



NATIONAL CONSORTIUM OF  
**TELEHEALTH**  
RESOURCE CENTERS

*The NCTRC is dedicated to building **sustainable telehealth programs** and improving health outcomes for rural and underserved communities.*



## USDA/Tufts Telehealth Intervention Strategies for WIC (*THIS-WIC*)

***February 19, 2020***  
***3-4p ET***





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# Agenda

- Background of *THIS-WIC*
- Overview of National Consortium of Telehealth Resource Centers
- Services Telehealth Resource Centers (TRCs) Provide
- Telehealth Terminology
- Telehealth Modalities
- Benefits & Challenges
- TRC Webinars
- Q&A





# THIS-WIC Overview

- The Consolidated Appropriations Act, 2019 (Public Law 116-6) authorized the allocation of **\$5,000,000** for telehealth competitive grants to:
  - Supplement the nutrition education and breastfeeding support offered in the WIC clinic
  - Decrease barriers to access to WIC services, particularly in rural communities and other populations facing barriers to accessing support
  - Impact dietary habits, infant feeding practices, including breastfeeding rates, participant satisfaction and retention, and improve identified nutrition risks





# Priority Area 1: *Implement an existing telehealth solution*



The most consistent benefit documented in telehealth research is when telehealth technology is used for communication and counseling



Although videoconferencing has some evidence of feasibility within WIC, to our knowledge, no research has been conducted to assess its impact.



One option to facilitate this communication is through videoconferencing (delivered either to a single participant or in a group setting).



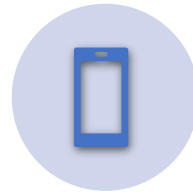
WIC SAs may also propose solutions beyond videoconferencing (e.g., two-way text messaging, existing mobile app).



# Priority Area 2: *Develop an online (mobile- friendly) resource or tool*



The focus of Priority Area 2 is the development of new telehealth technologies and/or tools or novel integration of existing tools to support WIC staff in their delivery of WIC services.



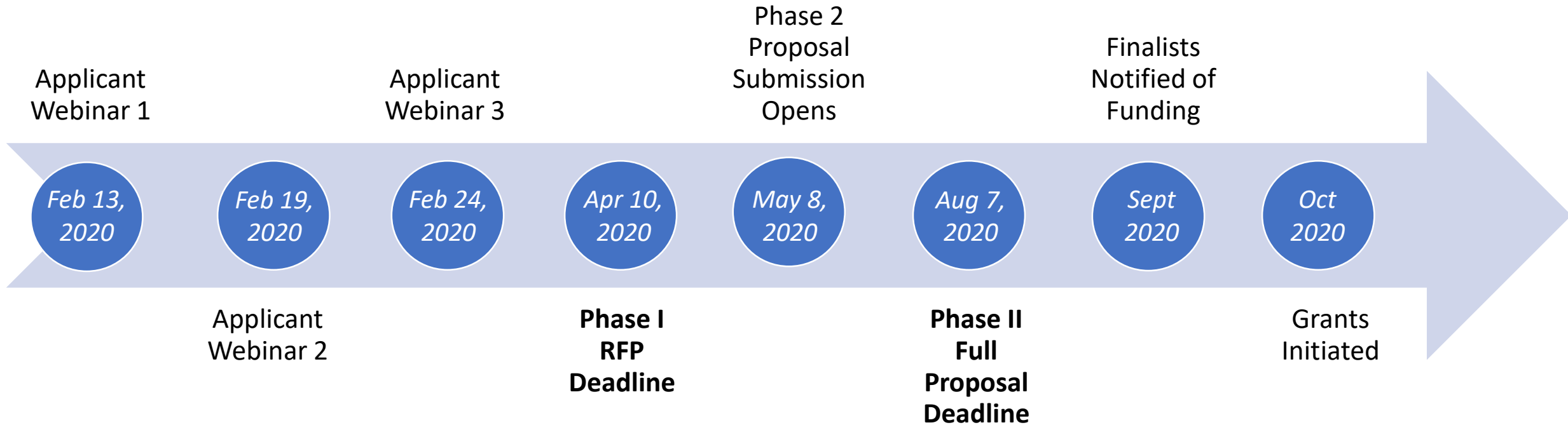
Tools should supplement usual practice care, while also addressing program barriers for SAs and WIC participants



Projects awarded for this opportunity will help generate an emerging evidence base to better understand the integration of mobile-friendly tools within WIC



# Key Dates and Deadlines





## WIC & Telehealth



## Resource Library



## Telehealth Resource Centers

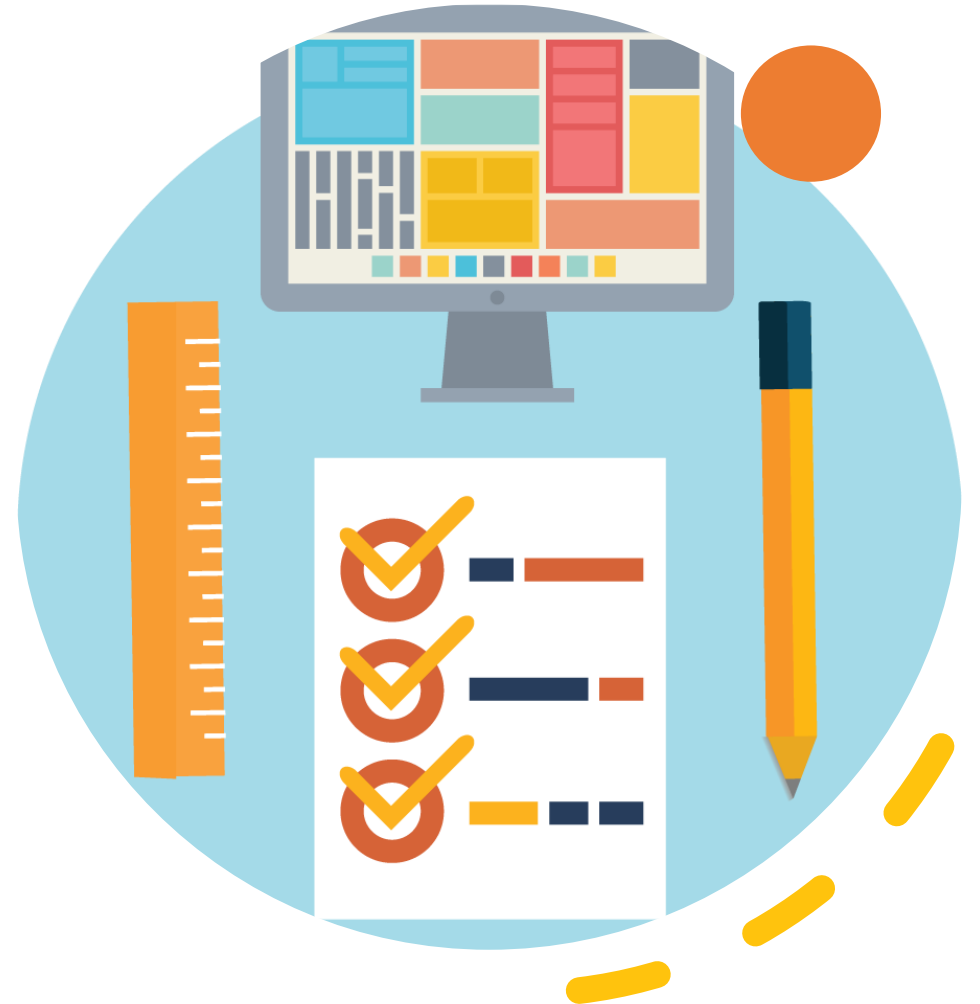


*THIS-WIC* Website: <https://thiswic.nutrition.tufts.edu/>



# Unpacking the Evaluation: 4-5pm (EST) on February 24th, 2020

- Webinar will be led by the *THIS-WIC* team to further clarify roles and expectations related to the evaluation of the telehealth solutions

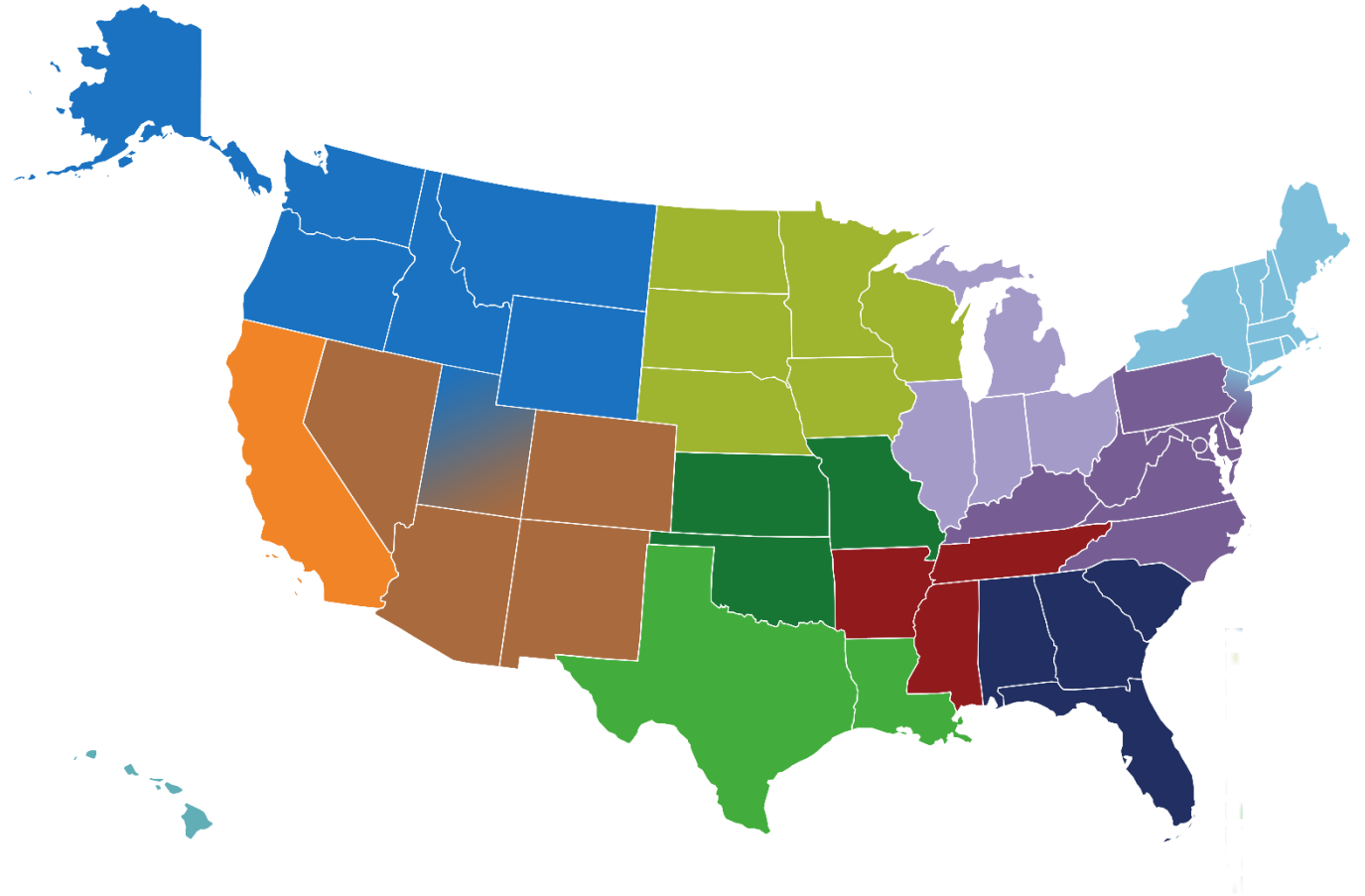






The National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts to who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assistance for all.

## Regionals



## Nationals





# Regional TRCs

- Each TRC has unique knowledge, experience & expertise regarding the states in their region
- If there are questions we are not quite sure of the answer we have the broader NCTRC expertise to rely on
- Typically provide up to 10 hours free TA & after that have payment scales & options depending on what is required
- Many provide regionally focused webinars, training, meetings, blogs, newsletters etc.
- We are flexible & want to work with you on your needs!





# What services do TRCs provide?

**The National Consortium of Telehealth Resource Centers is a collaboration of 12 regional and 2 national Telehealth Resource Centers (TRCs). As a federally funded program, TRCs assist any party interested in starting a telehealth program with:**

- **Business Models**
- **Equipment**
- **Policy**
- **Practice Guidelines**
- **Program Development**
- **Much more!**





# What is Telehealth? - Terminology

You'll often hear **Telehealth** and **Telemedicine**. These terms are sometimes used interchangeably. What's the difference?

- ***Telehealth:*** Telehealth is an umbrella term, which includes telemedicine and other modalities of communication. It encompasses a broader spectrum of healthcare delivery.
- ***Telemedicine:*** Telemedicine is direct clinical care provided from a distance using electronic communication to provide/support clinical care.
- ***Other Terms:*** You may hear other terms frequently used when discussing telehealth such as eHealth, mHealth, digital care, etc.





# What is Telehealth? - Modalities

There are 3 primary modalities of telehealth recognized by the NCTRC:

1. ***Synchronous***: A term used to describe a live, interactive communication because the transmission of information among parties is happening at exactly the same time period. This is also known as “live” or “interactive” telemedicine.
2. ***Asynchronous***: A term used to describe “store-and-forward” transmission of medical information. The information is often stored from one platform to another for later review by provides. This is also known as “store-and-forward”.
3. ***Remote Patient Monitoring (RPM)***: RPM utilizes technology to collect medical and other forms of health data from patients in one location and securely transmit the information to health care providers in another location.





# Benefits of Telehealth

- **Improved access**
- **Reduces unnecessary participant travel and costs**
- **Reduces provider time and travel costs**
- **Addresses provider shortages**
- **Participants can receive care locally, especially in rural areas**





# Challenges of Telehealth



- **Uncertainty of HIPAA compliance in technology**
- **Lack of provider/staff training**
- **Preconceived perception of participant preferences**





# The Value of Telehealth

**Telehealth carries different value for  
varying perspectives.**



## Participants

- Accessibility: care when and where they need it
- Affordability: reduces travel time, expense and time away from work/family
- Timeliness: reduces wait time

## Communities

- Keeps participants local

## Providers

- Promotes coordinated care
- Reduces provider isolation
- Maintains primary relationship with provider
- Promotes greater participant satisfaction
- Access to education

## Program

- Promotes timely access to care
- Increases “provider availability” in geographically challenged areas
- Cost savings
  - Patient transportation







Where can I learn  
more about Telehealth?

**[www.TelehealthResourceCenter.org](http://www.TelehealthResourceCenter.org)**





# Learning More

**The NCTRC website houses fact sheets on telehealth policy, reimbursement, business development, FDA approved technology and more**

**Various guides and research resources are also available to help develop your telehealth program**

**If you cannot find relevant resources, be sure to contact your regional TRC for expert technical assistance**

**Learn more at [www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)**





# The Webinar Series



## **NCTRC Webinar Series**

**The NCTRC hosts an educational webinar every 3<sup>rd</sup> Thursday of the month from 11 AM – 12 PM PT.**

**Watch some of our videos from the previous years on our Youtube channel:**

**[www.youtube.com/c/nctrc](https://www.youtube.com/c/nctrc)**





# Thank you!

**This presentation was made possible by the 14 Telehealth Resource Centers and administered through grant #G22RH30365 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, Department of Health and Human Services.**





# Questions?

Thank you for attending today's webinar.

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