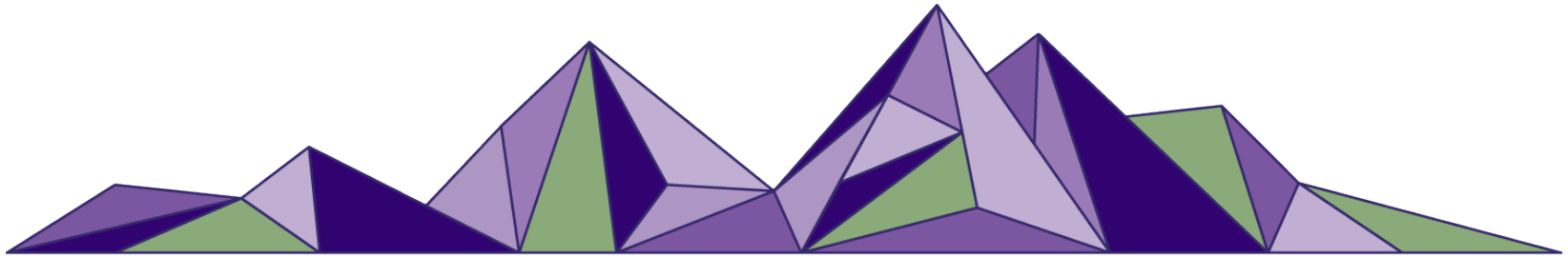


THE TeleBehavioral Health Summit

Welcome!

Title: Hard Math - How to use Telehealth without Multiplying the Digital Divide

Speakers:

Garret Spargo, MA

Viola Samson, BSN

A few notes……

✓ No TeleBH Summit speakers or planners have any relevant conflicts of interest to disclose. Other disclosures have been mitigated.

✓ Today's talk is purely for informational purposes; and is not to be regarded as legal advice. Please consult with legal counsel, as well as current legislative and regulatory sources, for accurate and up-to-date information.

✓ WHOVA Q&A for content questions for speakers.

✓ WHOVA chat for logistics questions and technical support.

✓Evaluation → Certificate of Attendance and/or CME credits.

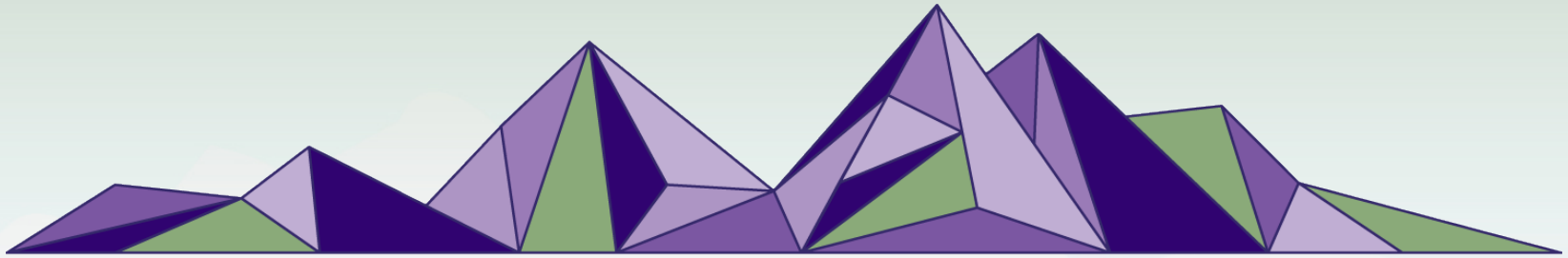
We gratefully acknowledge support from:

NRTRC NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

Washington State Health Care Authority

Northwest TeleHealth

THE TeleBehavioral Health Summit



THE TeleBehavioral Health Summit

Hard Math:

How to use Telehealth without Multiplying the Digital Divide

Garret Spargo, Director of Enterprise Architecture at ANTHC

Viola Samson, Manager of Telehealth Program Development at ANTHC

UW Medicine HARBORVIEW MEDICAL CENTER BEHAVIORAL HEALTH INSTITUTE

NRTRC NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

Washington State Health Care Authority

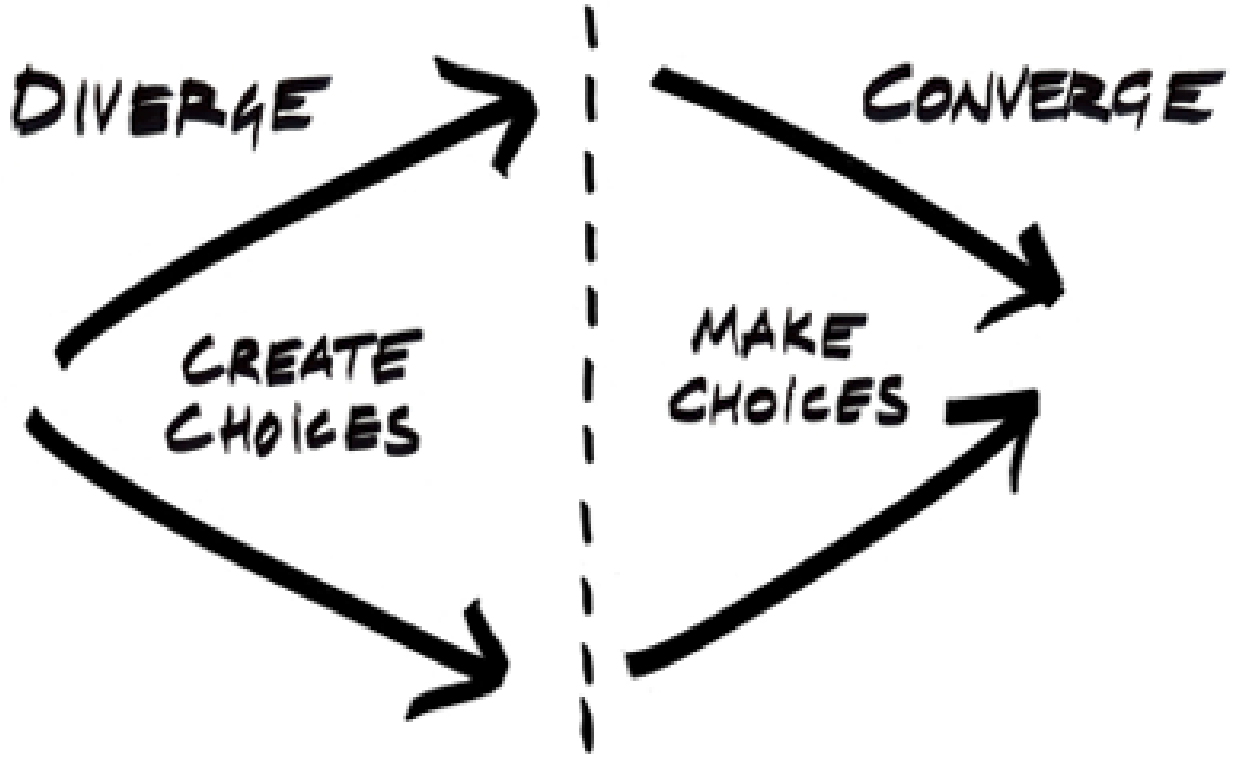
Learning Objectives

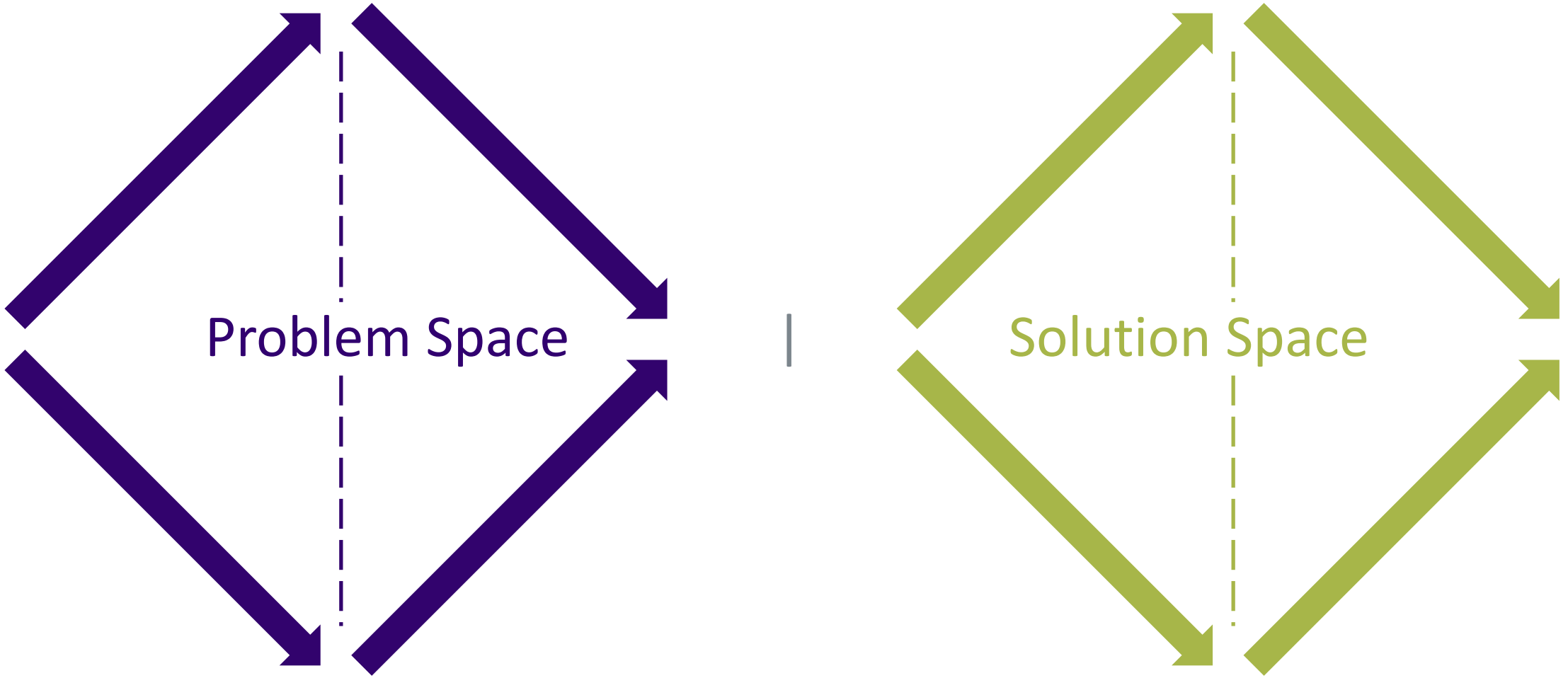
1) Describe the complex issues that comprise the “Digital Divide”

2) Explain the role of telemedicine in bridging or exacerbating the “Digital Divide”

3) Apply workflows, tools, and strategies that make telehealth more accessible and comfortable for underserved patients

Problem Space | Solution Space

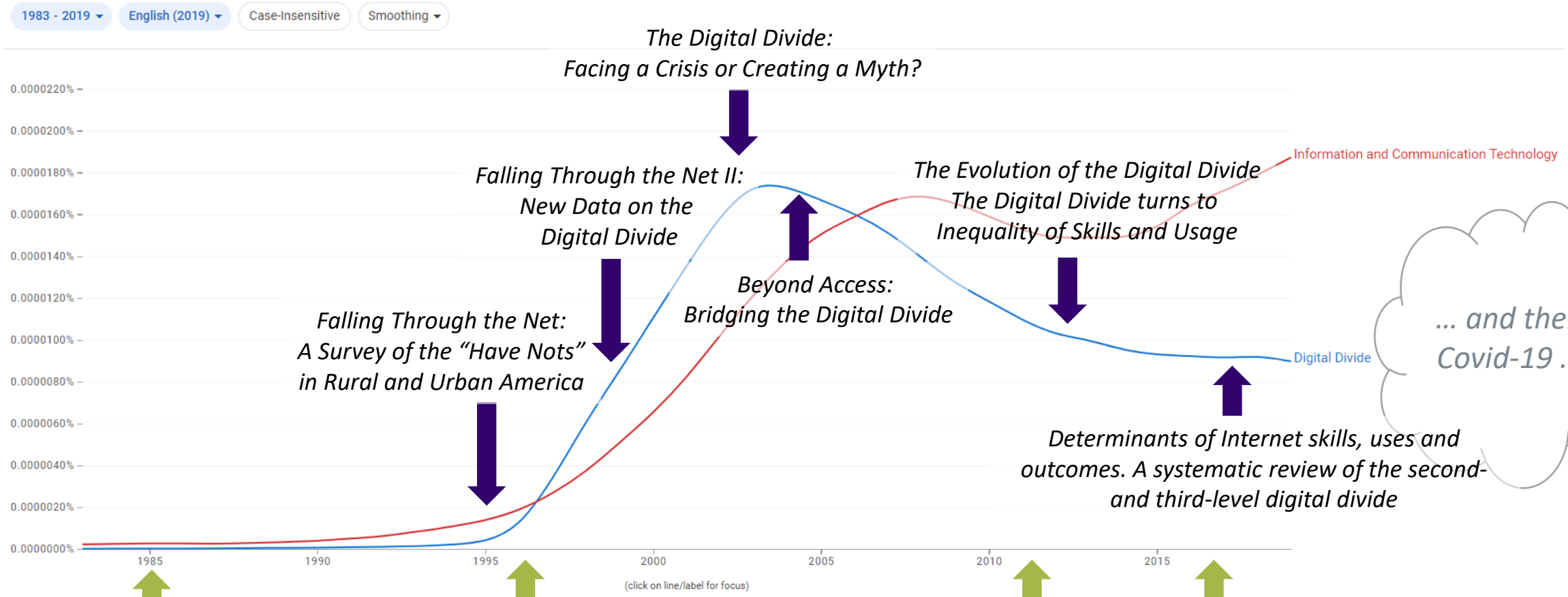

DIVERGE
CONVERGE
CREATE CHOICES
MAKE CHOICES


Problem Space
Solution Space

Digital Divide – What Is It?

> The uneven distribution of “Information and Communication Technologies” (ICT) in society.

Digital Divide – A Brief History



The Digital Divide: Facing a Crisis or Creating a Myth?

Falling Through the Net II: New Data on the Digital Divide

The Evolution of the Digital Divide The Digital Divide turns to Inequality of Skills and Usage

Beyond Access: Bridging the Digital Divide

Falling Through the Net: A Survey of the "Have Nots" in Rural and Urban America

Determinants of Internet skills, uses and outcomes. A systematic review of the second- and third-level digital divide

… and then Covid-19 …

Lifeline Program Begins

Telecommunications Act

Connect America Fund Established

Lifeline Program Expanded

Digital Divide – What Is It?

> The economic, educational, and social inequalities between those who have computers and online access and those who do not.

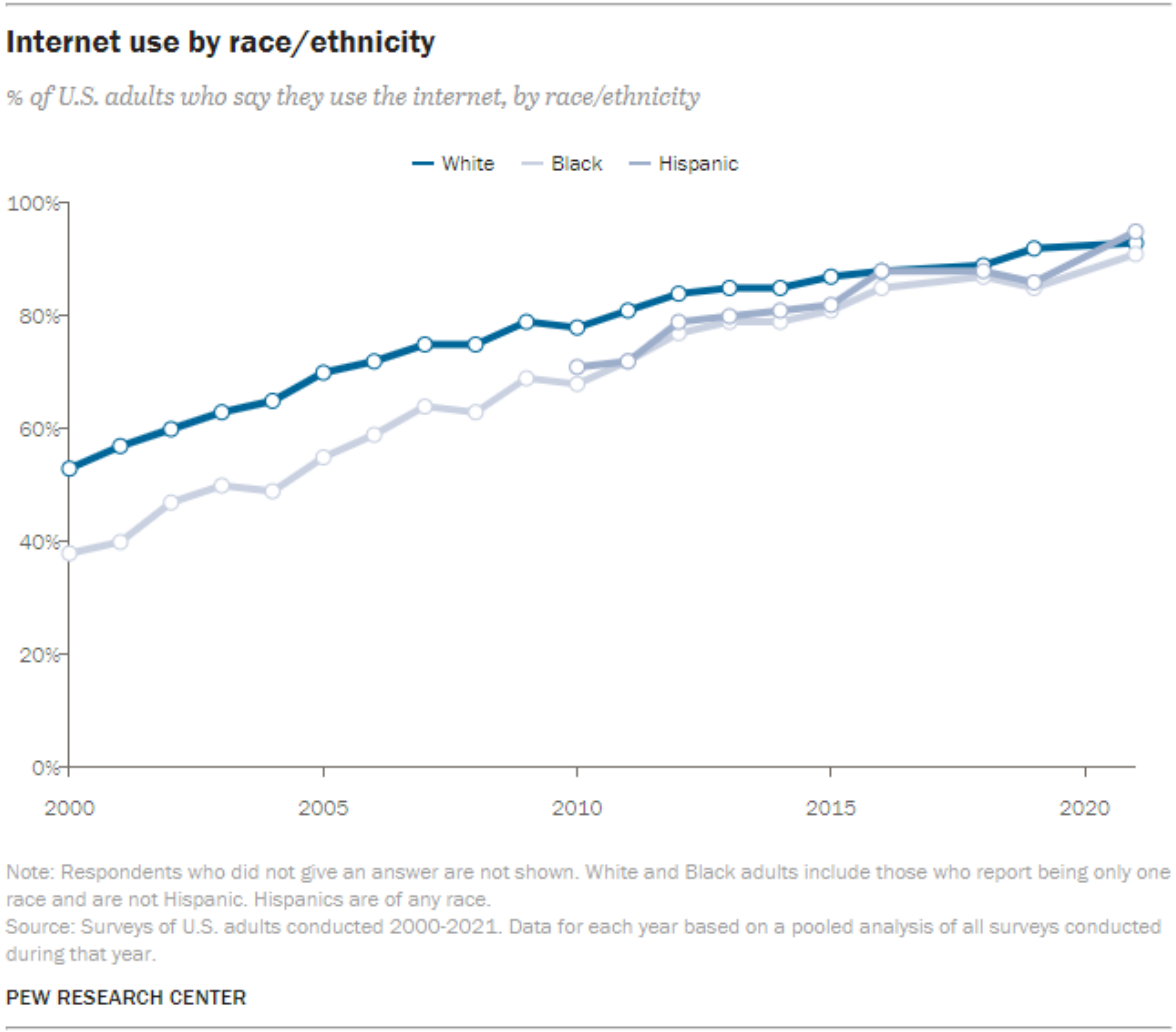
Digital Divide – What Is It?

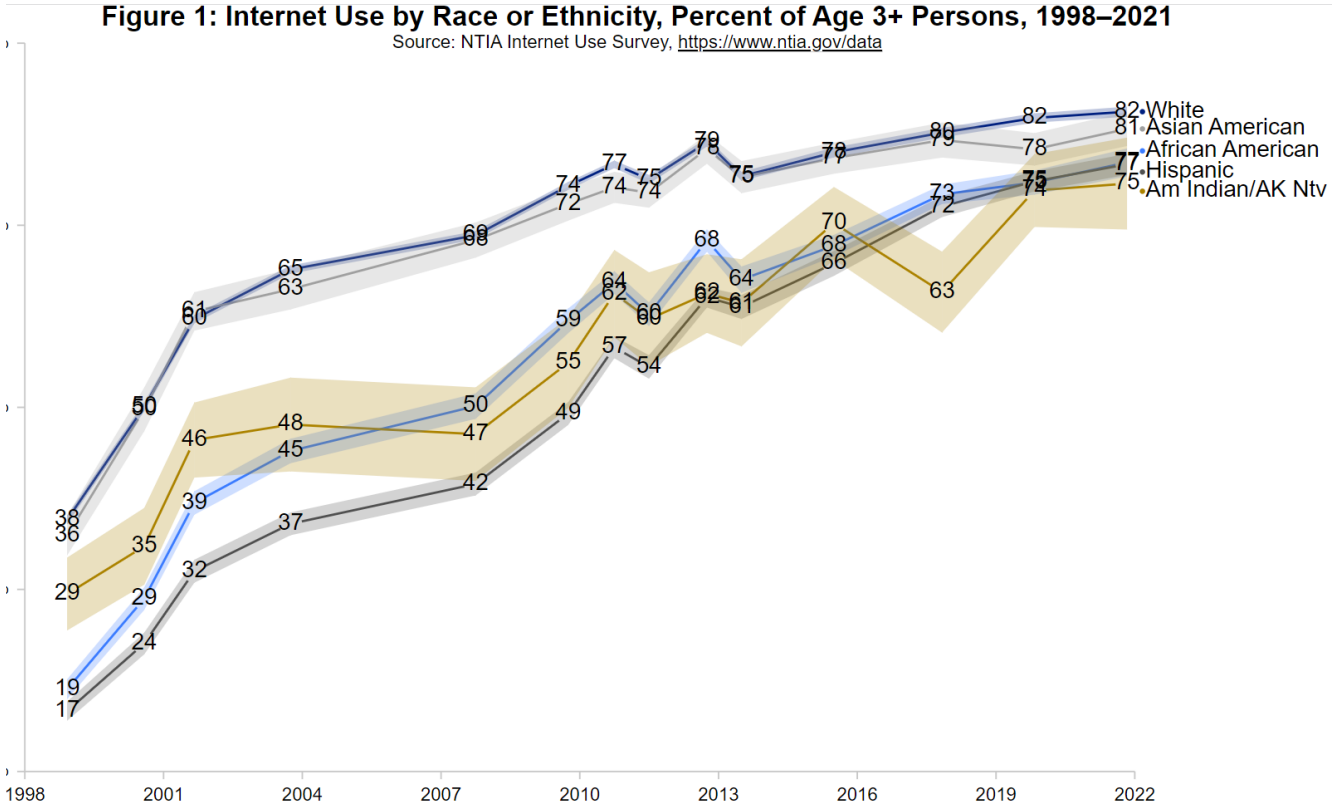
Access	Quality	Use
• Network Access • Physical Access • Economic Access	• Available features • Performance • Reliability	• Digital Skills • Media Literacy • Perceived Value

Demography – age, gender, race and ethnicity, socioeconomic status

Questions of inclusion, equity, and accessibility

Digital Divide – Internet Use by Race or Ethnicity

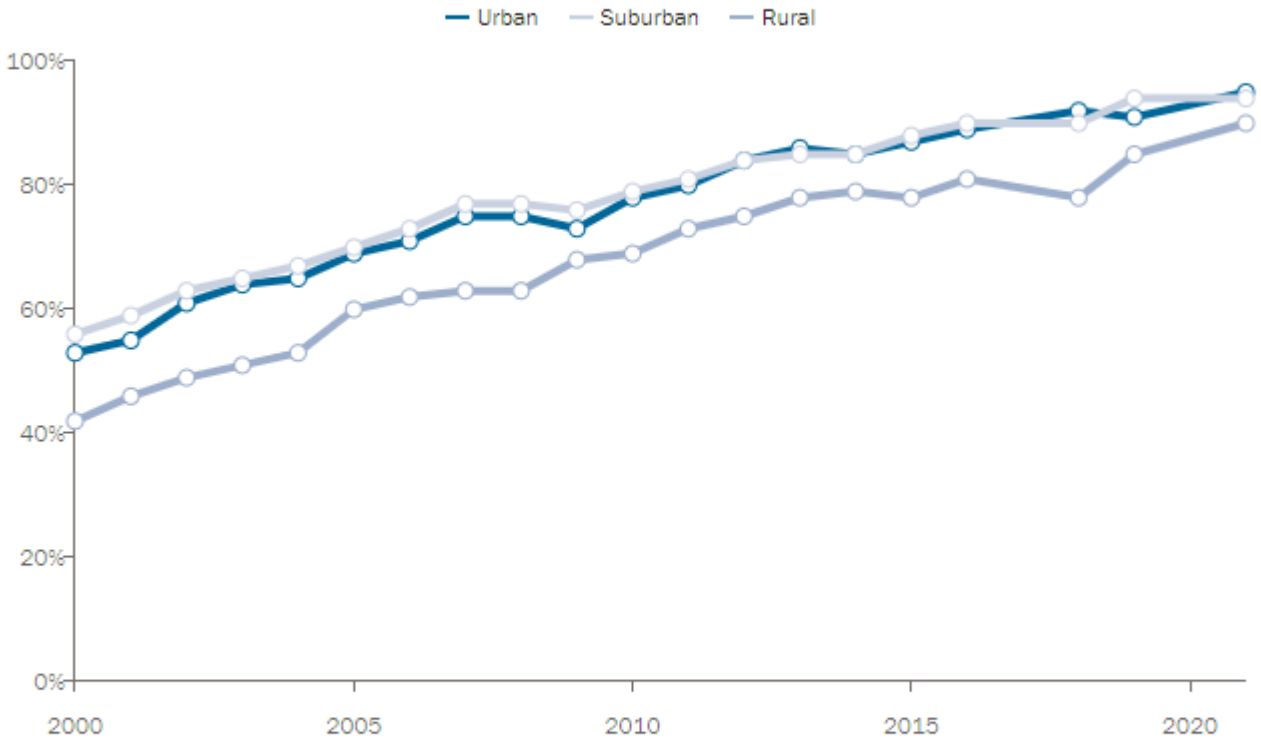




Digital Divide – Internet Use by Community Type

Internet use by community type

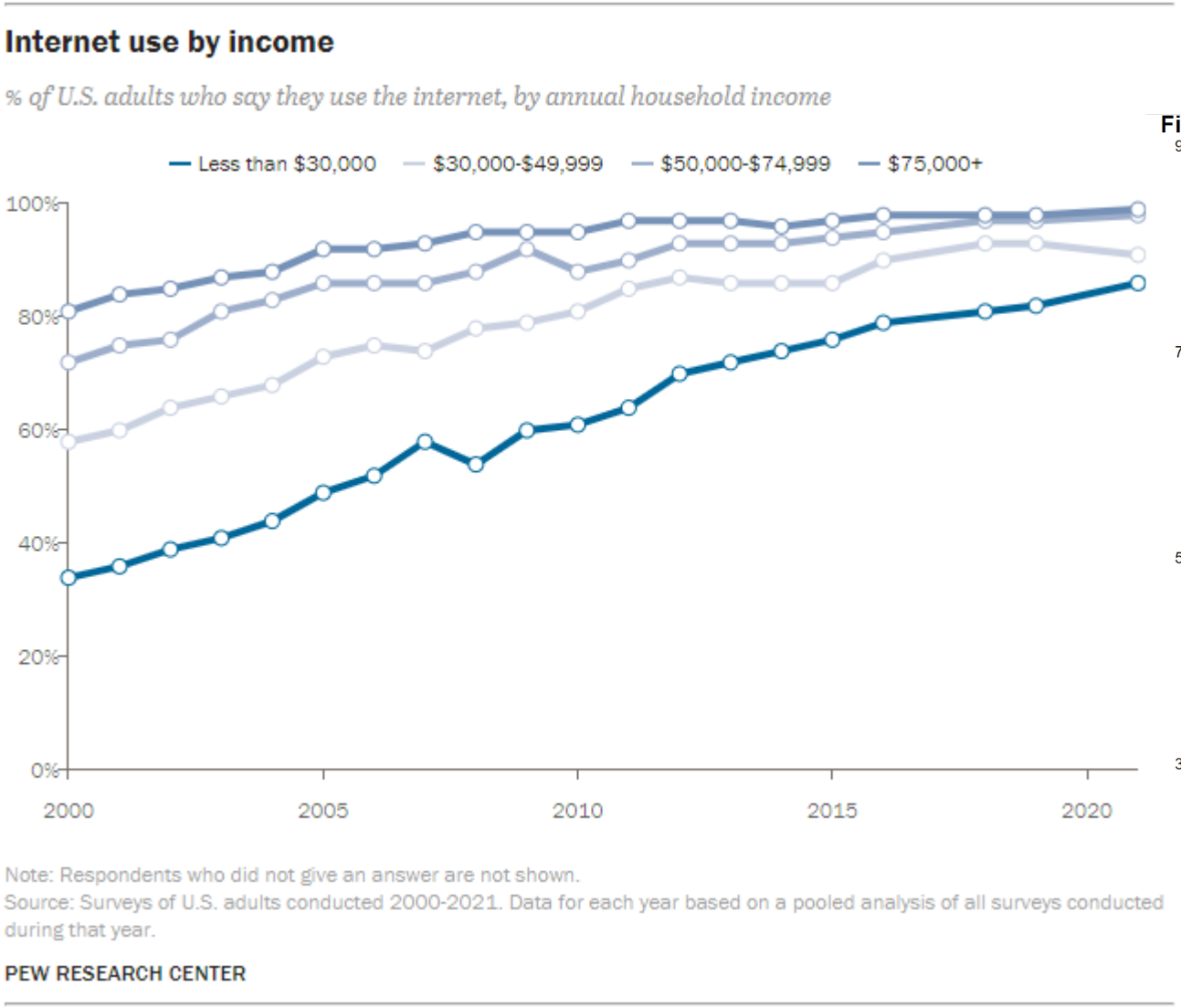
% of U.S. adults who say they use the internet, by community type

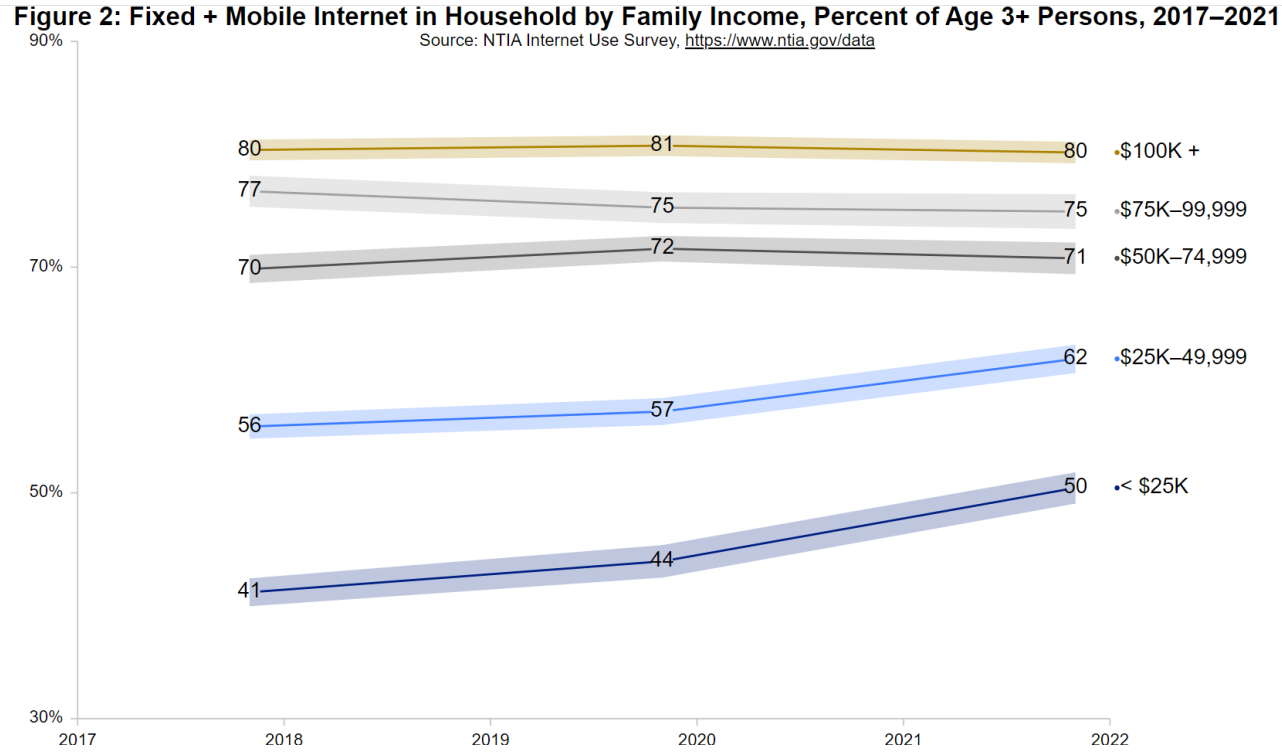


Note: Respondents who did not give an answer are not shown.
Source: Surveys of U.S. adults conducted 2000-2021. Data for each year based on a pooled analysis of all surveys conducted during that year.

PEW RESEARCH CENTER

Digital Divide – Internet Use By Income





Digital Divide – Reasons for Not Using the Internet at Home

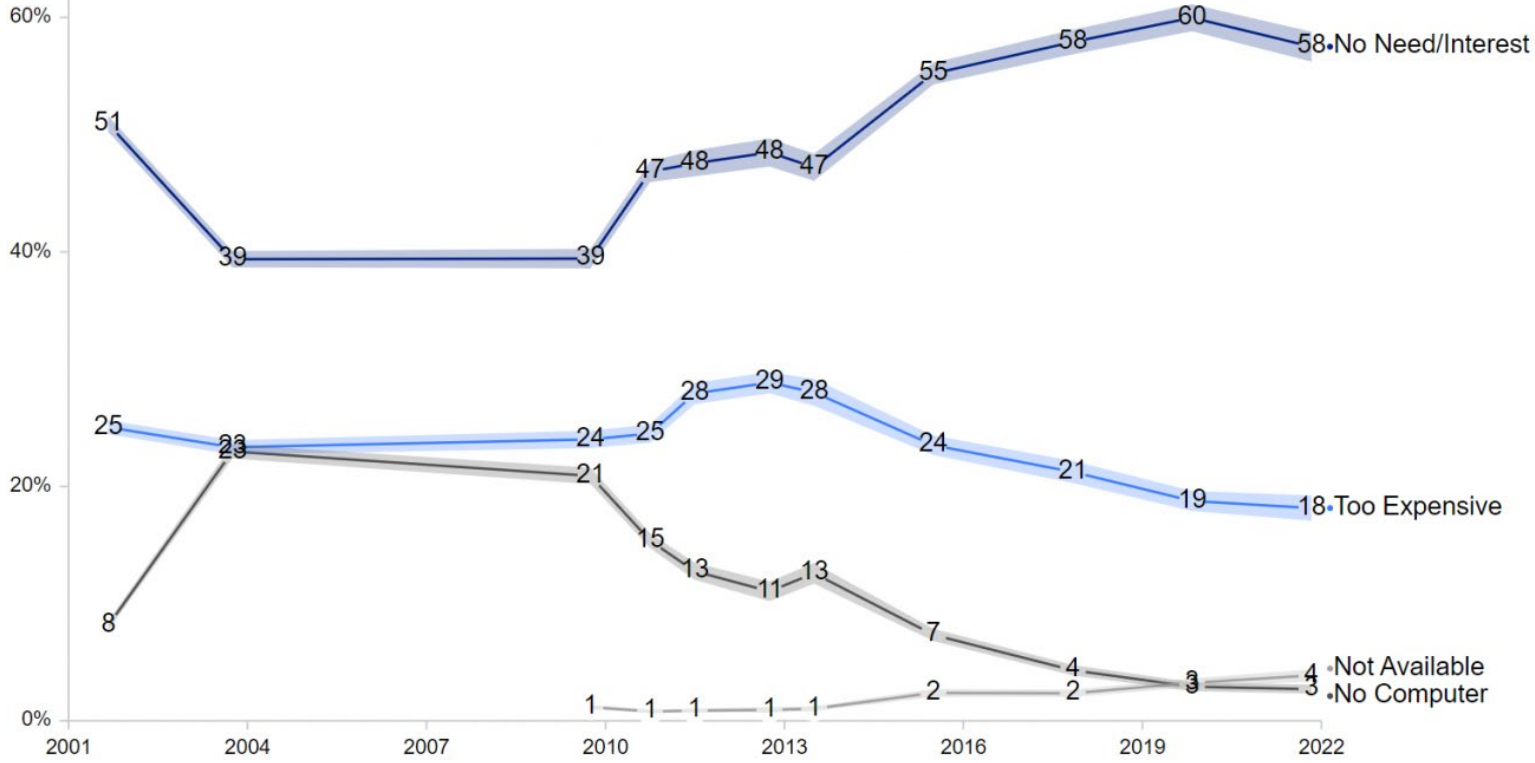
Figure 2: Selected Characteristics by Home Internet Use or Non-Use Percent or Mean Response of Households, 2021

	Internet at Home	No Need/Interest	Too Expensive
Total Households	108.5 million	13.8 million	4.4 million
Family Income < $25K/Year	15%	35%	45%
School-Age Child Present	24%	12%	19%
Located in Rural Area	12%	16%	14%
Internet Use at Other Locations	85%	13%	24%
Previous Home Internet Use	N/A	14%	29%
Household Reference Person* Characteristics			
Mean Age	50.6	60.5	51.3
No Post-Secondary Education	30%	59%	57%
White, non-Hispanic	66%	61%	49%
African American, non-Hispanic	12%	16%	25%
Hispanic	14%	17%	19%
Willingness to Pay for Home Internet Service (Per Month)			
Mean Price	N/A	$5.92	$15.69
Price is $0 or "None"	N/A	83%	54%

* The reference person is the first individual in each household who is identified as owning or renting the housing unit.

Figure 1: Main Reason for Not Using the Internet at Home, Percent of Offline Households, 2001–2021

Source: NTIA Internet Use Survey, https://www.ntia.gov/data



Internet != Broadband

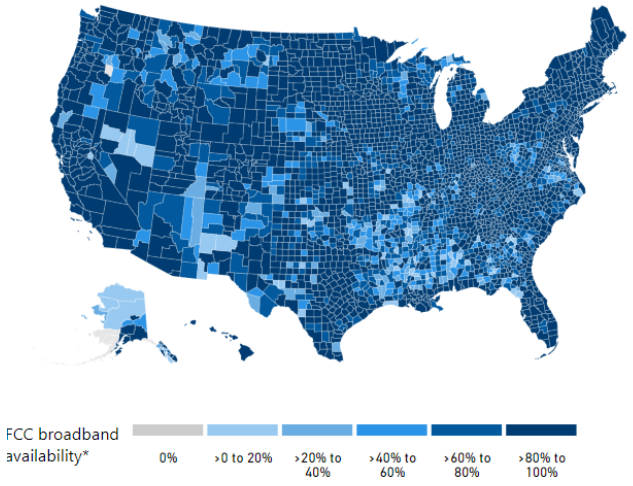
- Internet
  - “An electronic communications network that connects computer networks and organizational computer facilities around the world.”
- Broadband
  - “Internet access that is always on and faster than the traditional dial-up access” (US National Broadband Plan, 2009)
  - Also, an FCC definition of bits per second of data download or upload
    - Currently 25 Mbps download / 3 Mbps upload (FCC, 2015)
    - Previously 4 Mbps down / 1 Mbps up (FCC, 2010)
    - There are calls to expand this to either 100/100 or 100/20
- Broadband can be delivered over fiber, copper, cellular, or satellite
- Broadband defines throughput, not the quality of connection

Who Does (and Doesn't) Have Broadband?

Number of People in United States Who Lack Broadband Access (Estimated)

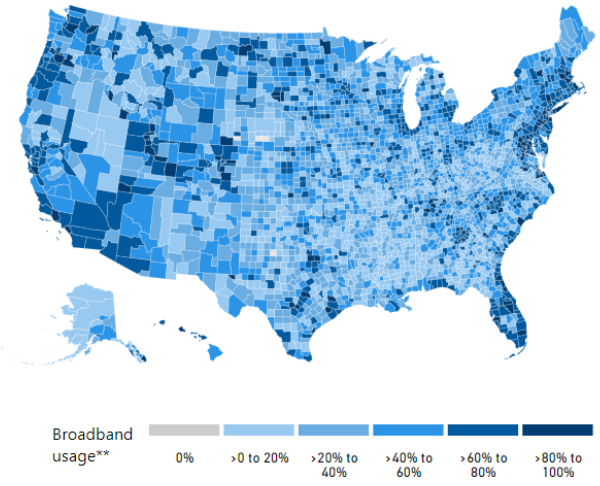
- FCC Data – 14.5 million people
- Broadband Now – 41 million
- Microsoft – 120.4 million

FCC indicates broadband is not available to ~14.5M people



* FCC Broadband has or "could" provide greater than or equal to 25 Mbps / 3 Mbps

Microsoft data indicates ~120.4M people do not use the internet at broadband speeds



** Broadband speeds greater than or equal to 25 Mbps

Sources: FCC Fourteenth Broadband report based on form 477 data from December 2019 and Microsoft data from October 2020
To assist with additional broadband mapping analysis data has been made downloadable here. Learn more in this GitHub repository.

What's being done about it?

Three big things at the federal level

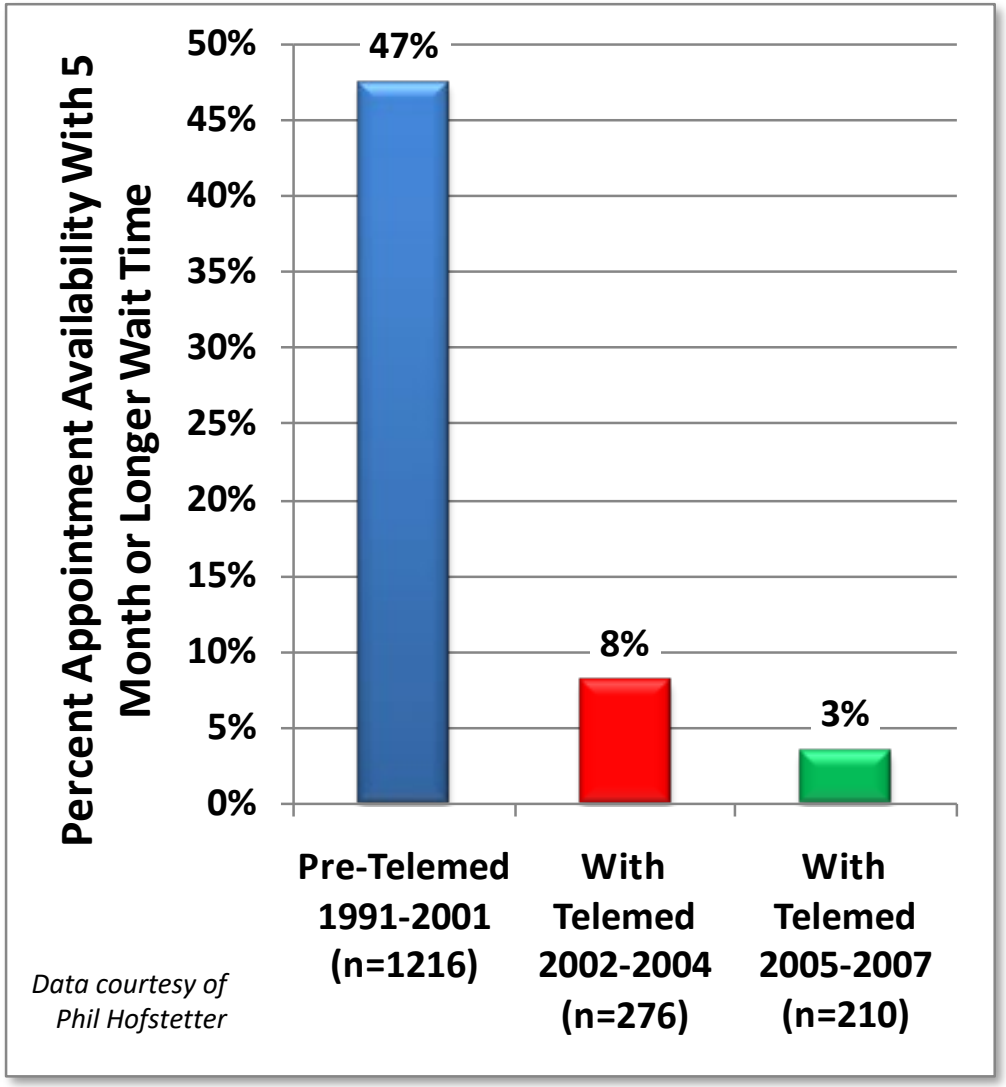
- Broadband Deployment Accuracy and Technological Availability (DATA) Act, March 2020
  - Provides $65 million to improve mapping of broadband access
  - Still defines served as *could* serve, and doesn't include cost data
  - https://broadbandmap.fcc.gov/

- Infrastructure Investment and Jobs Act, November 2021
  - Includes $65 billion in funding for broadband expansion
  - $42.5 billion directed towards the Broadband Equity, Access, and Deployment (BEAD) program

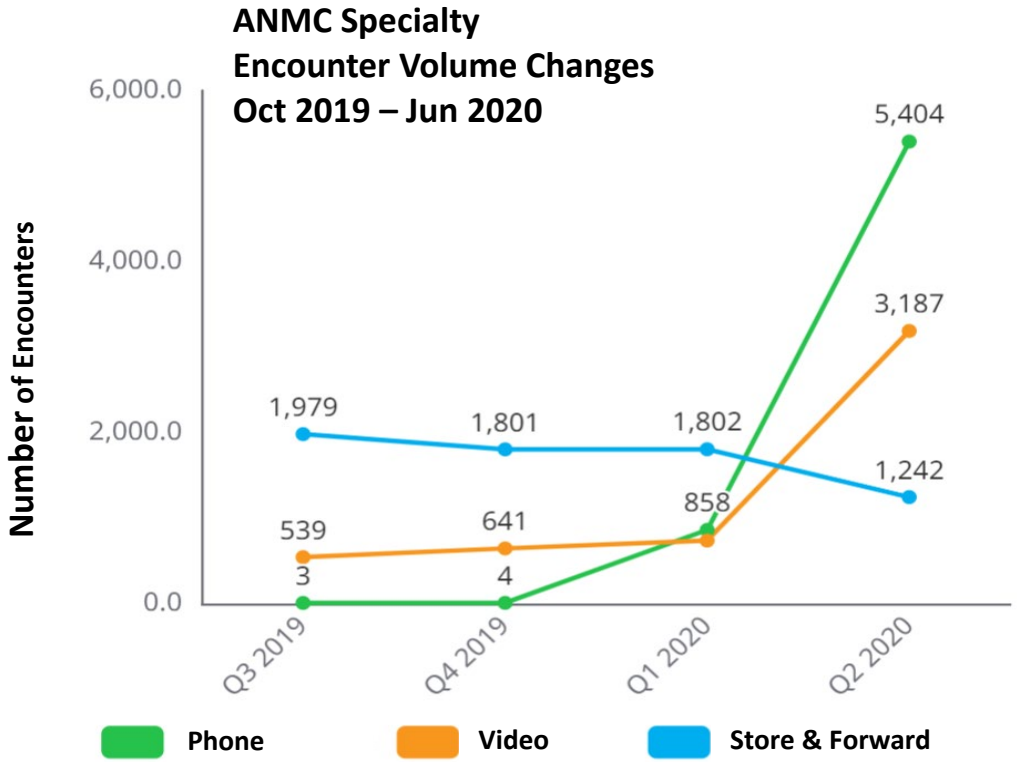
- Affordable Connectivity Program (previously EBB)
  - $14 billion program to subsidize connectivity in low-income and tribal communities

Is Telehealth Increasing Inequity?

A Tale of Two Solutions



Clinic-to-Clinic Telemedicine circa 2000-2007



Direct-to-Patient Telemedicine circa 2019-2020

Telehealth in the Alaska Tribal Health System

Alaska Tribal Health System

- Alaska Communities
  - 75% cannot drive to a hospital
  - 25% have <1000 people
  - Avg. travel to next level of care: 147 miles
- Alaska population density is 1.1 person per square mile

- Voluntary affiliation of 30 Alaskan tribes and tribal organizations providing health services to over 180,000 Alaska Natives/American Indians
- Each is autonomous and serves a specific geographical area
- 180 village clinics; 30 hub sites; 7 hospitals

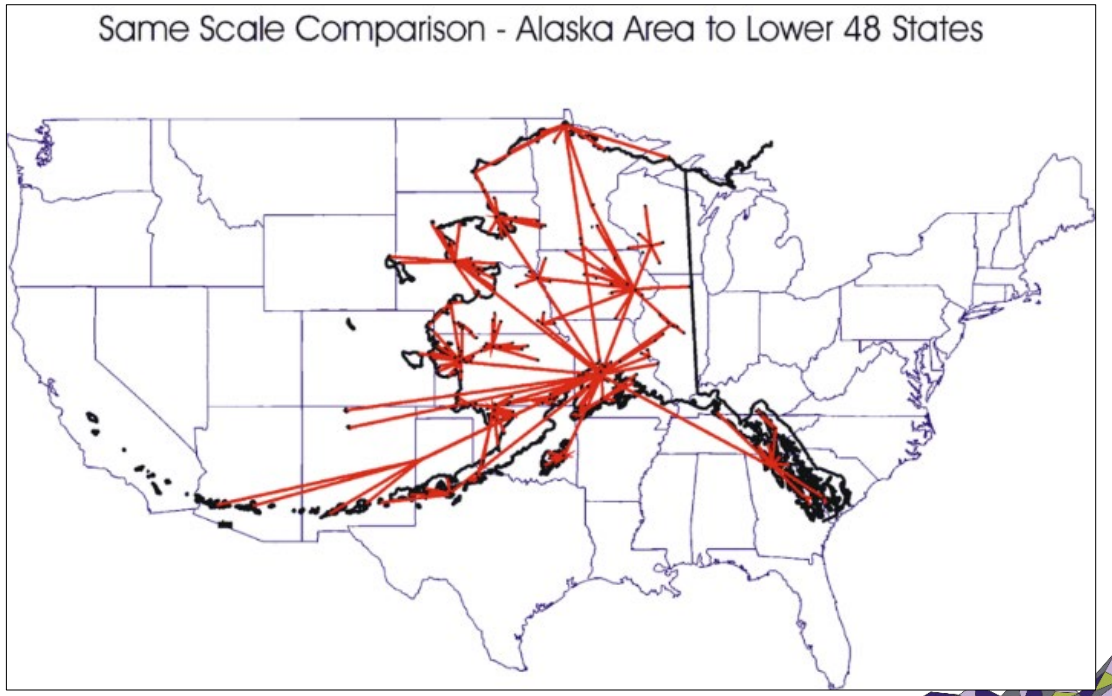


Table 1 Barriers to telehealth and potential solutions to promote health equity

Barriers	Potential solutions	Suggested outcome measures
Patient level		
Inexperience with telehealth Low digital literacy Access to devices Access to broadband Limited English Proficiency	Assess readiness to use telehealth Provide training and technical support Ensure access to devices Ensure access to broadband Availability of interpreters for telehealth encounters Engagement of informal caregivers	Uptake of telehealth use and ongoing use at patient level Access to telehealth Patient satisfaction with visits
Health system level		
Lack of trained personnel Lack of optimized workflow	Training clinical staff Creating workflows optimized for telehealth use, including multidisciplinary team-based care Training and technical support for patients	Staff engagement in telehealth Telehealth visits volumes and time and quality measures for care
Telehealth tools		
The complexity of telehealth tools Poorly designed for accessibility	Simple design and interface informed by patient and provider feedback Tools designed for team-based care Easy to use applications designed for smartphone use	Patient and provider reported measures of usability
Policy level		
Reimbursement model prioritizing in-person visits Lower reimbursement of audio only visits No accessibility standards required for telehealth tools	Parity for telehealth visits including audio visits Reimbursement for patient telehealth education initiatives Mandating accessibility in telehealth tools	Reimbursement for visits Monitoring of telehealth use at payor level with a health equity lens

Disparities in telehealth use: How should the supportive care community respond? - PubMed (nih.gov)

ANTHC Telehealth Teams

Telehealth Program Development

- Training in process and equipment, project facilitation, serve as telehealth subject matter experts for partnering orgs and ANMC clinics
- Work with clinics & sites who want to improve and/or expand telehealth services

Product Development

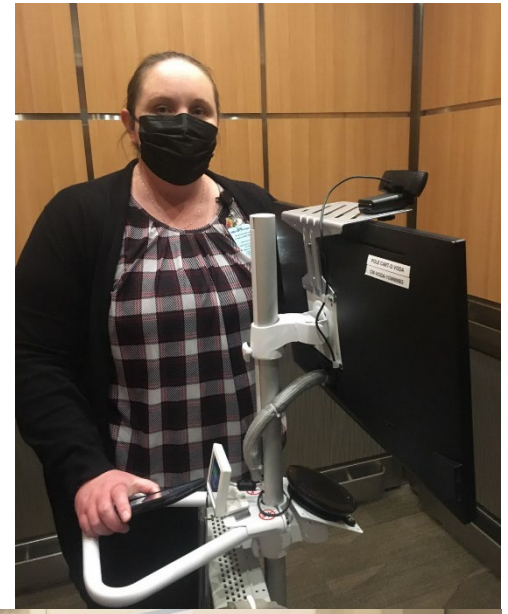
- Software development
- Integrations with the EHR

Specialty Telehealth Program

- Communication support for clinic-to-clinic video visits
- Patient testing and support for direct-to-home video visits
- Help ensure store and forward cases enter the revenue cycle
- VTC Support Line for providers and staff

Statewide Systems Support

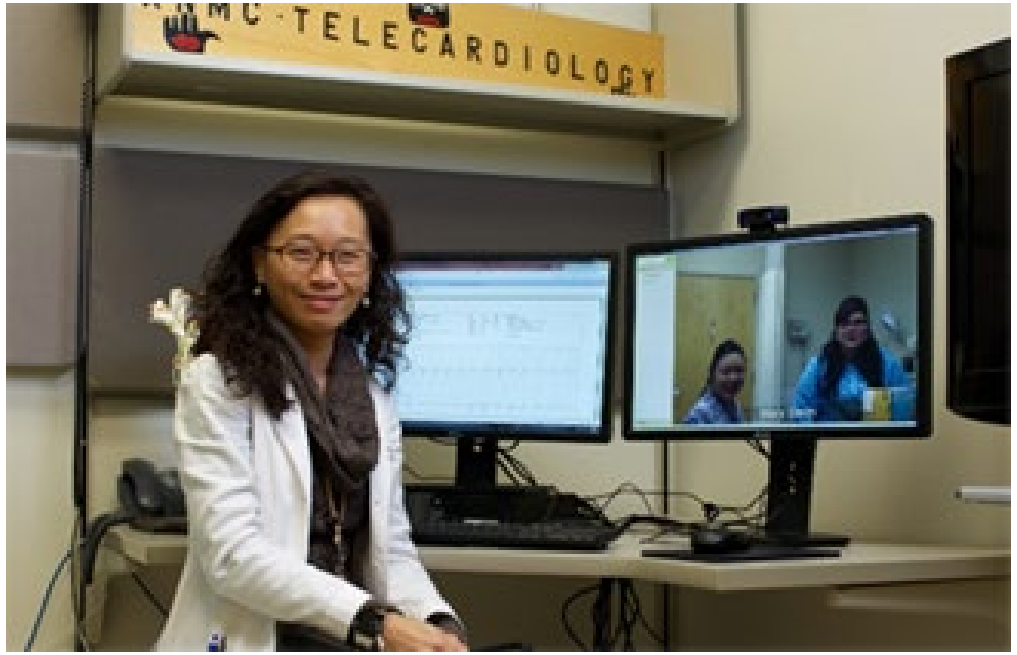
- Tier 2 support for our Tribal Health Partners
- Offer telehealth hardware solutions and recommendations



Telemedicine Carts

Outpatient Video: Virtual Patient Room

- Located in Cerner patient chart
- Uses standard AK Tribal Health System video platform (Zoom)
- Does not require a Zoom account to use
- eConsent now available for easier provider documentation



Start Virtual Visit

Zoom Room Status

Meeting ID: 916 5357 3500 Share

Not started	0
Duration	Participants
	0
	Waiting

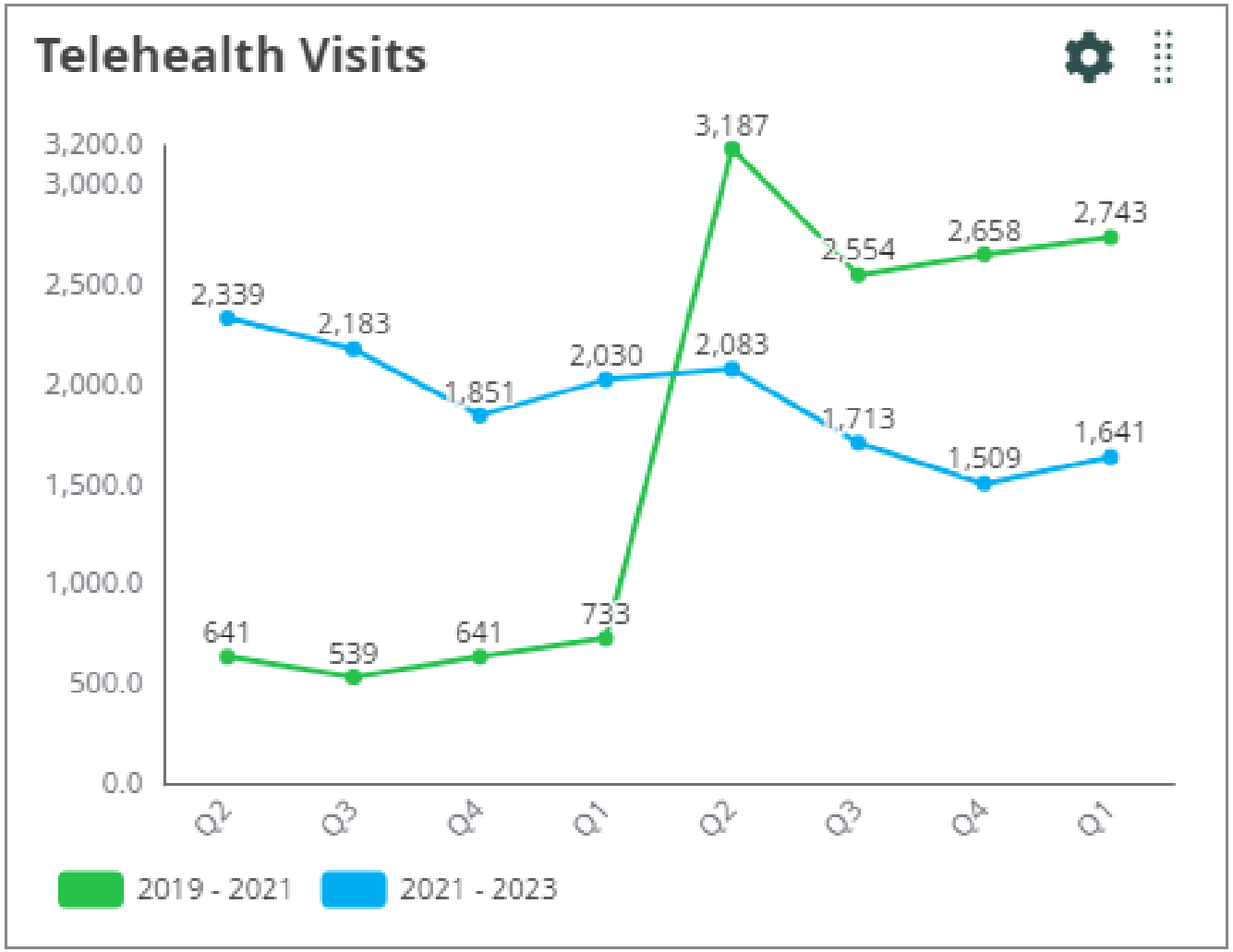
Click on item or hover for more details

Patient Forms

Form	Status
Telemedicine Consent	Incomplete

Click on item or hover for more details

ANMC Synchronous Telehealth Comparison



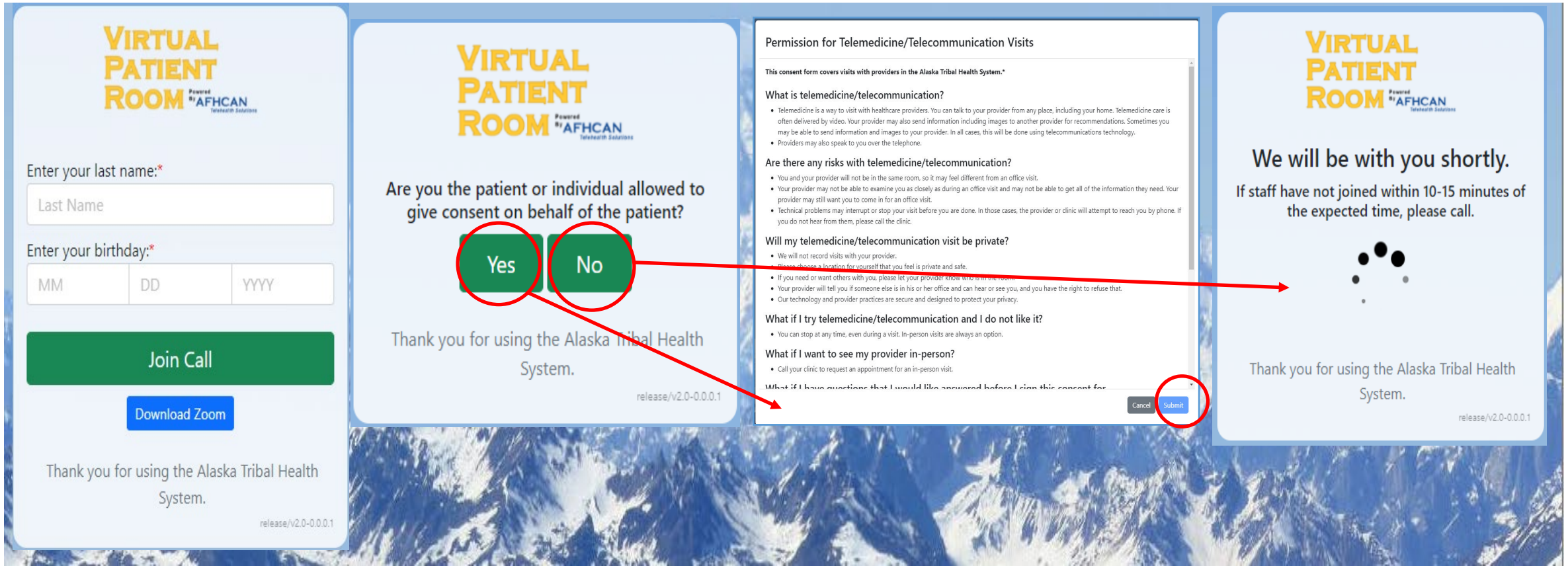
2019-2023

Q1 2020: 733

Q2 2020: 3,187

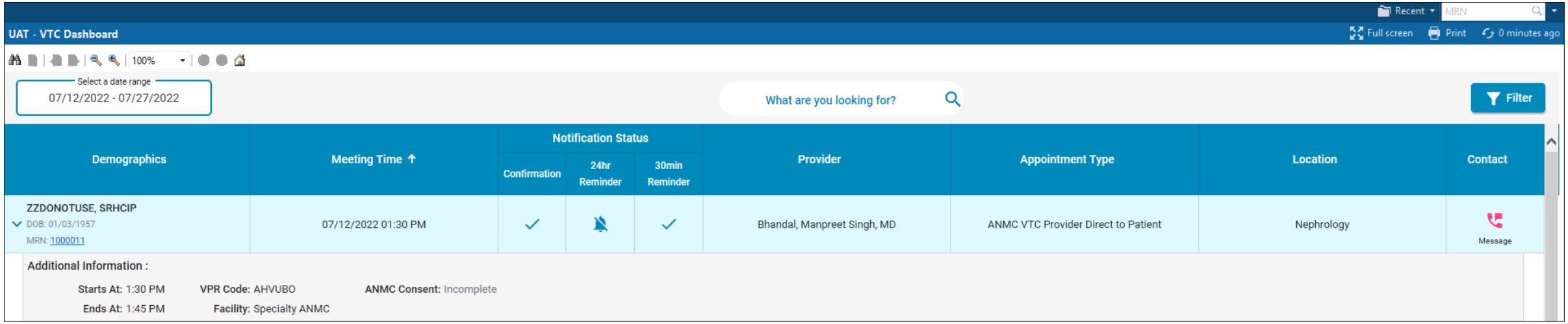
Outpatient Video: Clinic to Clinic & Direct to Patient

Outpatient Video: Virtual Patient Room



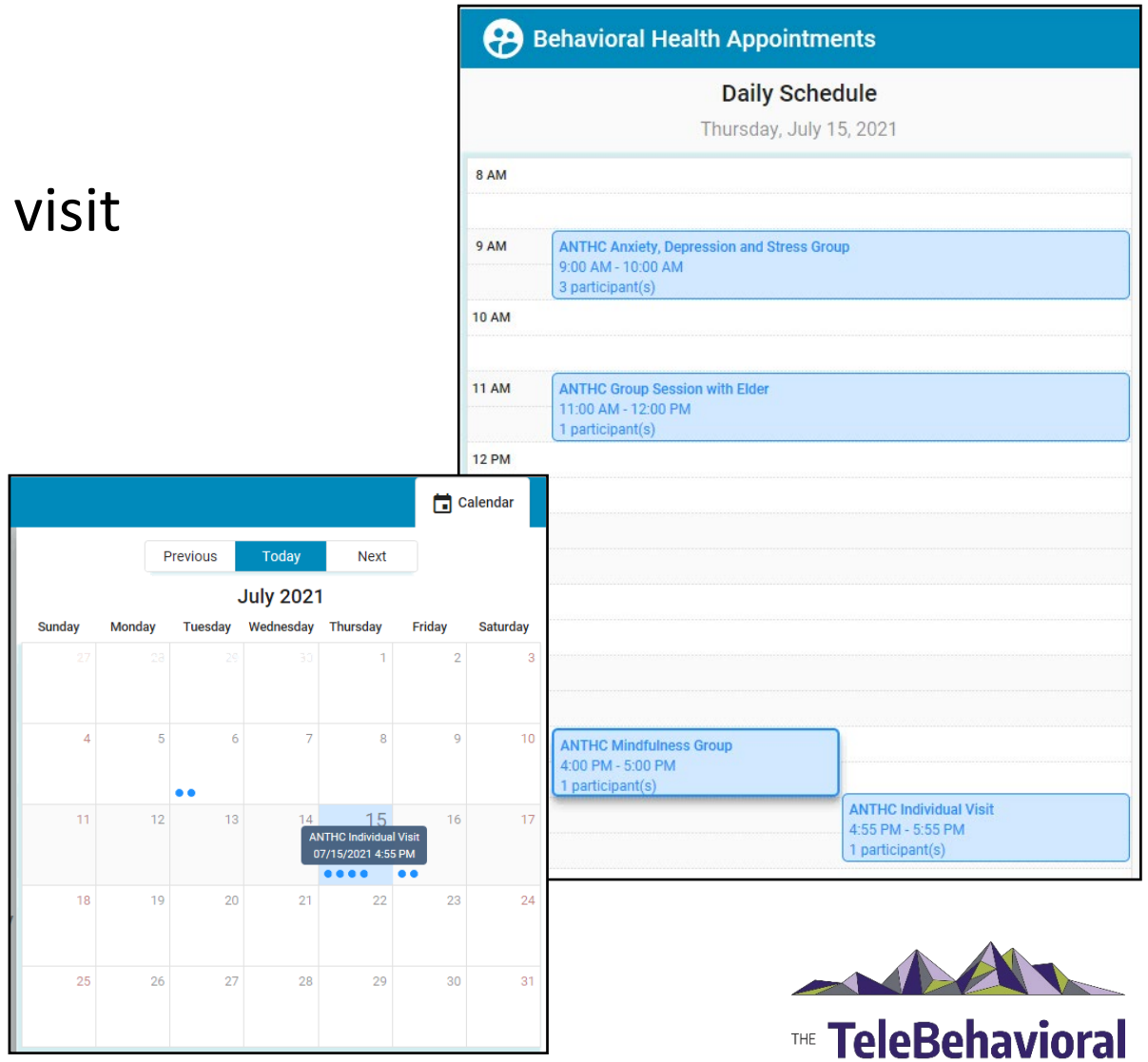
Outpatient Video: ANMC VTC Dashboard

- Located within Cerner
- Automated reminder system
- Integrated with EHR appointment schedule
- Displays consent status
- Text or email patient directly



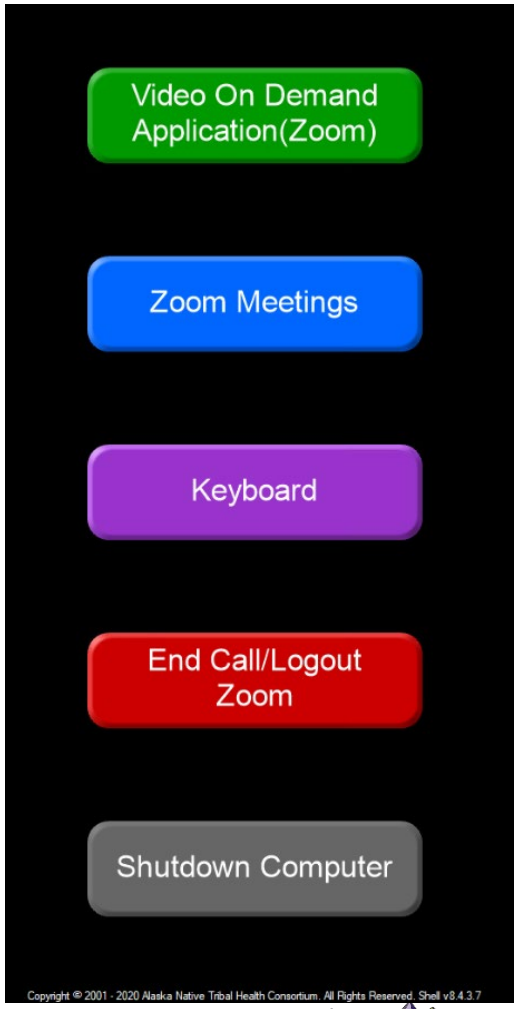
ANTHC Behavioral Health Wellness Clinic

- 100% virtual telemedicine clinic
- Custom wait room with check-in
  - Emergency contact collection at start of visit
  - Autotext unique link
    - per visit
    - per patient
  - Provides calendar view for entire clinic
- Individual visits
- Group visits
  - Provider management



Inpatient: Video On Demand Application (VODA)

- On carts in all ANMC inpatient units
- No one needs a video account or log in
- From bedside: can send a link via text or email to invite participants
- The use of video in the inpatient setting helps to:
  - Rapidly get connected with behavioral health or others
  - Reduce exposure for infection control
  - Improve transitions of care
  - Improve patient satisfaction



VODA: Bering Straits School District & Norton Sound Health Corporation

- Emergent clinical visits to on-call Behavioral Health Provider
    1. Phone call to initiate process
    2. BH Provider starts VODA session and provides 6 digit code
    3. Bering Straits School joins VODA call using 6 digit code
    4. Complete Behavioral Health visit

- Educational purposes for classrooms and school staff

- General school purpose (other needs)

Promoting Health Equity

Patients

- Assess readiness to use telehealth
- Offer training and technical support
- Build easy-to-use tools
- Offer “clinic-to-clinic” option
- Use interpreters as needed to fill gaps in communication
- Ensure privacy and confidentiality

Health System

- Assess provider readiness to use telehealth
- Training available for clinical staff and providers
- VTC Support Line for technical support
- Standardized workflows optimized for telehealth use

Telehealth Tools

- Simple design and interface
- Accessible to those with disabilities
- Able to use between partner organizations
- Continually being developed and optimized
- Patient and provider satisfaction

Policy

- Patient autonomy and choice
- Telehealth tools accessible statewide

Visit us Online!

ANTHC Telehealth

https://www.anthc.org/telehealth/

ANTHC Behavioral Health Wellness Clinic

https://www.anthc.org/departments/behavioral-health-wellness-clinic/welcome/#

Quyana!

Thank you!

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