

2026-2030

Virginia State Telehealth Plan

Advisory Group Meeting #4 | 19 Mar 2025



Today's Agenda

Welcome & Introductions	12:00 to 12:05
Sustainability, Quality, Efficacy	12:05 to 12:25
Workforce Optimization	12:25 to 12:45
How To Measure Success	12:45 to 12:55
Recap & Next Steps	12:55 to 1:00

Sustainability, Quality & Efficacy: Helpful Resources

[NCOA Accreditation and Telehealth](#)

[The Joint Commission Telehealth Accreditation](#)

From [hhs.telehealth.gov](https://hhs.gov/telehealth): Virtual Clinical Care Standards

Accreditors may check some or all components of how clinical care is provided in a telehealth program. Criteria varies among different accreditation bodies and may include:

- **Clinical processes.** Clinical protocols and guidelines for virtual care, including triage, assessments, diagnosis, treatment plans, prescriptions, and follow-up care.
- **Process to monitor patients.** Quality assurance and improvement plans should be in place to track patient health outcomes and address complaints and adverse events.
- **Clinical documentation.** Telehealth services require the completion of the appropriate forms, including patient consent and encounter notes.

The goal is to ensure that telehealth programs provide safe, high-quality care to patients while adhering to industry best practices and regulations. ← **AND adhering to clinical guidelines and evidence-based practice**

Sustainability, quality & efficacy: 2021 STHP

- **2.4.1 Identify and standardize data collection**
 - **2.4.1.1** Identify existing databases that can either be expanded or for which access can be increased
 - **2.4.1.2** Create minimum data collection regarding demographics, technology utilized, and skill sets used frequently in telehealth visits
- **2.4.2 Identify possible holes that exists in current data collection**
 - **2.4.2.1** Collect metadata from telehealth visits and store this metadata in a repository
 - **2.4.2.2** Assess metadata available that does not violate HIPAA or similar protections to assess accuracy and consistency
- **2.4.3 Utilize data for further analysis moving forward**
 - **2.4.3.1** Evaluate the utilization of collected Metadata by a cohort or agency to develop action plans
 - **2.4.3.2** Determine potential of legislative proposal for data monitoring to improve service
 - **2.4.3.3** Include patient response data in data collection

Sustainability, quality & efficacy: 2021 STHP

- **4.1 Incorporation of the State Telehealth Plan into...**
 - State Health Plan
 - State Emergency Medical Services Plan
 - State Trauma Triage Plan
 - Stroke Triage Plan
 - VDOE, VDOC, VDHP, VDMAS, DOVA agency telehealth plans
- **5.2 Development of collaborative and uniform operating procedures for establishing and recording patient informed consent**
 - Determination of consent requirements
 - Development of a patient consent form, or similar

For additional detail: see pp. 18-19, 21

Sustainability, quality & efficacy: 2021 STHP

- **5.3.1 Work with liability insurance carriers on standard language to ensure telehealth activities are part of standard liability coverage policies**
- **6.2 Data collection re. the potential for reducing unnecessary inpatient hospital stays, particularly among patients with chronic illnesses or conditions**
 - **6.2.1** Development of QA/QI/QM process to evaluate effective telehealth consults, timelines, and outcomes to that of inpatient hospital patients where patient similarities existed
 - **6.2.2** Evaluation of patients where screenings via telehealth could have reduced or eliminated unnecessary emergency department visits
 - **6.2.3** Identification of areas where telehealth could prevent hospitalizations from SNF

Sustainability, quality & efficacy: 2021 STHP

- **6.3 Data collection re. Impact of the use of telehealth services on patient morbidity, mortality, and the quality of life**
 - **6.3.1** Identification of the use of telehealth in the in-hospital setting to identify the specific inpatient unit, purpose, and outcome
 - **6.3.2** Identification of specific telehealth device utilization
- **6.4 Data collection re. Potential for reducing unnecessary pre-hospital and inter-hospital transfers**
- **6.5.1 Utilization of a modifier for all procedure codes billed for telehealth services**

Sustainability, Quality & Efficacy

Aligning in-person, virtual, and technology standards

- What standards and norms have already been established in this arena?
- What is the state's role (e.g., licensure, certification, guidance, etc.)
- What would facilitate coordination re. telehealth across state agencies?
- What measure(s) will demonstrate impact?

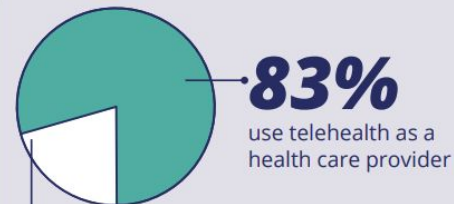
What this could look like...

- Licensing board guidance on telehealth certification requirements and best practices
- Development of device standards and best practices
- Payment parity

Workforce Development & Optimization: Helpful Resources

- [Telehealth Models to Improve Workforce Development](#)
- [Interstate licensure compacts](#)
- Many care innovations previously discussed encourage workforce expansion/optimization:
 - Teledentistry
 - Behavioral mental health
 - Community paramedicine
 - eConsults and Project ECHO
 - Remote patient monitoring

TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS WHO SEE PATIENTS



17% are not currently using telehealth in their practice because:
N=534

1. Not compatible with specialty or practice style (45.5%)
2. Not applicable with role in health care (41.2%)
3. Quality of care concerns (17.2%)
4. Patient population limitations with technology access (15.5%)
5. Lack of patient demand (12.5%)
6. Reimbursement concerns (10.7%)

42%

of those who do not currently use telehealth report a willingness to use one or more telehealth modalities in the future

Workforce development & optimization: 2021 STHP

- **6.1 Collect data regarding the use of telehealth services in the delivery of inpatient and outpatient services, behavioral health services, treatment of chronic illnesses, remote patient monitoring, and emergency medical services to determine the effect of use of telehealth services on the medical service system in the Commonwealth**
 - **6.1.1** Minimum documentation requirements (e.g., Medicaid policies re. consulting provider report back to requesting provider; procedure code modifiers)
 - **6.1.2** Establishment and maintenance of registry of businesses performing telehealth in the state

Workforce Development & Optimization

Expanding telehealth capacity to achieve Virginia's workforce goals

- Who is best positioned to promote workforce development opportunities via telehealth?
- Are there opportunities with adjoining states or other partners that could support greater network adequacy?
- What measure(s) will demonstrate impact?

What this could look like...

- Virtual medical interpreter training
- Digital navigator training partnership with state community colleges
- Interstate compact "state of the state"
- Military medics training partnership with Veterans Services

Discussion

- Any additional measures or efforts that should be highlighted within the plan?
- How do we measure success?

Next Steps

Meeting summary sent to group	03/21/2025
Submit comments before 3/24	tom@ehealthvirginia.org
Plan posted for comment	04/21/2025 to 05/05/2025
Presentation to Board of Health	06/12/2025