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

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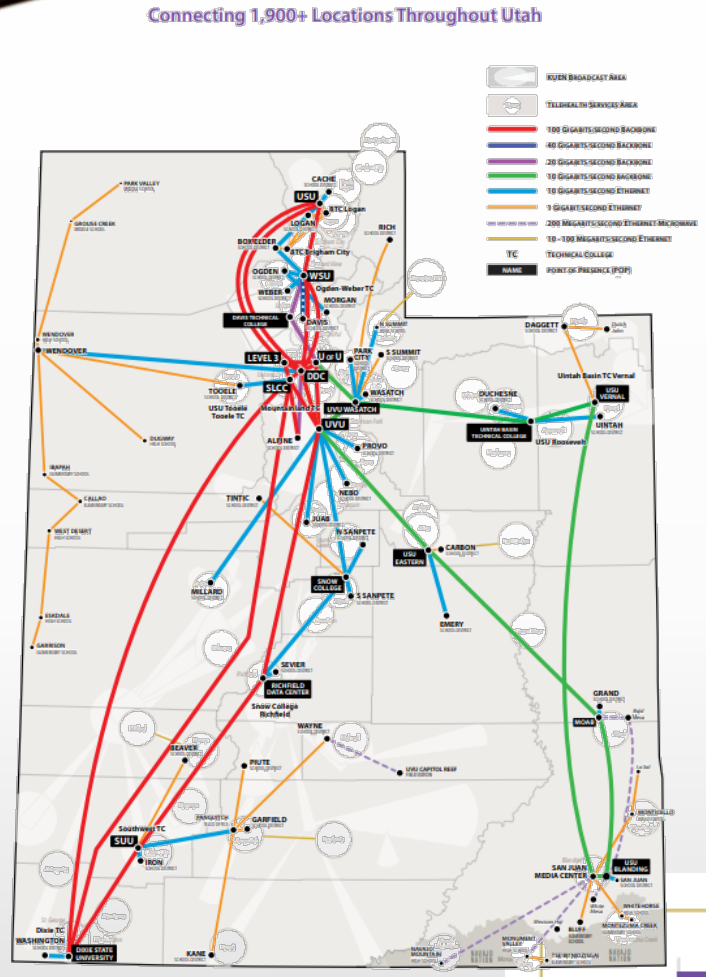
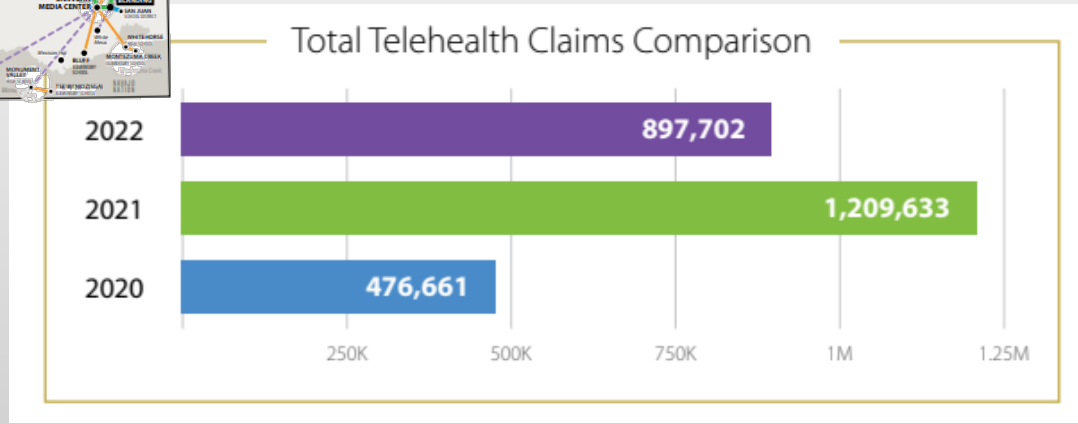
The Utah Education and Telehealth Network (UETN)



In 2022…

712

hours of health and wellness programming on UEN-TV



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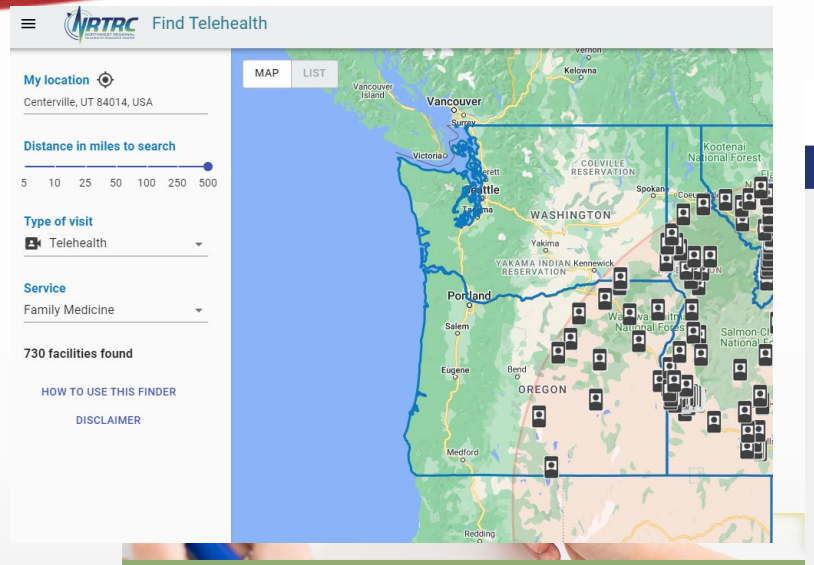

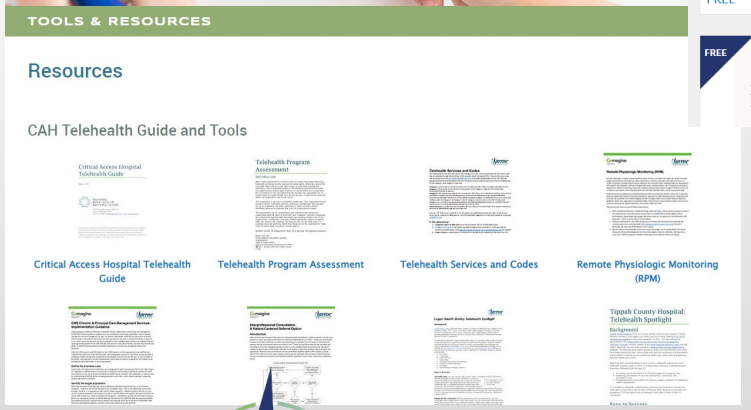

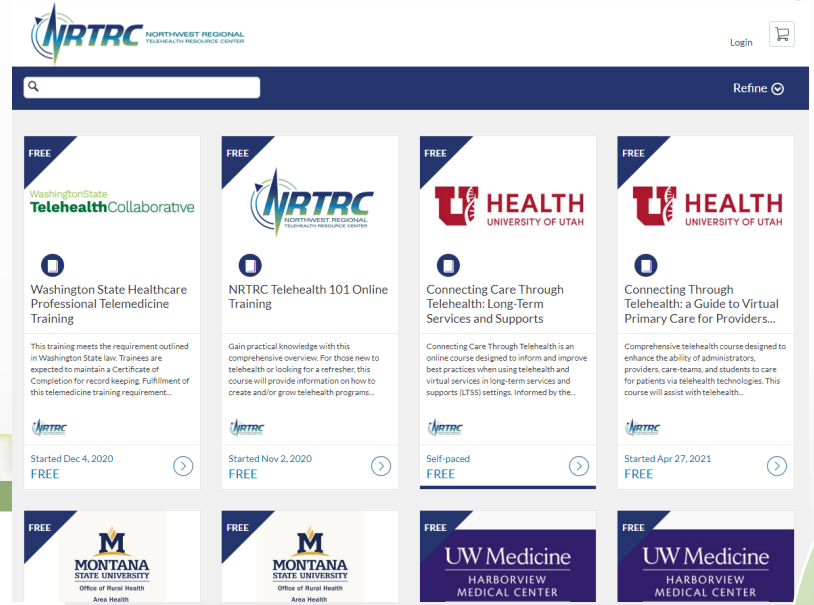

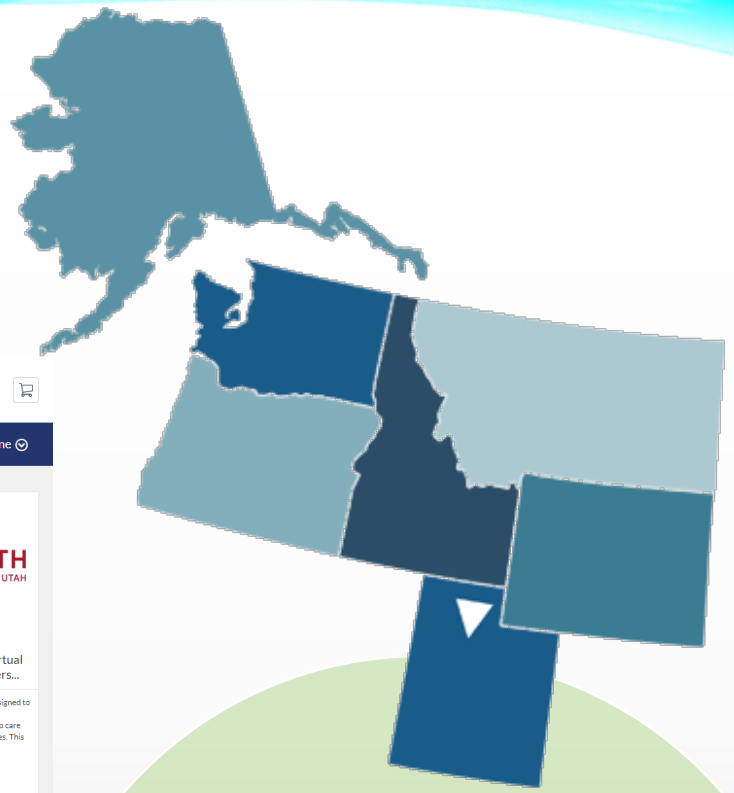

The Northwest Regional Telehealth Resource Center (NRTRC)

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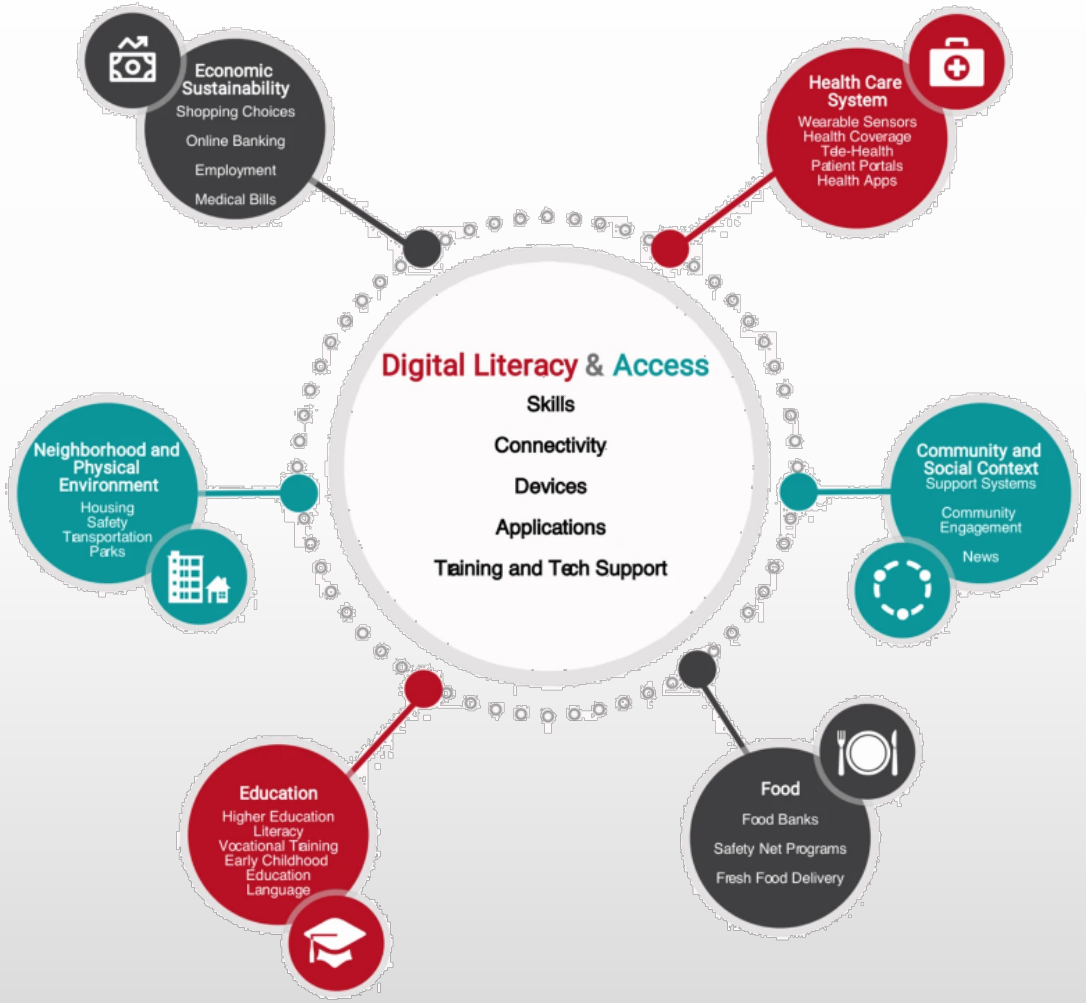
WHAT IS DIGITAL EQUITY AND INCLUSION(DEI)?

- 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!

https://www.digitalinclusion.org/

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 that treating active conditions



Sieck, C.J., Sheon, A., Ancker, J.S. *et al.* Digital inclusion as a social determinant of health. *npj Digit. Med.* **4**, 52 (2021). https://doi.org/10.1038/s41746-021-00413-8

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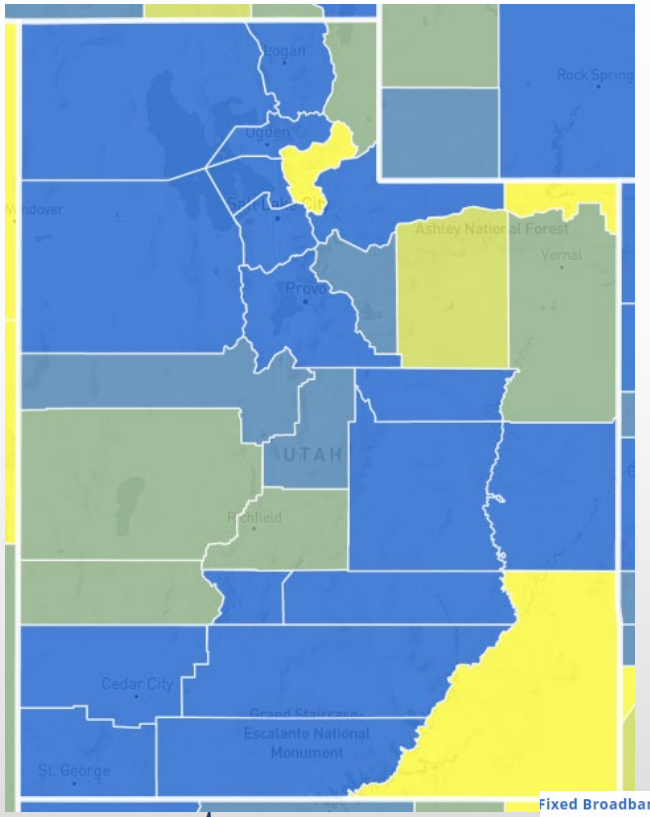
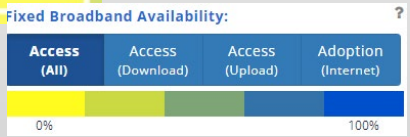
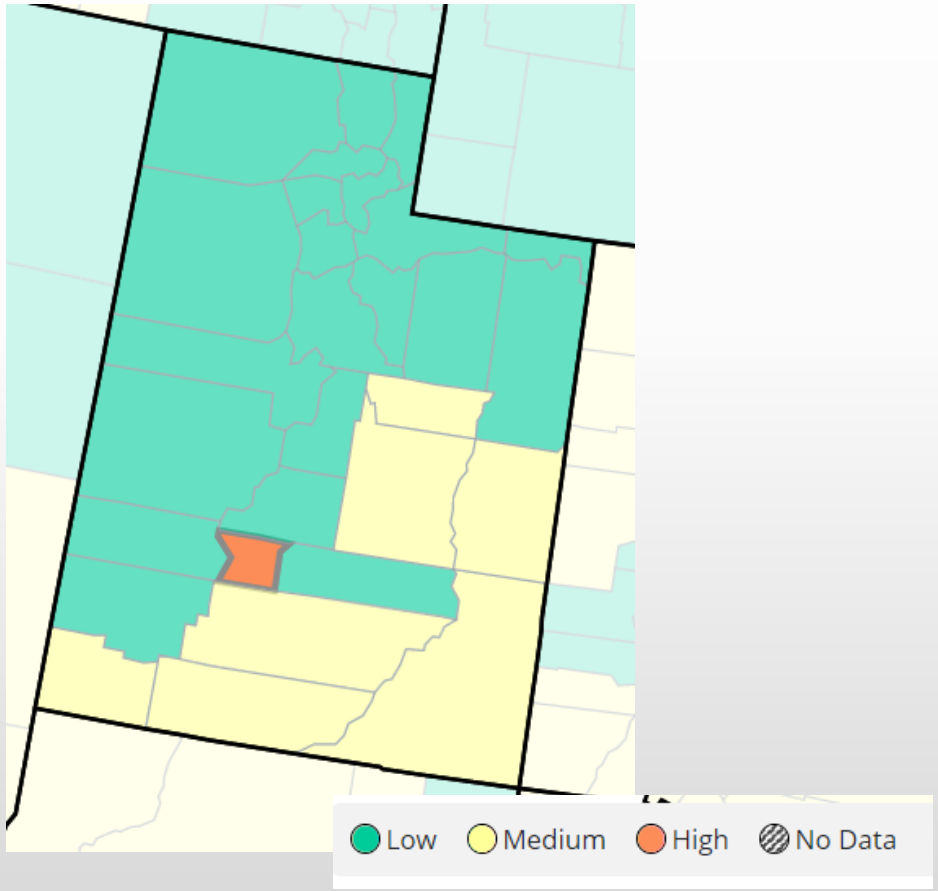
FCC Fixed Broadband Availability Map





CDC COVID-19 Infections per county



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https://broadbandmap.fcc.gov/home
https://covid.cdc.gov/covid-data-tracker/#datatracker-home

LET'S TALK SOLUTIONS!

JIM Journal of Internal Medicine
Founded in 1863

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 wi

Digital Biomarkers

Digit Biomark 2020;4(suppl 1):119–135
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Next Generation

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

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Don Hilty[b] John Torous[a]

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Bressman E, Werner RM, Childs C, Albrecht A, Myers JS, Adusumalli S. Association of Telemedicine with Primary Care Appointment Access After Hospital Discharge. J Gen Intern Med. 2022 Aug;37(11):2879-2881. doi: 10.1007/s11606-021-07321-3. Epub 2022 Jan 11. PMID: 35018569; PMCID: PMC8751457.

Wisniewski H, Gorrindo T, Rauseo-Ricupero N, Hilty D, Torous J: The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice. Digit Biomark 2020;4(suppl 1):119-135. doi: 10.1159/000510144

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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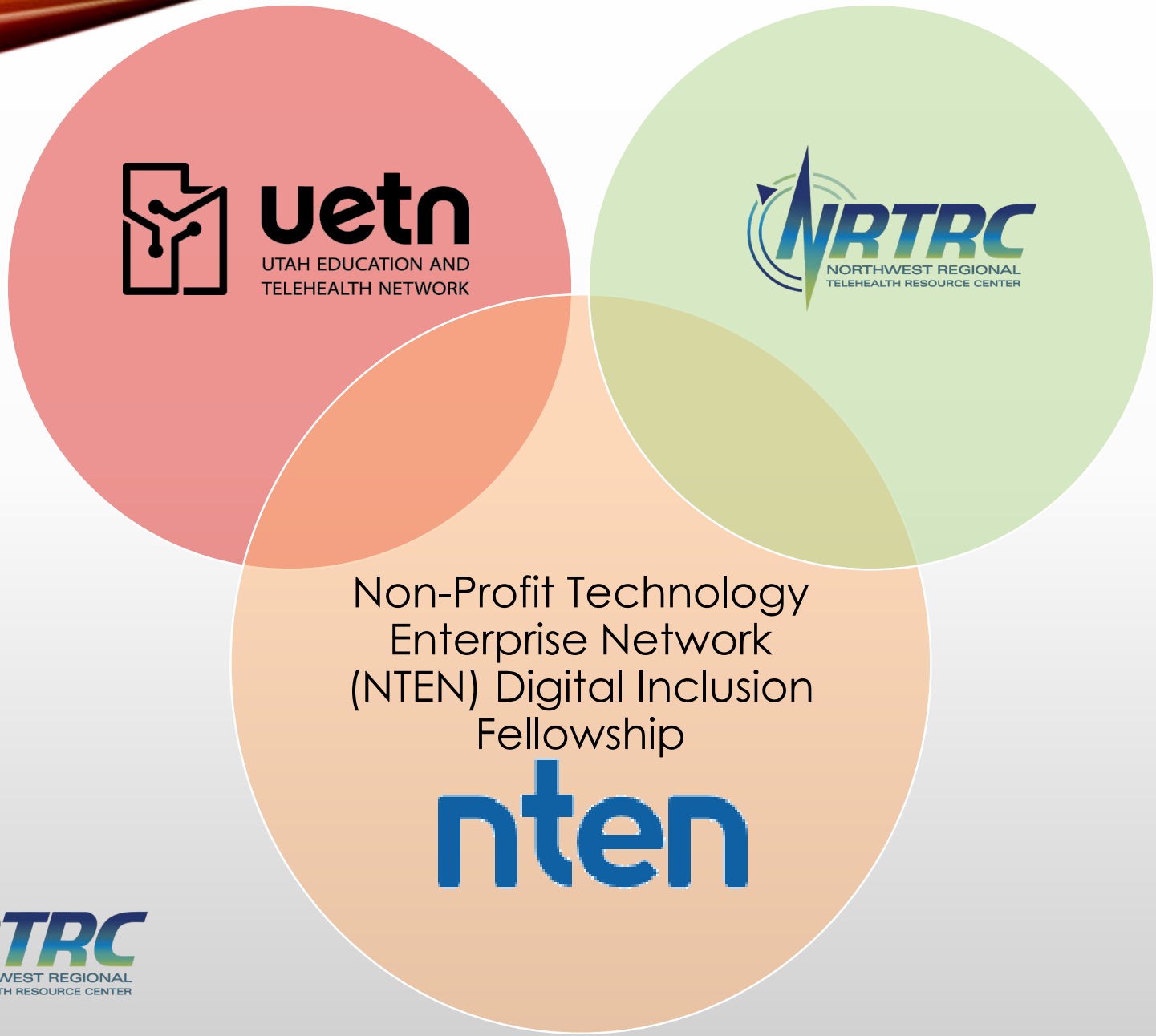
OUR SOLUTION: THE NTEN DIGITAL INCLUSION FELLOWSHIP



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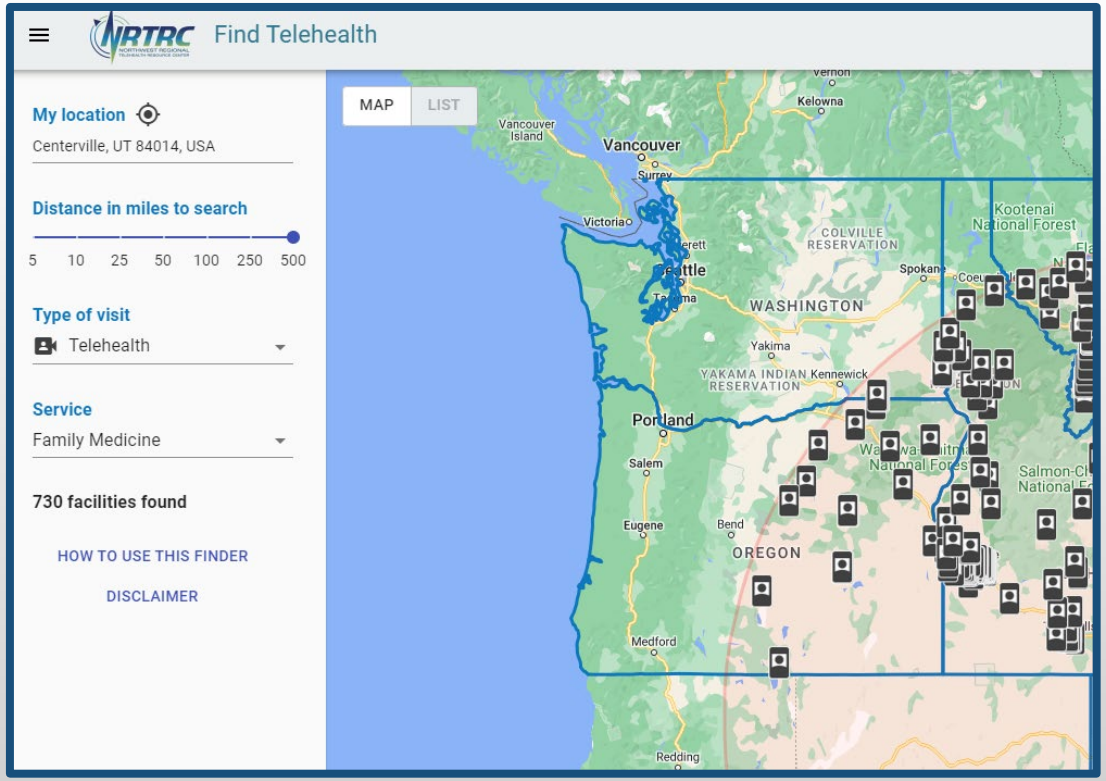
Non-Profit Technology Enterprise Network (NTEN) Digital Inclusion Fellowship



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- 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

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HTTPS://NRTRC.CATALOG.INSTRUCTURE.COM/

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.

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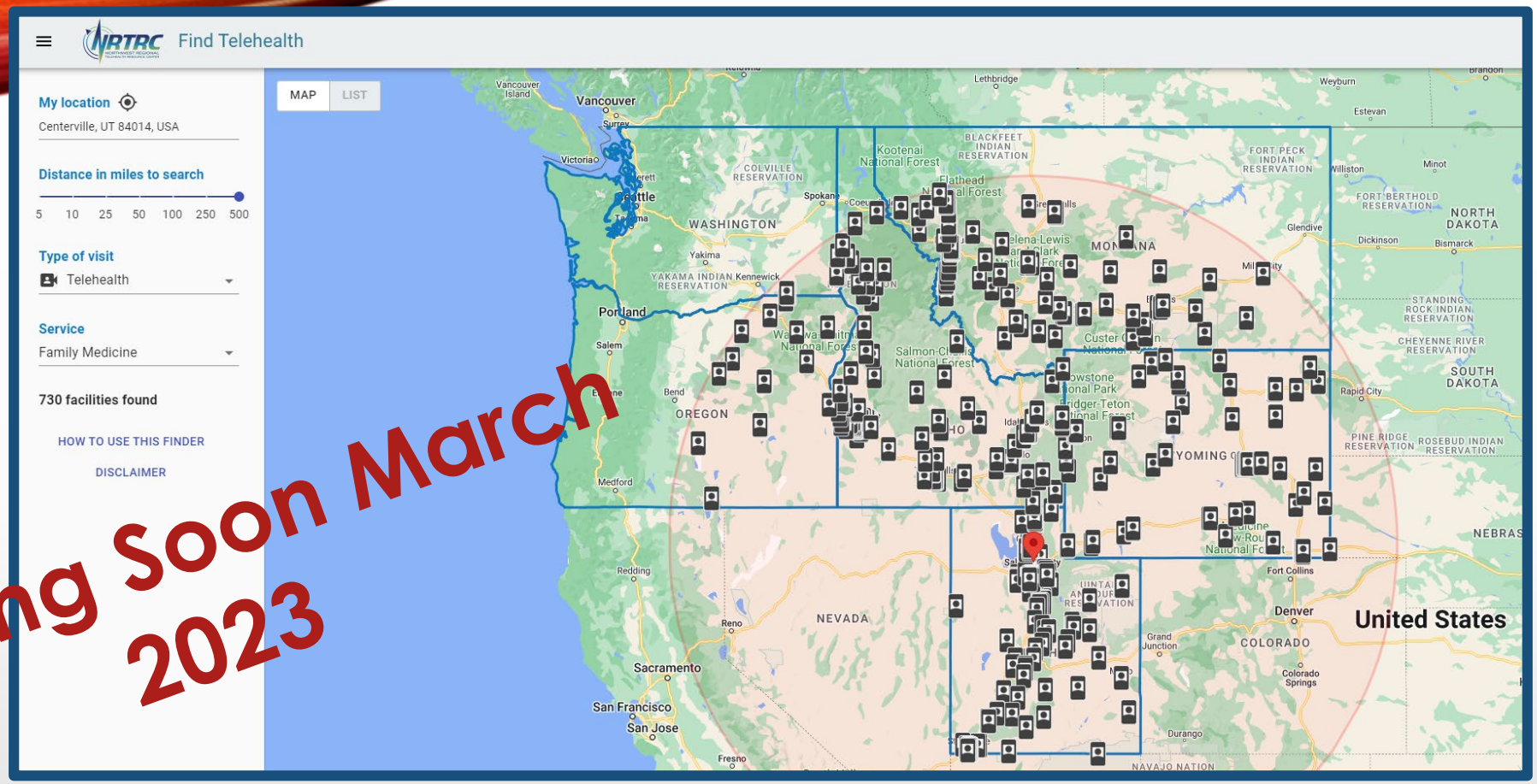

HTTPS://FINDTELEHEALTH.NRTRC.ORG

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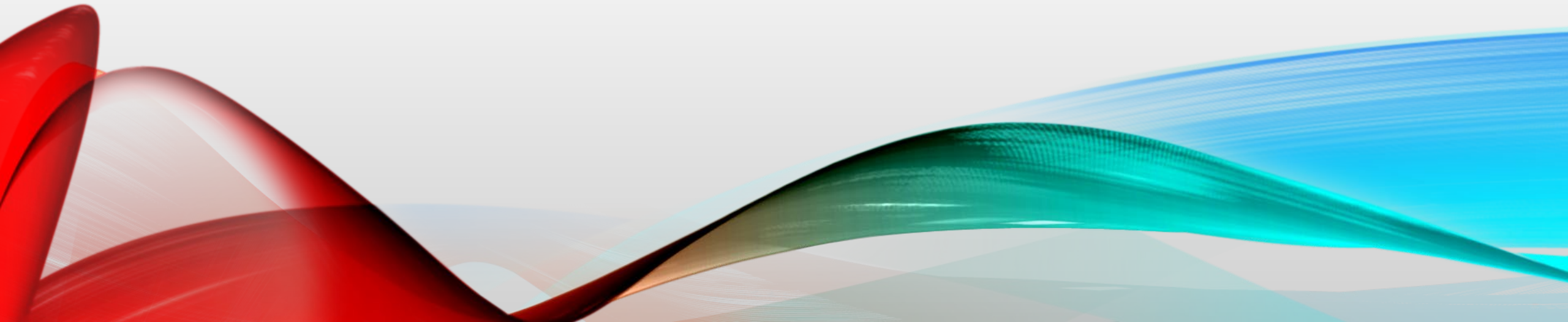
THE END

Any Questions?