



Summit on Telehealth Implementation & COVID-19

January 21, 2021 at 2PM ET/11AM PT

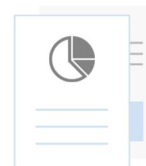
TeleHealthHIV Overview



CAPACITY BUILDING



WEBINARS



RESOURCES

HealthHIV.org/TeleHealthHIV



Introductions - HealthHIV



Marissa Tonelli

Director of Health
Systems Capacity
Building



Eve Kelly

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Summit Agenda

- 2:00pm ET/11:00am PT - **State of Telehealth and Implications for HIV Prevention, Care & Treatment**
- 3:00pm ET/12:00pm PT - **Breakout Sessions** (*pre-selected*)
 - Technology for Telehealth
 - Increasing Provider Readiness for Telehealth Provision
 - TelePrEP: Expanding Access & Adherence to PrEP through Telemedicine
- 4:00pm ET/1:00pm PT - **Summit Close**



Learning Objectives

By the end of this session, participants will be able to:

- Describe how telehealth is currently being utilized by HIV, HCV, STI and SUD treatment providers amidst the COVID-19 pandemic.
- Identify changes to Medicare reimbursement policies and structures for telehealth services, and their long term sustainability.
- Share lessons learned from a large university implementing telemedicine services to improve health outcomes among minority persons living with HIV in an urban area.

Submit questions through the Q&A chat box. Questions will be facilitated at the end of the session.



Introductions - Speakers



**Circe J. Gray Le
Compte, PhD**
Director of Health Services
Research and Evaluation
HealthHIV



Emily Yoder
Analyst
Division of Practitioner
Services, CMS Center for
Medicare



Reetu Grewal, MD
Medical Director
UF Health Family Medicine
& Pediatrics Baymeadows
Jacksonville, FL



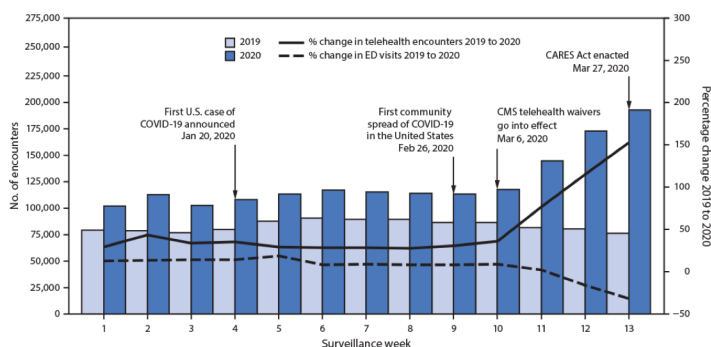


The State of Telehealth

January 21, 2021

2020: The Year of Telehealth

- Estimated that the US will reach **more than 1 billion** telehealth visits for 2020
- **154%** increase in telehealth visits during 13th week of 2020 versus same period in 2019
- **45%** of HRSA-funded health centers (n= 1,009) conducted >30% telehealth visits in July 2020



Sources:

AHIP White Paper: The Virtual Reality: It's Time to Transform Your Virtual Health Capabilities. Published Nov 11, 2020.
 CDC MMWR. Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic — United States, January–March 2020. Published Oct 30, 2020.
 CDC MMWR. Telehealth Practice Among Health Centers During the COVID-19 Pandemic — United States, July 11–17, 2020. Published Dec 18, 2020.

Acceptability of Telehealth

Provider Acceptability

- Physicians views of telehealth **improved** due to the COVID-19 pandemic
- **64%** reported greater comfort using telehealth than before COVID-19
- **74%** reported high satisfaction using telehealth

Consumer Acceptability

- **76%** of consumer respondents (April 2020) reported that they were “highly” or “moderately” likely to use telehealth services in the future
- **74%** of surveyed telehealth users reported high levels of satisfaction



Source: AHIP White Paper: The Virtual Reality: It's Time to Transform Your Virtual Health Capabilities. Published Nov 11, 2020.

Accessibility & the Digital Divide

- **Pre-COVID** (May 2019)
 - **21%** of rural Americans reported access to high-speed internet **is a problem** for them or their family (Harvard School of Public Health)
 - **27%** of U.S. adults aged 65+ reported they **did not use** the internet (Pew Research Center)
- **Post-COVID** (2020): Demonstrated **inequitable access to telemedical care**, e.g. fewer completed visits among:
 - Older patients (75 and older)
 - Non-English speaking
 - Asian race
 - Medicaid-covered



Source: JAMA Open Network "Patient characteristics associated with telemedicine access for primary and specialty ambulatory care during the COVID-19 pandemic. Published Jan 2021.

HealthHIV Research: 'State of' Surveys

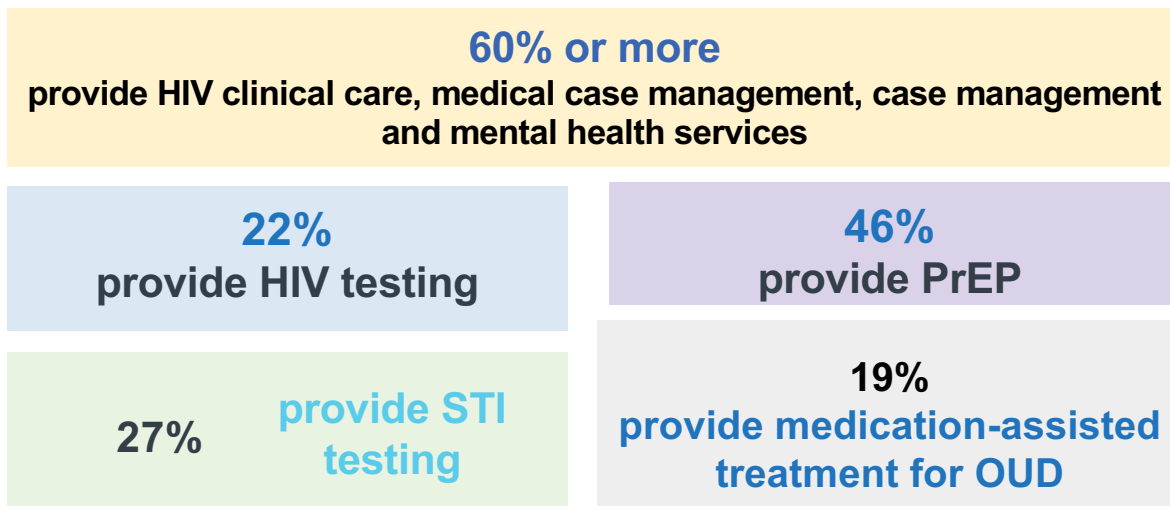


HealthHIV's 'State of Telehealth and HIV Prevention, Care and Treatment' Survey

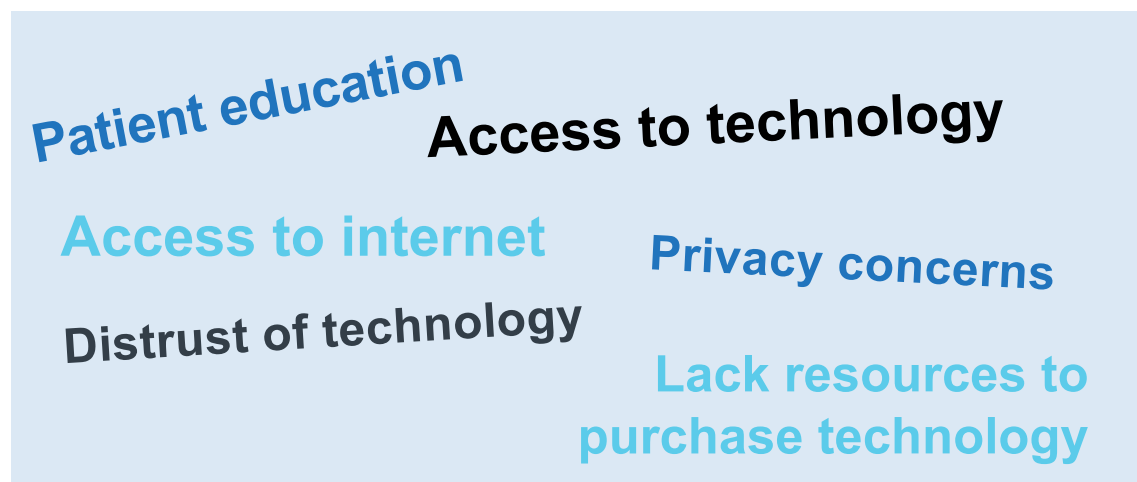
- Fielded in July 2020 among **256** ASOs, CBOs, and health centers
- **48%** just started providing telehealth services because of COVID; **71%** report it is *very likely* they'll continue telehealth after COVID
- **81%** currently provide HIV service(s) via telehealth
- Providers feared barriers to utilization:
 - Patient inexperience responding to health questions via smart devices without in-person coaching of a care provider (58%)
 - Telehealth daunting to patient who is underexposed to smart devices (51%)
 - Patient distrust of technology (33%)
 - Patient access to technology and/or wireless connection (25%)



Reported Telehealth Services



Reported Patient Barriers



Telehealth is Here to Stay

In-person Visits Are Invaluable, but Telehealth Is Here to Stay

May 30, 2020

Trump administration aims to keep telehealth revolution here to stay

July 31, 2020 By: Alex M. Azar II, Secretary of the Department of Health and Human Services

After coronavirus, telemedicine is here to stay

MONIQUE MRAZEK & RUCHIRA SHUKLA | JULY 07, 2020
This page in: English

“We’re now aggressively looking at how to make the telehealth revolution a permanent part of American medicine.”

- Alex M. Azar II,
Secretary of the Department
of Health & Human Services



Where are you today?

- 23% had an operating telehealth program prior to 2020
- **47% started a new telehealth program in 2020!**
- 30% do not yet have a telehealth program
 - 15% plan to start a telehealth program in the next 6 months
 - 15% are interested in telehealth, but do not have an implementation plan yet



What are your biggest barriers to telehealth?

What are the biggest barriers for those who have not yet started?

- Organization's technology
- Accessibility of services for clients
- Cost of establishing a telehealth program

What are the biggest barriers for those who started in 2020?

- Accessibility of services for clients
- Client access to technology
- Client engagement

