

ATTN: House Health Care Committee

RE: Audio-Only Telehealth & Training Available to Vermont Providers

Date: February 5, 2021

Telehealth Trainings Available for Vermont Providers

It was brought to our attention that The House Health Care Committee has been discussing telehealth trainings available for Vermont providers. VPQHC and the Statewide Telehealth Workgroup agree that it is imperative Vermont providers are supported with the training they need to ensure that high quality care is delivered, regardless of modality type. However, because of the diversity of training needs by provider type and areas of clinical focus, and the differing levels of pre-existing experience of an individual provider, the working group recommended supporting a range of available trainings and clinical quality support, but not requiring a specific training for practicing telehealth. Below, we have included a number of examples of telehealth trainings available for providers at the local, regional, and national levels:

I. Local

Since the onset of the pandemic, our organization (VPQHC), Bi-State Primary Care Association, and the Northeast Telehealth Resource Center (NETRC) have been partnering to offer telehealth educational offerings and telehealth open office hours with the purpose of supporting Vermont providers with operationalizing telehealth quickly under COVID-19. While some of the topics have been related to billing and reimbursement – we have addressed telehealth & clinical best practice, workflow development and analysis, patient engagement, data collection, and monitoring and evaluation, and we have highlighted innovative programs in the field. Since April 2020, we have held more than 30 trainings and open office hour sessions. The following is a list of the topics that have been featured:

- Telehealth in Primary Care & Chronic Care Management
- Telehealth for Mental Health Providers
- Telehealth & Patient Outreach Practices
- Tele-Tech 101: A Lay of the Land
- Telehealth – Medicare Billing & Reimbursement
- Telehealth, Patient Consent, and Authorization
- Data-Driven Telehealth
- Engaging Patients in the Co-Design of Telehealth Services
- Telehealth with Individuals that are Hard of Hearing or Deaf: Barriers and Opportunities
- Breaking down Barriers: Getting Telehealth Equipment into the Hands of Patients – Easy, Right?
- HIPAA & Telemedicine

- Telehealth & Translation Services: Overcoming Language Barriers
- Licensure & Telehealth – Crossing State Lines
- Telehealth: What the Research Tells Us
- Increasing Access to Telehealth – Broadband Expansion & Connectivity Care Packages
- eConsults
- Telehealth & Patient Engagement & Family-Centered Care
- The Medical Alumni Volunteer Expert Network ([MAVEN](#)) Project Overview

All of these sessions have been recorded and posted to the [VPQHC website](#), along with the event materials.

VPQHC and The Statewide Telehealth Workgroup also have access to local telehealth subject matter experts, including Todd Young and Sarah Chistolini from UVMHC who we can refer to as needed for insight and guidance on areas of need, including those specific to Vermont providers.

II. Regional

Telehealth trainings and conferences are offered by regional organizations such as the [Northeast Telehealth Resource Center](#) (NETRC), [The Mid-Atlantic Telehealth Resource Center](#) (MATRC), and [Healthcentric Advisors](#) (HCA). This past summer, NETRC/MATRC hosted a conference entitled “[Launching into Telehealth: 2020 Northeast/Mid-Atlantic Virtual Telehealth Conference](#)” – materials and recordings are available on the conference website. In addition, New York State, in partnership with NETRC and several other collaborators, has developed [a telehealth training portal](#). This was funded by both Cuomo's Reimagine campaign and HRSA grants. NETRC is now working to set up portals in other states, tailored to their needs, including Vermont.

VPQHC and the Statewide Telehealth Workgroup also have access to regional telehealth subject matter experts, including Dr. Kevin Curtis and Dr. Matt Mackwood from Dartmouth Hitchcock, who we can refer to as needed for insight and guidance on areas of need, including those specific to Vermont providers.

III. National

There are a multitude of trainings available for providers led by organizations at the national level, including [US Health & Human Services and the National Consortium of Telehealth Resource Centers](#), [Thomas Jefferson University](#), [Hopkins Medicine](#), [Inter-Mountain Health Care](#), and [Weill Cornell Medicine](#), to name a few.

VPQHC and the Statewide Telehealth Workgroup also have access to national subject matter experts in telehealth and healthcare quality, such as Dr. Don Berwick, Dr. Judd



Hollander, Dr. Ateev Mehrotra, and Claudia Duck Tucker, who we can refer to as needed for insight and guidance on areas of need, including those specific to Vermont providers.

As stated in our report submitted to the Department of Financial Regulation, we are committed to continuing to monitor and evaluate healthcare quality data to identify areas of opportunity for improvement. As areas of opportunity for improvement are identified, we will work alongside the Statewide Telehealth Workgroup to identify whether trainings exist that can address any areas of need, and if they do not, we will work collaboratively to leverage resources and develop those trainings.