

# Survey Results -Use of Telehealth and Video Technology by CHWs for COVID-19 Response and Community Resiliency

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# Survey Objective and Method

## **Objective**

- Develop an understanding of the current state of Community Health Workers using telehealth and/or video technology (Zoom, etc.) with patients/clients

## **Survey Method**

- An email questionnaire was sent to thirteen agencies (that applied for CCR funding) starting on 10/14 with the last response on 10/29
- Nine agencies out of thirteen responded (69%)

# Telehealth Utilization

## Experience

- ❑ Two agencies reported using Telehealth Services
  - ❑ Agency # 1
    - ❑ They work with Insurance Companies and Healthcare
    - ❑ The following tools are used:
      1. Doxy.me: Contract specific.
      2. ZOOM
      3. Telephone: for those who refuse the in-home and ZOOM appointments.
  - ❑ Agency # 2
    - ❑ They help clients connect and support on the ground but do not work directly with providers
- ❑ The seven other agencies are interested in utilizing Telehealth

# Video Technology used by Community Health Workers

Software	# of Agencies	% of Agencies responding
Zoom	5	55%
WhatsApp	3	33%
FaceTime	2	22%
Viber	2	22%
Signal	1	11%
Teams	1	11%
Doxy	1	11%

# Agency Comments on Use of Video Technology

- ❑ “They have used Facetime to train community members on how to use Covid-19 testing kits. They are familiar with Zoom but the community we work with have limited capabilities in using technology.”
- ❑ “The CHW interacts with about 45 patients a week in some capacity—from scheduling appointments, to providing information about vaccine and clinics, to going to the patient’s home to do in-person Covid-19 tests and demonstrate home tests. Home visits are important—especially for some of the families with disabled children. About 35% of the interactions happen in person, while others are through WhatsApp, Viber, or FaceTime.”
- ❑ No one in our communities (Arab and rural) use Zoom. They prefer using FaceTime or WhatsApp video calls. They frequently call families overseas using WhatsApp. Some patients worry about privacy when it comes to Telehealth; they assume these interactions will be recorded and that just feels scary to them, given the history of their countries of origin. They have been told to be careful about all video interactions because they may at some point be used against you (that is the popular rumor).

# Opportunities to expand Telehealth Based on Survey Results

- ✓ Complete a case study of the two agencies using Telehealth Service
  - ✓ This should include
    - ✓ Lessons Learned
    - ✓ Best Practices
    - ✓ Opportunities for Improvement
  
- ✓ Determine how to apply results of the Case Study to expanding Telehealth with CHWs

# Questions?

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