2023 Benchmarking Telehealth Usage in Virginia

Each year, the 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 initiative 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 January 2023 - March 2023. It was distributed via Typeform. The inaugural survey was conducted October 2021 - November 2021 and received 9,257 responses.

The following summary report highlights key findings and data comparisons from 2021.

### Participant Demographics

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>87%</td>
<td>Care for adult patients</td>
</tr>
<tr>
<td>47%</td>
<td>Care for pediatric patients</td>
</tr>
<tr>
<td>51%</td>
<td>Care for geriatric patients</td>
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</tbody>
</table>

### Survey Respondents Participate in...

- Commercial Insurance (63%)
- Self Pay (61%)
- Medicaid (51%)
- Medicare (40%)
- Tricare (39%)
- Sliding-Scale / Pro Bono Care (23%)
- Direct-to-Consumer Telehealth (21%)
- Other (10%)
- County or State Facility (8%)

18.4% responded "other" - 2.8% dental; 2.1% pharmacy; 0.8% vision

**Additional Services Provided**
- Mental/behavioral health provider (47%)
- Specialty care provider (14%)
- Rehabilitation therapist (10%)
- Primary care provider (10%)
The Virginia Telehealth Network (VTN) is a 501c3 education-focused non-profit charged with increasing equitable access to quality telehealth.

**TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS WHO SEE PATIENTS**

**OF THOSE WHO SEE PATIENTS, 24.3% ARE NOT CURRENTLY USING TELEHEALTH IN THEIR PRACTICE BECAUSE...**

1. Not compatible with specialty or practice (74%)
2. Quality of care concern (17%)
3. Lack of patient demand (16%)
4. Patient limitations with technology access (15%)
5. Reimbursement concerns (10%) (N=2,382)

**97.4%** of those who use telehealth are currently using for synchronous video patient encounters (N=6,802)

**76.3%** of those who use telehealth are concerned the end of the PHE will reduce or eliminate reimbursement for telehealth (N=7,271)

**60.8%** of respondents who use telehealth plan to increase its usage in the future - up from 56.6% in 2021 (N=7,271)

**5.1%** of providers said they would not increase their telehealth usage in the future - an improvement from 2021 (5.5%) (N=7,271)

**BENEFITS OF TELEHEALTH | PROVIDERS WHO USE TELEHEALTH SAY:**

- **87%** Agree that Telehealth allows them to address patient care barriers. 91% in 2021
- **76%** Agree that Telehealth allows them to see more patients. 67% in 2021
- **84%** Agree that Telehealth allows them to have more schedule flexibility. 77% in 2021

*930 respondents reported they are not currently seeing patients

**PERCENTAGE OF PATIENT ENCOUNTERS PROVIDED BY TELEHEALTH (N=7,271)**

<table>
<thead>
<tr>
<th>Period</th>
<th>0%</th>
<th>&lt;25%</th>
<th>25-49%</th>
<th>50-74%</th>
<th>75-100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-pandemic</td>
<td></td>
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<td></td>
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<tr>
<td>At your highest usage</td>
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<tr>
<td>Today</td>
<td></td>
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May 2023

The Virginia Telehealth Network (VTN) is a 501c3 education-focused non-profit charged with increasing equitable access to quality telehealth.
**THOSE WHO USE TELEHEALTH HAVE BEEN ABLE TO:**

- Offer patients a virtual care option (89.3%)
- Enhance patient care coordination (62.4%)
- Grow patient panel locally (51.6%)
- Grow patient panel regionally (57.2%)  
  \[N=7,214\]

**THOSE WHO SEE PATIENTS AND DO NOT USE TELEHEALTH WOULD CONSIDER:**

- Scheduled video patient encounters (35.2%)
- Provider-to-provider consults (24.8%)
- Remote patient monitoring (24.2%)
- Collaboration for licensure (16%)
- Telephonic patient encounter (14.3%)
- Urgent care - non-scheduled (13%)
- Store and forward (9.9%)  
  \[N=2,382\]

*Less than 10%: Asynchronous provider-to-provider consults, asynchronous patient-to-provider encounter, Project ECHO or telementoring, or other*

**NEEDED AREAS OF IMPROVEMENT: PROVIDER EXPERIENCE**

- Interstate Licensure
  \[70.5%\]  \[67.5%\]  
- Reimbursement
  \[58.8%\]  \[54.1%\]  
- Internet Connectivity
  \[54.3%\]  \[64.2%\]

**NEEDED AREAS OF IMPROVEMENT: PATIENT EXPERIENCE**

- Internet Connectivity
  \[73.5%\]  \[78%\]  
- Access to Devices
  \[55.1%\]  \[58%\]  
- Technical Assistance
  \[55%\]  \[59%\]  
- Digital Literacy
  \[50.5%\]  \[54%\]  
- Interpreter Services
  \[36.5%\]  \[34%\]  
- Trust in Telehealth
  \[28%\]  \[29%\]

**Provider Confidence is Growing!**

- 90% of providers agree or strongly agree that telehealth is an effective tool for providing care.  
  \[86% in 2021\]
- 88% of providers feel confident in the quality of care they offer patients via telehealth.  
  \[82% in 2021\]
- 80% of providers have seen improvements in their patients' continuity of care due to telehealth.  
  \[71% in 2021\]