

# Welcome!

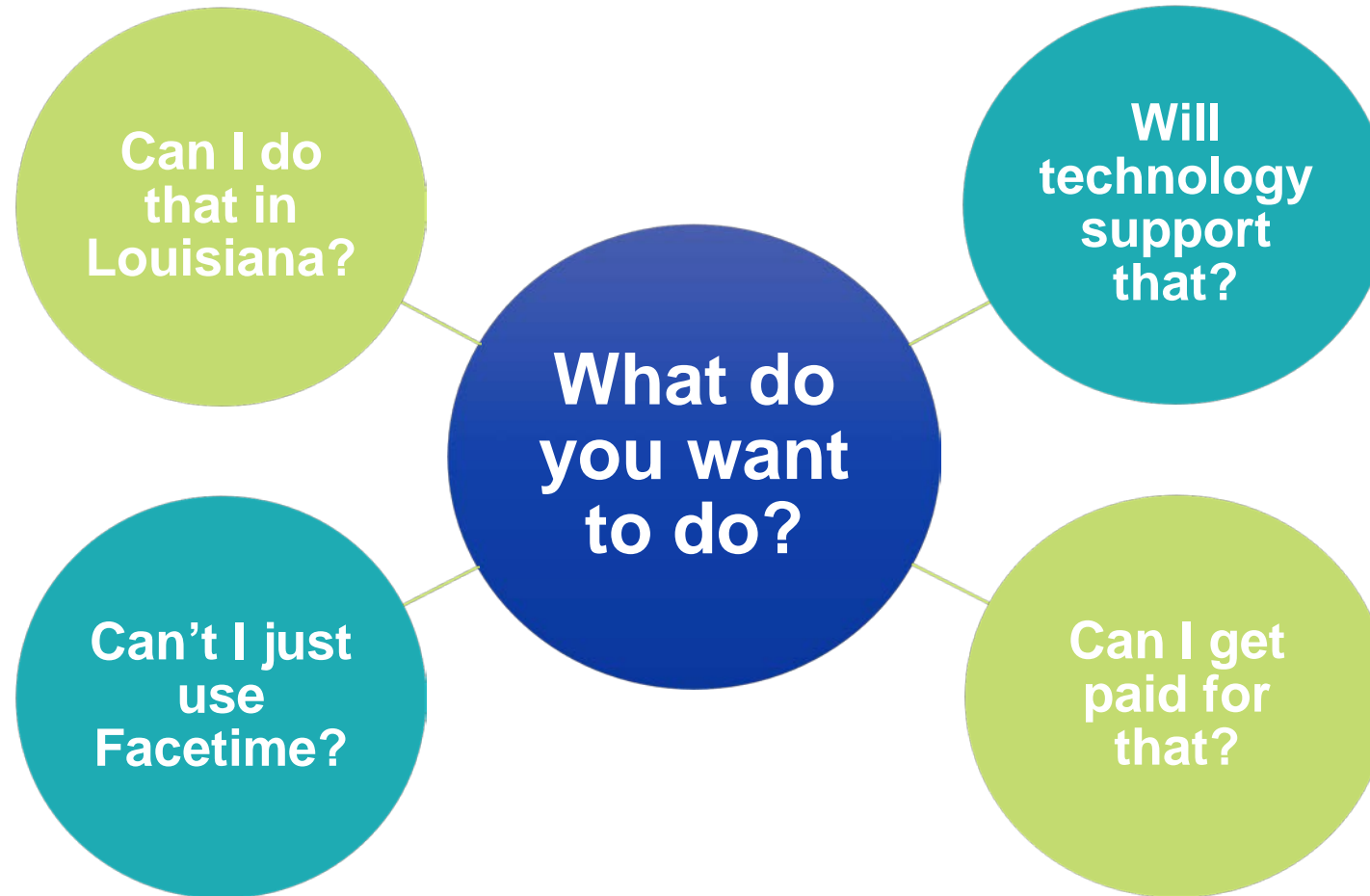


# TexLa Telehealth Resource Center

- The TexLa Telehealth Resource Center is a federally-funded program designed to provide technical assistance and resources to new and existing Telehealth programs throughout Texas and Louisiana.
- The F. Marie Hall Institute for Rural and Community Health at Texas Tech University Health Sciences Center is the support representative for Texas. Well-Ahead Louisiana, the chronic disease prevention and healthcare access arm of the state Department of Health, is the support representative for Louisiana.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number G22RH30359, the TexLa Telehealth Resource Center, in the amount of \$325,000.00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS, or the U.S. Government.

# TexLa Telehealth Resource Center



# TelehealthResourceCenters.org

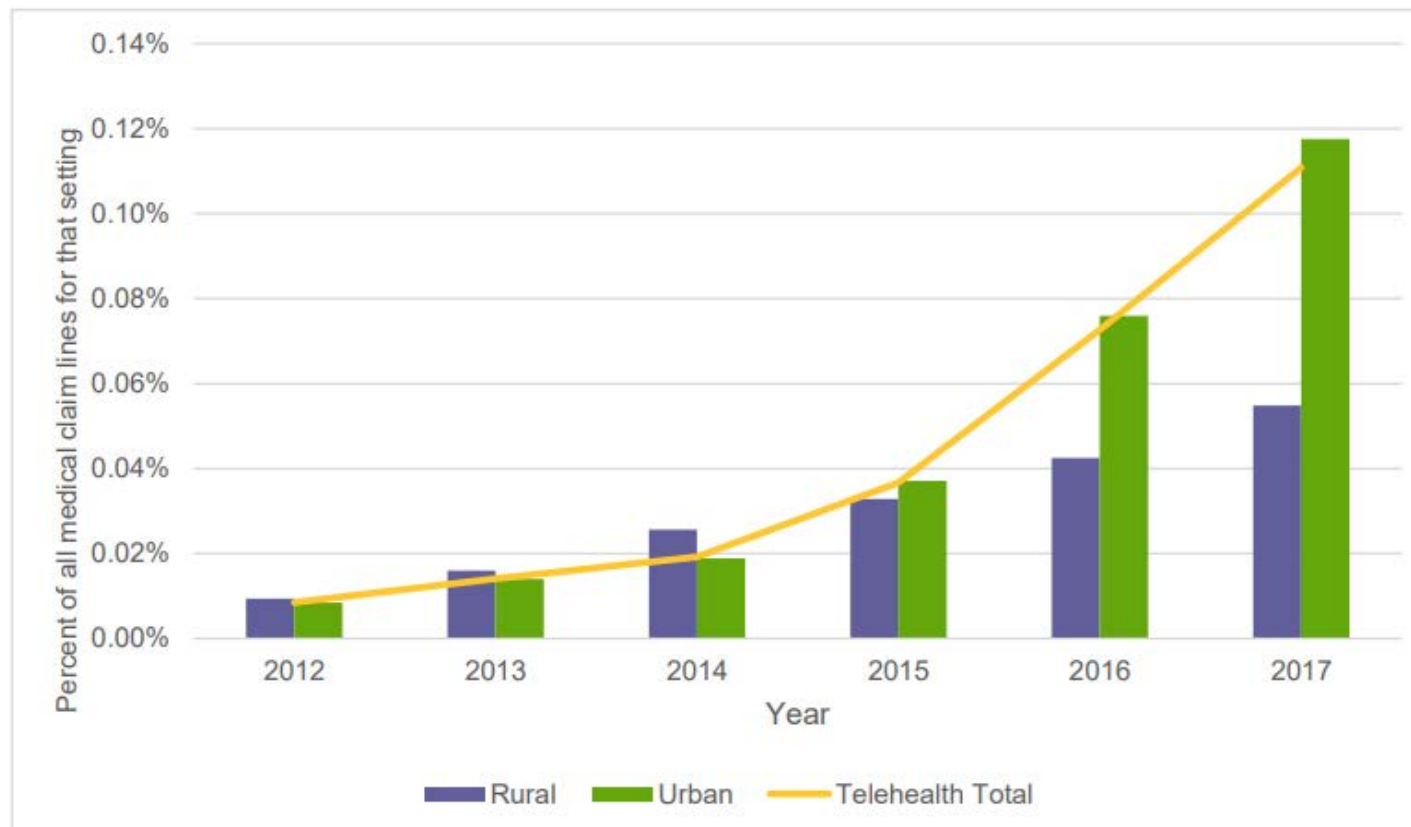


# Telehealth Status: Louisiana and Nationally

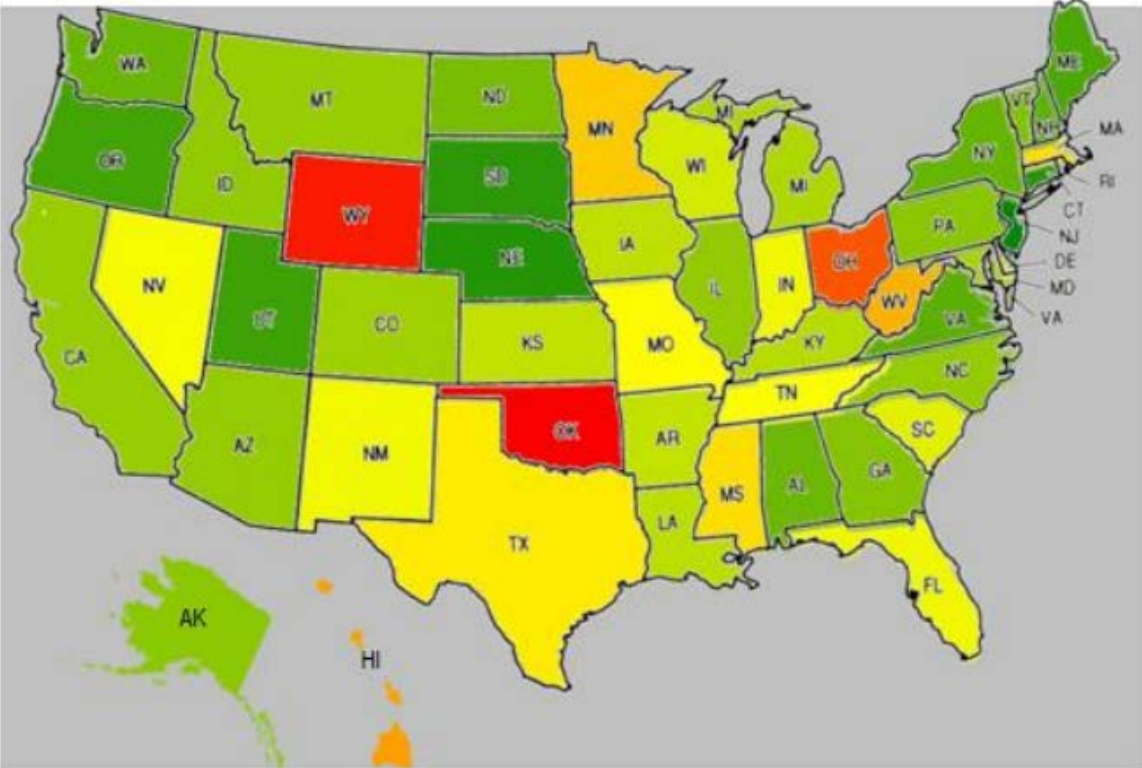
# History of Telemedicine

- Telemedicine has been around since the 1960s-1970s
- Increased interest in 2009 and 2010 with HITECH Act & Meaningful Use and again in 2016 with HRSA Funding to expand telehealth in rural areas
- Regulatory and reimbursement restrictions, along with patient and provider skepticism, have limited telehealth expansion

# Claim Lines with Telehealth Usage as a Percentage of all CMS Medical Claim Lines by Rural, Urban and National Settings



# Percent of Claim Lines with Telehealth Usage Compared to All Medical Claim Lines by State

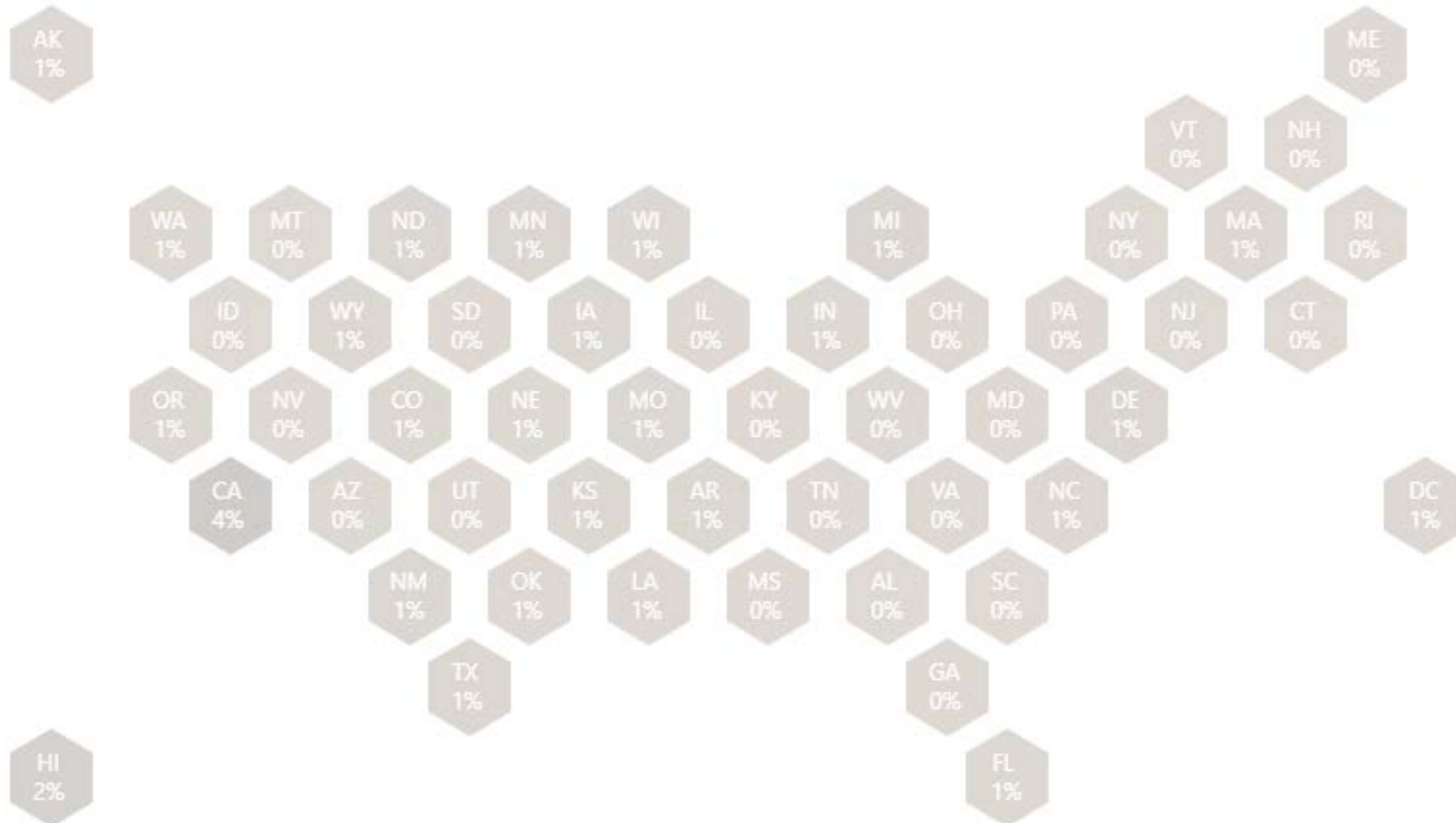




# Where Are We Now?

# % Telehealth for All Specialties

February 2020

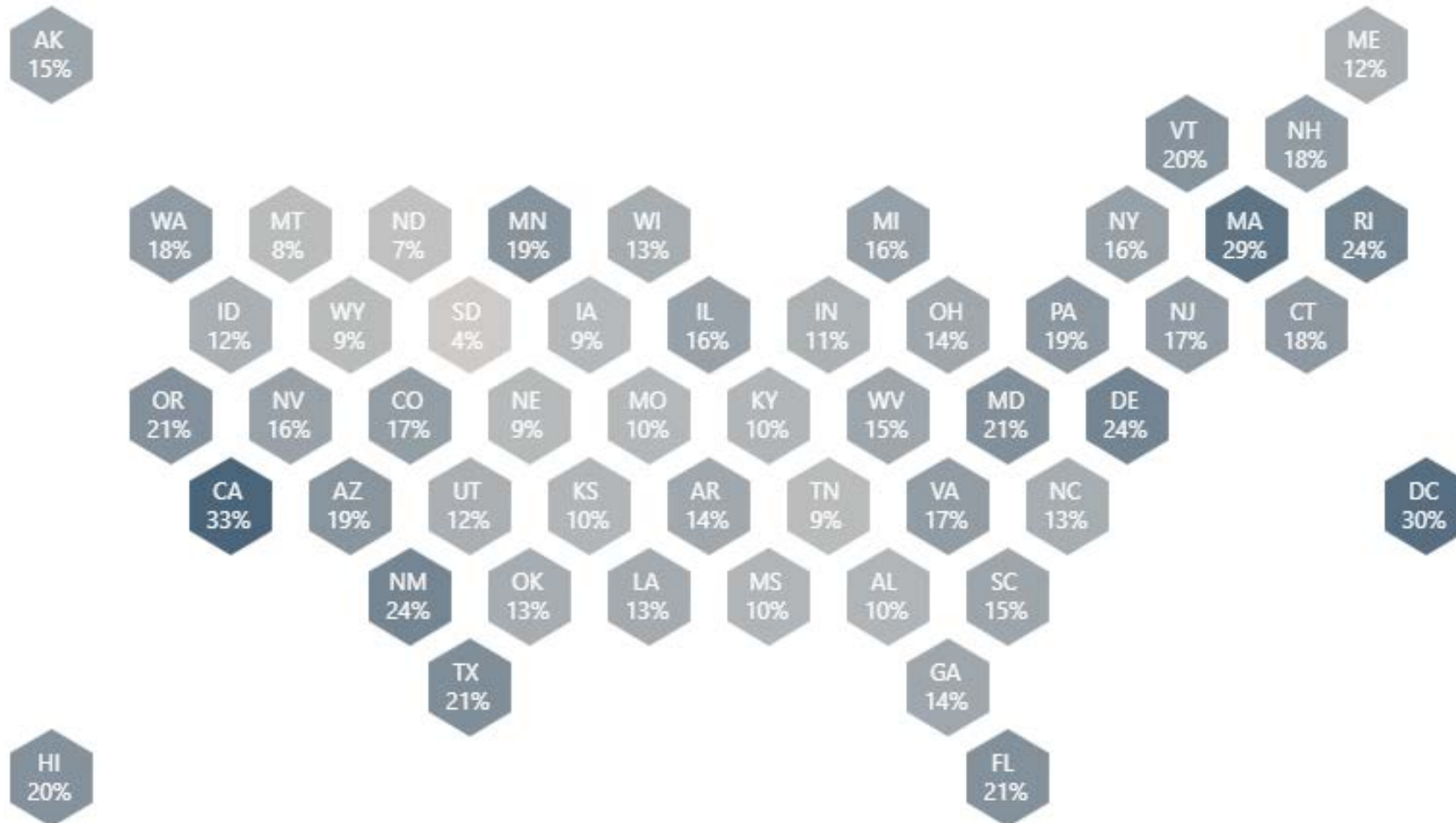


**0.8%**  
Visits via Telehealth  
Current Week

▼ **0.0 Points**  
vs Prior Week

▼ **0.0 Points**  
vs National

# % Telehealth for All Specialties



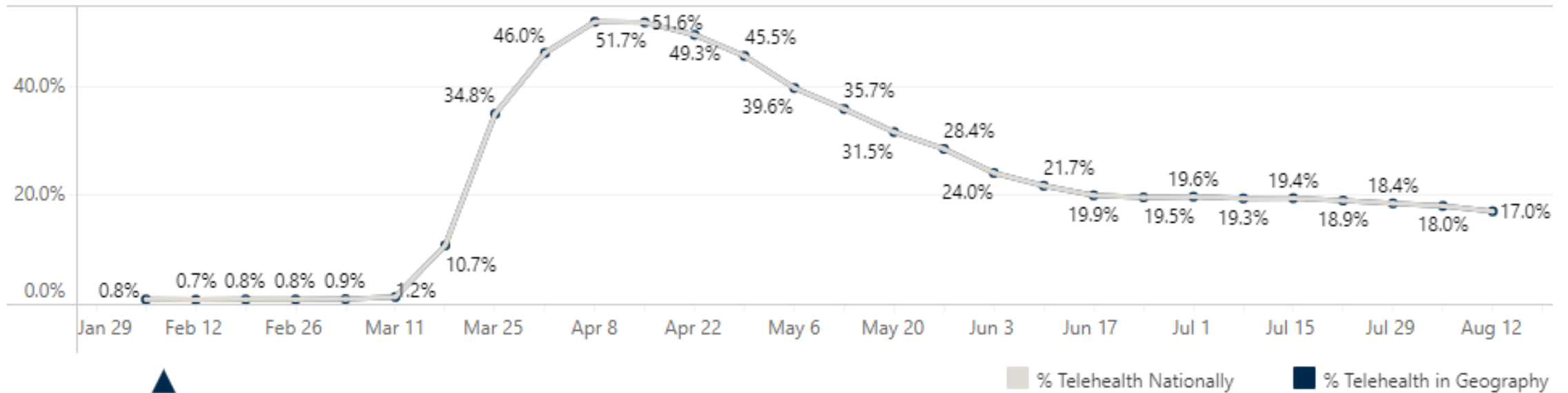
August 2020

**17%**  
Visits via Telehealth  
Current Week

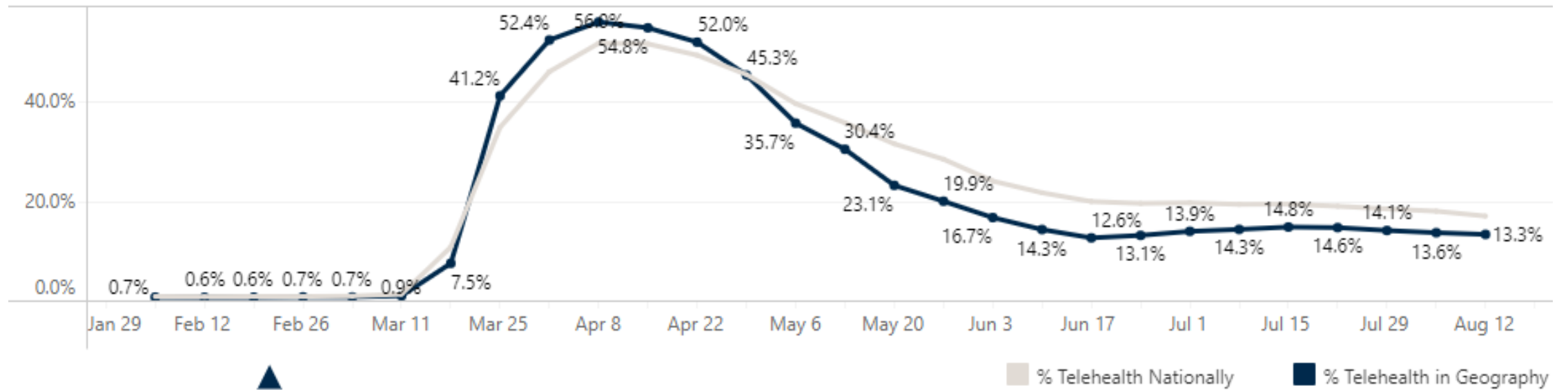
▼ **1.0 Points**  
vs Prior Week

▼ **0.0 Points**  
vs National

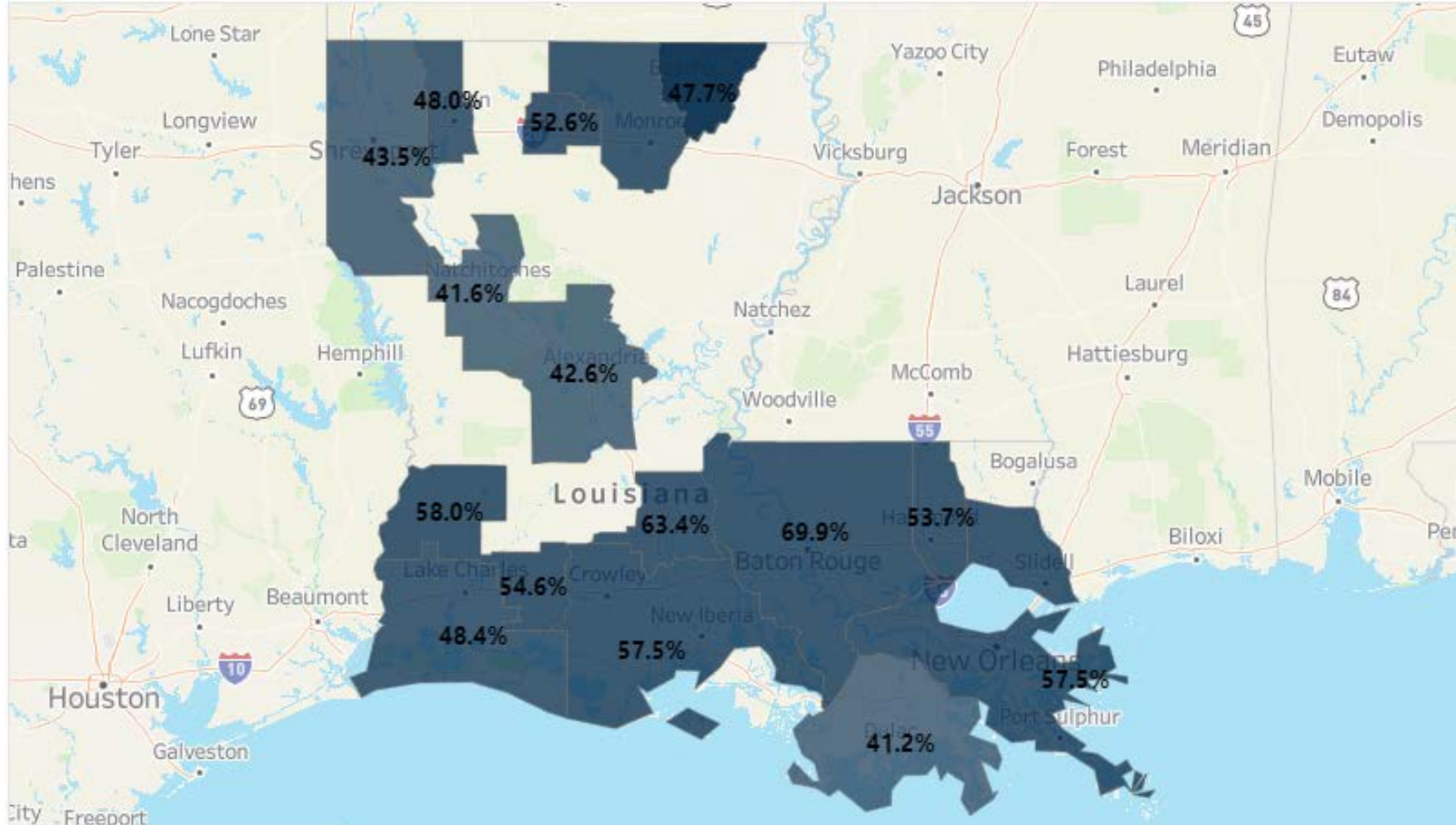
# % Telehealth for All Specialties Nationally



# % Telehealth for All Specialties in Louisiana



# % Telehealth for All Specialties in Louisiana



April 2020

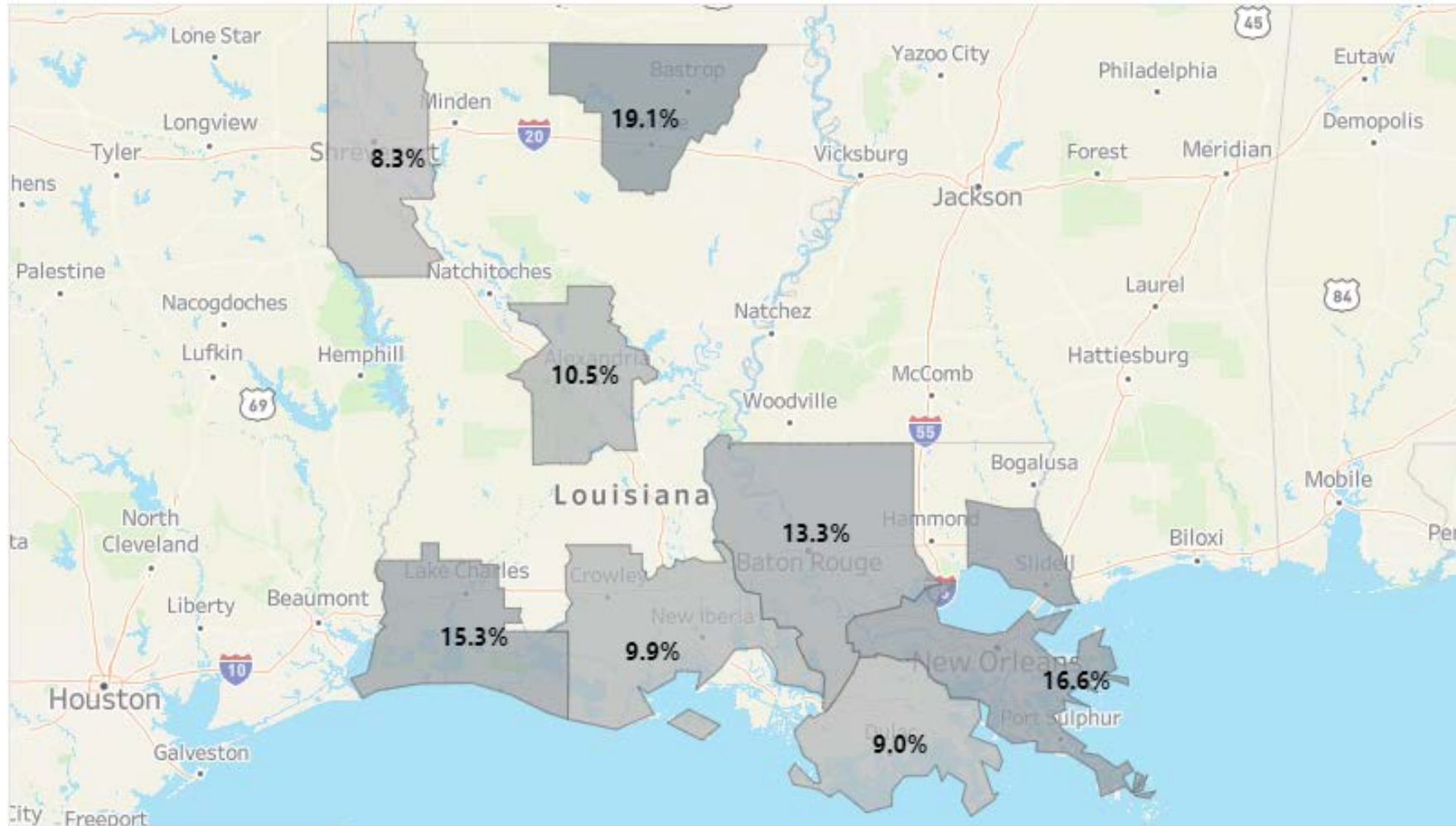
**56%**

Visits via Telehealth  
Current Week

**▲ 3.6 Points**  
vs Prior Week

**▲ 4.3 Points**  
vs National

# % Telehealth for All Specialties in Louisiana



August 2020

**13.3%**  
Visits via Telehealth  
Current Week

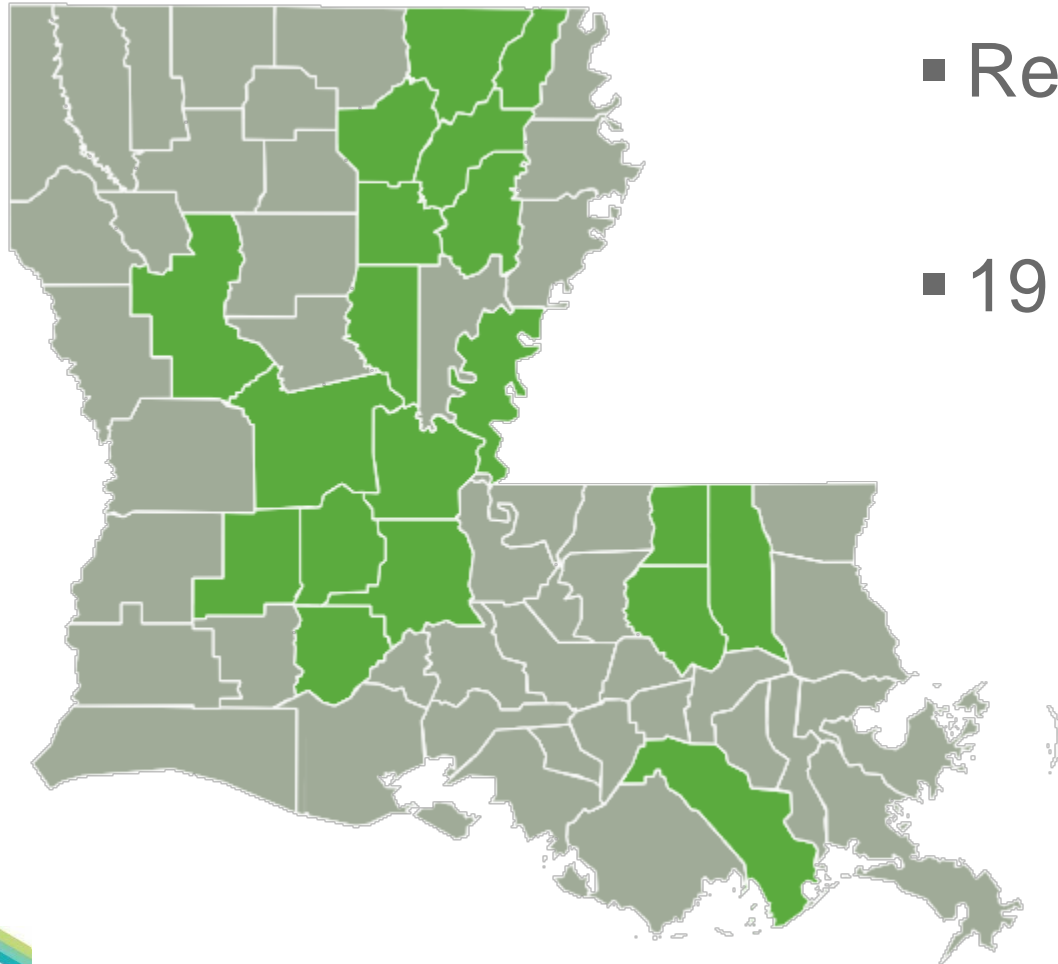
▼ **0.3 Points**  
vs Prior Week

▼ **3.7 Points**  
vs National

# Survey Results



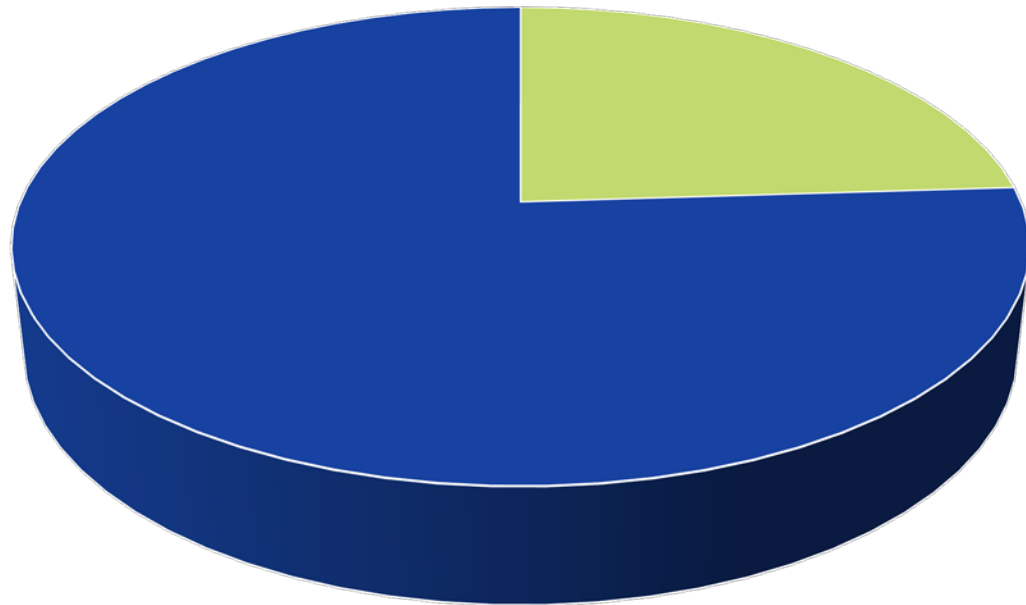
# Survey Results



- Response Rate: 25 / 52 – 48%
- 19 / 64 parishes represented

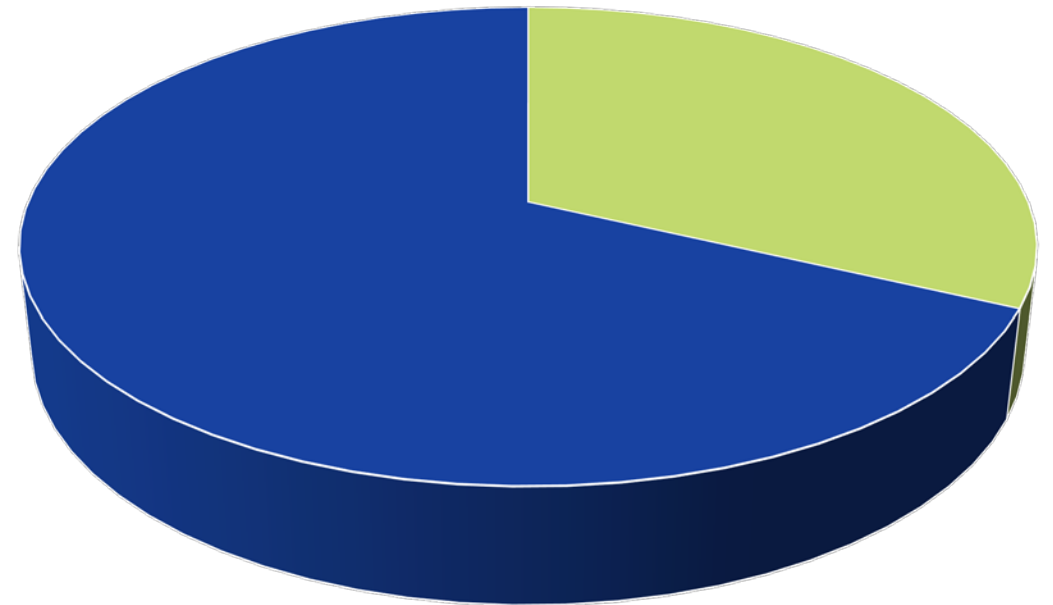
# Survey Results

Reduction in Staff



■ Clinics with Reduction in Staff

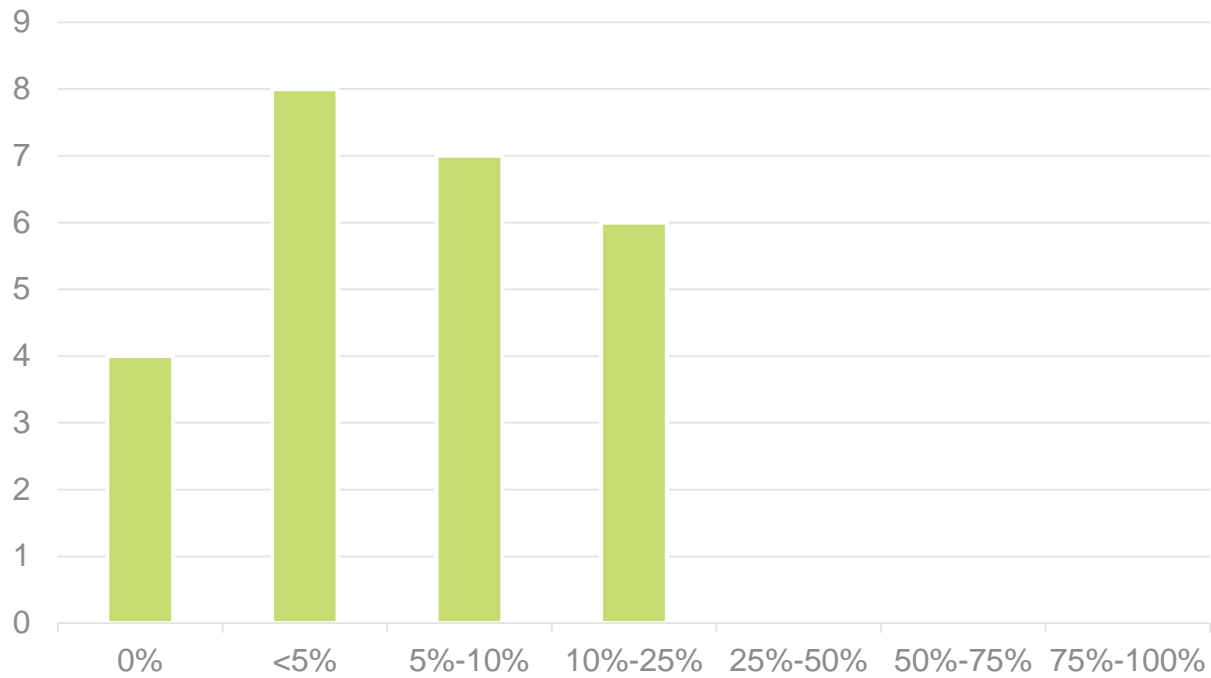
Reduction in Hours or Temporary Closures



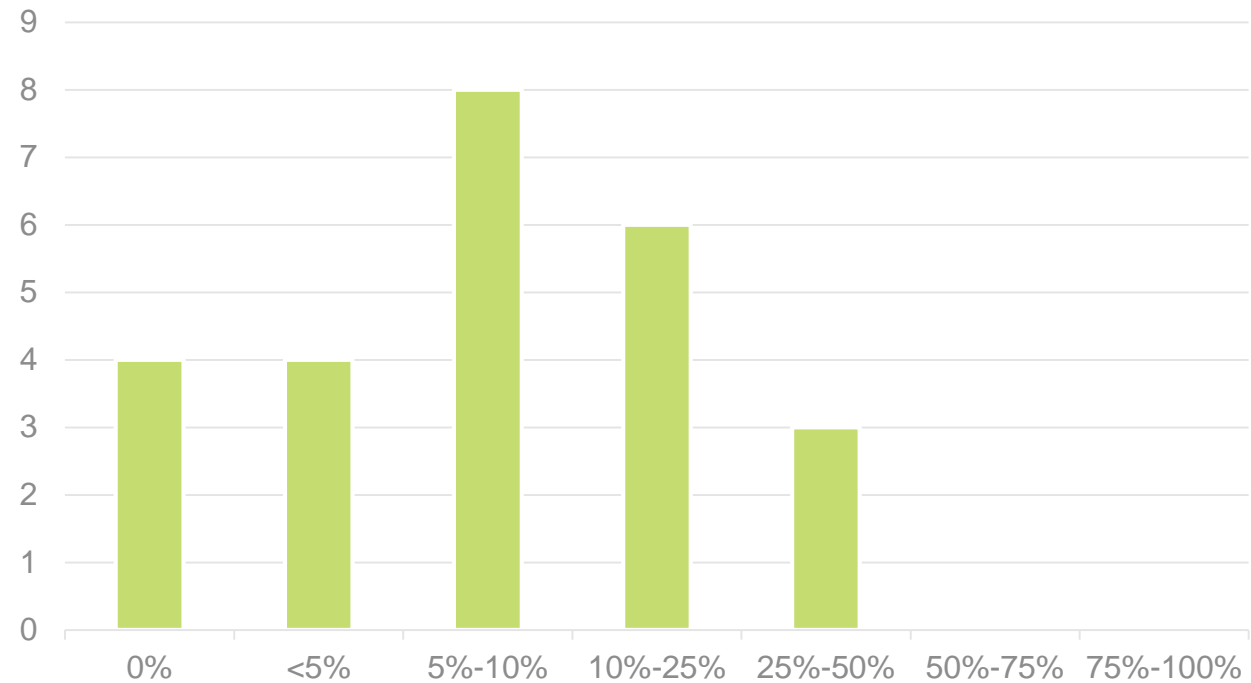
■ Clinics with Reduced Hours or Temporary Closures

# Survey Results

## Patient Portal Utilization - PRE-COVID

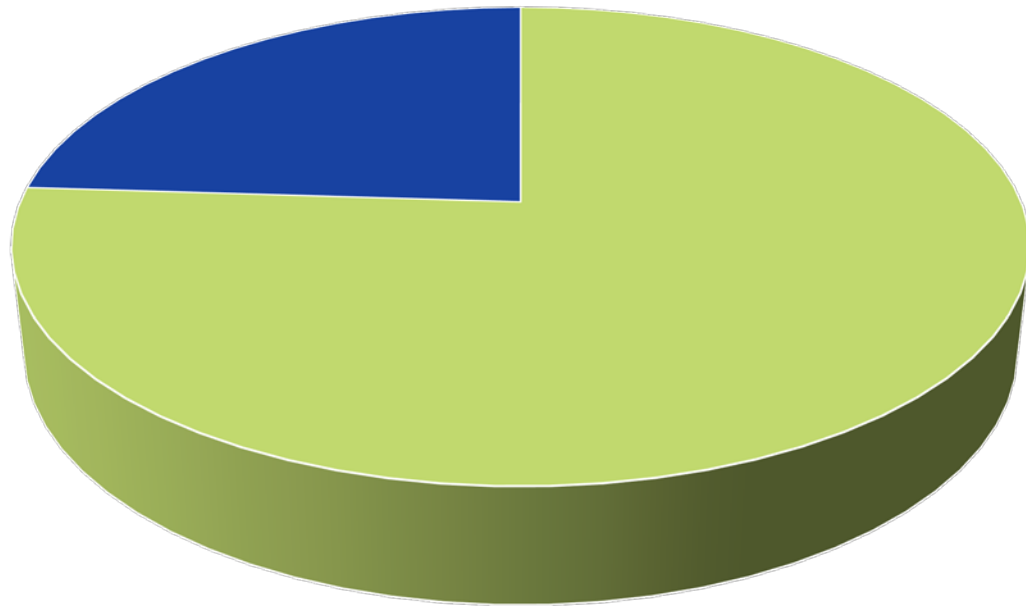


## Patient Portal Utilization - CURRENT



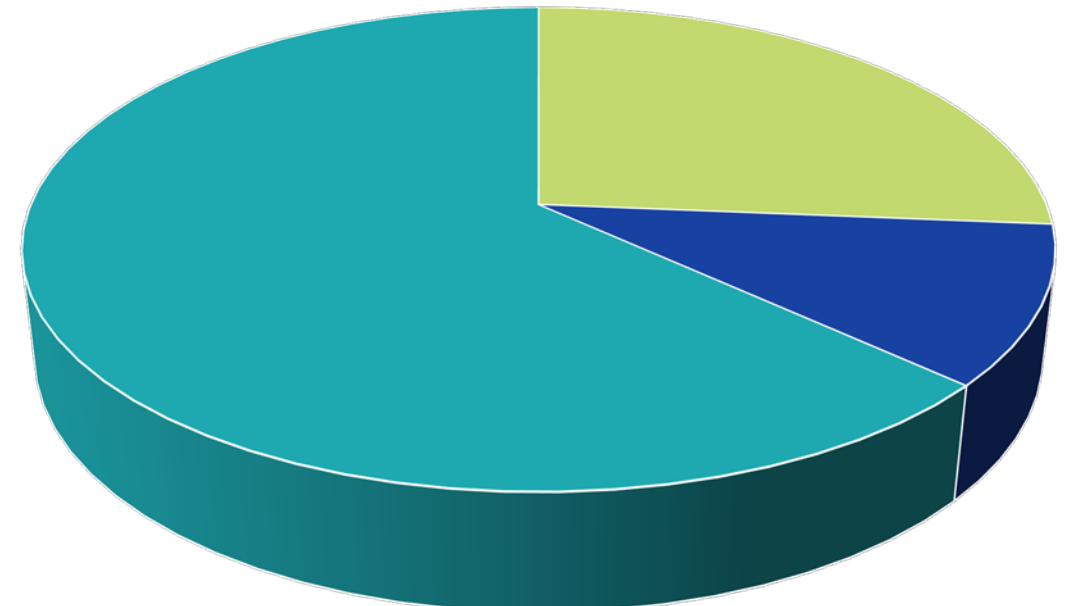
# Survey Results

Telehealth Delivery (Current)



■ Facilities Delivering Services via Telehealth

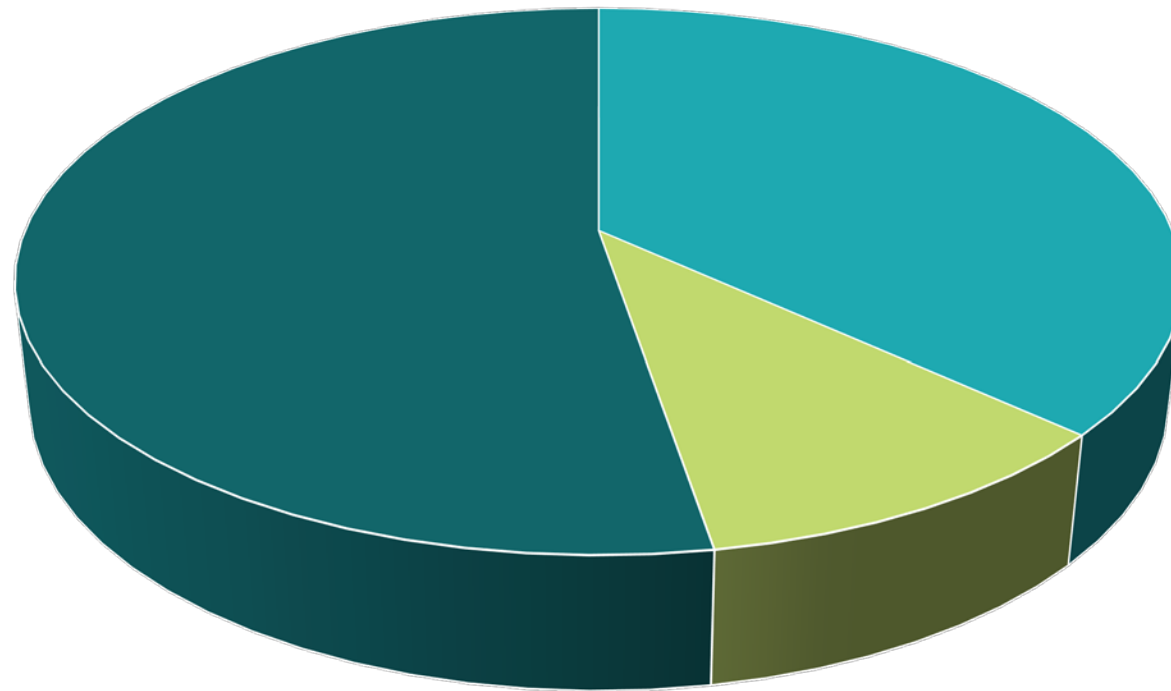
Telehealth Modalities



■ Always audio/video ■ Always audio only ■ Combination audio/video and audio only

# Survey Results

Telehealth Utilization (Future)



■ Yes

■ No

■ Maybe

■ Depends on regs/reimb.

# Moving Forward

# Moving Forward

- Staying alert to which COVID waivers become permanent changes—some require an act of Congress (esp. originating site limitations)
- Increased federal and payer attention on telehealth
  - 163 bills and resolutions in 116th Congress (2019-2021) that include the word “telehealth”
  - Senate Committee on Health, Education, Labor, & Pensions held a hearing on June 17, 2020
    - “Telehealth: Lessons from the COVID-19 Pandemic”

# Moving Forward

- Continuing to monitor regulatory changes around telehealth and provide technical assistance and education in partnership with TexLa Telehealth Resource Center
- Continuing to look for ways to support and expand telehealth across the state



# Moving Forward

## Diabetes Self-Management Education and Support Services Via Telehealth

- Partnership opportunity with Lallie Kemp Regional Medical Center for up to five clinics
- Hands-on technical assistance for establishing a referral and program delivery process
- Financial support to purchase telemedicine equipment

## Project ECHO

- Diabetes ECHO
  - Any provider who cares for patients living with diabetes can join
- Lifestyle Coach ECHO
  - Designed for National Diabetes Prevention Program Lifestyle Coaches

## Louisiana Rural Health Association Telemedicine Program

- Support LRHA Project to expand telehealth access

# Resources

- National Consortium of Telehealth Resource Centers

<https://www.telehealthresourcecenter.org/>

- TexLa TRC– serving LA and TX

<http://www.texlatrc.org/>

- National Center for Policy: Center for Connected Health Policy

<https://www.cchpca.org/>

- TTAC: National Telehealth Technology Assessment Resource Center

<http://www.telehealthtechnology.org/>

# Contact

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# Questions?

# Thank You!

