

The COVID19 Healthcare Coalition Telehealth Impact Study

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HIMSS **21**



Welcome



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Conflict of Interest

F.X. Champion, MD, FACP and Helayne Sweet, DrBH, MS

Have no real or apparent conflicts of interest to report.

Agenda

- COVID-19 Healthcare Coalition and the Telehealth Work Group
- Telehealth Impact Study Claims Analysis (Jan. 2019 – Dec. 2020)
- Physician Survey (July-Aug. 2020)
- Patient Survey (Dec. 2020-Feb. 2021)
- Telehealth Case Study: Behavioral Health
- Telehealth Case Study: Diabetes
- Telehealth Case Study: Perinatal Health

Learning Objectives

- Learning Objective 1: Describe telehealth impact on access to care during the COVID-19 pandemic using claims data analysis
- Learning Objective 2: Identify clinical domains and provider specialties where telehealth use is highest
- Learning Objective 3: Evaluate provider attitudes regarding quality and access to care through survey methods
- Learning Objective 4: Identify potential barriers to future use of telehealth

COVID-19 TELEHEALTH IMPACT STUDY

The COVID-19 Healthcare Coalition Telehealth Impact Study Work Group Last updated 31 March 2021

Connect with us: telehealthimpact@mitre.org

IN-DEPTH DATA ANALYSES

The Telehealth Impact Study Work Group has focused on three initial data analyses:

Claims Data Analysis



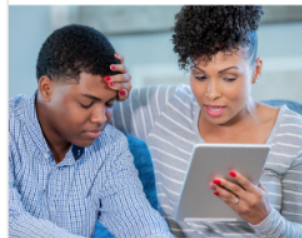
Explore U.S. Healthcare insurance claims comparing telehealth activity before and during the COVID-19 pandemic.

Provider Survey Analysis



Learn about physician and other provider use and attitudes of telehealth during the COVID-19 pandemic from this survey completed in July and August 2020.

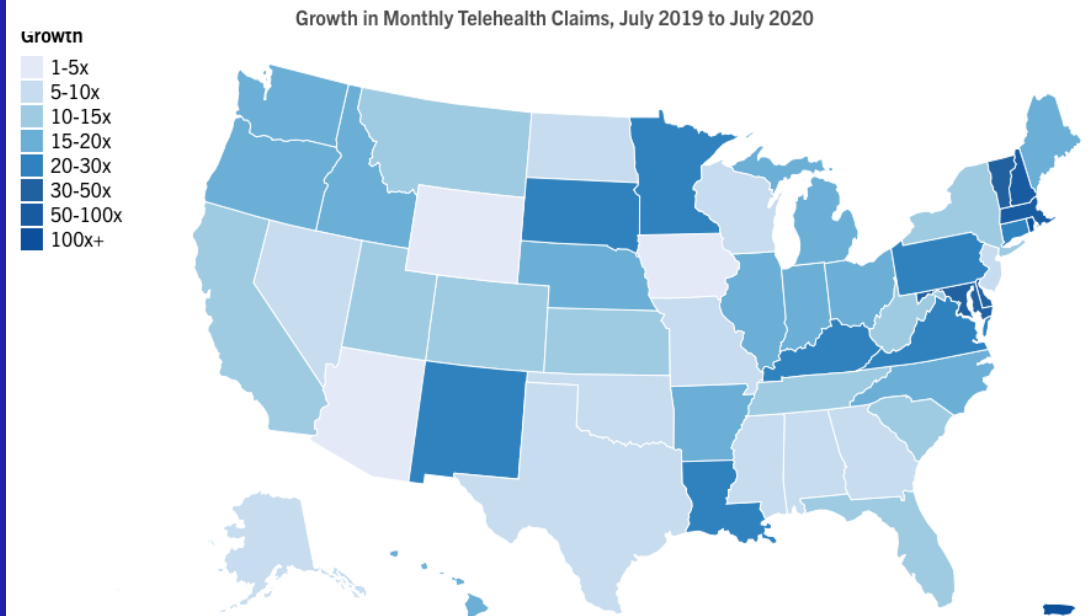
Patient Survey Analysis



Survey currently in progress: Understand the experience of patients who used telehealth services during the COVID-19 pandemic between March and October 2020.

CLAIMS TRENDS AT A GLANCE

The map below illustrates the growth in monthly telehealth claims, comparing July 2019 to July 2020. The darker the color, the larger the increase in telehealth claims for that state or territory. Note that the growth rate does *not* necessarily indicate the overall volume of telehealth claims for the state or territory. Point your mouse at a state or territory to view the growth factor as well as the number of claims tracked for July 2020.



COVID 19 Telehealth Impact Study: Research Team

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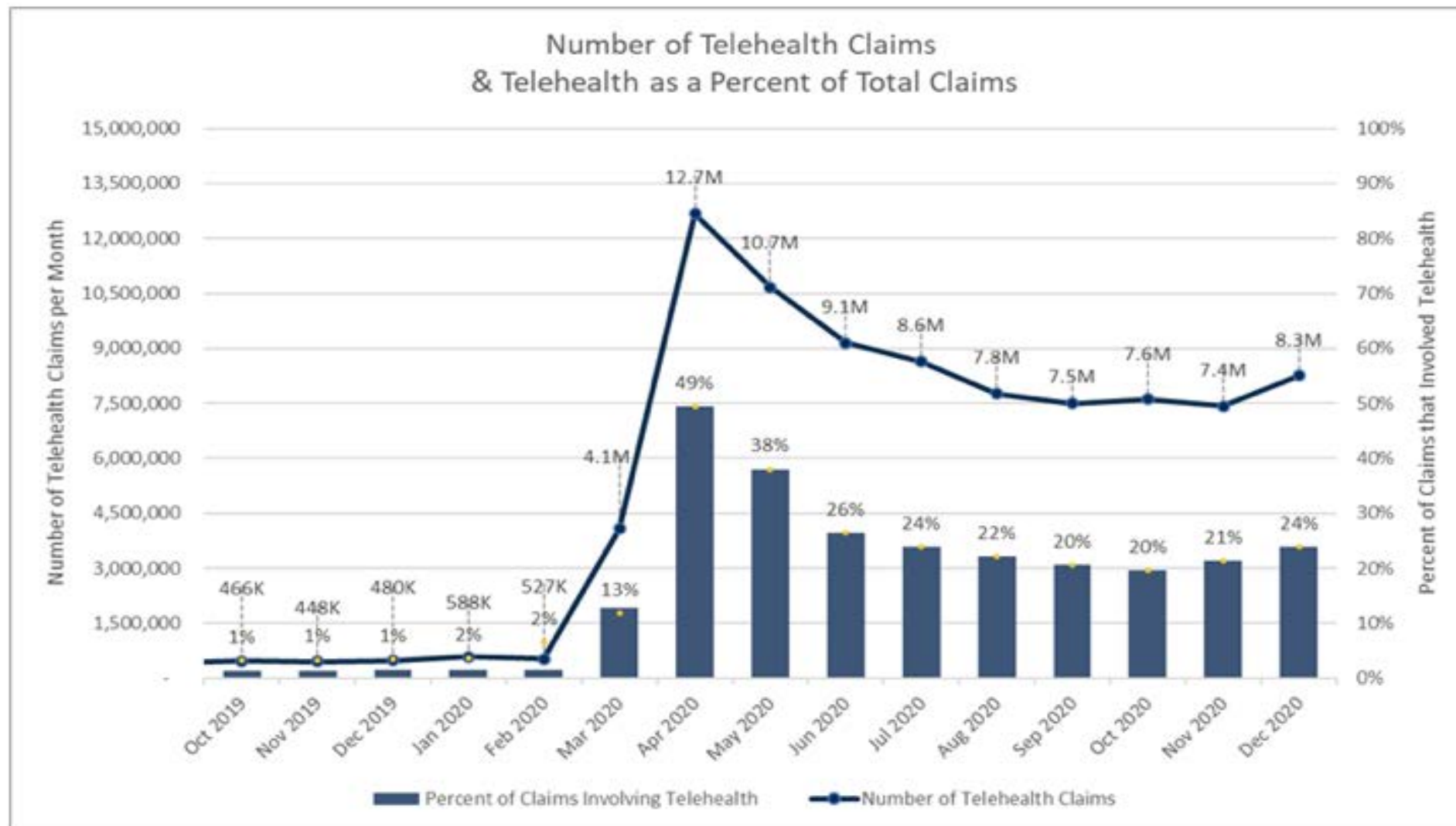
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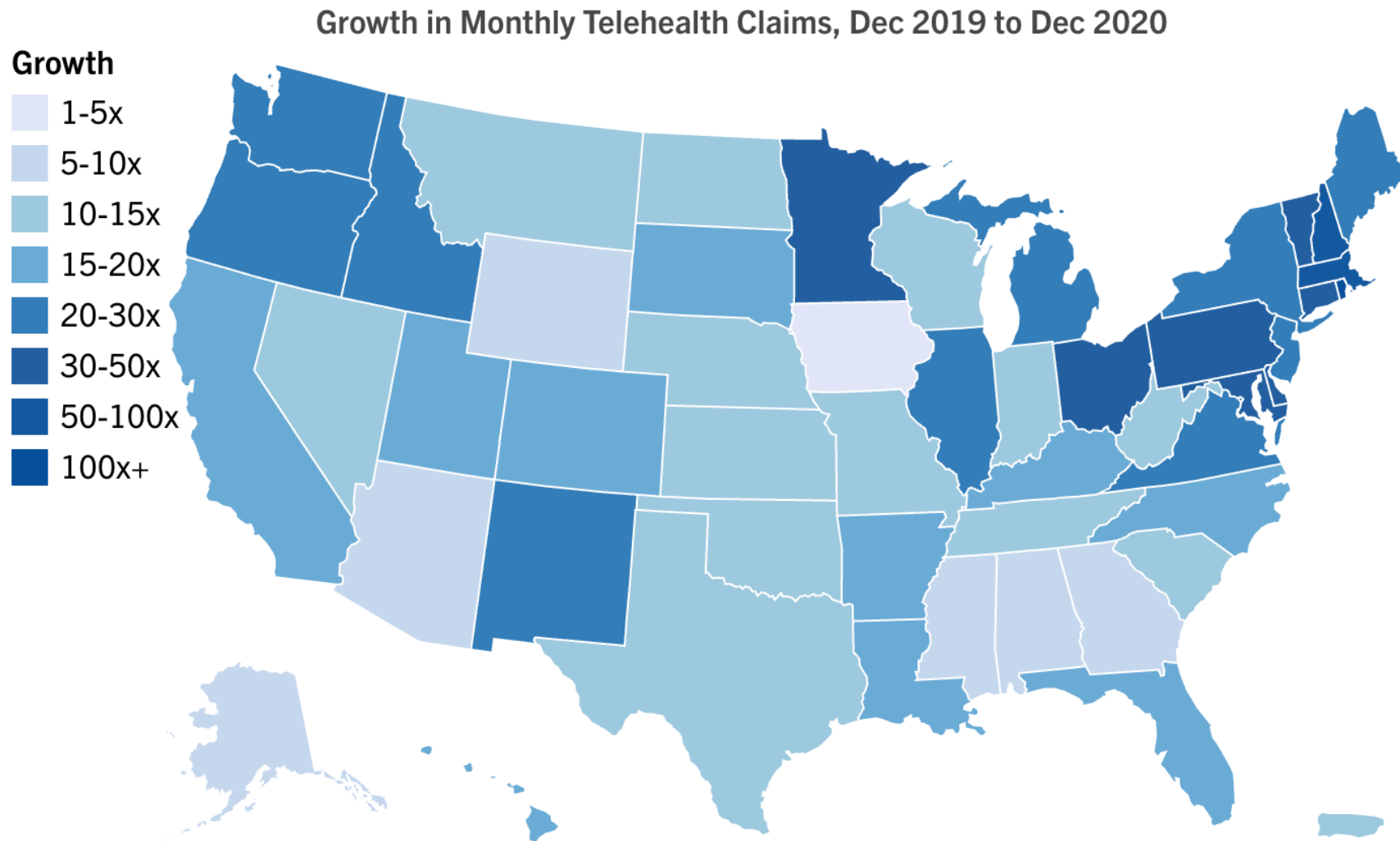
Beverly Wood



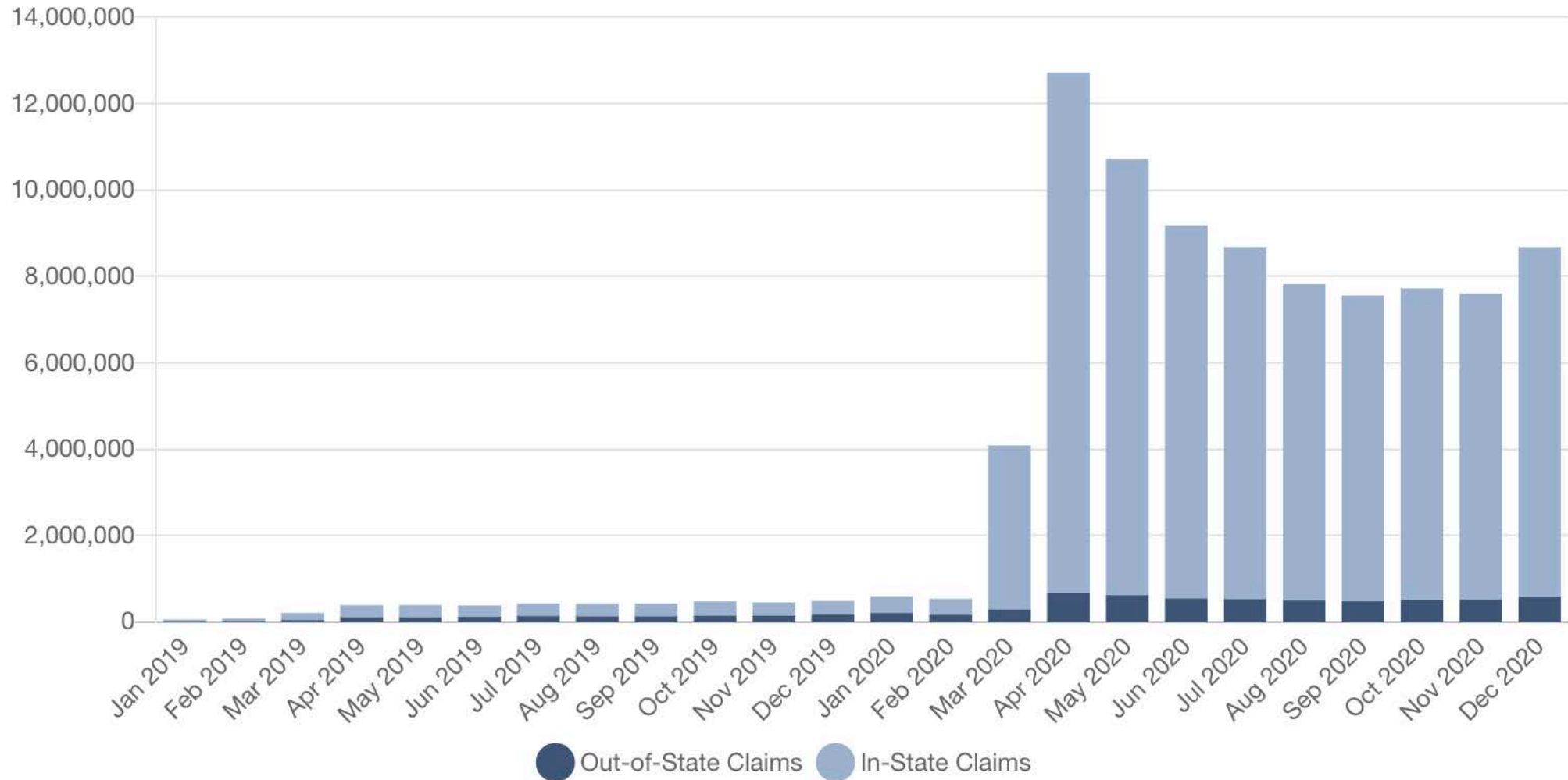
Telehealth Explosive Growth During COVID-19 Pandemic



Telehealth Growth: Variation by State

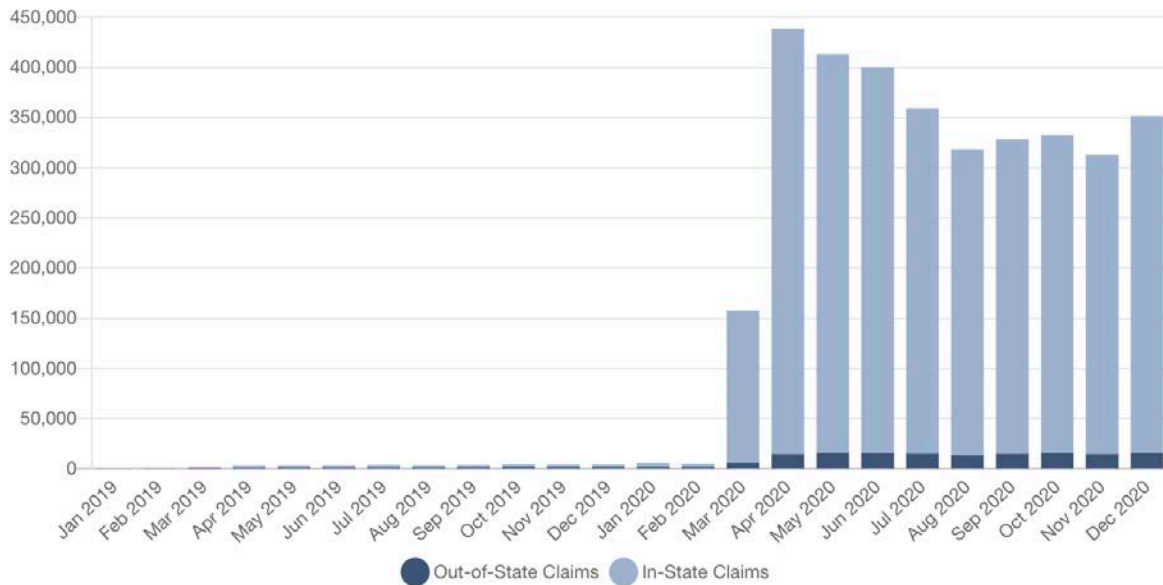


Telehealth Delivered “In -State” vs “Out -of-State”

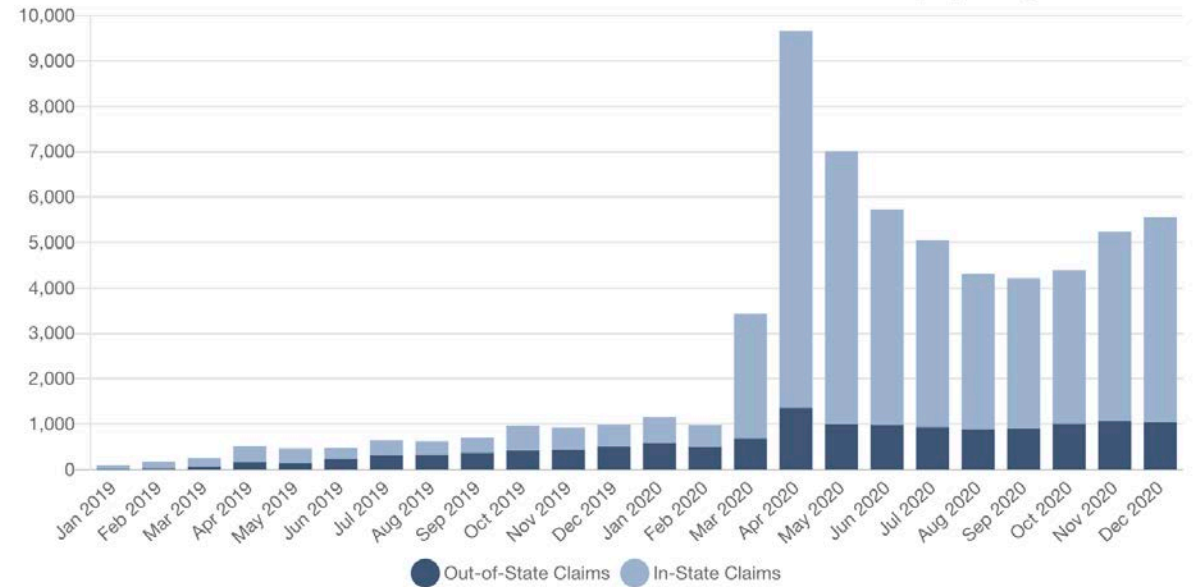


Trend Comparisons by State: Massachusetts vs Wyoming “In-State” vs “Out-of-State”

Telehealth Claims for Services Delivered In-State vs Out-of-State, Massachusetts



Telehealth Claims for Services Delivered In-State vs Out-of-State, Wyoming



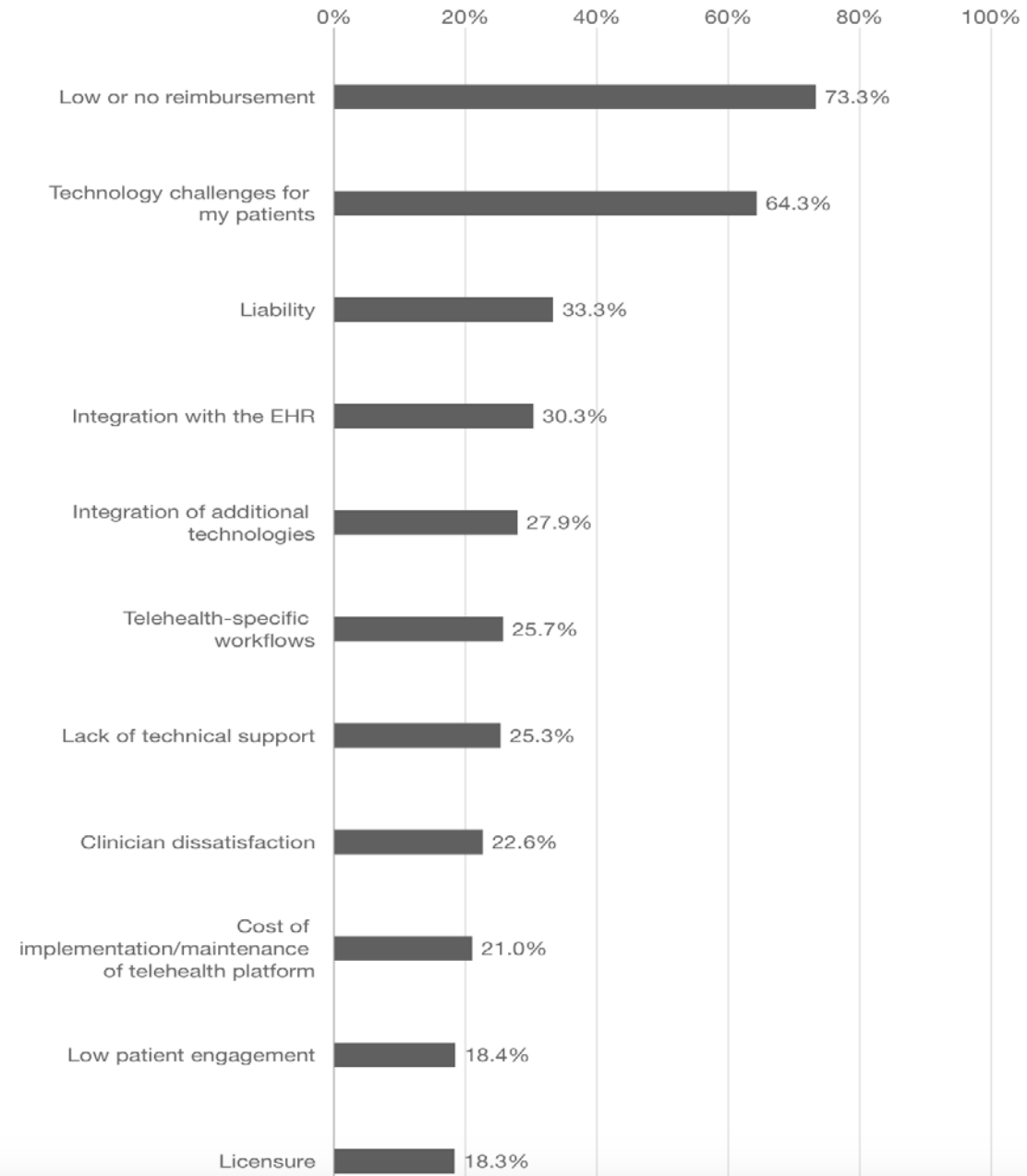


PHYSICIAN SURVEY



Which of the following, if any, do you anticipate being barriers and challenges in your organization related to maintaining telehealth after COVID-19?

Choose all that apply.



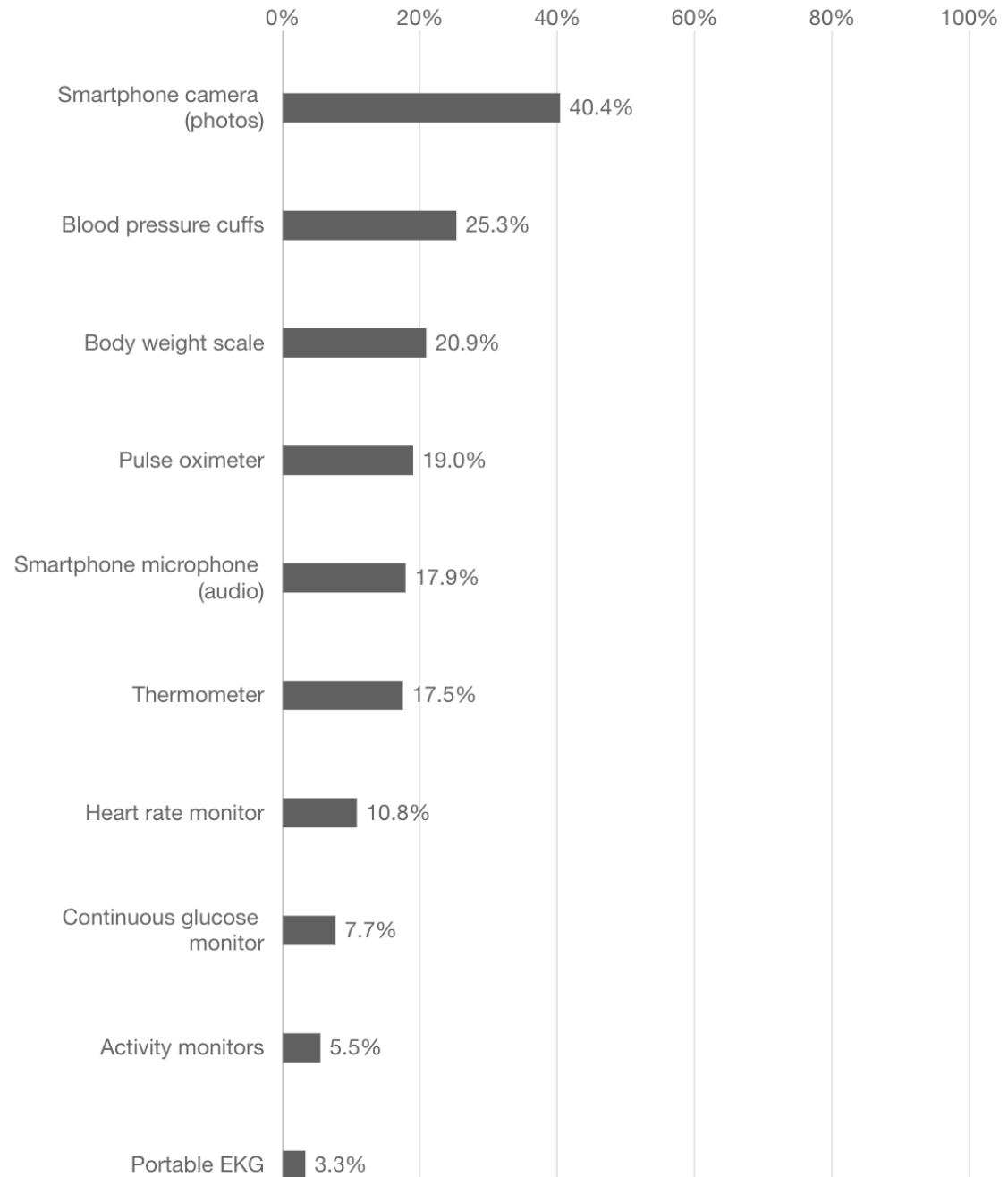


PHYSICIAN SURVEY



What, if any, remote sensor technologies are helping you provide better care for your patients via telehealth?

Choose all that apply.



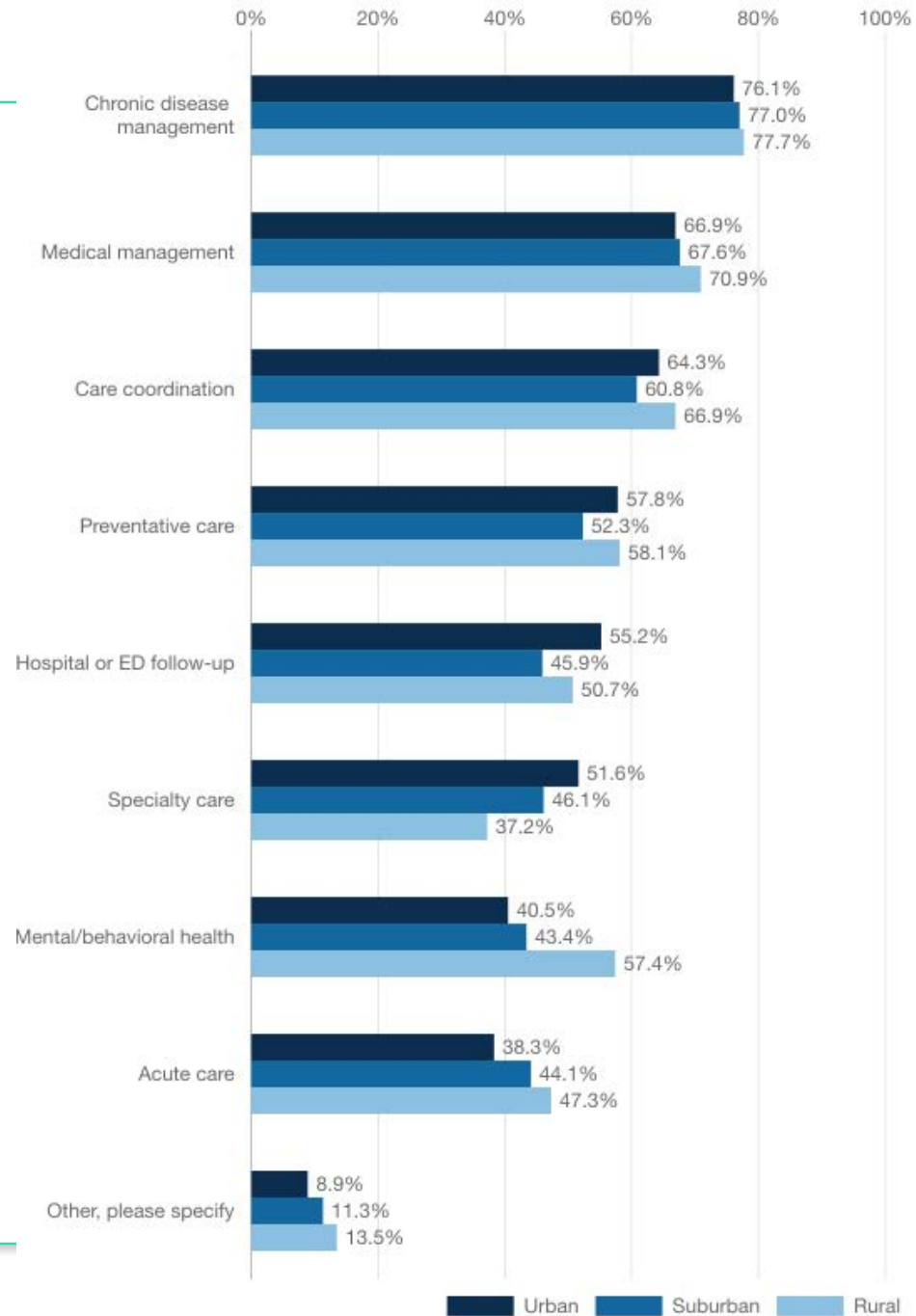


PHYSICIAN SURVEY



What types of visits would you like to continue offering via telehealth after COVID-19?

Choose all that apply.



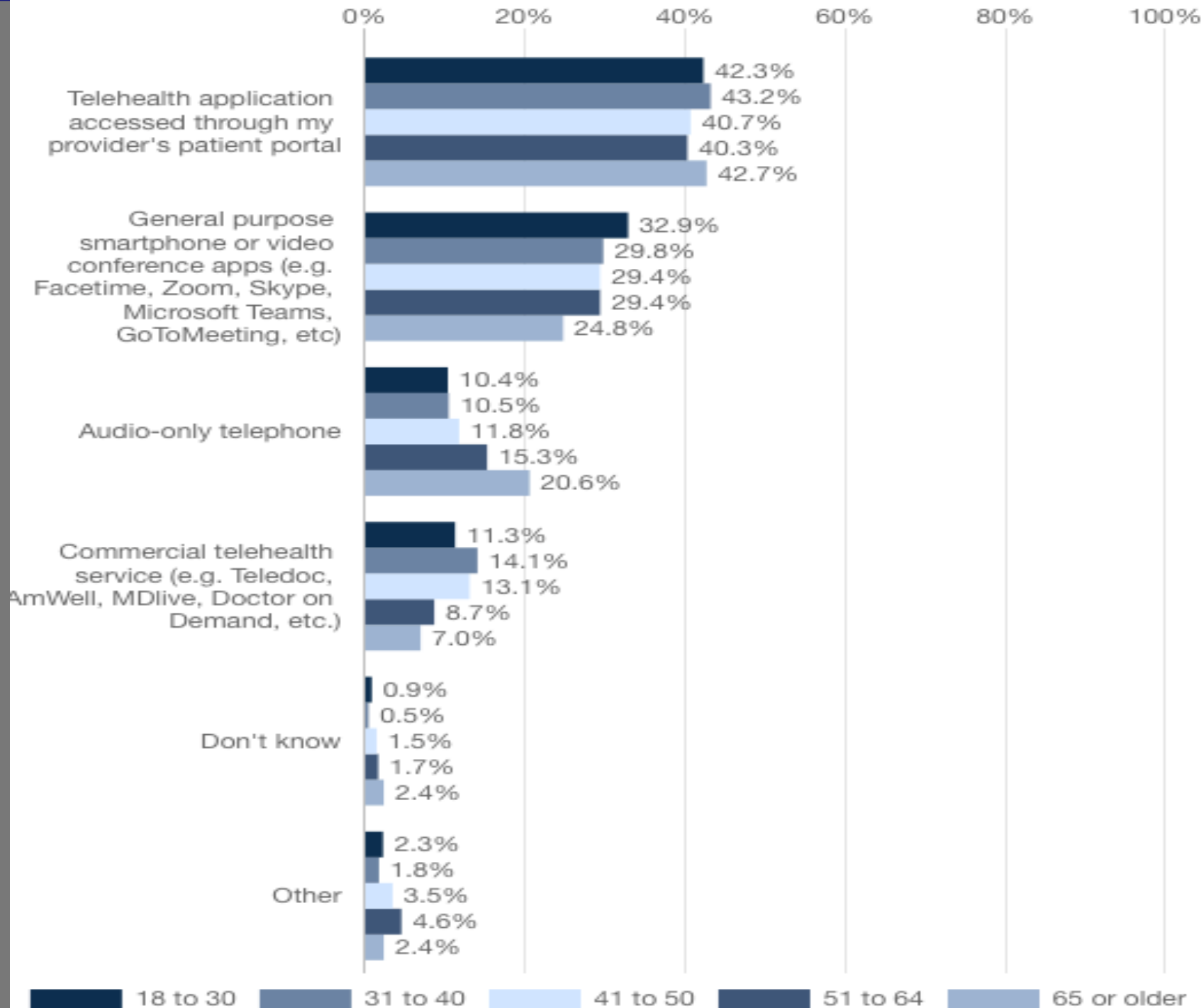


PATIENT SURVEY



How did you connect with your provider for your most recent telehealth visit?

Choose one.



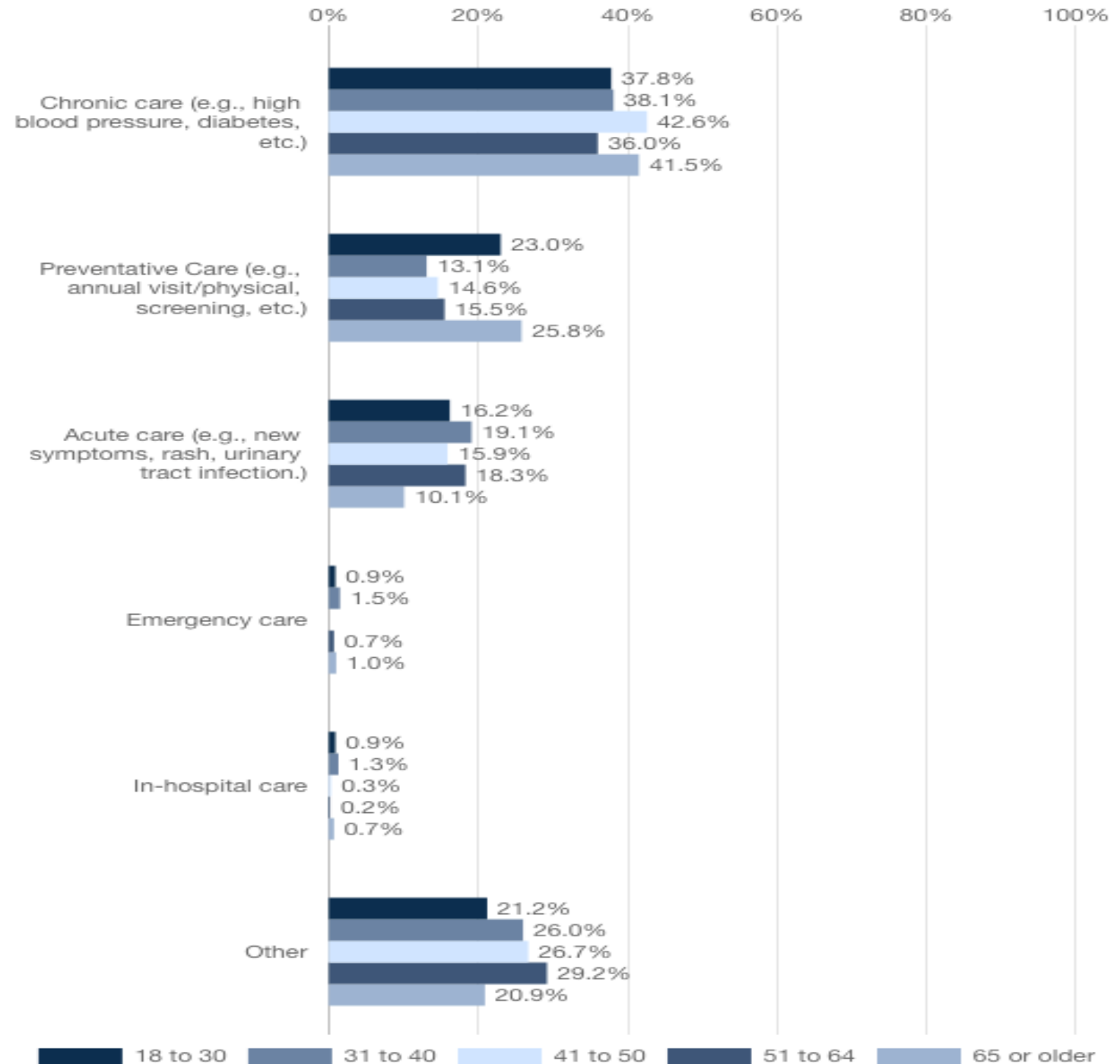


PATIENT SURVEY



For your most recent telehealth visit, what type of care did you receive?

Choose one.

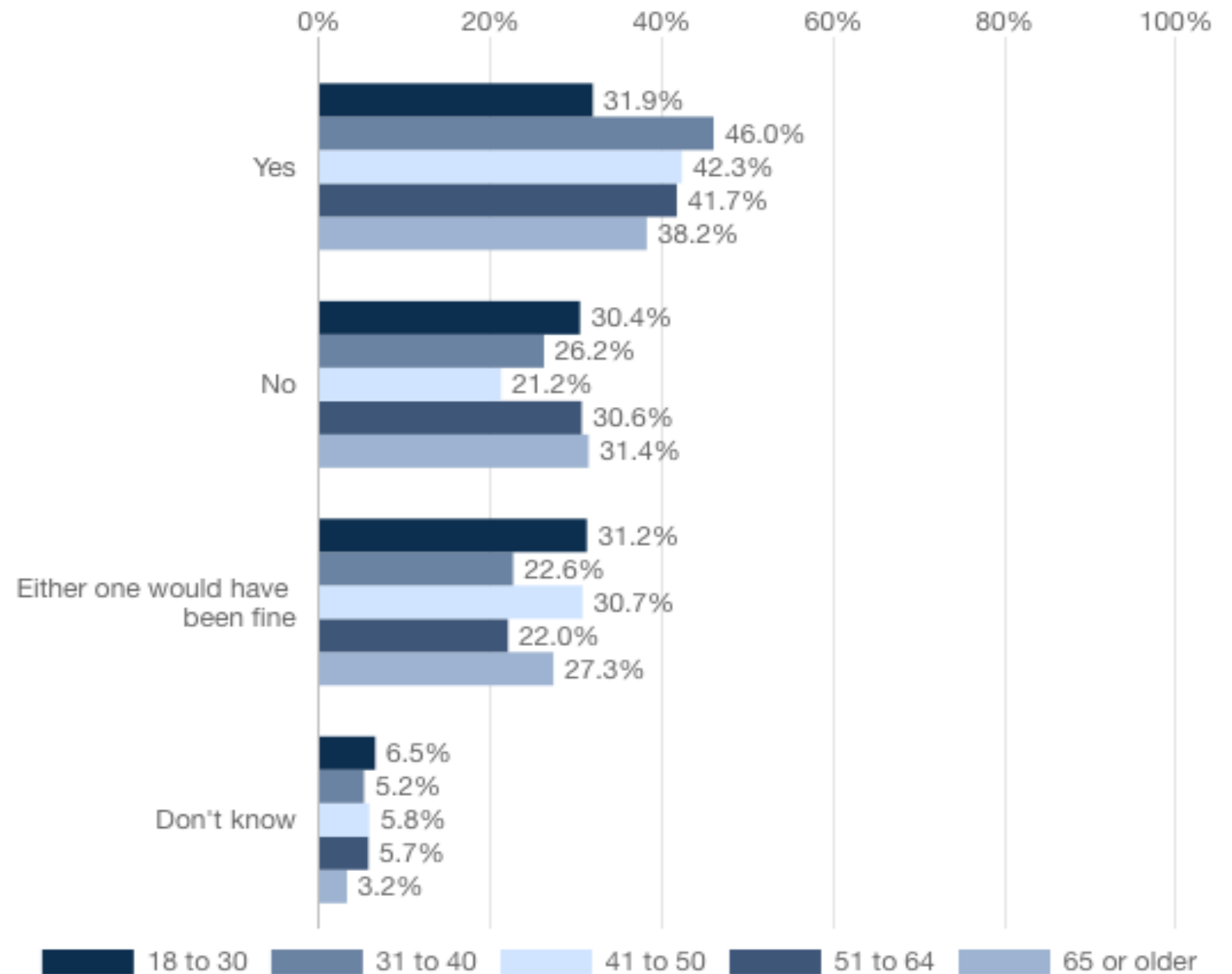




PATIENT SURVEY



Thinking about your last telehealth visit, would you have chosen telehealth over an in-person appointment if both required a co-pay?



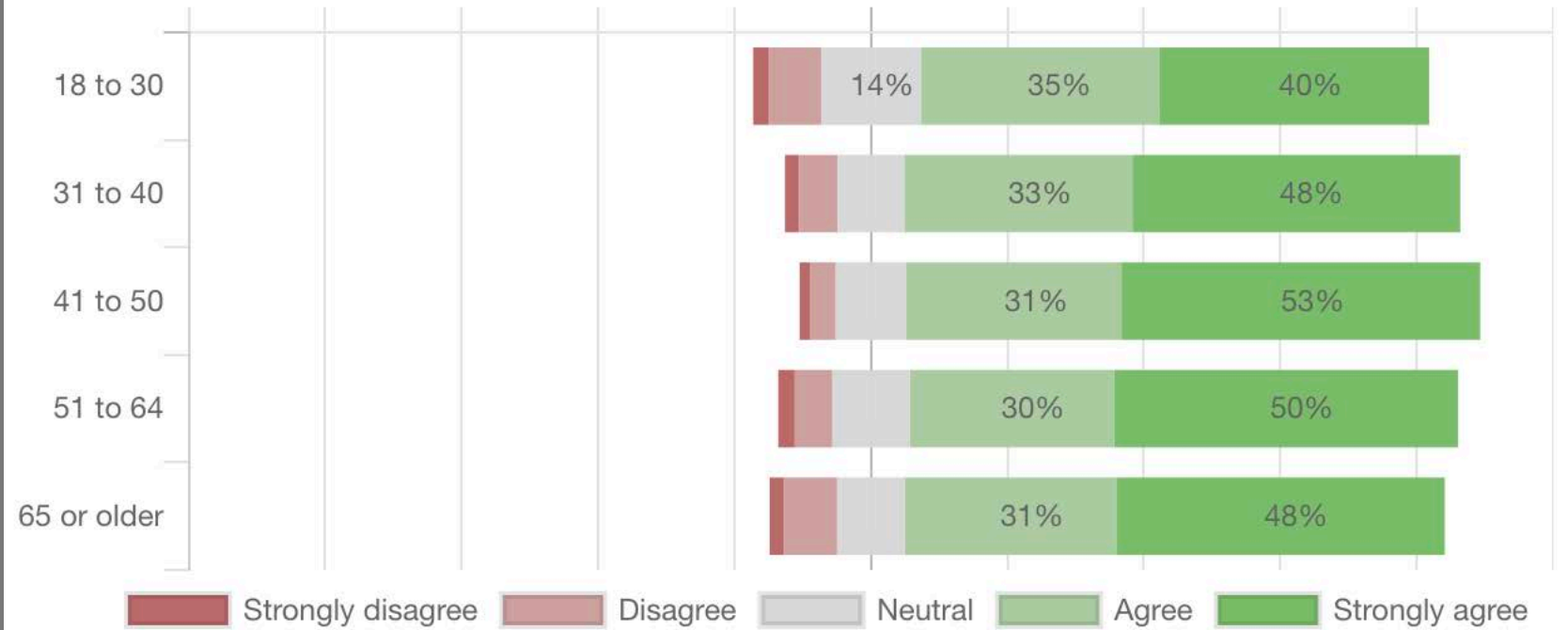


PATIENT SURVEY

“

The provider was thorough.

”



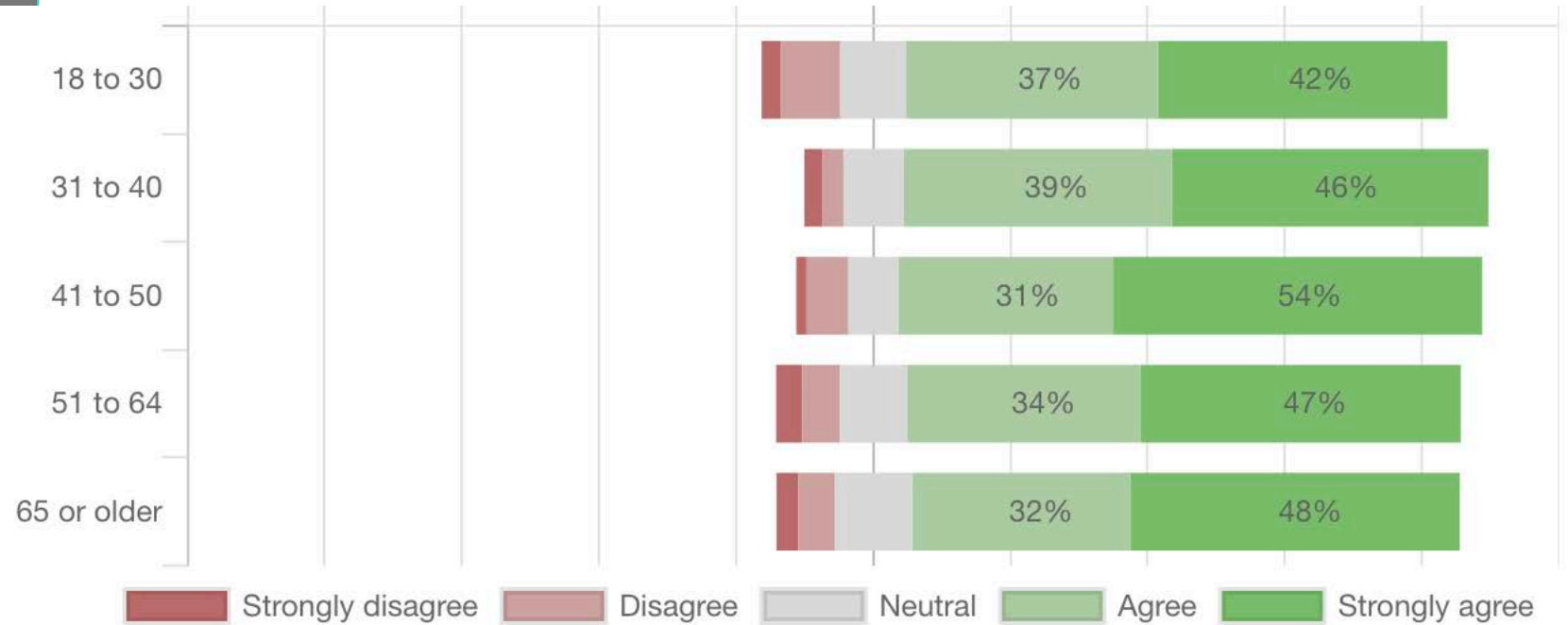


PATIENT SURVEY

“

The quality of the patient-provider communication was good.

”



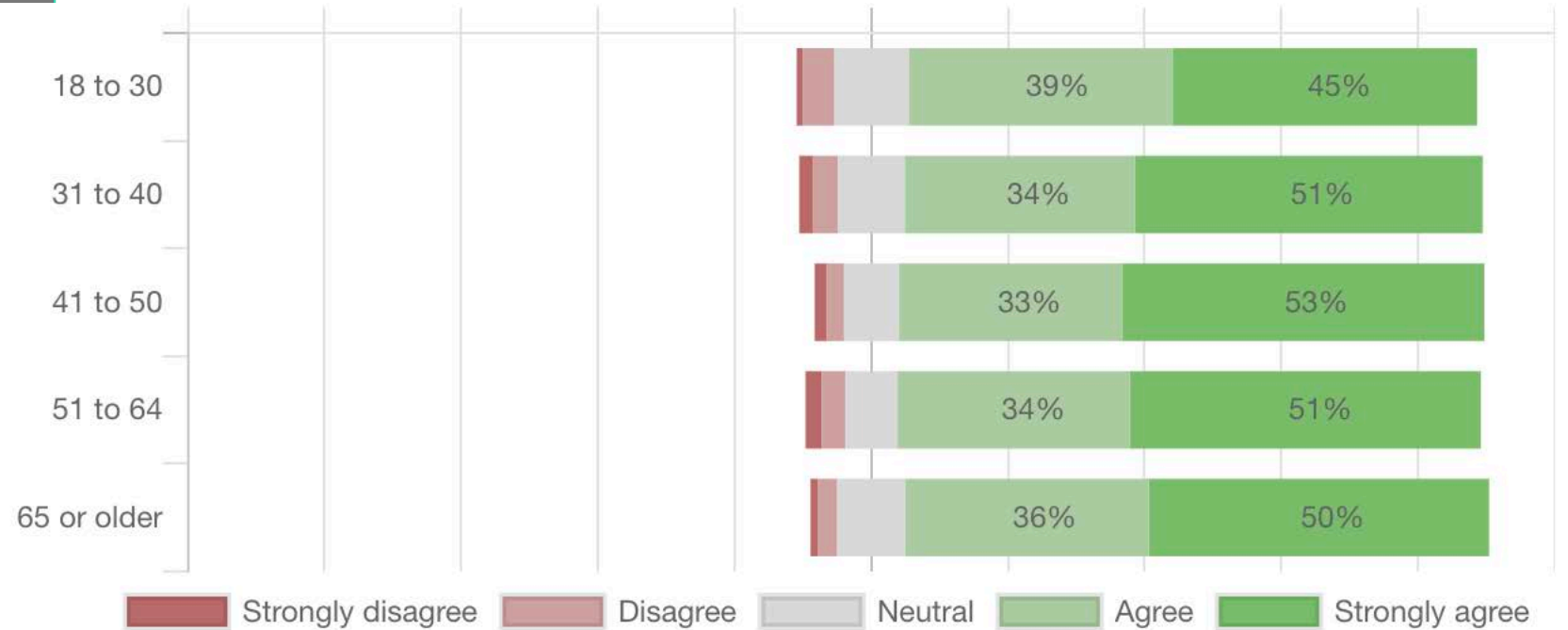


PATIENT SURVEY

“

I was confident that my personal information was secure and private during the visit.

”



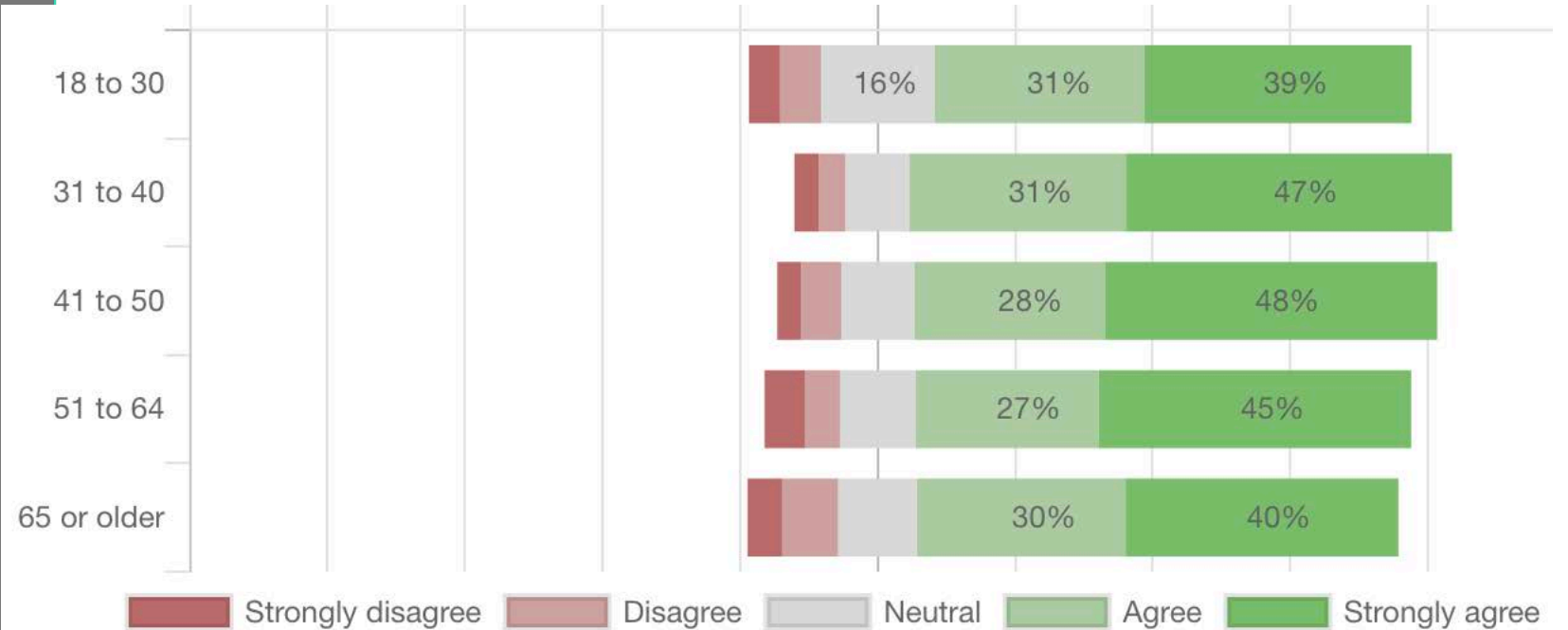


PATIENT SURVEY

“

I will continue to use telehealth services into the future.

”



Telehealth Use by Patients with Anxiety, Depression, or Adjustment Disorder during the COVID-19 Pandemic

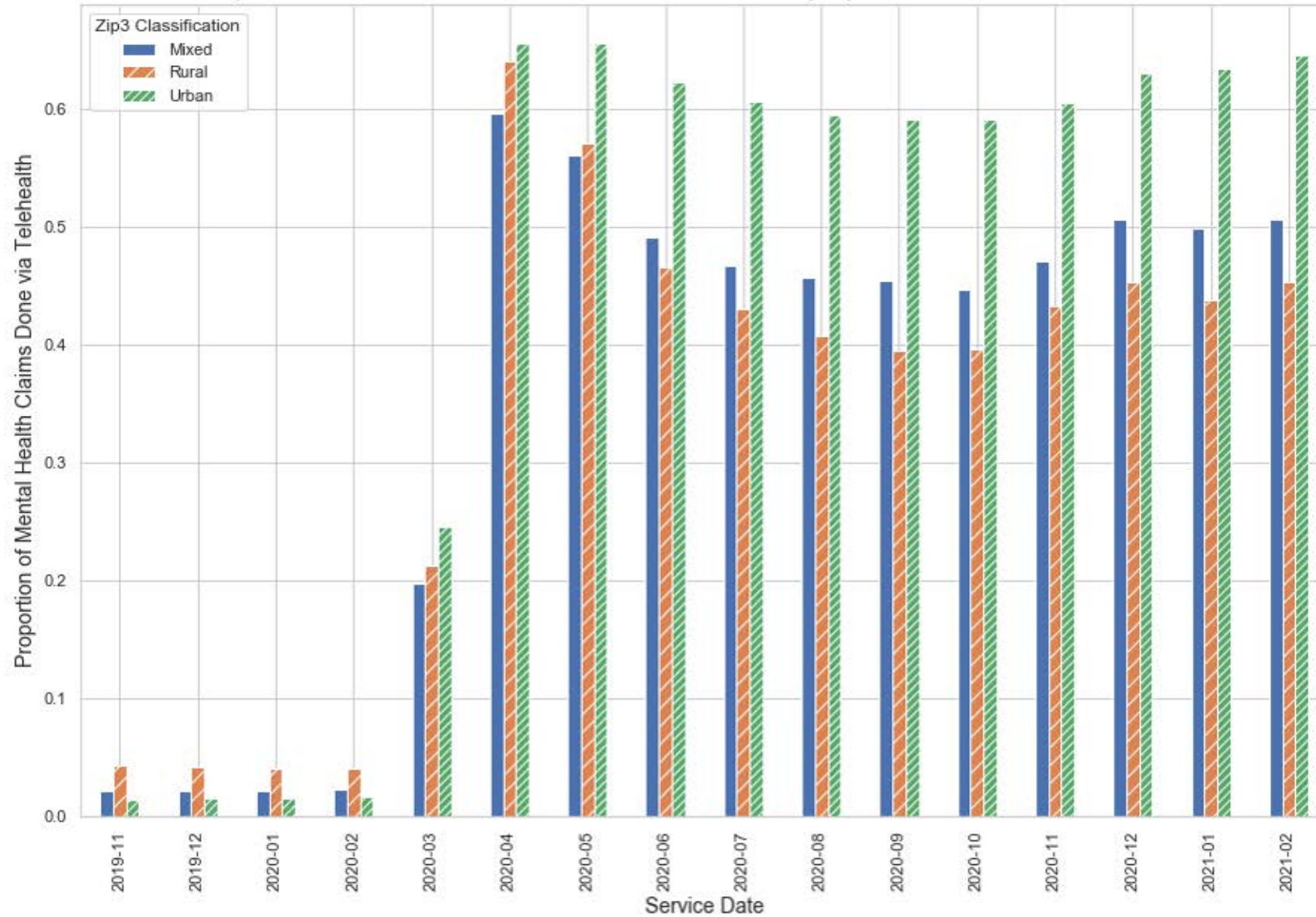
Research Questions: How was telehealth incorporated into the care of patients with adjustment disorders during the pandemic?

How did ongoing use of tele-mental health services compare in rural versus urban areas?

Population: 47,707,654 adult patients with diagnosis of anxiety, depression or adjustment disorder, 2019-2021, private health insurance claims analysis



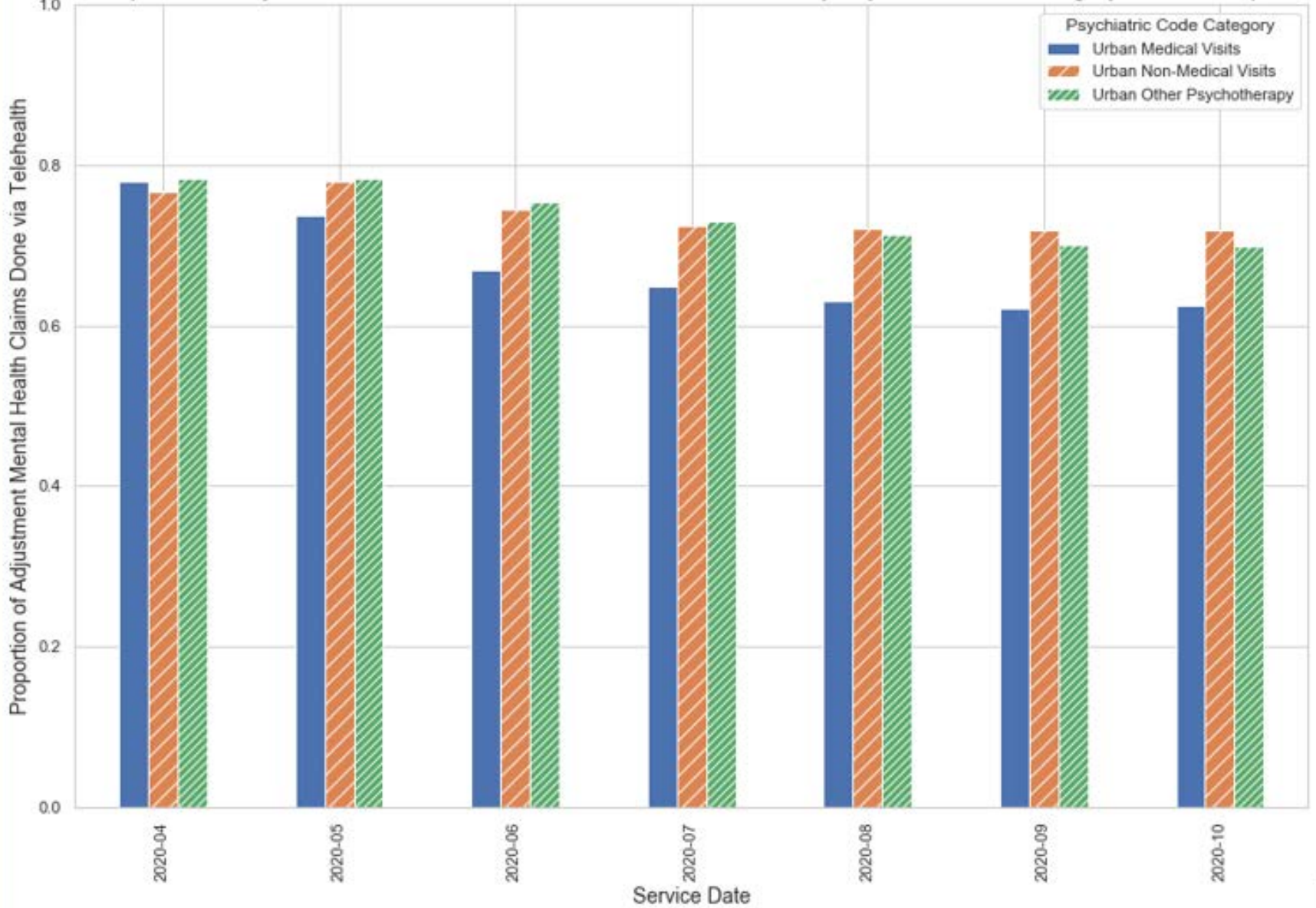
Proportion of Mental Health Claims Done via Telehealth by Zip3 Classification and Service Date



Early indications of disparities in access to telemental health care services during the pandemic for communities in rural areas

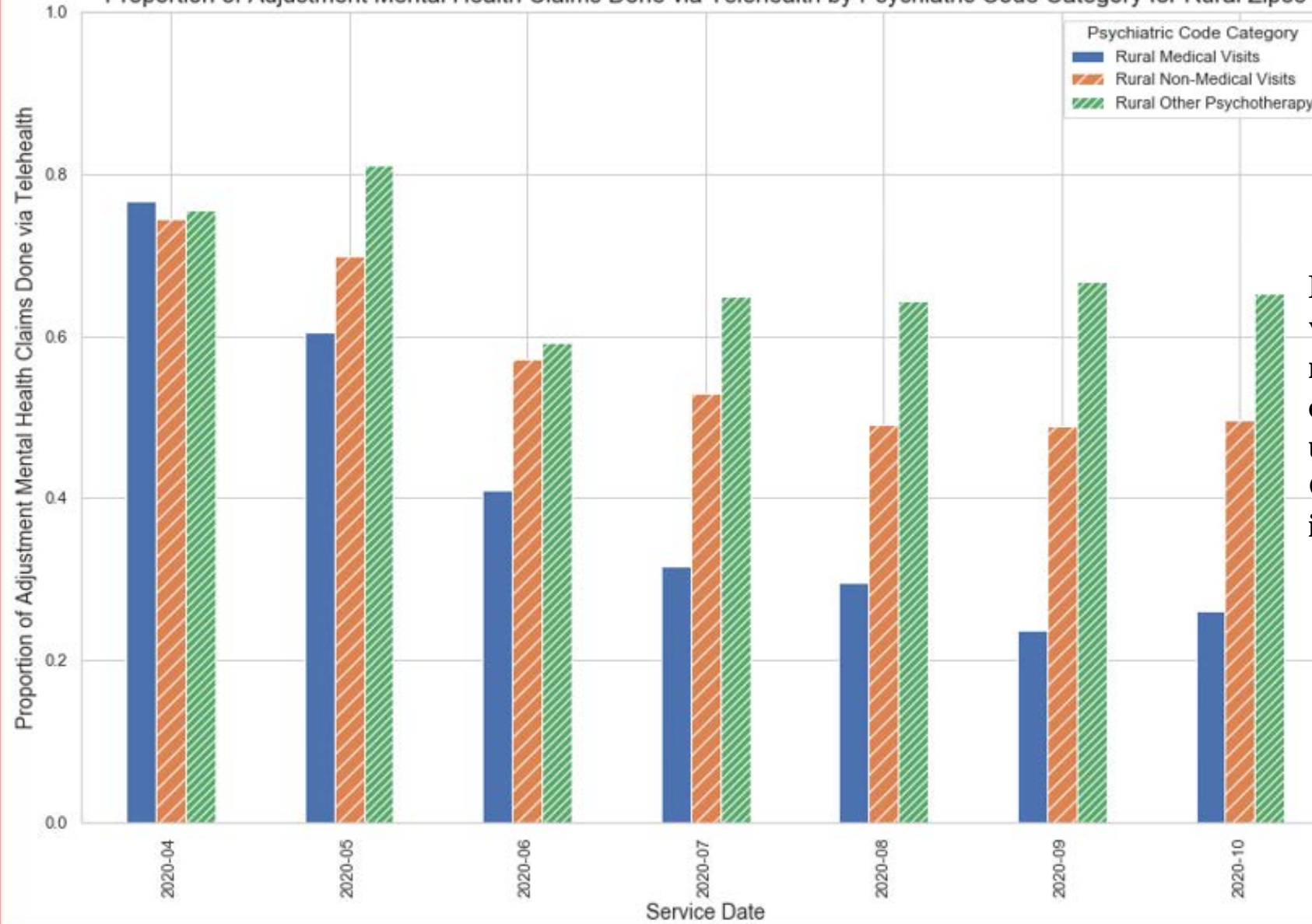


Proportion of Adjustment Mental Health Claims Done via Telehealth by Psychiatric Code Category for Urban Zip3s



Smaller decline over time in use of tele-mental health services for adjustment disorders in urban areas

Proportion of Adjustment Mental Health Claims Done via Telehealth by Psychiatric Code Category for Rural Zip3s



Both medical and non-medical visits with telehealth are normalizing back to in-person care more quickly in rural vs. urban, even during height of COVID-19 cases in July/August in rural areas

Telehealth Use by Patients with Diabetes during the COVID-19 Pandemic

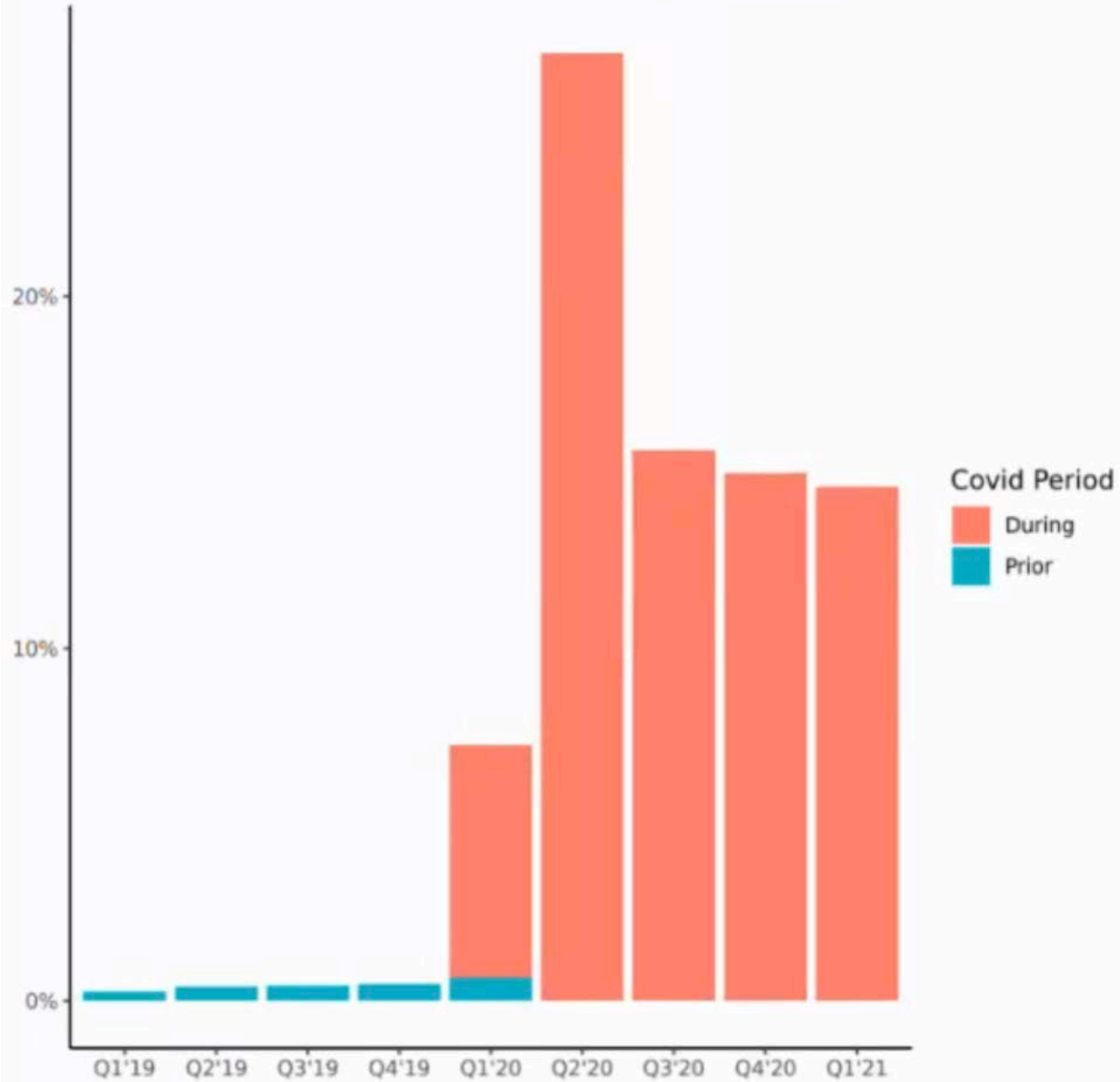
Research Questions: How was telehealth incorporated into the care of patients with diabetes during the pandemic?

For what medical concerns did diabetic patients use telehealth?

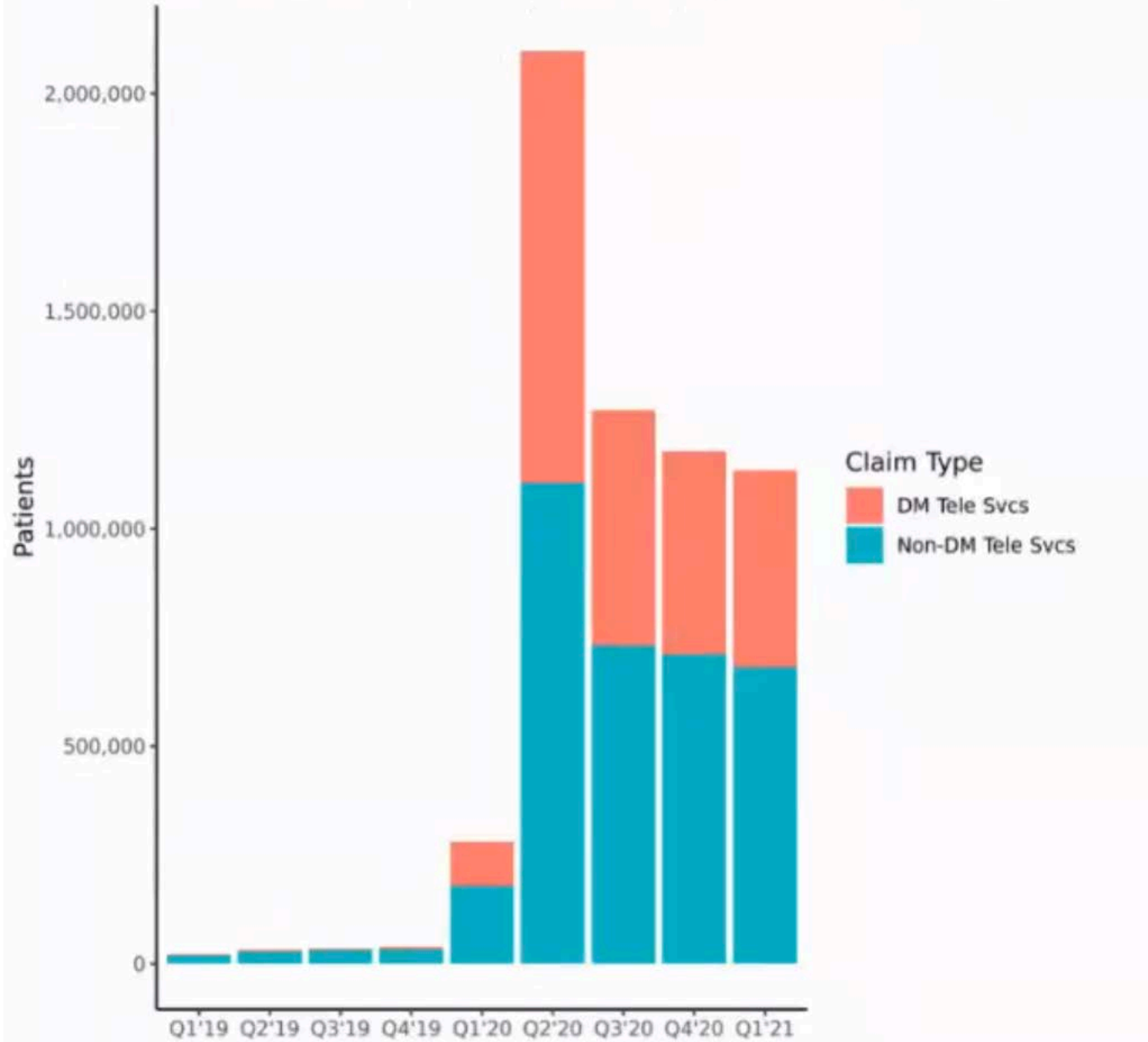
Population: 8,339,633 adult diabetic patients, 2019-2021, private health insurance claims analysis



Proportion of DM Patients w/ Tele Svcs by Quarter, 2019-2021



DM vs Non-DM Telehealth Use Among DM Patients, 2019-2021



Telehealth Use for Perinatal Care during the COVID 19 Pandemic

Research Questions: How was telehealth incorporated into the care of mothers in the 3 months pre & post delivery?

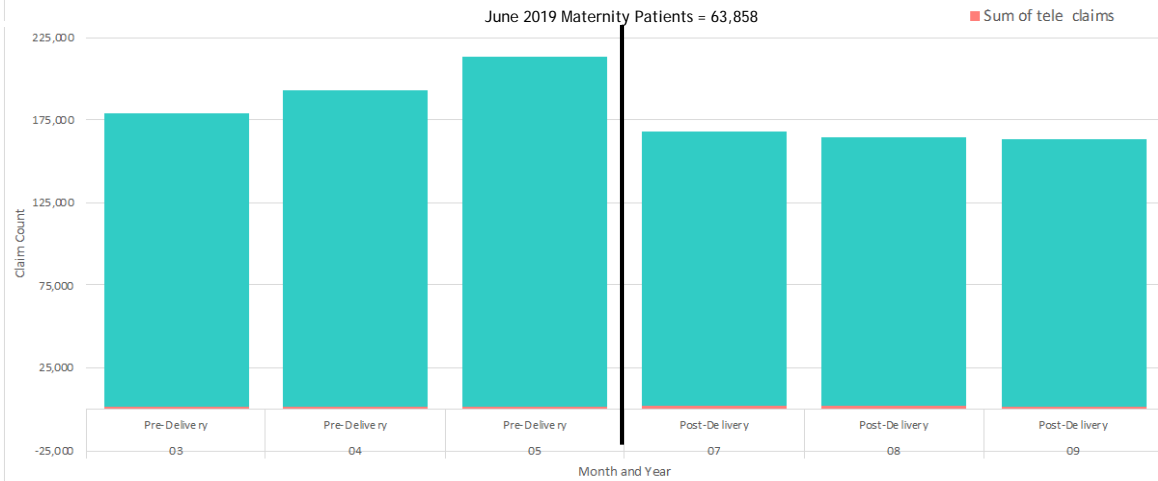
What variation exists across the United States?

Population: Comparison of 63,858 births in June 2019 and 61,223 births in June 2020, private health insurance claims analysis

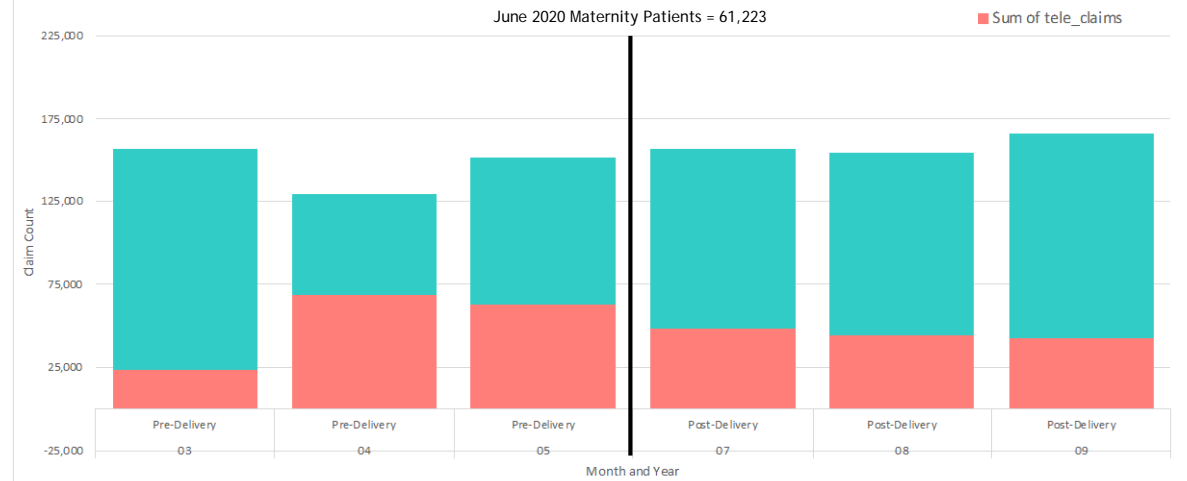


Perinatal Non-telehealth and Telehealth encounters: 3 months pre and post delivery Comparison of births in June 2019 and June 2020

CPT: Evaluation: Non-Face-to-face & Office/other outpatient services
June 2019 Maternity Patients



CPT: Evaluation: Non-Face-to-face & Office/other outpatient services
June 2020 Maternity Patients



Perinatal Telehealth Use for June 2020 births: Sample of states

	Total number of deliveries, June 2020	Percent of mothers with any telehealth claims	Telehealth % of 3-month pre-delivery claims	Telehealth % of 3-month post-delivery claims
California	1,598	41%	42%	42%
Colorado	240	40%	44%	43%
Connecticut	123	66%	59%	44%
Delaware	128	88%	49%	49%
Florida	1,984	18%	32%	36%
Kentucky	1,045	25%	24%	40%
Louisiana	1,242	16%	23%	28%
Maryland	1,722	25%	38%	36%
Massachusetts	507	48%	62%	57%
Nevada	274	38%	26%	23%
South Carolina	1,511	16%	14%	30%
Texas	10,784	16%	19%	25%
Virginia	589	38%	36%	30%
All 50 states		26%	38%	30%

Conclusions:

- The COVID-19 pandemic was a catalyst for telehealth adoption.
- Many providers and patients had their first every experience with telehealth during the pandemic.
- There was widespread innovation in use of telehealth for all clinical specialties, addressing a broad range of health conditions.
- Patients and providers reported high satisfaction for telehealth and expect to continue to use it in the future.
- Further research is needed to identify telehealth best practices and to measure quality and value of telehealth

Questions

- What are biggest limitations of using private health insurance claims for studying telehealth?
- Are the physician and patient surveys representative of the nation?
- What can we learn from the Telehealth Impact Study to prepare for post-pandemic care?

Thank you!

- Please visit the full study website: WWW.C19HCC.org/telehealth/
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