TELEHEALTH IN THE NORTHEAST

FIELD REPORT: SAMPLE STAKEHOLDER CHALLENGES, SOLUTIONS, & LESSONS LEARNED

CLASS IS IN SESSION: NETRC'S TELEHEALTH CLASSROOM CONTINUES TO EXPAND

The free TelehealthClassroom.org training portal has been developed by NETRC to assist regional stakeholders, including health systems, health centers, and providers to successfully implement telehealth. Classroom resources have been developed in collaboration with a broad range of regional colleagues, and in response to specific needs identified throughout COVID. To date, the training portal has five unique courses, and has seen a steady stream of users and participants, with over 325 unique registrations, and over 165 individual modules completed.

Current Courses include:

-SUPPORT for ME Telehealth Toolkit: built collaboratively with Maine Office of Medicaid Services under their CMS SUPPORT grant, this toolkit aims to help providers assess and build substance use disorder (SUD) treatment and recovery services capacity via telehealth.

-Telehealth for Primary Care Toolkit: an interactive course that provides an introduction to implementing and optimizing telehealth in primary care.

-Telehealth Basics for Community Health Workers: intended for community health workers and other individuals who assist clients in the prevention, management, and self-management of chronic health conditions using technological tools and telehealth.

-eConsult Toolkit: a self-paced course which introduces the asynchronous, provider-to-provider eConsult model, this toolkit responds to the growing interest among stakeholders, including primary care providers, specialists and others, to leverage eConsults to increase timely access to care and promote cost savings.

- Achieving Quality in Telehealth - Practical Resources for Providers: designed to allow providers to access additional skills and best-practice knowledge to effectively treat patients over video or audio only. Includes key topics: quality measures, clinical appropriateness, patient selection and engagement, webside manner and more!

In addition to maintaining the current courses over time, the NETRC team plans to expand the current offerings with multiple new topics based on key needs identified by regional partners and stakeholders, including: School-Based Telebehavioral Health, Population Health & Telehealth Integration, and more! Watch Northeast Connections (NETRC's Newsletter) for the release of these courses, or contact a NETRC team member for more information!