

2011 Performance Benchmarks in Telehealth & Telemedicine



Note: This is an authorized excerpt from *2011 Performance Benchmarks in Telehealth & Telemedicine*. To download the entire report, go to <http://store.hin.com/product.asp?itemid=4129> or call 888-446-3530.



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About the Healthcare Intelligence Network

The Healthcare Intelligence Network (HIN) is an electronic publishing company providing high-quality information on the business of healthcare. In one place, healthcare executives can receive exclusive, customized up-to-the-minute information in five key areas: the healthcare and managed care industry, hospital and health system management, health law and regulation, behavioral healthcare and long-term care.

Executive Summary

E-mail and health risk assessments are the top telehealth tools available to patients and health plan members.

Powered by provisions in the Patient Protection and Affordability Act, healthcare delivery via telehealth and telemedicine is transforming wellness, disease management, medication management services and illness prevention while extending and enhancing access to critical healthcare services. Telehealth, which encompasses telemedicine, is broadly defined as the delivery of health-related services and information via telecommunications technology for clinical and non-clinical purposes.

In its second annual Telehealth e-survey conducted in September 2010, the Healthcare Intelligence Network captured the nuts and bolts of telehealth services being offered by healthcare organizations. Through responses provided by 111 healthcare organizations, the survey results show that data monitoring and wireless technologies are the top technologies utilized in telehealth initiatives.

Survey Highlights

About 70 percent of responding healthcare organizations use telehealth for clinical and non-clinical purpose.

According to 61 percent of respondents, diabetes and heart failure are the top health targets of telehealth initiatives.

More than a third — 37 percent of respondents — employ telehealth for all populations.

E-mail and health assessments are the top telehealth tools available to patients and health plan members, according to 66 percent of respondents.

When asked which funding is in place to support telehealth efforts, about 46 percent of organizations said reimbursement comes from private payors, while nearly 37 percent are reimbursed by public payors.

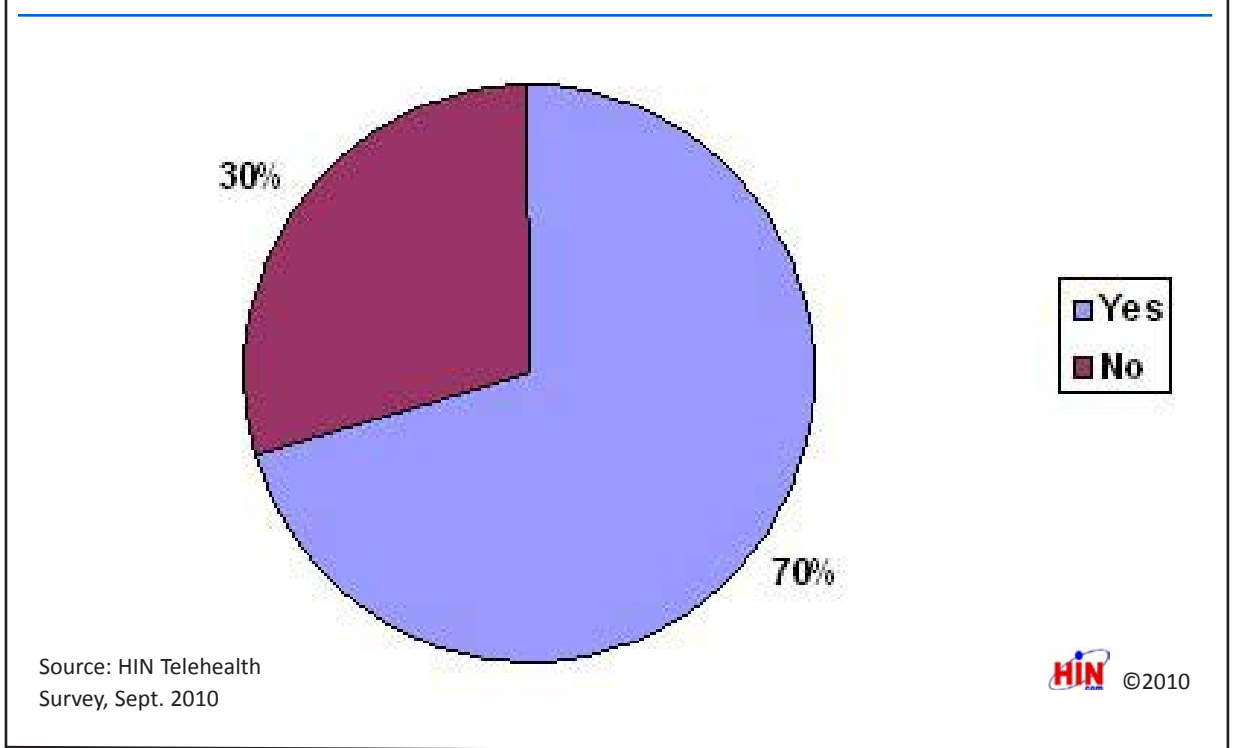
Nearly 64 percent of responding organizations say it is too soon to determine ROI from current telehealth efforts.

Of respondents with no telehealth programs, more than a third — 37.5 percent — plan to launch telehealth services within the next year.

Many organizations have made staffing changes such as establishing community collaborations and appointing disease-specific care coordinators.

Does your organization use telehealth for any clinical or non-clinical purpose?

Figure 1: Programs in Telehealth & Telemedicine



At which population is your telehealth initiative primarily aimed?

Figure 2: Populations Targeted by Telehealth

