

THIRD ANNUAL

# Benchmarking Telehealth Usage in Virginia

## DATA FINDINGS

Each year, the Virginia Telehealth Network (VTN) conducts a survey of active licensed health care providers across the Commonwealth to better understand Virginia's current and future needs with virtual care. This research effort is intended to inform and enhance Virginia's State Telehealth Plan to best reflect provider perspective regarding current and future opportunities in telehealth. This research was supported by the Virginia Department of Health Professions and the Virginia Department of Health.

The third iteration of this benchmarking survey was conducted from February 15 to March 15, 2024. It was distributed via Typeform and received 3,754 responses.

For results of prior benchmarking surveys, visit [ehealthvirginia.org/telehealth-survey](https://ehealthvirginia.org/telehealth-survey).



Choose the option that best applies:	N	%
I currently see patients.	3,145	83.8%
I do not currently see patients.	609	16.2%
<b>Total</b>	<b>3,754</b>	

Of those who currently see patients...

Do you currently use telehealth as a healthcare provider?	N	%
Yes	2,611	83.0%
No	534	17.0%
<b>Total</b>	<b>3,145</b>	

If respondents answered **no** that they currently **do not** use telehealth...

I am not currently using telehealth in my practice because...	N	%
Not compatible with specialty/practice style	243	45.5%
Not applicable with my role in healthcare	220	41.2%
Quality of care concerns	92	17.2%
Patient population limitations with technology access	83	15.5%
Lack of patient demand	67	12.5%
Reimbursement concerns	57	10.7%
Liability concerns	44	8.2%
Practice workflow concerns	42	7.9%
Practice internet connectivity challenges	29	5.4%
Licensure concerns	26	4.9%
Other	55	10.3%
<b>Total</b>	<b>534</b>	

Are there aspects of telehealth you would consider using in the future?	N	%
Video/asynchronous patient encounter (scheduled)	156	69.3%
Synchronous provider-to-provider consultation	110	48.9%
Remote patient monitoring	93	41.3%
Clinical supervision or collaboration for licensure	59	26.2%
Audio-only/telephonic patient encounter	57	25.3%
Urgent care (non-scheduled, on-demand)	57	25.3%

Are there aspects of telehealth you would consider using in the future? <i>Cont'd</i>	N	%
Asynchronous patient-to-provider encounter (e-visit)	43	19.1%
Asynchronous provider-to-provider consultation	37	16.4%
Project ECHO or telementoring	13	5.8%
Store and forward	12	5.3%
<b>Total</b>	<b>225</b>	

If respondents answered **yes** that they currently use telehealth...

I am a...	N	%
Virginia resident practicing telehealth in Virginia.	1,967	75.3%
Resident of another state practicing telehealth in Virginia.	538	20.6%
Virginia resident practicing telehealth in other states.	465	17.8%
Resident of another state practicing telehealth in other states.	328	12.6%
<b>Total</b>	<b>2,611</b>	

Over the past year, telehealth has allowed me to...	N	%
Offer my current patients a virtual care option.	2,389	91.5%
Enhance care coordination for my patients.	1,629	62.4%
Grow my patient panel to include new patients beyond my local community.	1,616	61.9%
Grow my patient panel to include new patients from my local community.	1,359	52.0%
Serve patients in Virginia while residing out of state.	700	26.8%
Serve patients in other states while residing in Virginia.	600	23.0%
Other	138	5.3%
<b>Total</b>	<b>2,611</b>	

	Approximately, what percent of your patient encounters have been provided by telehealth?									
	0%		<25%		25-49%		50-74%		75-100%	
	N	%	N	%	N	%	N	%	N	%
Prior to 2020	1,760	67.4%	585	22.4%	96	3.7%	65	2.5%	105	4.0%
At your highest usage	14	0.5%	225	8.6%	247	9.5%	395	15.1%	1,730	66.3%
Today	26	1.0%	599	22.9%	501	19.2%	465	17.8%	1,020	39.1%

What components of telehealth do you utilize?	Prior to 2020	Today	Future
Video/synchronous patient encounter	20.3%	98.3%	77.1%
Synchronous provider-to-provider consultation	13.6%	56.5%	49.0%
Remote patient monitoring	6.5%	33.5%	27.9%
Audio-only/telephonic patient encounter	21.9%	50.5%	37.7%
Clinical supervision or collaboration for licensure	12.5%	42.7%	36.6%
Urgent care (non-scheduled, on-demand)	8.4%	33.5%	27.5%
Asynchronous patient-to-provider encounter (e-visit)	5.7%	24.3%	19.5%
Asynchronous provider-to-provider consultation	6.6%	20.9%	18.6%
Project ECHO or telementoring	1.8%	3.7%	4.5%
Store and forward	1.7%	4.3%	4.3%
Other	0.8%	1.4%	1.5%
<b>Total</b>	<b>2,349</b>		

On a scale of 1-5, rate your level of agreement with the following statements about your experience with telehealth as a provider.	Avg Rating
I plan to increase my telehealth usage in the future.	4.0
Telehealth allows me to address patient care barriers.	4.6
Telehealth allows me to see more patients.	4.5
Telehealth allows me to connect with other healthcare providers.	4.0
Telehealth allows me to have more flexibility in my schedule.	4.6
I am able to balance in-person and virtual care in my patient schedule.	4.3
I have seen improvements in my patients' continuity of care due to telehealth.	4.5
I feel confident in the quality of care I'm able to offer my patients via telehealth.	4.6
My patients would be disappointed if I stopped offering telehealth appointments.	4.7
Reimbursement is adequate for the care provided via telehealth.	3.5
I need an effective audio-only telehealth option that is reimbursable.	3.5
Telehealth is an effective tool for providing care to my patients.	4.7
The end of the public health emergency limited my ability to be reimbursed for telehealth services.	3.0
I am concerned that proposed in-person visit requirements for prescribing will impact my ability to continue to see my patients.	4.7
	<b>n= 2,611</b>

Are there areas you feel could be IMPROVED to make your telehealth experience as a PROVIDER better?	N	%
Interstate licensure	1,775	76.6%
Reimbursement	1,535	66.2%
Internet connectivity	1,240	53.5%
Liability concerns	863	37.2%
Privacy and security	663	28.6%
Practice workflow	366	15.8%
Other	54	2.3%
<b>Total</b>	<b>2,318</b>	

Are there areas you feel could be IMPROVED to make the PATIENT experience with telehealth better?	N	%
Internet connectivity	1,610	73.1%
Technical assistance	1,176	53.4%
Access to devices	1,135	51.5%
Digital literacy	1,068	48.5%
Interpreter services to help with language differences	814	36.9%
Trust in telehealth's capabilities	688	31.2%
Other	27	1.2%
<b>Total</b>	<b>2,203</b>	

Please check any items of interest for involvement in telehealth policy and implementation.	N	%
I am not interested in any of these.	1,672	57.2%
Virginia's State Telehealth Plan: community input, updates and comment opportunities.	859	29.4%
Virginia Telehealth Network resources and updates, including results of this benchmarking survey.	837	28.6%
Virginia Telemental Health Initiative: volunteer mental health professionals providing pro bono mental health supports to the patients of Virginia's Free and Charitable Clinics.	450	15.4%
Virginia Telehealth Locator Project: statewide mapping project for telehealth sites.	420	14.4%
<b>Total</b>	<b>2,925</b>	

I am a... (choose all that apply)	N	%
Mental/behavioral health provider	1,977	67.6%
Rehabilitation therapist (e.g., PT, OT, SLP)	273	9.3%
Medical - primary care provider (including MD, DO, NP, PA)	248	8.5%
Medical - specialty care provider (including MD, DO, NP, PA)	236	8.1%
Nurse	171	5.8%
Dental/oral health provider	48	1.6%
Vision provider	30	1.0%
Pharmacist	17	0.6%
Other	119	4.1%
<b>Total</b>	<b>2,925</b>	

I care for... (choose all that apply)	N	%
Adult patients	2,640	90.3%
Geriatric patients	1,442	49.3%
Pediatric patients	1,372	46.9%
<b>Total</b>	<b>2,925</b>	

I participate with... (choose all that apply)	N	%
Self-pay	2,075	70.9%
Commercial/employer-sponsored insurance	2,037	69.6%
Medicaid (including Medicaid managed care)	1,398	47.8%
Tricare/VA	1,169	40.0%
Medicare	1,146	39.2%
Sliding-scale/pro bono care	920	31.5%
Direct-to-consumer telehealth	790	27.0%
Telehealth via a county or state facility (e.g., school system, corrections)	247	8.4%
Other	121	4.1%
<b>Total</b>	<b>2,925</b>	



## THANK YOU TO ALL OF OUR 2024 SPONSORS

Medical Society of Virginia

Mid-Atlantic Telehealth Resource Center

Richmond Academy of Medicine

Virginia Association of CSBs

Virginia Association of Free and Charitable Clinics

Virginia Association of Physician Assistants

Virginia Center for Assisted Living

Virginia Community Health Care Association

Virginia Council of Nurse Practitioners

Virginia Counselors Association

Virginia Department of Health

Virginia Department of Health Professions

Virginia Health Care Association

Virginia Health Catalyst

Virginia Radiological Society

Virginia Rural Health Association

Virginia Society of Otolaryngology

Virginia Society of Rheumatology

