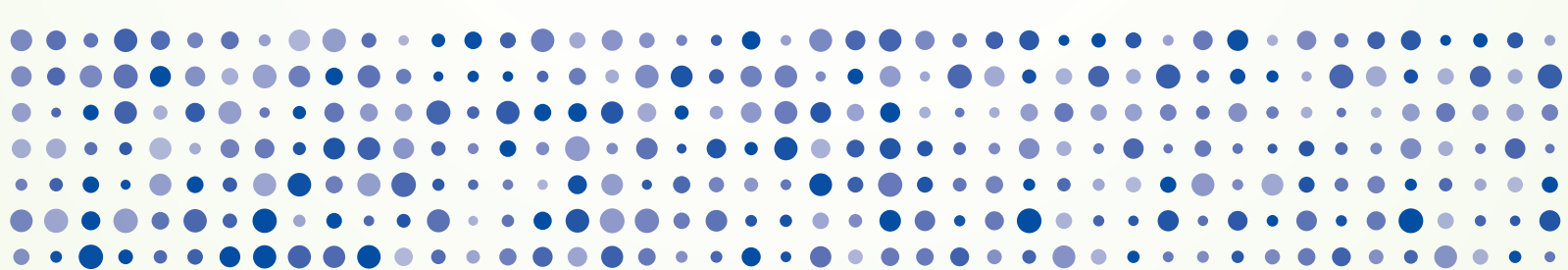


THE NATIONAL CONSORTIUM
OF TELEHEALTH RESOURCE CENTERS

A DECADE OF SERVICE

A REPORT ON TEN YEARS OF SERVICE – WITH AN EYE TO THE FUTURE





Introduction

For a decade, the Telehealth Resource Centers (TRCs) have provided the nation with comprehensive, unbiased information and education related to telehealth. The TRCs, which are non-profit organizations, facilitate the expansion of telehealth and the availability of health care to rural and underserved populations. This year, the TRCs are celebrating their ten year anniversary.

This report brings together the rich history of the TRCs' first ten years while highlighting the wide range of services they have provided in advancing telehealth, particularly in ensuring underserved populations in rural and urban areas can access needed health care services.

TRCs are staffed by some of the most experienced and knowledgeable telehealth experts in the country. Funded by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA) through the Office for the Advancement of Telehealth (OAT), which is part of the Federal Office of Rural Health Policy (FORHP), there are fourteen TRCs, of which twelve are Regional Centers whose combined coverage reaches all 50 states and the Affiliated Pacific Islands. Two National TRCs focus on technology assessment and telehealth policy, offering their services to the entire United States. TRCs work collaboratively and participate in a consortium known as the National

Consortium of TRCs (Consortium) to provide information and assistance to all requesters.

The individual uniqueness of each TRC allows them to provide assistance targeted to their regional needs and constituencies, while their collaborative efforts provide a national, consistent voice on national telehealth issues. As more health systems and providers look to telehealth to support their patients, the TRCs become even more valuable for their knowledgeable, unbiased voice.

The TRCs thank FORHP, OAT and HRSA, as well as each TRC's sponsoring organization, for their continuing support for this program.

History of the TRCs

The TRCs grew out of the general successes experienced by the original OAT-supported telehealth network grant programs. Interest in telehealth had been growing and those looking to begin a program often went directly to these established programs for guidance and information. Many hours were involved as this telehealth community willingly supplied assistance and support to other interested and growing programs around the nation.

For some programs, however, this became an unmanageable and unsustainable service and OAT recognized the challenges this additional responsibility was creating. In 2006, the first small group of TRCs was funded. The purpose of the TRCs is to expedite

and customize the provision of telehealth technical assistance across the country and make available a wide range of expertise that may not be available in a single state or region. The success experienced by these programs, as well as the increasing interest in telehealth, supported expansion of the TRCs. The TRC authorization comes from the Health Care Safety Net Amendments of 2002, Section 3301 of the Public Health Service Act, P.L. 107-251. Although authorized in fiscal year (FY) 2002, funds only became available in FY 2005, and the first cycle of three-year grants started in FY 2006.

With experts in legal and policy issues, technology evaluation, operational implementation, and more, the TRCs collectively provide an unparalleled and sophisticated level of both national and regional expertise.

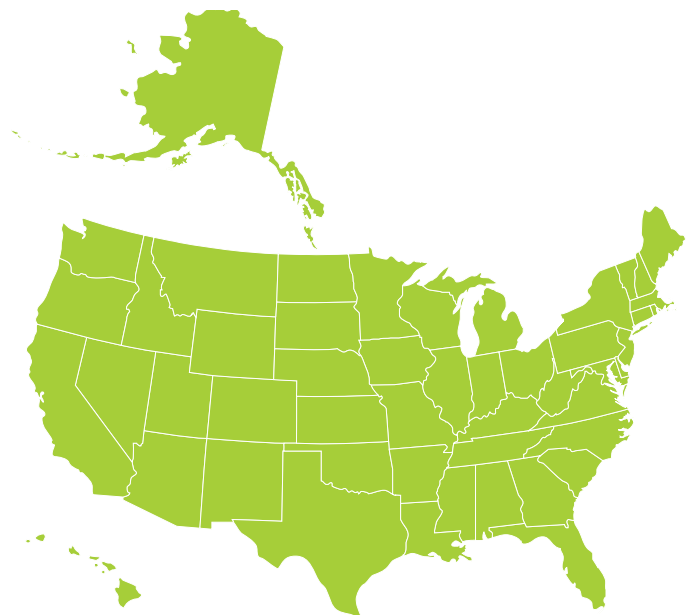
TRCs Today

The TRCs have produced a wealth of information, tools and resources that are used by all audiences interested in telehealth. In recent years, this National Consortium of TRCs has worked together to provide:

- A central [website](#) that houses key resources and tools for telehealth program development and links to the individual TRC websites
- Monthly national webinars featuring key topic areas presented by telehealth leaders from around the country (including the TRCs) plus a repository of all previously broadcast webinars for free viewing and a calendar of upcoming events
- Presentations and representation (e.g., information booths) at national and international conferences, as well as joint white papers and publications that provide invaluable information to the American public
- Position statements and templates providing unified and standard language defining various aspects of telehealth
- Collaborative grant proposals and projects focused on expansion of telehealth programs across regions
- A collective “braintrust” of resources and information that responds to inquiries from throughout the nation

These collaborative efforts have led to a network of expertise that provides specialized, accurate and expedient delivery of resources and information to a wide audience including patients, health care providers, payers, state and federal representatives and officials, researchers and others.

Whether delivered independently within their region, or in collaboration with one or more TRCs, each of the resource centers is staffed with the expertise to provide the following individualized technical assistance, education, and other resources, both one-on-one and at the regional level, to advance telehealth throughout the nation:





CTRC

California

The California Telehealth Resource Center (CTRC) has been the federally designated Telehealth Resource Center for the State of California since 2006. The state of California consists of 38.8 million residents, served by 49,000 primary and 53,000 specialty care physicians. While 87% of the population resides in urban areas, approximately 80% of the land area of California is considered either rural or frontier. The CTRC's primary focus is on the clinics that serve the state's rural and medically underserved population which are 129 Federally Qualified Health Centers (FQHCs), 80 Rural Health Centers (RHCs), and 28 critical access hospitals.

From September 2012 to present, the CTRC has provided technical assistance (TA) to 517 organizations throughout the state. Approximately 60% of these organizations received TA from the CTRC more than once, resulting in 1,294 instances of technical support. The CTRC has also provided on-site, customized hands-on telehealth implementation training and TA to 141 safety net clinics, rural and critical access hospitals, as well as conducted 12 regional telehealth implementation workgroups.

CTRC hosts a robust website that features tools, templates and information that sites need to establish telehealth services. [The Telehealth Program Developer kit](#) includes a comprehensive program needs and readiness

assessment tool, a roadmap for implementation, and tools and templates for all stages of program development, including the ever popular telehealth reimbursement guide, all of which downloaded either as part of or separate from the developer kit. Also included on the website is the specialty provider listing which features 69 telehealth service providers licensed to provide services in California.

Contact CTRC:
877.590.8144



gpTRAC

North Dakota, South Dakota, Minnesota, Iowa, Wisconsin and Nebraska

Initiated in 2006, the Great Plains Telehealth Resource and Assistance Center (gpTRAC) was one of the first four federally designated TRCs in the nation. Serving the states of North Dakota, South Dakota, Nebraska, Minnesota, Iowa and Wisconsin, gpTRAC provides assistance, consulting, education, and information to support the development, implementation, and growth of telehealth in this region.

Over the past 10 years, gpTRAC's mission has been to be a partner and collaborator with healthcare organizations, providers, facilities, and regional leaders to support their efforts to grow telehealth service opportunities. This, in turn, strengthens and increases the options for rural patients and families to access healthcare services.

Individualized guidance and assistance provided to

clients in all six states supported by gpTRAC helps to clarify and sustain their service development. Through the delivery of presentations across all states in the region, as well as nationally, gpTRAC works to enhance the general understanding of telehealth and improve the opportunities for its use across the healthcare service delivery spectrum. As a respected regional telehealth leader, gpTRAC continues to build upon the philosophy that there is no “one solution” to telehealth service delivery and that working collaboratively improves the telehealth environment for all.

As a regional collaborator and expert knowledge source, gpTRAC:

- Highlights regional telehealth efforts
- Connects regional telehealth leaders to raise awareness of and collaborate on telehealth issues of mutual interest/value
- Disseminates telehealth-related policy and regulatory information
- Provides information, guidance, and assistance to support organizations developing telehealth services

Contact gpTRAC: **gpTRAC**
888.239.7092
Great Plains Telehealth
Resource & Assistance Center

Heartland TRC

Kansas, Missouri and Oklahoma

Heartland Telehealth Resource Center (HTRC), established in 2010, serves Kansas, Missouri and Oklahoma, partnering with the University of Kansas Center for Telehealth & Telemedicine, the University of Oklahoma Life Science Center, and the Missouri Telehealth Network. Each partner was an established telehealth leader prior to the launch of the HTRC. All three states have large rural and frontier populations.

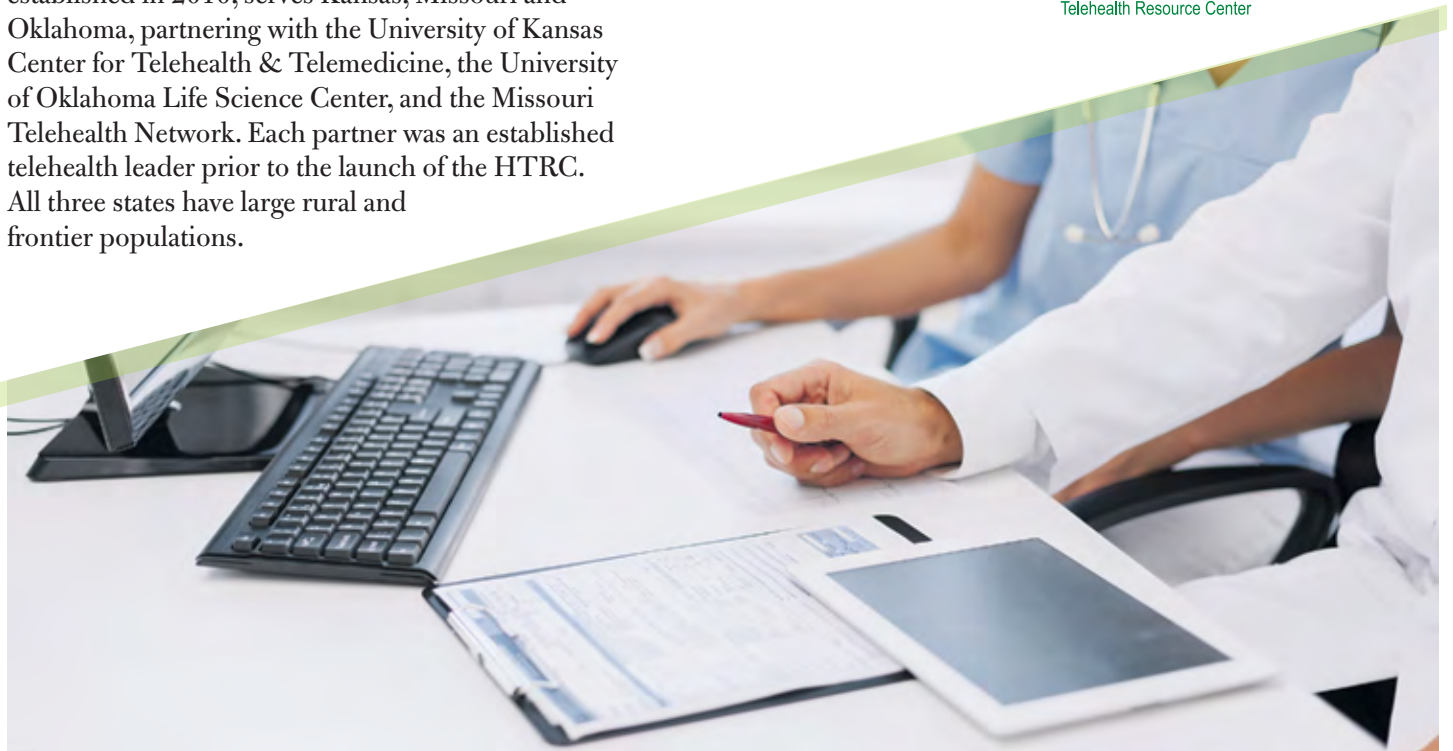
RECENT SUCCESSES:

- Show-Me ECHO, Missouri’s version of Project ECHO, recently became one of the first states to garner state funding, with an appropriation of \$1.5 million.
- HRSA Maternal and Child Health project, designed to connect Kansas children with special needs to health care providers via telehealth. HRSA plans to use the pilot as a model for other states
- Providing technical assistance to the Oklahoma Health Care Authority (OHCA) to update Oklahoma’s Medicaid regulations, OHCA staff adopted nearly all of HTRC’s recommendations and stated that HTRC’s neutral position as a TRC helped establish trust. New telehealth regulations remove geographical restrictions, and includes primary care and home site visits
- HTRC research was presented at the 143rd American Public Health Association annual meeting in October 2015. In the qualitative study, HTRC examined rural health care CEOs’ perspectives on telehealth and health care reform

HTRC’s eSTART Assessment offers an on-site comprehensive analysis of ability to sustain a telehealth program. eSTART culminates with a written, actionable report to help launch a sustainable telehealth program.

HTRC identified nurses as a group with potential to influence telehealth adoption and reached out by launching a Twitter campaign, #NurseTechMonday

Contact HTRC:
877.643.HTRC (4872)





MATRC

Virginia, West Virginia, Kentucky, Maryland, Delaware, North Carolina, Pennsylvania, Washington DC and New Jersey

Established in 2011, the Mid-Atlantic Telehealth Resource Center (MATRC) is housed within the University of Virginia’s (UVA) Center for Telehealth. MATRC draws upon a 20+ year history of developing, deploying and sustaining a robust telehealth network in the Commonwealth of Virginia.

The MATRC region is characterized by economic, educational, demographic and geographic diversity. Its population of 50+ million residents is a melting pot of cultures, both global (immigrants and migrants) and local (Native Americans and Melungeons of Appalachia). Its geography includes mountain chains, river valleys, sandy beaches, farmland and unspoiled wilderness. The MATRC region is also comprised of a mix of major urban centers, areas of significant suburban sprawl, and extensive rural and even frontier areas. To reflect this diversity, MATRC engages the expertise of a network of Consultative Service Partners throughout the region. Some of MATRCs recent achievements include:

- Developing statewide strategic telehealth plans for Delaware and Pennsylvania
- Increasing MATRC Annual Telehealth Summit attendance by over 25% per year, topping 400 attendees in 2015
- Collaborating with NRTRC to capture

implementation processes of the Central Oregon Telehealth Network’s remote patient monitoring project in order to create a toolkit for FQHCs wishing to start a similar program

The MATRC continually develops resources to facilitate the growth of telehealth, particularly in rural and medically underserved areas; including:

- Technical assistance/consultation
- State-specific and topical resources covering programs, policies and services
- Inventory of telehealth providers
- State strategic planning support to address priority health needs through telehealth
- Annual Regional Telehealth Summit

Contact MATRC:
855.MATRC4U (628.7248)



NETRC

Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island and Vermont

Established in 2006, the NorthEast Telehealth Resource Center (NETRC) provides TA and resources to eight states.

Housed within MCD Public Health and carried out in partnership with the University of Vermont Medical Center, the NETRC model includes telehealth expertise from multiple perspectives, including a centralized hub,

decentralized spokes and public health domains (policy, systems of care, financial modeling, etc.) along with administrative services. Additional capacity is achieved through collaborative efforts with partner organizations, consultants, and an Advisory Group.

Key recent accomplishments include:

- Working with the Vermont Network for Evaluation and Research to gather input about advancing telehealth services within their FQHC network
- Assisting customers with telehealth grant applications that have resulted in funded programs
- Holding an annual conference that attracts stakeholders from throughout the region, including health care leaders and providers, policy makers, and vendors
- Providing TA and information regarding telehealth policy to all eight NETRC states during recent legislative sessions
- Working with a Maine statewide healthcare organization to develop program evaluation surveys for providers/staff and patients for their newly implemented telehealth services
- Providing a highly regarded newsletter with current literature review, telehealth news, conference listings, policy notices and best practices

NETRC hosts an interactive website featuring resources designed to assist and inform telehealth efforts throughout the region and beyond:

- Comprehensive [Resource Library](#) with over 1,200 searchable resources
- [Telehealth Basics Curriculum](#) for training on telehealth and telepresenting
- State pages featuring [Telehealth Reimbursement Guides](#) specific to the policy/regulatory environment in each state

Contact NETRC:
800.379.2021



NRTRC

Washington, Oregon, Idaho, Montana, Utah, Wyoming and Alaska

The Northwest Regional Telehealth Resource Center (NRTRC) was formed in 2005, a year before the Telemedicine Resource Center telehealth grant program was announced. An ad hoc group of telehealth administrators from the Northwest recognized the

need to share information, assistance and education to telehealth networks well before the TRC grant program started. Their discussions led to creation of the NRTRC.

Education and technical assistance are NRTRC's primary aims. The NRTRC provides assistance to telehealth providers, monthly educational webinars and a website filled with educational content. NRTRC staff offer information, assistance and advice to telehealth networks in the region, and collaborate with other TRCs in providing assistance to their members. NRTRC staff present telehealth information to groups such as state primary care associations, state legislative committees, and individual hospital staff. The NRTRC is active in the National Consortium of TRCs and participates in the Coalition's webinars and committees.

NRTRC hosts an annual telehealth conference. This three-day event includes the popular "Telehealth 101" course, aimed at providing information and education to organizations interested in starting or expanding telehealth. Educational sessions are offered in two tracks, Clinical/Administrative and Technical. The opportunity for telehealth users throughout the region to meet and network has been highly praised by attendees.

The NRTRC features ["Open Mic"](#) webinars and the [NRTRC Blog](#), focused on key components of successful programs.

The NRTRC developed toolkits for program development, including:

- [Telehealth Toolkit](#), a collaboration with UMTRC
- [Telehealth Marketing Toolkit](#)

The NRTRC series of [whitepapers](#) is another resource to assist customers plan and implement programs.

Contact NRTRC:
888.662.5601





PBTRC

Hawaii and Pacific Basin

The Pacific Basin Telehealth Resource Center (PBTRC) was formed in 2010 to provide technical assistance and program support for the implementation of telehealth solutions in Hawaii and the US territories of American Samoa and Guam; the Commonwealth of the Northern Mariana Islands (CNMI); and the countries of the Republic of Marshall Islands, the Federated States of Micronesia (FSM), and the Republic of Palau. The three foreign countries each have a compact of free association with the US. Although this region was originally covered by the NRTRC, its unique characteristics and challenges, including a vast geographic area the size of the contiguous 48 US states, warranted the formation of the PBTRC.

A major asset of the PBTRC is that they have developed long lasting relationships through partnerships with local health and educational agencies within remote and rural communities. As with most island communities, there is a need to collaborate and develop synergies in order to maximize limited resources.

The PBTRC provides assistance to new and existing programs. Services provided by the PBTRC include program development and operational support; education, training, and awareness of telehealth; equipment recommendations; information on legal, regulatory and policy issues; program evaluation; business models; and strategic planning and sustainability.

PBTRC assistance:

- Develop tele-genetics training courses with the Hawaii Department of Health, SWTRC and SCTRC
- Integration of direct secure messaging into Pacific Islands Emergency Medical Services for Children processes and procedures for pediatric emergency medical evacuations
- Support to providers for Rural Health Care Program and Healthcare Connect Fund
- Identify malpractice and reimbursement policies
- Track policy changes

Contact PBTRC:
808.692.1250



SCTRC

Arkansas, Mississippi and Tennessee

The South Central Telehealth Resource Center (SCTRC) offers services to foster learning and development of telehealth programs. The SCTRC has presented to 8,000 participants and served over 33,500 website visitors with telehealth education since its inception in 2010. The SCTRC partners with the Center for Distance Health at the University of Arkansas for Medical Sciences and is fortunate to rely on their expertise in developing diverse telehealth programs. The SCTRC Advisory Board includes telehealth experts who provide input in strategic planning for the region.

SCTRC technical assistance is offered primarily through the website, LearnTelehealth.org. The site emphasizes online learning and resources developed by a team of instructional designers and subject matter experts.

Courses | Over 15 titles available, including:

- Time is Brain: An In-Depth Look at a Tele-Stroke Consult
- Telehealth Policy (collaboration with CCHP with multiple module titles)
- SCTRC mHealth
- Tele-Intubation: A Tool to Assist Pediatricians with Intubation

News & Updates:

SCTRC's weekly updates and podcasts focus on Telehealth champions, education, clinical programs, legislation, and regional news.

Live Events & Webinars:

- TeleGenetics Certification Course (collaboration with SWTRC, Heartland Genetics, Western States Genetics)
- South Central Telehealth Forum (annually)
- Telehealth 101 (monthly)
- Thought Conference (quarterly)
- Customized training available on-site in a fully-equipped telehealth training center

Videos | Over 85 videos available

Some of the most popular resources at LearnTelehealth.org are in-house produced videos including [patient vignettes](#), [featured site stories](#) and [explainer series](#). One of the most successful is the groundbreaking video, "Jennifer's Story: A Telemedicine Tale" which has had over 30,000 views.

Contact SCTRC:
855.664.3450



SETRC

Alabama, Georgia, South Carolina and Florida

The Southeastern Telehealth Resource Center (SETRC) was created in 2010 to advance the effective use of telemedicine services in the region, (Alabama, Florida, Georgia and South Carolina). SETRC is operated by Georgia Partnership for TeleHealth, Inc. (GPT) which is Georgia's statewide, nonprofit telehealth network. www.gatelehealth.org

Due to GPT's long, rich history of successfully implementing clinical telehealth in a variety of settings such as urban and rural medical centers, skilled nursing facilities, school health clinics and correctional facilities, SETRC employs an applied approach to technical assistance services and telehealth education to health care providers, facilities, networks, state

agencies, schools, universities, and organizations in order to grow telehealth services and technology in the region. SETRC promotes and delivers a broad menu of established technical services and telehealth support services to new and existing telehealth networks or providers in order to streamline implementation and better utilize telehealth applications and technology. SETRC also supports and participates in regional and national telehealth meetings, conferences, presentations, and educational opportunities.

SETRC accomplishments include:

- Development of State Telehealth Workgroups to address barriers, increase telehealth awareness, and promote state-wide collaboration
- Launch of SETRC's virtual workforce training center, the National School of Applied TeleHealth (NSAT). NSAT is the education arm of SETRC and delivers on-line, standardized, accredited, and affordable telehealth instruction. The Telemedicine / Telehealth courses instruct on the essentials of telehealth and prepare individuals to become valuable members of a telehealth team.

Contact SETRC:
888.738.7210



SWTRC

Arizona, Colorado, New Mexico, Nevada and Utah

The Southwest Telehealth Resource Center (SWTRC) was created in 2009 to advance the effective use of telemedicine throughout the Southwest. The SWTRC partners with the [Arizona Telemedicine Program \(ATP\)](#) and the [Four Corners Telehealth Consortium \(FCTC\)](#), who have many years of hands-on experience and expertise in telehealth.





Contact SWTRC:
520.626.2493



SWTRC assists start-up and existing telehealth programs in hospitals, clinics, public health offices, corrections, and private practices, serving as a resource regarding technology and governmental and regulatory issues affecting telehealth in the Southwest.

SWTRC partners with the ATP to co-sponsor dedicated training events on-site at locations in Phoenix and Tucson and at facilities around the southwest. Recorded versions of [training modules](#) are freely available online in English and Spanish. Select modules are available in Navajo, French and Mandarin.

SWTRC hosts quarterly webinars on a variety of telehealth and related topics. The [webinars](#) are free of charge to attend and are posted for viewing by those who cannot attend live. SWTRC also contributes to the National Telehealth Resource Center webinar series and partners with the [Western Region Public Health Training Center](#) to provide webinars on topics that can readily apply to telemedicine applications.

SWTRC offers two full-day courses:

“Developing a Telemedicine Program” surveys telemedicine topics including clinical services, telecommunications and infrastructure, development/operations, evaluation, business aspects, distance education, and equipment demonstration.
“Telemedicine Applications” provides a more in-depth look at clinical applications. Both courses are excellent sources of information for those interested in this growing industry!

TLTRC

Texas and Louisiana

The TexLa Telehealth Resource Center (TLTRC) was created in 2012 to expand telehealth capacity and usage throughout the states of Louisiana and Texas to improve health care access, quality, and outcomes. The TLTRC is a program of the [F. Marie Hall Institute for Rural and Community Health](#) at the Texas Tech University Health Sciences Center (TTUHSC). TLTRC focuses on maintaining its trusted advisor role and serving as the technical assistance resource for the adoption, implementation, and effective use of telehealth services, as well as supporting a database of telehealth programs throughout the service region.

TLTRC hosts an annual telehealth conference, provides presentations/webinars, contributes to the National Telehealth Webinar series, and supports stakeholder meetings, offering educational opportunities to health care professionals, telehealth practitioners, and community leaders.

TLTRC supports multiple initiatives, state and federal funding opportunities, and collaborative projects all with a focus on the expansion and education of telehealth throughout the region. TLTRC serves on the Louisiana Taskforce on Telehealth Access, the Texas Telemedicine Advisory Committee, and the Texas Health Related Institutions Telehealth Workgroup, which allows TRC staff to build relationships and routinely meet with State Medical Board, Health

and Human Services, Rural Affairs, Public Health, Technology, and Texas e-Health Alliance committee representatives.

In the Fall of 2015, TLTRC will begin to offer its Telehealth **Certificate and Simulated Learning Program**, to include online modules, simulation center learning, and objective structured clinical examinations (OSCEs) to create a competency based model of education. Each OSCE will provide an in-depth and detailed simulated portrayal of specific case-driven patient telemedicine visits.

Contact TexLa:
877.391.0487



UMTRC

Indiana, Illinois, Michigan and Ohio

The Upper Midwest Telehealth Resource Center (UMTRC) is a consortium of active telehealth organizations, headed by the Indiana Rural Health Association (IRHA). The UMTRC was created in 2010 and focuses on telehealth and technical assistance needs within Illinois, Indiana, Michigan, and Ohio. UMTRC has grown from the original consortium model to include multiple partnership levels: Consulting Partners (which encompasses the original consortium partners as well as new telehealth organizations), Associate Partners (who represent individual hospital or clinic programs), Clinical Partners (who represent healthcare providers who offer their services to telehealth programs within the UMTRC region), Technical Partners (who represent technology) and equipment providers (who offer their services to telehealth programs in the UMTRC region), and Educational Partners (who offer telehealth certification courses to healthcare employees in the UMTRC region). For a full list of UMTRC partners, please visit <http://www.umtrc.org/umtrc-partner-organizations/>.

The UMTRC hosts monthly state-focused stakeholder calls via videoconferencing, which enables participants to join via computer, tablet, smart phone, or via audio dial in. The calls include information on the UTMRC, federal and state reimbursement and highlight a successful telehealth program. Registration for stakeholder calls is available on the UMTRC website at: <http://www.umtrc.org/events/>.

Beginning in 2015, UMTRC began to archive its webinars on its [YouTube channel](#). In addition to the regularly scheduled webinars, the UMTRC hosts the National TRC webinar series and posts those archived webinars on the [National TRC YouTube channel](#).

Contact UMTRC:
855.283.3734



CCHP – National Telehealth Policy Resource Center

All States

The Center for Connected Health Policy (CCHP), a project of Public Health Institute, is a non-profit, public interest policy organization that strives to advance state and national telehealth policies that promote better systems of care, improved health outcomes, and greater health equity of access to quality, affordable care. CCHP serves as the National Telehealth Resource Center for Policy (NTRC-P) and a center of excellence on telehealth policy. In this capacity, CCHP provides technical support and independent telehealth policy resources for the twelve regional telehealth resource centers (RTRCs), HRSA grantees, national partners and key telehealth industry constituencies across the United States.

CCHP assists RTRCs in responding to regional policy challenges by providing relevant policy information, resources, training and technical assistance and keeps the public abreast of emerging policy issues. CCHP proactively identifies and responds to the RTRCs' most pressing policy needs through the provision of targeted technical assistance, the development and distribution of policy-related tools and information, and presenting at meetings, conferences and workshops. In addition





to working collaboratively with its fellow TRCs, CCHP provides technical assistance to federal and state lawmakers on telehealth policy issues as well as national and regional organizations.

One of CCHP's most widely utilized resources is its "[State Telehealth Laws and Reimbursement Policies](#)" report which is the only source of state telehealth laws, regulations and Medicaid policies in all 50 states and DC that is regularly updated and viewable in an interactive searchable format on CCHP's website.

Contact CCHP:
877.707.7172



TTAC – National Telehealth Technology Assessment Resource Center

All States

The National Telehealth Technology Assessment Resource Center creates better-informed consumers of telehealth technology. By offering a variety of services in the area of technology assessment, TTAC (pronounced "tea-tac") is the place for answers to questions about selecting appropriate technologies for telehealth programs.

The goal of TTAC, which is based out of the Alaska

Native Tribal Health Consortium's Telehealth Department, is to create an informed, knowledgeable and engaged community regarding telehealth technology and technology assessment processes. Key objectives are to:

- Raise awareness of national standards surrounding telehealth technologies
- Facilitate the development of national policy and guidance for TRCs
- Work with national organizations for the continued development of technology standards
- Collaborate with the RTRCs and the National TRC-Policy

TTAC creates objective, freely accessible educational resources for the broad telehealth community. These materials fill the current need for unbiased technical information and process guidance. TTAC produces materials that teach fundamental concepts in device assessment and provides foundational information about clinical applications for telehealth technology to a broad national audience.

TTAC has developed many technical [Toolkits](#), some that guide users through performing their own assessments, and others that help users identify their needs, bringing technology into alignment with clinical requirements.

TTAC also provides access to information regarding the latest in telehealth technology through its [Innovation Watch](#) page.

Contact TTAC:
877.885.5672



TRCs

The TRCs must have a wide range of expertise and information in order to meet the demands of their constituencies. The diversity and breadth of knowledge a TRC must possess covers many areas and showcases the strength and diversity of the staff at each TRC must possess. Examples of some of the work the TRCs have done over the years include:

- Design needs assessments and identify funding
- Design and implement clinical and administrative protocols
- Assist with selecting and use of various telehealth technologies
- Assist in telehealth licensure, credentialing, and reimbursement laws
- Evaluate program implementation and sustainability efforts
- Conduct strategic or business planning
- Obtain third party reimbursement for telehealth services
- Secure Medicaid waivers for telehealth
- Overcome related licensure and credentialing barriers
- Incorporate telehealth in health system reform initiatives
- Leverage HIT and telecommunications infrastructures
- Gather data and help craft language for educating and informing legislatures regarding telehealth regulations

This snapshot of what the TRCs have done in just a single year showcases the reach and depth of the TRCs and their combined impact and demand for such services:



8,200

Technical assistance provided in categories such as legal/regulatory, business model, evaluation, best practices, technology assessment, equipment and program development.



Almost **40,000**

different contacts made through in-person interactions, conferences, websites, 800 numbers, emails.



TRCs are **experts**

in a multitude of subjects, responding to different types of questions ranging from policy, legal, reimbursement, costs, technology, program operations.





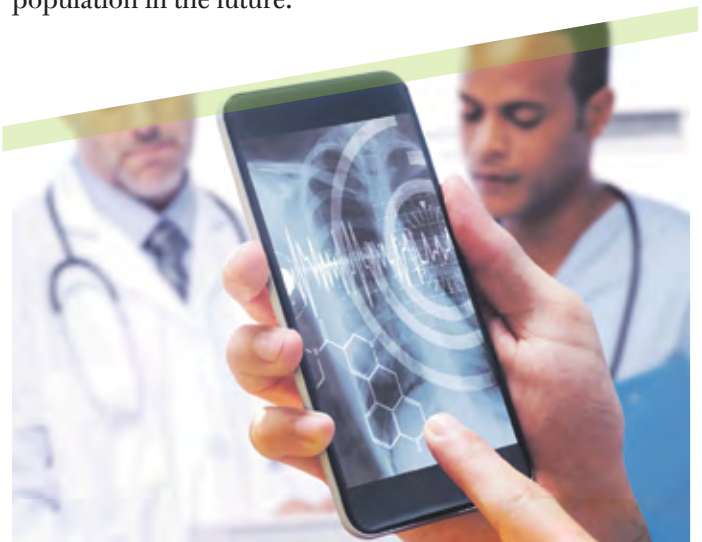
Future

While telehealth has been in existence for decades, it still has not achieved its full potential, and familiarity with it remains limited. However, events in the last few years have caused many to look more closely at telehealth as a solution to meet the increased demands on an already taxed American health system. With the advent of Patient Centered Medical Home (PCMH) models, Accountable Care Organizations (ACOs) and the swinging pendulum from a fee-for-service reimbursement model to value based purchasing reimbursement, telehealth is a vital tool in a healthcare provider's toolbox.

The TRCs continue to evolve along with health care in America. When created, the TRCs operated in isolation, servicing only their regions. Over the past decade they have grown into a network that collaborates and supports each other to provide resources and assistance efficiently and effectively. In the past decade the TRCs have established strong regional and national relationships that continue to grow. The TRCs have made significant steps in strengthening relationships and educating other sectors of the health care industry on the benefits and intricacies of telehealth. In the past year, the National Consortium of TRCs has worked collaboratively to engage with the Addiction Technology Transfer Center Network (ATTCs) and Healthcare Information and Management Systems (HIMSS) to actively pursue synergies. The TRCs also have increased collaborative efforts with the National Rural Health Association and the American Public Health Association. These

partnerships with other national organizations will help raise the profile of telehealth and the TRCs, and open up new opportunities for future growth.

Over the next 3 to 5 years, technologies for mHealth, Population Based Health, and Remote Patient Monitoring will dominate the telehealth and health care industry. As these technologies gain more visibility and popularity, the TRCs will be able to provide an experienced, agnostic voice to help all participants in the health system make informed decisions. The uniqueness of the TRCs, regionalized specialization but working collaboratively together to provide a consistent, cohesive voice, positions them perfectly to deliver accurate, comprehensive information to the wide range of parties interested in telehealth. The TRCs remain poised to help the nation through this exciting time and look forward to continuing to serve the American population in the future.



2015



2012



2011



2010



Heartland
Telehealth Resource Center



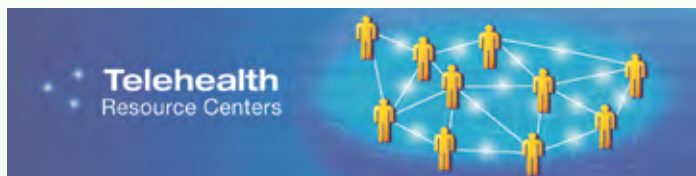
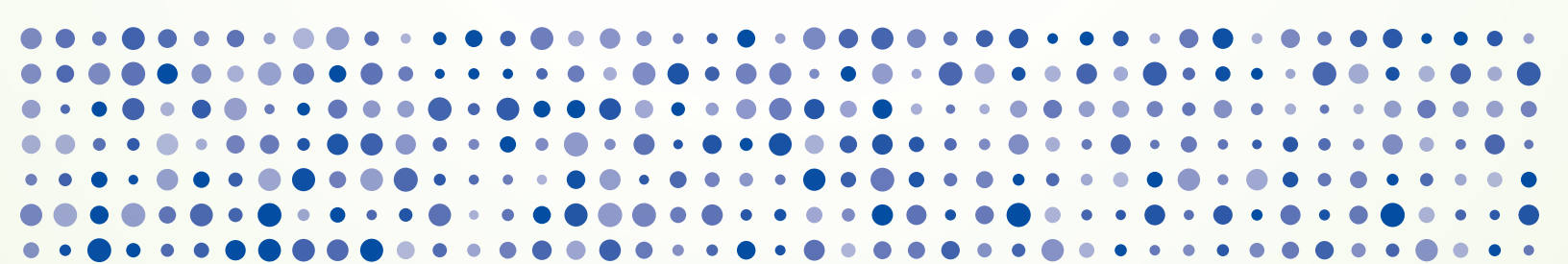
2009



2006



2005



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