Bureau of Primary Health Care Telehealth Update
NACHC Policy and Issues Forum

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Bureau of Primary Health Care (BPHC)
Health Resources and Services Administration (HRSA)
More than 27 million people – 1 in 12 people across the United States – rely on a HRSA-funded health center for care, including:

- More than 355,000 veterans
- About 3.5 million publicly housed
- Nearly 1.4 million homeless
- Nearly 1 million agricultural workers
- More than 800,000 served at school-based health centers

Source: Uniform Data System, 2017
## Increasing Access to Comprehensive Care

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>Number of Sites</td>
<td>9,829</td>
<td>10,415</td>
<td>11,057</td>
<td>^12%</td>
</tr>
<tr>
<td>Total Health Center Patients</td>
<td>24,295,946</td>
<td>25,860,296</td>
<td>27,174,372</td>
<td>^12%</td>
</tr>
<tr>
<td>Medical</td>
<td>20,616,149</td>
<td>21,880,295</td>
<td>22,866,468</td>
<td>^11%</td>
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<tr>
<td>Dental</td>
<td>5,192,846</td>
<td>5,656,190</td>
<td>6,116,732</td>
<td>^18%</td>
</tr>
<tr>
<td>Mental Health</td>
<td>1,491,926</td>
<td>1,788,577</td>
<td>2,049,194</td>
<td>^37%</td>
</tr>
<tr>
<td>Substance Use Disorder</td>
<td>117,043</td>
<td>141,569</td>
<td>168,508</td>
<td>^44%</td>
</tr>
<tr>
<td>Vision</td>
<td>501,647</td>
<td>599,314</td>
<td>670,973</td>
<td>^34%</td>
</tr>
<tr>
<td>Enabling</td>
<td>2,388,722</td>
<td>2,482,751</td>
<td>2,549,897</td>
<td>^7%</td>
</tr>
</tbody>
</table>

Source: Uniform Data System, 2015-2017
Health Center Telehealth Services

600 of the 1,373 health centers provided services using telehealth technology (44%)

- 315 provided mental health services (53%)
- 125 provided primary care services (21%)
- 164 provided specialty care services (27%)
- 140 used telehealth technology for reasons not listed (23%)
- 147 managed patients with chronic conditions (25%)
- 37 provided oral health services (6%)

Source: Uniform Data System, 2017
Use of Telehealth to Deliver Services

Urban vs. Rural

Source: Uniform Data System, 2017 - Table Appendix D
Health Center Telehealth Experience

• **Facilitators**
  ▪ Strategic planning, grants, champions, new workflows

• **Example Uses**
  ▪ Digital retinopathy, mental health tele-home visits, tele-pharmacy, agricultural worker care

• **Measures of Success**
  ▪ Improved performance on clinical quality measures and medication adherence, increased provider satisfaction, reduced travel miles

• **Challenges**
  ▪ Financial, staff training and buy-in, new workflows

• **Support Needed**
  ▪ Share best practices, provide technical assistance and training, reimbursement, broadband issues
Funding Supports Telehealth Expansion

FY16 DSHII
FY17 AIMS
FY18 SUD-MH
FY18 CARE
FY18 APM
FY18 EBHW
FY18 QIA
FY18 CARE
FY18 QIA
FY18 EBHW
FY19 NAP
FY19 QIA
FY19 IBHS
FY19 QIA
FY19 OHI
FY19 EBHW
Changes to Telehealth Questions in UDS

**UDS 2016**
- Telehealth questions first introduced (Appendix E)

**UDS 2018**
- Telehealth questions expanded to understand telehealth utilization (Appendix E)

**UDS 2019**
- Introduced number of telemedicine/virtual visits reported by health care provider (Table 5: Staffing and Utilization)
Health Center Program Policy Considerations

Scope of Project

Federal Tort Claims Act (FTCA)
Thank You!

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