

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

TOTAL RESPONDENTS = 10,583

87%



care for adult patients

47%



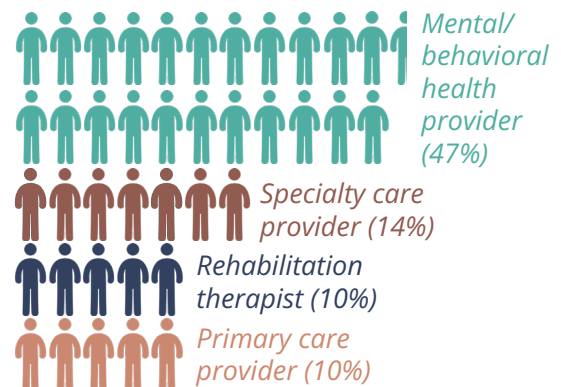
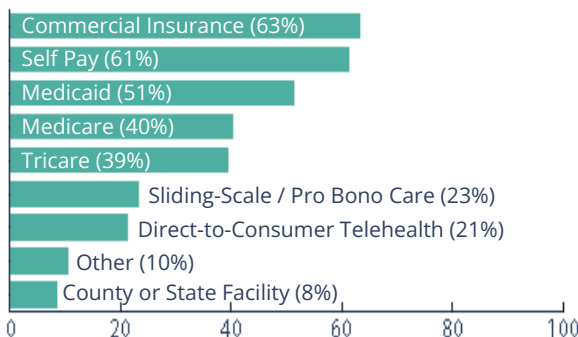
care for pediatric patients

51%



care for geriatric patients

SURVEY RESPONDENTS PARTICIPATE IN...



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

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%

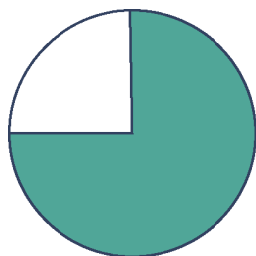
of those who use telehealth are concerned the end of the PHE will reduce or eliminate reimbursement for telehealth (N=7,271)

60.8%

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

ONLY 5.1%

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



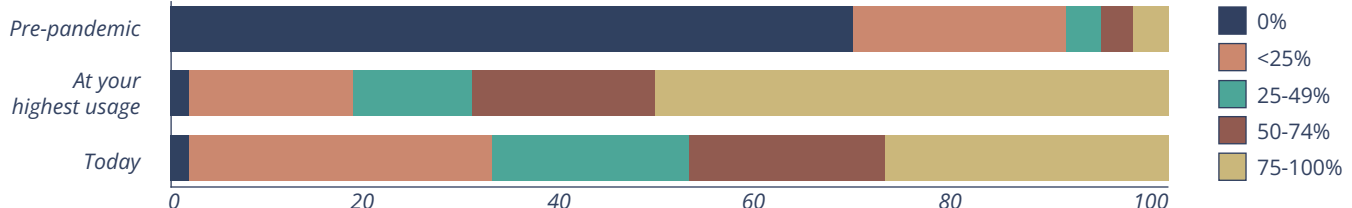
OF THOSE WHO SEE PATIENTS

75.3%

use telehealth as a health care provider (N=9,653)

**930 respondents reported they are not currently seeing patients*

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



BENEFITS OF TELEHEALTH | PROVIDERS WHO USE TELEHEALTH SAY:

N=7,271

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.

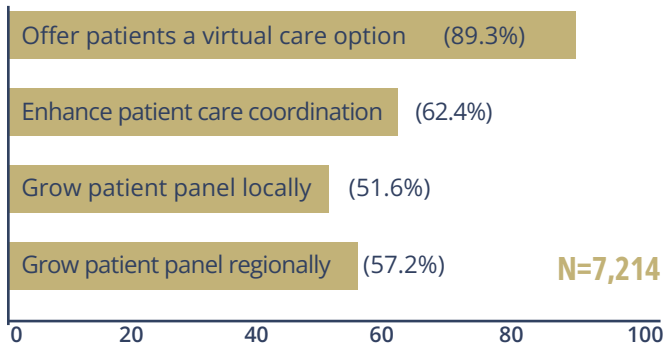
77% in 2021



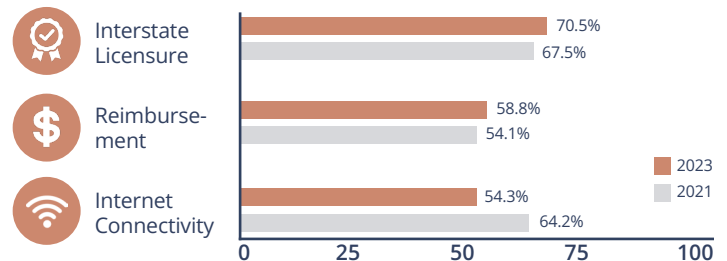
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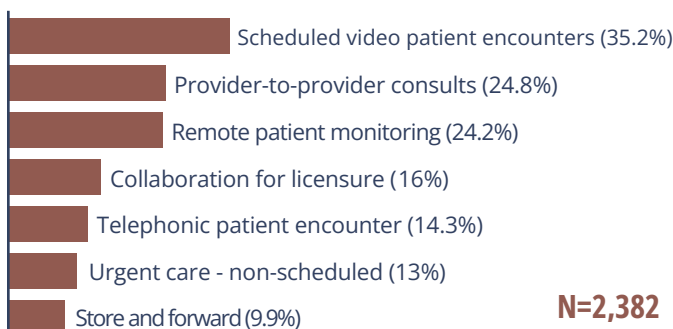
THOSE WHO USE TELEHEALTH HAVE BEEN ABLE TO:



NEEDED AREAS OF IMPROVEMENT: PROVIDER EXPERIENCE

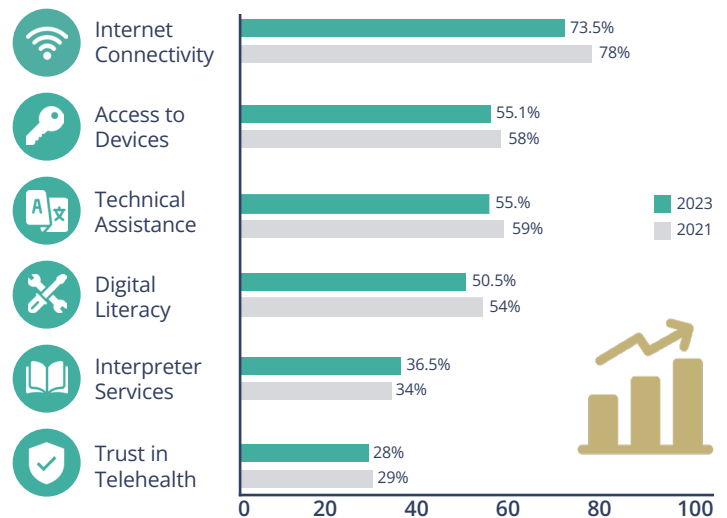


THOSE WHO SEE PATIENTS AND DO NOT USE TELEHEALTH WOULD CONSIDER:



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

NEEDED AREAS OF IMPROVEMENT: PATIENT EXPERIENCE



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