

NAVIGATING THE TELEHEALTH NEIGHBORHOOD: A GUIDE TO TELEHEALTH ACCESS FOR DIGITAL NAVIGATION

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Johnson**

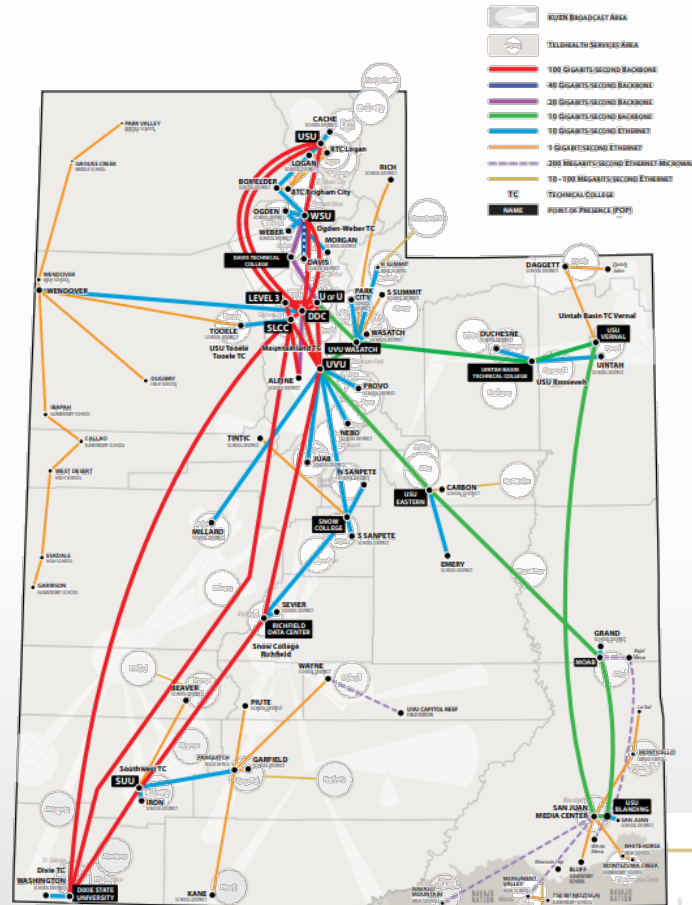
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UETN and NRTRC
Digital Inclusion Fellow,
NTEN



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UTAH EDUCATION AND
TELEHEALTH NETWORK



Connecting 1,900+ Locations Throughout Utah

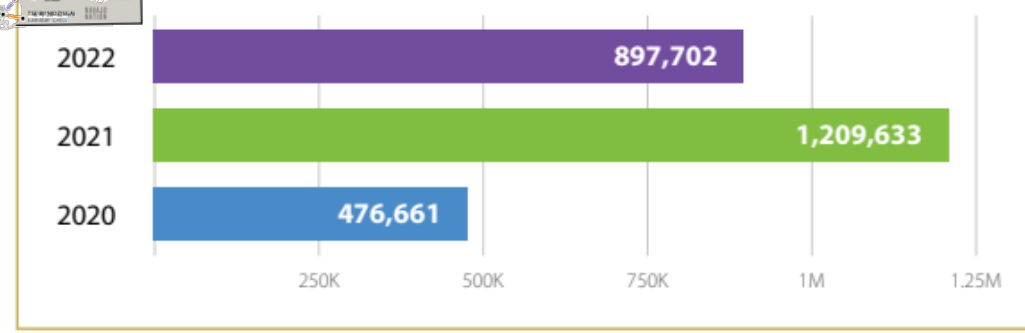


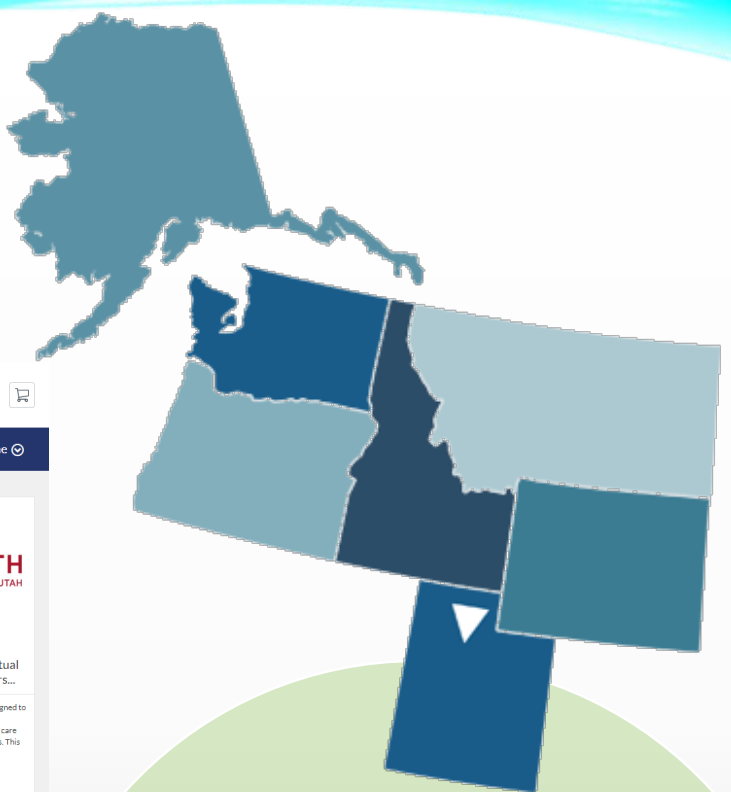
The Utah Education and Telehealth Network (UETN)

In 2022...

712 hours of health and wellness programming on UEN-TV

Total Telehealth Claims Comparison



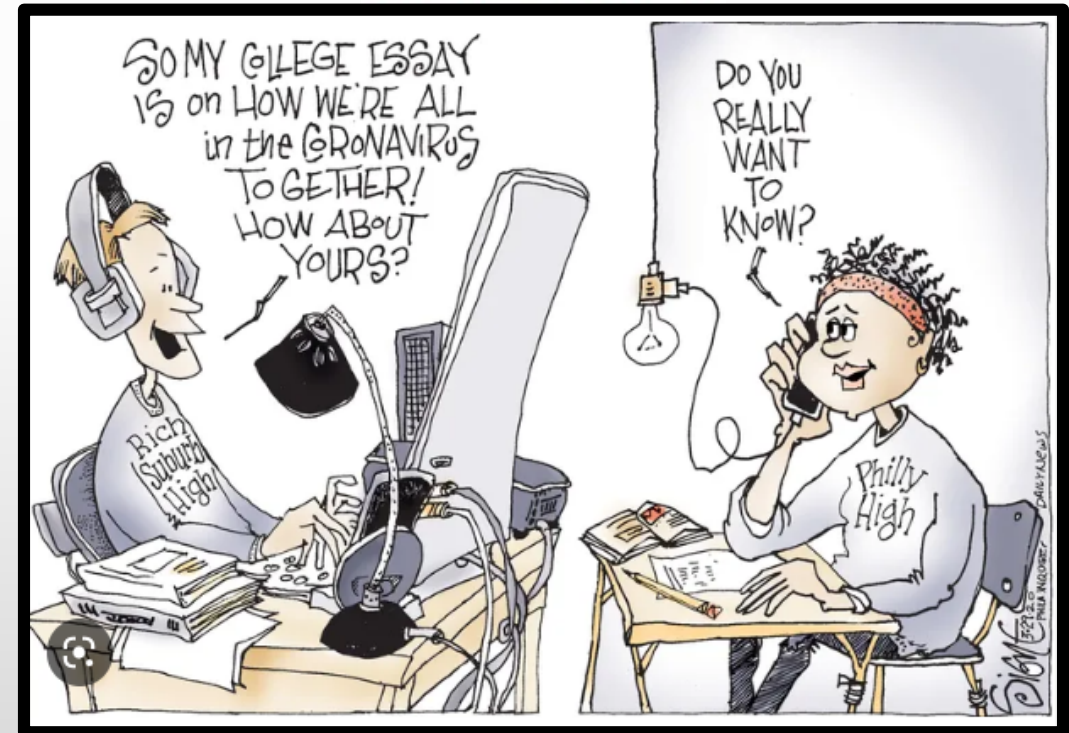


The Northwest
Regional
Telehealth
Resource
Center
(NRTRC)



WHAT IS DIGITAL EQUITY AND INCLUSION (DEI)?

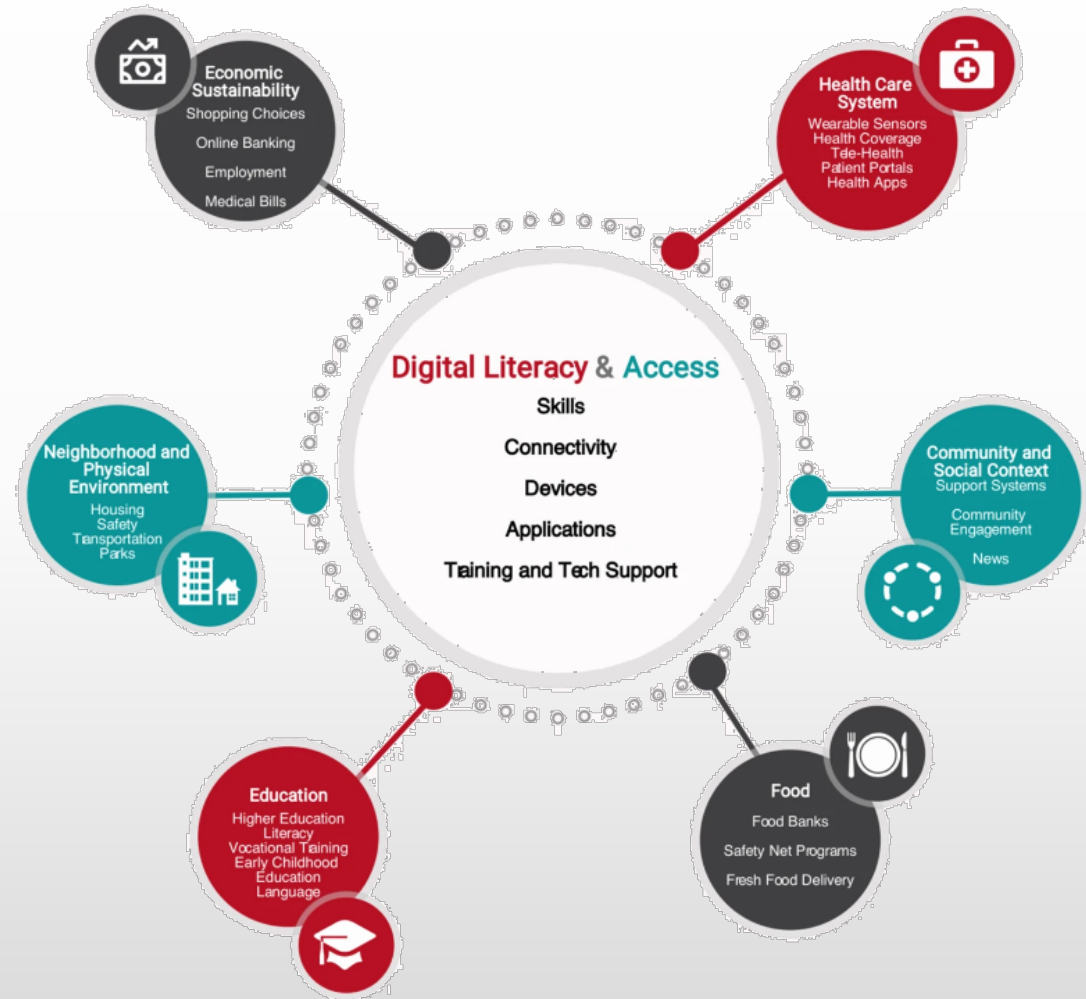
- Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs).
- Digital Equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy.
- DEI is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services...INCLUDING HEALTHCARE!



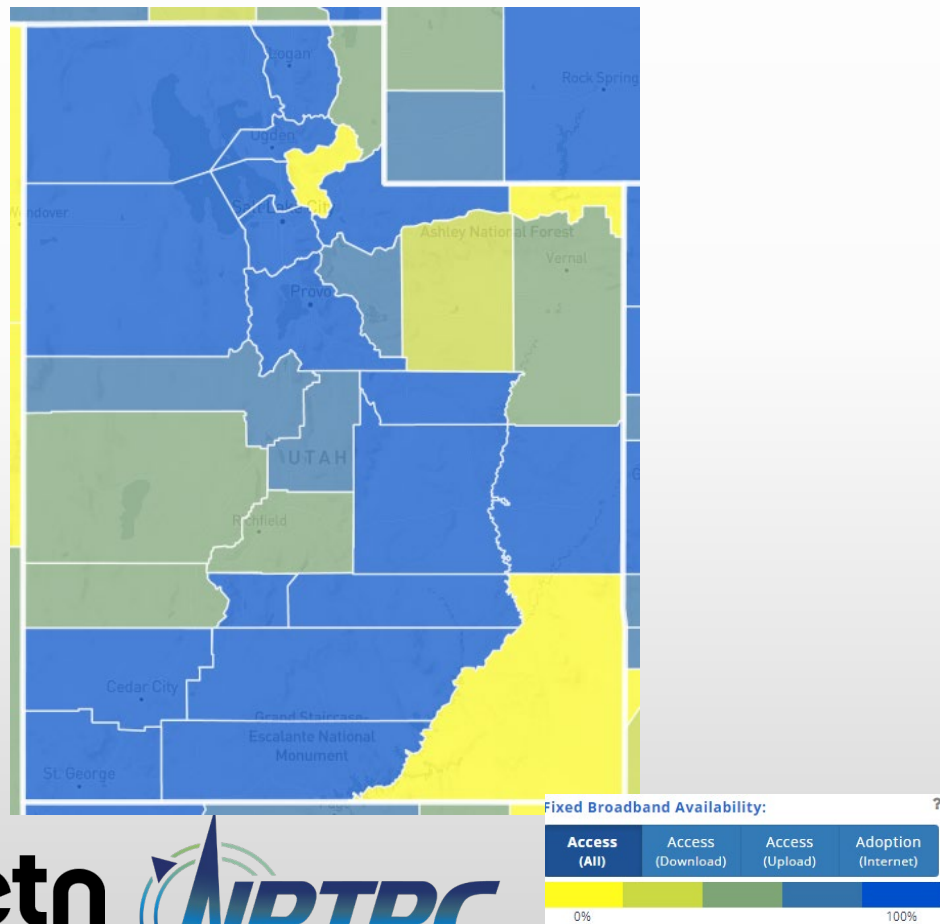


WHY ARE DIGITAL LITERACY AND
BROADBAND ACCESS IMPORTANT
FOR HEALTHCARE?

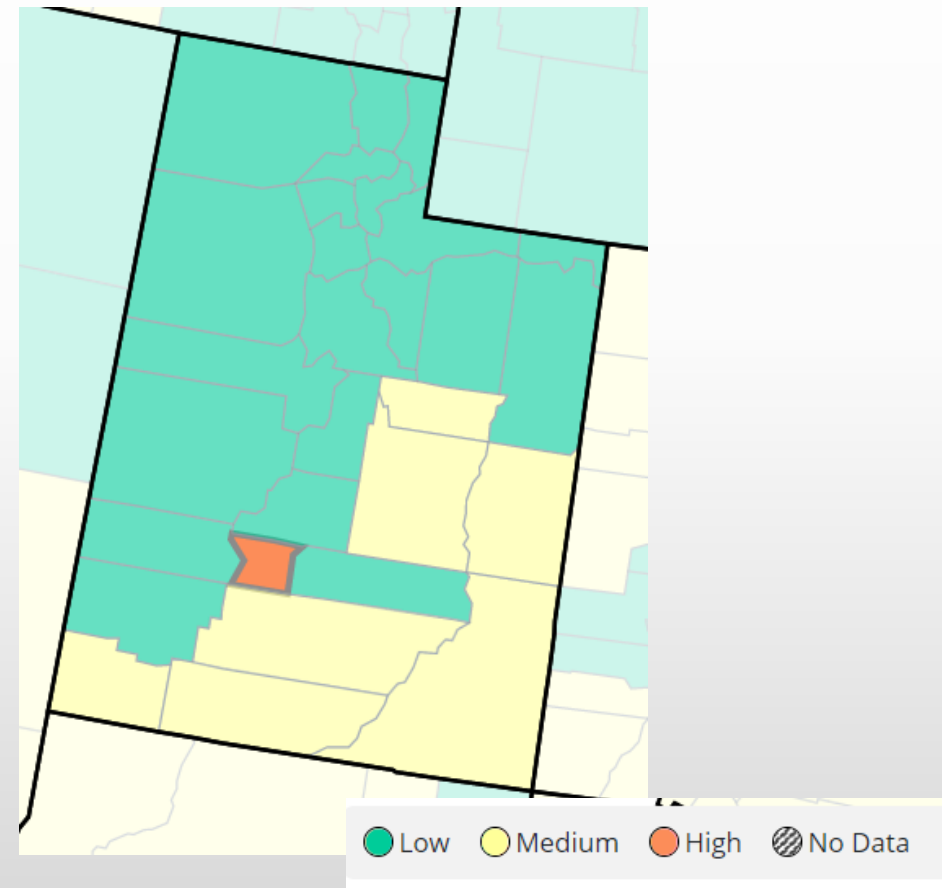
- Applications for employment and social services are increasingly and exclusively online
- Sources of health information and patient portals have been digitized
- Increased use of telehealth widening disparities
- Costs of equipping a person to use the Internet and devices to manage healthcare are more sustainable than treating active conditions



FCC Fixed Broadband Availability Map



CDC COVID-19 Infections per county





LET'S TALK SOLUTIONS!

Table 1

Patient Demographics and Visit Characteristics by Visit Modality from June 2020 Through April 2021

First primary care visit modality	In-person	Telemedicine	p value
# of observations	4045	2108	
Female (%)	2148 (53.1%)	1277 (60.6%)	
Age (mean, SD)	64.0 (17.3)	62.5 (17.7)	
Race (%)	Black	1488 (36.8%)	1060 (50.3%)
	White	2330 (57.6%)	938 (44.5%)
	Other/unknown	227 (5.6%)	110 (5.2%)
Ethnicity (%)	Hispanic Latino	239 (5.9%)	76 (3.6%)
	Non-Hispanic Latino	3766 (93.1%)	2012 (95.5%)
	Unknown	40 (1.0%)	20 (1.0%)
Payor (%)	Commercial	1023 (25.3%)	573 (27.2%)
	Medicaid	619 (15.3%)	319 (15.2%)
	Medicare	2160 (53.4%)	1166 (55.3%)
	VA/uninsured/unknown	243 (6.0%)	50 (2.4%)
Days from discharge to appointment (mean, SD)	10.3 (7.2)	8.9 (6.4)	p < 0.0001
Scheduled within 7 days of discharge (%)	1857 (45.9%)	1140 (54.1%)	p < 0.0001
Visit scheduled with assigned PCP (%)	2734 (67.6%)	1480 (70.2%)	p = 0.04
Visit completed (%)	2488 (61.5%)	1771 (84.0%)	p < 0.0001

[Open in a separate window](#)

Digital Biomarkers

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Next Generation

The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice

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THE DIGITAL NAVIGATOR MODEL

"Adding Digital Equity to Our Social Safety Net"

WHAT'S THE USE OF A DIGITAL NAVIGATOR?

Digital equity and inclusion cannot be achieved overnight. They require a regulated process of bringing devices, internet access, and digital literacy skills to individuals. A digital navigator is an individual at an organization who works specifically to mediate this process.



WHO IS A DIGITAL NAVIGATOR?

Digital navigators can be volunteers or staff who work at resource-giving institutions, such as libraries, social service agencies, and community-based organizations. They work directly with community members and are familiar with resources that address digital equity.



HOW DOES IT WORK?

The digital navigator model follows that of Adult Basic Education. The process is learner-centered, customized for each site and individual. A competent Navigator assesses the needs of the individual and guides them towards the suitable resources. The Navigator works one-on-one with each community member, forming trusting relationships through repeated contact.



WHY DOES IT WORK?

The Digital Navigator Model is a replicable framework for organizations that already provide digital inclusion services. It is customizable according to each organization's capacity and, through continual, one-on-one contact, ensures that each individual's needs will be met.



NDIA **Literacy Minnesota** **NORTHSTAR DIGITAL LITERACY**

WHAT IS A DIGITAL NAVIGATOR?

- Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.



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OUR SOLUTION: THE NTEEN DIGITAL
INCLUSION FELLOWSHIP



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Non-Profit Technology
Enterprise Network
(NTEN) Digital Inclusion
Fellowship

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The Utah
Education and
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Network (UETN)

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Technology
Enterprise
Network (NTEN)
Digital Inclusion
Fellowship



NAVIGATING the TELEHEALTH NEIGHBORHOOD

A Guide to Telehealth Access for Digital Navigators



NRTRC Find Telehealth

My location Centerville, UT 84014, USA

Distance in miles to search
5 10 25 50 100 250 500

Type of visit
Telehealth

Service
Family Medicine

730 facilities found

HOW TO USE THIS FINDER
DISCLAIMER

NRTRC NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

FREE

NAVIGATING the TELEHEALTH NEIGHBORHOOD

A Guide to Telehealth Access for Digital Navigators

Self-paced

Enroll Now

uetn UTAH EDUCATION AND TELEHEALTH NETWORK

Welcome to "Navigating the Telehealth Neighborhood: A Guide to Telehealth Access for Digital Navigators"! This course was created with digital navigators in mind, but is a great introduction to telehealth for anyone assisting a learner, patient or loved one in accessing telehealth. From the basics of telehealth, to helping others find resources for their telehealth appointment, we hope this training will "navigate" you in the right direction!

The course is divided into 3 main sections. To begin, we will take you through the basics of telehealth, when, where, why and how for telehealth, as well as provide you with some basic background information on telehealth and digital navigation. Next, you will find a multitude of resources from properly vetted partners that will assist you with navigating a participant through the telehealth process. Last, we will take you through a series of process maps with key questions and answers for the participant you are assisting with telehealth, which will help you guide them to and through receiving care through telehealth.

- Uses the terms “navigator” and “participant” to promote adaptability of the course
- 3 Main Sections:
 - Intro to Telehealth for Navigators
 - Telehealth Navigator and Participant Resources
 - Process maps and Participant Considerations for Telehealth Navigation
- Partnered and connected the training to a course being developed by the NNLM for Telehealth Access Points

WHAT IS A TAP?

A Telehealth Access Point, or TAP, is a dedicated public space for individuals to access a telehealth appointment. These spaces consist of an adequate internet connection, a device with working camera, speaker and microphone, as well as privacy considerations in the form of a dedicated room or kiosk where the telehealth visit can be conducted. TAPs may also have support staff to assist an individual through a telehealth appointment if needed.



Coming Soon March 2023

NRTRC Find Telehealth

My location Centerville, UT 84014, USA

Distance in miles to search

5 10 25 50 100 250 500

Type of visit

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Service

Family Medicine

730 facilities found

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DISCLAIMER

United States

[HTTPS://FINDTELEHEALTH.NRTRC.ORG](https://findtelehealth.nrtrc.org)



THE END

Any Questions?

