



2ND ANNUAL

# Benchmarking Telehealth Usage in Virginia

## DATA FINDINGS

Each year, Virginia Telehealth Network (VTN) conducts a survey of active licensed health care providers across the Commonwealth to better understand Virginia's current and future needs with virtual care. This year's research effort is part of a VTN-led effort to inform enhancement of the State Telehealth Plan to reflect the current and future opportunities in telehealth implementation. This research was supported by the Virginia Department of Health Professions and the Virginia Department of Health.

The 2nd Annual Benchmarking Telehealth Usage in Virginia survey was conducted Jan. 2023 – March 2023. It was distributed via Typeform and received 10,583 responses.

For results of the inaugural Benchmarking Telehealth Usage in Virginia survey, visit [ehealthvirginia.org/telehealth-survey](https://ehealthvirginia.org/telehealth-survey).



<b>Do you currently use telehealth as a health care provider?</b>	<b>N</b>	<b>%</b>
Yes	7,271	68.7%
No	3,312	31.3%
<b>Total</b>	<b>10,583</b>	<b>100%</b>

If respondents answered **no**:

<b>I am not currently using telehealth in my practice because...</b>	<b>N</b>	<b>%</b>
Not compatible with specialty/practice style	1,827	55.8%
N/A – I am not currently seeing patients	930	28.4%
Quality of care concerns	407	12.4%
Lack of patient demand	389	11.9%
Patient population limitations with telehealth access	376	11.5%
Reimbursement concerns	253	7.7%
Liability concerns	202	6.2%
Practice workflow concerns	173	5.3%
Practice internet connectivity challenges	147	4.5%
Licensure concerns	97	3%
<b>Total</b>	<b>4,801</b>	

<b>Are there aspects of telehealth you would consider using in the future?</b>	<b>N</b>	<b>%</b>
None	1,443	43.6%
Video/synchronous patient encounter (scheduled)	1,167	35.2%
Synchronous provider-to-provider consultation	822	24.8%
Remote Patient Monitoring	807	24.4%
Clinical supervision or collaboration for licensure	568	17.2%
Audio only / telephonic patient encounter	487	14.7%
Urgent care (non-scheduled, on-demand visits)	438	13.2%
Asynchronous patient-to-provider encounter (e-visit)	363	11%
Asynchronous provider-to-provider consultation	293	8.8%
Project ECHO or telementoring	133	4%
Store and forward	74	2.2%
Other	60	1.8%
<b>Total</b>	<b>6,521</b>	

If respondents answered, **yes**, that they currently use telehealth.

<b>Over the past year, telehealth has allowed me to:</b>	<b>N</b>	<b>%</b>
Offer my current patients a virtual care option.	6,443	89.3%
Enhance care coordination for my patients.	4,500	62.4%
Grow my patient panel to include new patients from my local community.	4,126	57.2%
Grow my patient panel to include new patients beyond my local community.	3,720	51.6%
Other	668	9.3%

<b>Approximately what percent of your patient encounters have been provided by telehealth?</b>										
	<b>0%</b>		<b>&lt;25%</b>		<b>25-49%</b>		<b>50-74%</b>		<b>75-100%</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Pre-pandemic	5,015	69%	1,563	21.5%	259	3.6%	185	2.5%	249	3.4%
At your highest usage	63	10.9%	792	10.9%	878	12.1%	1,631	22.4%	3,907	53.7%
Today	176	2.4%	2,204	30.3%	1,421	19.5%	1,381	19%	2,089	28.7%

<b>What components of telehealth do you utilize?</b>	<b>Pre-pandemic</b>		<b>Today</b>		<b>Future</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Video/synchronous patient encounter (scheduled)	1,405	20.7%	6,628	97.4%	5,169	76%
Synchronous provider-to-provider consultation	960	23.5%	3,659	89.7%	3,129	76.7%
Remote Patient Monitoring	504	18.8%	2,347	87.3%	1,983	73.8%
Audio only/telephonic patient encounter	1,697	38.9%	3,937	90.2%	2,856	65.4%
Clinical supervision or collaboration for licensure	898	26.3%	2,994	87.6%	2,584	75.6%
Urgent care (non-scheduled, on-demand visits)	643	24.4%	2,392	90.6%	1,974	74.8%
Asynchronous provider-to-patient encounter (e-visit)	483	22.1%	1,917	87.7%	1,632	74.6%
Asynchronous provider-to-provider consultation	577	29.3%	1,670	84.7%	1,511	76.7%
Project ECHO or telementoring	126	19.6%	405	63.1%	449	69.9%
Store and forward	150	27.4%	366	66.8%	387	70.6%
Other	97	36.7%	201	76.1%	171	64.8%
None	224	89.6%	34	13.6%	37	14.8%

<b>On a scale of 1 – 5, rate your level of agreement with the following statements about your experience with telehealth as a provider.</b>	<b>Strongly Disagree</b>		<b>Disagree</b>		<b>Neutral</b>		<b>Agree</b>		<b>Strongly Agree</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
I plan to increase my telehealth usage in the future.	373	5.1%	353	4.9%	2,127	29.3%	1,212	16.7%	3,206	44.1%

Telehealth allowed me to address patient care barriers.	130	1.8%	138	1.9%	647	8.9%	1,547	21.3%	4,809	66.1%
Telehealth allows me to see more patients.	311	4.3%	294	4%	1,152	15.5%	1,147	15.8%	4,394	60.4%
Telehealth allows me to connect with other health care providers.	440	6.1%	454	6.2%	2,060	28.3%	1,254	17.2%	3,060	42.1%
Telehealth allows me to have more flexibility in my schedule.	262	3.6%	223	3.1%	700	9.6%	1,112	15.3%	4,974	68.4%
I am able to balance in-person and virtual care in my patient schedule.	220	3%	194	2.7%	1,321	18.2%	1,332	18.3%	4,204	57.8%
I have seen improvements in my patients' continuity of care due to telehealth.	185	2.5%	204	2.8%	1,049	14.4%	1,508	20.7%	4,325	59.5%
I feel confident in the quality of care I'm able to offer my patients via telehealth.	166	2.3%	209	2.9%	521	7.2%	1,581	21.7%	4,794	65.9%
My patients would be disappointed if I stopped offering telehealth appointments.	161	2.2%	150	2.1%	581	8%	1,119	15.4%	5,260	72.3%
Reimbursement is adequate for the care provided via telehealth.	543	7.5%	691	9.5%	2,752	37.8%	1,399	19.2%	1,886	25.9%
Telehealth is an effective tool for providing care to my patients.	120	1.7%	159	2.2%	449	6.2%	1,362	18.7%	5,181	71.3%
I am concerned that the end of the public health emergency will result in either reducing or eliminating my ability to be reimbursed for telehealth services	300	4.1%	291	4%	1,129	15.5%	1,381	19%	4,170	57.4%

<b>Are there areas you feel could be improved to make your telehealth experience, as a provider, better?</b>	<b>N</b>	<b>%</b>
Interstate licensure	4,739	70.5%
Reimbursement	3,998	58.8%
Internet connectivity	3,691	54.3%
Liability concerns	2,519	37.1%
Privacy and security	1,689	24.9%
Practice workflow	1,167	17.2%
Other	178	2.6%

<b>Are there areas you feel could be improved to make the patient experience with telehealth better?</b>	<b>N</b>	<b>%</b>
Internet connectivity	4,769	73.5%
Access to devices	3,599	55.1%
Technical assistance	3,593	55%
Digital literacy	3,299	50.5%
Interpreter services to help with language differences	2,382	36.5%
Trust in telehealth's capabilities	1,828	28%
Other	112	1.7%

All respondent demographics:

	<b>N</b>	<b>%</b>
Mental/behavioral health provider	4,770	46.8%
Medical – specialty care provider	1,418	13.9%
Rehabilitation therapist (e.g., PT, OT, SLP)	986	9.7%
Medical – primary care provider	1,058	10.4%
Other provider	1,872	18.4%
Pharmacist	210	2.1%
Dental/oral health provider	284	2.8%
Vision provider	82	0.8%

	<b>N</b>	<b>%</b>
Pediatric patients	4,733	47.2%
Adult patients	8,673	86.5%
Geriatric patients	5,075	50.6%

<b>I participate with...</b>	<b>N</b>	<b>%</b>
Self-pay	6,235	61.2%
Commercial/employer-sponsored insurance	6,439	63.2%
Medicaid (including Medicaid managed care)	5,238	51.4%
Tricare/VA	3,938	38.7%
Medicare	4,102	40.3%
Sliding scale/charitable care	2,317	22.8%
Direct-to-consumer telehealth	2,113	20.8%
Telehealth via a county or state facility (e.g., school systems, correctional)	784	7.7%
Other	981	9.6%

## Respondents who **do** use telehealth also shared:

### **Telehealth has allowed me to:**

"Increase use of learned skills in the home via a hybrid service delivery model of in-person and telehealth."

"Provide services to individuals that otherwise could not attend therapy due to being homebound or residing too far from the service agency in rural areas."

"Coordinate with schools so kids don't miss as much class time."

"Have better accessibility for my patients and less disruption in their day-to-day lives."

"Minimize potential for missed sessions in cases of childcare issues, COVID in the family, and bad weather conditions."

"Provide greater convenience to my clients in how they attend sessions, resulting in fewer cancellations and late-starts."

"I have a court related practice and it has allowed for faster response times to orders particularly for underserved jurisdictions that are hard to reach."

"Work from any location and adjust my schedule so I have fewer lost workdays."

"Provide health care to those who do not have transportation to my office."

### **Areas respondents feel could be improved to make the patient telehealth experience better:**

"Assistance for people with certain disabilities."

"Education on how to use smart devices for elderly."

"For those with limited resources, access to public places with internet access that are also private such as small room at a library."

"Interactive features like the ability to draw on the screen, play games, and show videos - especially for sessions with children."

### **Areas respondents feel could be improved to make their telehealth experience as a provider better:**

"Having the option to work with patients outside of the state of Virginia. Allowing our license to service individuals in other states or current patients who may travel out of state to attend to work/family matters."

## Respondents who **do not** use telehealth also shared:

"I'm retiring soon, no need to change my practice."

"[Need] easier technology for older adults."

"I work in a free clinic and many patients do not have access to a compatible system and they usually need a 'look see'."