

Wyoming Telehealth Provider Needs Assessment Spring 2020



This survey was created by the Wyoming Telehealth Network to assess Wyoming provider telehealth needs.

This report summarizes the 295 responses received from telehealth providers between May 13 - July 8, 2020.

Average number of years as a healthcare provider: 19.71

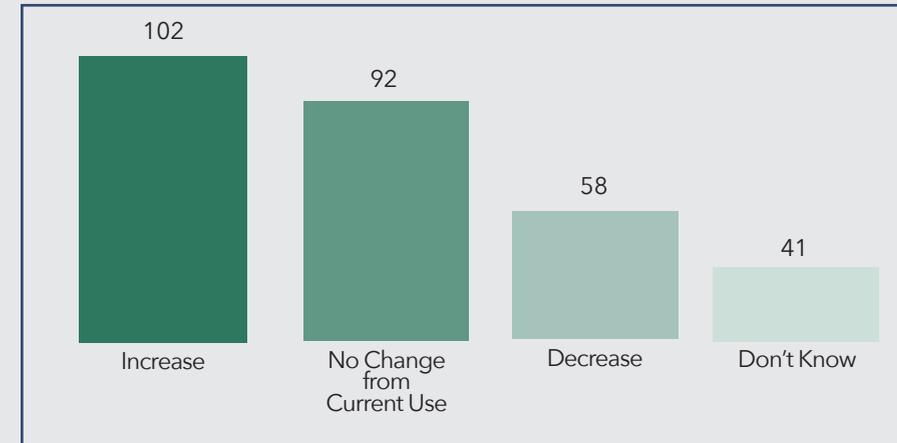
Average number of years providing telehealth services: 1.79

Patient and Provider Telehealth Usage

- 59% of patients are being seen via telehealth across all providers
- 24% of providers currently using 100% telehealth
- 12% of providers currently using 0% telehealth
- 57% of providers currently at or above 50% telehealth



Changes in Telehealth Use in the Next 3 Months



Providers are already using telehealth at a very high percentage and they generally anticipate staying at this level or even increasing in the near future.

Provider Experiences in Implementing Telehealth

Provider Experiences in Implementing Telehealth

- Implementation has been smooth for many participants
- Steep learning curve but time and trainings have helped
- Highly effective for certain groups of patients



Challenges in Implementation

- Learning curve for both providers and patients
- Internet connection and access
- Difficult for new patient consultations
- Engagement with patients
- Coding and billing issues

Provider Experiences in Implementing Telehealth

Opportunities when Implementing Telehealth

- Networking and education
- New reimbursement policies
- More flexible scheduling
- Can see more patients in a day
- Patients can be more comfortable and more engaged

Provider Technology Needs

- Training on videoconferencing (Zoom)
- Technical support
- Access to technology materials
- Stronger internet access/quality



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Patient Experiences in Implementing Telehealth

Patient Telehealth Education Needs

- Technology education
- Education on costs
- Information on the telehealth process



Patient Technology Needs

- Training/support for videoconferencing/Zoom
- Access to technology devices
- Increased internet access
- Ability to access private meeting spaces

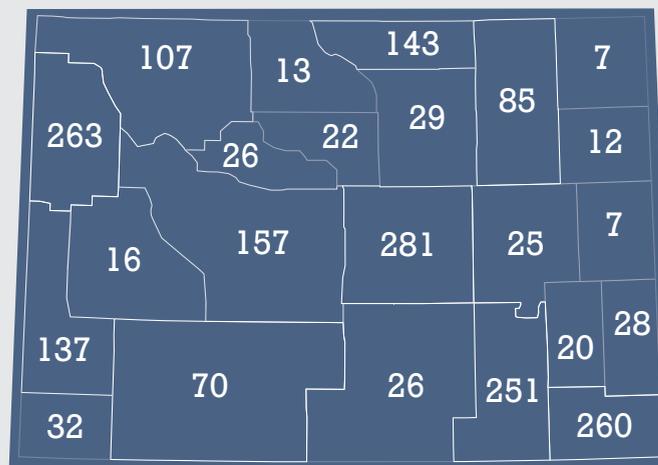
State Level Changes to Support Telehealth Implementation

- Expanding services and insurance continuing approval of services, financial assistance to patients and clinics, continuing education
- Insurance reimbursement, flexibility, coverage, and billing
- Clear rules and regulations regarding telehealth
- Increased service access, specifically internet access across the state



* Responses reflect provider input and may not be representative of current state resources

Providers Enrolled in Wyoming Telehealth Network



*by county, as of June 15, 2020

52 total provider specialties that include:

- Mental Health Counseling
- Family Practice
- Physical Therapy
- Speech Language
- Education
- Clinical Psychology
- Internal Medicine
- Occupational Therapy
- Public Health
- Nursing
- Orthopedics
- Psychiatry

Wyoming Telehealth Network

The Wyoming Telehealth Network (WyTN) increases access to telehealth technology, resources, and education so that Wyoming residents can have better healthcare.

The WyTN is a legislatively mandated activity of the Wyoming Telehealth Consortium and is financially supported through the Wyoming Department of Health, Office of Rural Health and the College of Health Sciences, Wyoming Institute for Disabilities.

The WyTN acts as a hub to connect everyone with an interest in telehealth. Additionally, the WyTN improves implementation of telehealth in healthcare practices through technical and procedural support and technology provision.



College of Health Sciences
Wyoming Institute
for Disabilities

