	N	%
I need to know more.	176	51%
No change in the use of RPM in my practice.	127	37%
I will increase the use RPM in my practice.	43	12%

Decrease the use of RPM in my practice.	0	0%
Total	346	100%

Do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
Yes	457	80%
No	116	20%
Total	573	100%

How do you see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I would use it to make referrals.	290	63%
I would list myself in the directory so that patients/clients could find me.	67	15%
I would list myself in the directory so I could receive referrals from other providers.	64	14%
I would use it if it were able to connect me with supervision opportunities (pre-licensed individuals looking for supervisors or licensed individuals looking for those in need of supervision)	12	3%
I would use it if it were able to connect me with volunteer opportunities to meet the needs of uninsured/underinsured clients/patients (for example, as a community service or to satisfy loan repayment/scholarship requirements).	6	1%
Other	1	0%
No response	17	4%
Total	457	100%

Why do you not see a need for a statewide directory of all tele-behavioral and mental health providers, as either a referral source or to connect with patients?	N	%
I can't think of any ways such a directory would be of benefit to me.	44	38%
I already participate in a provider directory that meets my needs.	29	25%
I already have a reliable source for this information.	23	20%
Other	1	1%
No response	19	16%
Total	116	100%



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