

2026-2030

# Virginia State Telehealth Plan

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Advisory Group Meeting #2 | 25 Feb 2025



# Today's Agenda

## Coming up next meeting:

- Broadband and technology access
- Solutions tailored for high-need areas

Welcome & Introductions	12:00 to 12:05
Care Innovations	12:05 to 12:25
Person-Centered Accommodations	12:25 to 12:45
How To Measure Success	12:45 to 12:55
Recap & Next Steps	12:55 to 1:00

# Care Innovations: Helpful Resources

- [VTN's Profiles of Virginia Innovations](#)
- [MATRC Explore Telehealth](#)
- [ATA Research blog](#)
- [Sustainable Models of Telehealth in the Safety Net](#)
  - [Virginia Telemental Health Initiative](#)



# Care Innovations: School-Based Telehealth

- **1.2.1 Determine infrastructure needs - telehealth services in primary and secondary schools and state-funded post-secondary schools**
  - **1.2.1.1** Identify fiscal structures for obtaining infrastructure and equipment
  - **1.2.1.2** Professional development in effective use of technology
- **1.2.2 Determine process to permit Medicaid reimbursement for school services**
- **1.2.3 Revise VDHP guidance on telehealth to align with school practices**
- **1.2.4 Define parental consent process for telehealth services**

For additional detail: see pp. 8-9 in 2021 STHP

# Care Innovations: Emergency Medical Services

- **1.3.1 Use of technology to promote telehealth to the Virginia EMS system**
  - **1.3.1.1** Develop and promote information through email distribution lists and social media
- **1.3.2 Develop basic template for telehealth operating procedures for EMS agencies**
  - **1.3.2.1** Survey EMS system for agencies with procedures already in place
  - **1.3.2.2** Develop, distribute, and post template to OEMS website
  - **1.3.2.3** Track visits to and downloads of template

## **3.1 A uniform and integrated set of proposed criteria for the use of telehealth technologies for pre-hospital and inter-hospital triage and transportation of patients initiating or in need of emergency medical services**

- **3.1.1 Review of State EMS formulary**
  - **3.1.1.1** Review of formulary to rule in/rule out procedures that may be telehealth appropriate

# Care Innovations: Remote Patient Monitoring

## 2.1 Promote RPM and store-and-forward technologies, including in patients with chronic illness

- **2.1.1 Determine how use of appropriate medical devices will be addressed**
  - **2.1.1.1** Survey impacted stakeholders statewide on utilization of RPM to determine gaps
  - **2.1.1.2** Develop criteria to monitor medical complex patients
  - **2.1.1.3** Identify health care provider-patient need for training, including speech recognition for real time transcriptions, automatic transcription software, and foreign language translation to ensure transcriptionist understanding and accuracy

# Care Innovations: Incorporating Innovations

## **3.2 Revision criteria for Board of Health to incorporate accepted changes in medical practice and appropriate use of new and effective innovations**

- **3.2.1** Establish a policy and process for submitting requests for changes to telehealth practices
- **3.2.2** Establish review process, protocol and criteria by which submitted requests for changes will be assessed

## **5.1 Development of an innovative payment model for emergency medical and behavioral health services that covers the transportation of a patient to a destination providing services of appropriate patient acuity and facilitates in-place treatment services, where appropriate**

- **5.1.1** Review new payment models... to address both emergency and behavioral health services
- **5.1.2** Identification of covered destinations

For additional detail: see pp. 17, 20 in 2021 STHP

# Care Innovations

*Deploying proven models that can positively impact the health of Virginia's communities*

- What efforts are already underway that will promote broad dissemination of care innovations?
  - What forums exist for dissemination?
- What funding will be required/can be leveraged?
- Are there priority providers and/or populations to serve?
- What measure(s) will demonstrate impact?

## ***What this could look like...***

- Mobile integrated health care
- Virtual SUD supports
- Prioritize maternity care deserts for technology infrastructure support
- Child protection opportunities including virtual parenting supports
- Teledentistry



# Person-Centered Accommodations: Helpful Resources

- [VTN's Equity in Telehealth Library](#)
- MATRC libraries:
  - [Telehealth and Disabilities](#)
  - [Telehealth and Language Access](#)
- [Center of Excellence for Telehealth and Aging](#)
- [Virginia Board for People with Disabilities](#)
- Recent legislative actions:
  - DBHDS study of accessibility
  - School-based telehealth

## ADA Telehealth Considerations

**Access**  
People with disabilities often have less access to stable internet or video-capable technology including smart phones and computers.

**Vision**  
Patient education or telehealth orientation should be given in documents that can be read with assistive technology or include simplified and enlarged text. Do not send patient instructions as images.

**Hearing**  
Speak slowly and clearly, do not yell, and make sure face is visible to aid lip-reading. Coordinate interpreters when necessary.

**Memory/Attention**  
Audio or visual cues can keep patients engaged. Use direct language and modify visit length when appropriate.

**Mobility**  
Be considerate of patient ability including whether activities can be done safely and un-aided or even limitations related to fine-motor skills used for typing or sending documents.

Leverage caregivers/family for help with adjusting equipment, interpretation and basic physical exams



The infographic features a central illustration of a person with a red shirt and glasses using a white cane. Surrounding this are icons for a smartphone, a laptop with a doctor, a clipboard with a checklist, a keyboard, a heart with gears, and a wheelchair. A red starburst contains the text 'Leverage caregivers/family for help with adjusting equipment, interpretation and basic physical exams'. At the bottom, there are logos for various organizations: HEALTH, SERVICES, RESPER, H&C, Comagine, and JPMTC.

# Person-Centered Accommodations: 2021 STHP

## 1.1.1 Determine which accommodations will be needed to ensure accessibility

- **1.1.1.1** Establish one Telehealth Advisory Workgroup of relevant stakeholders to identify need to mitigate barriers to access, inclusive of pre-route to hospital and post-release
- **1.1.1.2** Examine widespread elimination of geographic and setting locations requirements so patients outside of rural areas can benefit from telehealth; expanding the types of technology that can be used, including remote patient monitoring; and covering provided services
- **1.1.1.3** Partner with VHHA, VDDHH, VDBHDS, DVBI, VDARS, and VSB to examine accessibility issues such as gaps in accessibility serving **older adults**, those with **low English language proficiency**, and **people with physical, sensory, cognitive or developmental disabilities**, including people who are **deaf or hard of hearing, blind, or visually impaired**
- **1.1.1.4** Standardize telehealth policy across telehealth systems
- **1.1.1.5** Identify need and provide staff training for inclusion of telehealth services
- **1.1.1.6** Through the Telehealth Advisory Workgroup, create linkages of care plans/processes for seamless transition of patient care internally and externally within health system departments

# Person-Centered Accommodations: 2021 STHP

- **2.3.1 Assess access for individuals with disabilities**
  - **2.3.1.1** Partner with VDBVI, VBHDS, VDARS, and VDDHH to determine current telehealth solutions for those with disabilities

# Person-Centered Accommodations

*Building connections that meet patients' individual care needs*

- What efforts are already underway that can support person-centered care connections?
  - What forums exist for dissemination?
- What funding will be required/can be leveraged?
- Are there priority providers and/or populations to serve?
- What measure(s) will demonstrate impact?

## ***What this could look like...***

- Assistive technology collaborations with local community centers
- Establish best practice guidance for telehealth access points in affordable housing developments
- Network of virtual medical interpreters
- Digital navigators to support connection needs

# Discussion

- How to measure success?

# Next Steps

Meeting summary sent to group	02/26/2025
Submit comments before 2/28	tom@ehealthvirginia.org
Meeting #3 <small>Broadband and technology access Solutions tailored for high-need areas</small>	03/05/2025 at 12 to 1P
Meeting #4 <small>Sustainability, quality &amp; efficacy Workforce development &amp; optimization</small>	03/19/2025 at 12 to 1P
Plan posted for comment	04/21/2025 to 05/05/2025
Presentation to Board of Health	06/12/2025