

Telehealth Readiness Assessment Tool

Helping Maryland practices make informed decisions about their readiness for telehealth.

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What is Telehealth?



Use of medical information shared through two-way audio and video and other forms of telecommunication technology, including mobile devices and remote monitoring devices

Value of telehealth

Telehealth benefits include:

- ✓ Increased access to health care;
- ✓ Reduced health disparities;
- ✓ Efficiencies in health care delivery; and
- ✓ Quicker access to specialty providers for consults.



Purpose

The Telehealth Readiness Assessment (TRA) tool helps practices evaluate and prioritize areas of need to improve their readiness for telehealth

- Implementation of telehealth requires practices to shift how they operate and deliver care
- Practices can use the TRA tool to improve awareness and identify gaps that may influence the success of their telehealth program



TRA Tool Components

Sections of the TRA tool

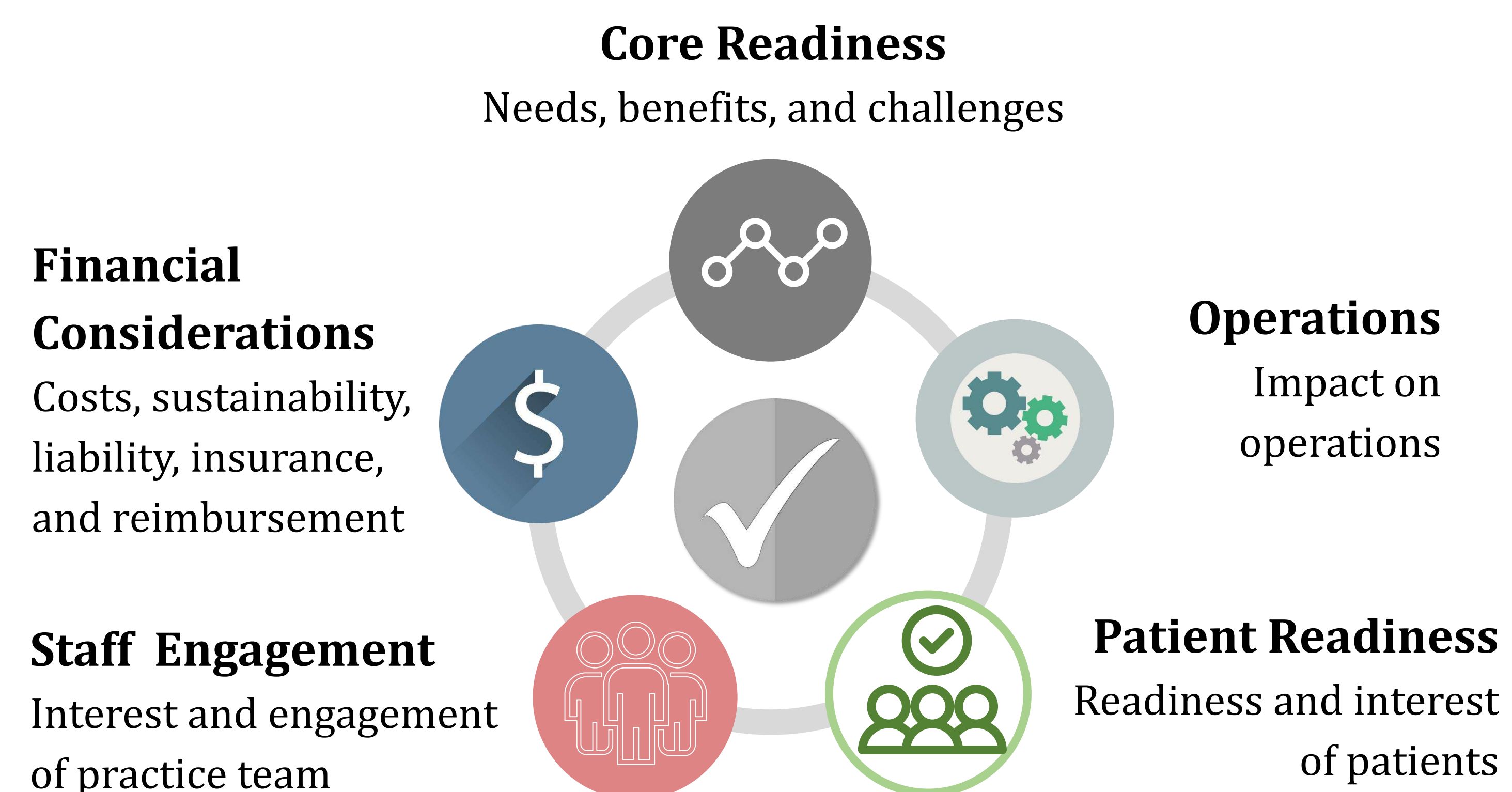
Questionnaire
Select responses that reflect practice actions or considerations

Supporting Guidance Evidence-based information to help improve practice readiness

Scoring
Calculated for each concept included in the five domains of telehealth readiness

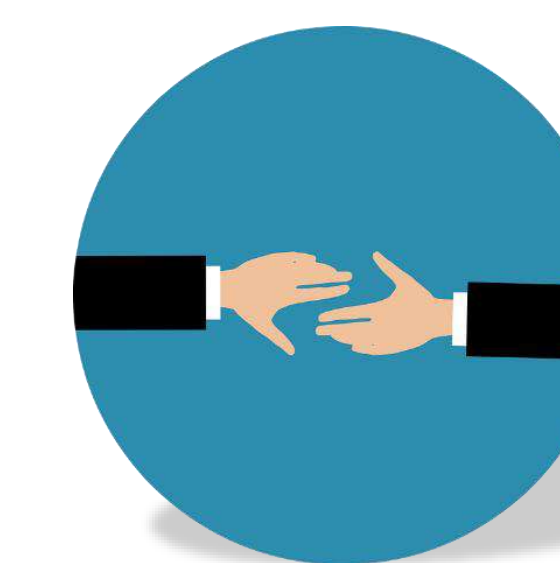
Telehealth Resources
Links to general telehealth resources, information on privacy and security, and information about evaluation and assessment

Domains of telehealth readiness



The paper version of the tool is available at:
mhcc.maryland.gov/mhcc/pages/hit/hit_telemedicine/hit_telemedicine.aspx

TRA Tool Development



The **Maryland Health Care Commission (MHCC)** contracted with **RTI International** from January 2018 to February 2019 to develop the TRA tool

- Best practices in survey methodology informed development
- The TRA tool and supporting guidance were user-tested with providers across the State and modified based on their feedback

Results

User feedback on the tool is positive:

- Domains are appropriate;
- Questions are easy to understand;
- Supporting guidance is useful; and
- Length of the tool is reasonable.

The TRA tool is designed to be interactive with a target completion time of about **20 minutes for a lead physician or practice manager**

The online TRA tool received **more than 1,000 unique visitors** from its launch on March 24th through June 1, 2020.

Conclusion

Physicians and practice administrators use the TRA tool to:

- Understand how processes align with critical components of telehealth readiness;
- Identify areas of improvement; and
- Prioritize improvement areas by importance.



The interactive online tool is available at:
tinyurl.com/mhcctelehealthtool