

**National Telehealth  
Conference**

**May 16-17,  
2022**

Supported by HRSA and [Telehealth.HHS.gov](https://www.telehealth.hhs.gov)



# **National Telehealth Conference Summary Report**

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## Introduction

On May 16 and 17, 2022, the Health Resources and Services Administration (HRSA) and telehealth.hhs.gov hosted the two-day virtual National Telehealth Conference for all stakeholders with an interest in or working in the field of telehealth. This conference was convened as an opportunity to bring together public and private sector leaders in telehealth to share best practices and lessons learned, examine the current and future landscape of telehealth and its role in health care, and provide opportunities for participants to connect and interact with federal partners. Attendees had the opportunity to hear from the Department of Health and Human Services (HHS) leadership and HRSA Administrator Carole Johnson, along with telehealth experts on a variety of topics, including:

- Achieving health equity through increased access and adoption of telehealth including the improvement of broadband connectivity,
- The role of telehealth as a tool to improve the quality of care for patients, especially those in rural and underserved communities,
- Tele-behavioral health as a model and example of the success of integrating telehealth during the pandemic and beyond,
- Sharing clinical telehealth best practices and lessons learned, and
- Identifying health policy implications for telehealth to inform the future of telehealth in an evolving health care environment.

This document provides a high-level summary of the conference by session. Information on resources as well as the full agenda can be found in Appendix A and B. All conference session recordings and slides can be accessed at <https://ruralhealthlink.org/national-telehealth-conference/>.

# Summary of Conference Proceedings

## Day 1 (May 16, 2022)

### Plenary – HHS Leading the Way in Telehealth

This opening plenary session was designed as a panel discussion with a focus on the U.S. Department of Health and Human Services (HHS) leadership role in telehealth. Panelists included leaders from HHS, including:

- Moderator: Carole Johnson, Administrator, Health Resources and Services Administration
- Andrea Palm, Deputy Secretary, U.S. Department of Health and Human Services
- Rochelle P. Walensky, MD, MPH, Director, Centers for Disease Control and Prevention
- Meena Seshamani, MD, PhD, Deputy Administrator, Director for the Center for Medicare, Centers for Medicare & Medicaid Services
- Miriam Delphin-Rittmon, PhD, Assistant Secretary for Mental Health and Substance Use, Substance Abuse and Mental Health Services Administration

HHS leaders discussed priorities and highlighted key efforts across the Department to expand access to telehealth services. Each panelist described how their respective agencies are leading the way in telehealth, including efforts related to health equity, health policy, the health care workforce, support for older American and those with disabilities, and telehealth's role in behavioral health.

#### Key Takeaway Points:

- HRSA's Office for the Advancement of Telehealth (OAT) works closely with other Offices to expand telehealth services through grants and launched [telehealth.hhs.gov](https://telehealth.hhs.gov) to be a one-stop resource for telehealth information and coordination across government.
- The U.S. Department of Health and Human Services' (HHS) increased flexibility for virtual care technology expanded services and practitioner eligibility for Medicare reimbursement led to an unprecedented number of providers quickly standing up telehealth services and connecting with patients through video conferencing, remote monitoring, and wireless communications.
- Across the Centers for Disease Control and Prevention, evidence is building to support telehealth as a modality to deliver care and research, and the agency exists to assess short- and long-term impacts on access to care, health care quality, health care utilization, health outcomes, costs, and health equity.
- The Centers for Medicare & Medicaid Services (CMS) is focused on reducing disparities, driving innovation to further high-quality whole-person care, and fiscal stewardship and sustainability of programs.

- During the COVID-19 public health emergency, the Substance Abuse and Mental Health Services Administration (SAMHSA) facilitated the use of telehealth and drew upon flexibilities and exceptions for controlled medications of the U.S. Drug Enforcement Administration (DEA).

## Plenary - Telehealth's Role in Behavioral Health Access and Outcomes

This session focused on discussing the vital role that telehealth plays in increasing access to behavioral health services, particularly for those in underserved communities. The session included a series of panelists representing a variety of behavioral health experts and providers from public and private sectors including those representing academic institutions and health care organizations/systems.

### Key Takeaway Points:

- There is a need to address workforce issues such as building provider capacity for providing tele-behavioral health and remaining flexible and adaptable from a provider perspective within the current environment.
- Connectivity impacts many patients resulting in unequal access to telehealth. As such, continued federal investment in broadband and technology is needed.
- Patient-centeredness is important as telehealth expands, with continued focus on keeping patients' care and voices front and center.
- Advancing telehealth policy and reimbursement, including parity, is critical for tele-behavioral health services as well as the need for expanded licensure and practice across state lines.

## Concurrent Breakout Sessions

### [Telehealth and Licensure Portability Access Beyond State Lines](#)

This session focused on ongoing efforts to facilitate access to inter-state telehealth services. Speakers discussed the structure of state medical regulation, challenges with telehealth visits and state-by-state licensure, and efforts to address such challenges.

### Key Takeaway Points:

- HRSA funds a Licensure Portability Grant Program, which provides support to the Federation of State Medical Boards and the Association of State and Provincial Psychology Boards.
- Several challenges exist with state-by-state licensure, including the time, costs, and the administrative burden to physicians.
- There is a need to address the lack of federal infrastructure to regulate the practice of medicine; however, such efforts would have to consider the consequences anticipated of unifying state medical practice acts that are enforced through state licensure and state medical boards.

- Efforts to support licensure portability and expanded access to telemedicine included legislatively enacted interstate compacts which are agreements between states in their sovereign capacity, which allow them to respond to national priorities and regional problems with one voice:
  - The FSMB have a license portability grant program that supports Interstate Medical Licensure Compact (IMLC), and a new effort in development is a physician assistant (PA) licensure compact with the Council of State Governments and other partners, including their professional association and their certification body.
  - The Association of State and Provincial Psychology Boards Psychology Interjurisdictional Compact (PSYPACT) is an interstate compact designed to facilitate the practice of telepsychology and the temporary in-person, face-to-face practice of psychology across state boundaries.

### The Telehealth Experience: Improving Quality and Breaking Down Barriers

This session brought together experts from a medical school, health care system, medical association, and university to discuss ways to improve the overall quality of telehealth services and break down equity barriers. The presenters focused on how their work is aligned with the domains of telehealth quality and equity.

#### Key Takeaway Points:

- It is critical to re-examine existing measures that are applicable to assess the quality of virtual and in-person care.
- Eliminate the digital divide by increasing technology equipment access and improving digital literacy for vulnerable populations.
- The National Quality Forum (NQF) has focused on telehealth quality and released two reports: the Telehealth Framework to Support Measure Development (2016 –2017) and the Rural Telehealth and Healthcare System Readiness Measurement Framework (2020 –2021).
- Hennepin Healthcare has addressed telehealth quality by building a roadmap for their health care system that focuses on community engagement, appropriate language and translation, educational toolkits to support patients once they are scheduled, and provider professional development. Their virtual platform, Digital Equity Experts, offers a network of digital navigators who assist patients with digital access and digital literacy.
- The Center for Telehealth at the Medical University of South Carolina is implementing value-based strategies at sites across South Carolina. The strategies include, but it not limited to, increasing access to specialty care for hospitals, expanding convenient care, addressing health disparities, and avoiding unnecessary cost.
- The National Hispanic Medical Association is working to help others understand the

importance of regarding the heterogeneous, Hispanic population when considering telehealth access and quality.

### Ensuring Access to Telehealth Beyond the Pandemic

This session included a two-part discussion: the first half dedicated to telehealth policy and the second half dedicated to addressing infrastructure issues beyond the COVID-19 public health emergency.

#### Key Takeaway Points:

- Overall, telehealth has been a silver lining of the COVID-19 public health emergency (PHE).
- There is a need for continued flexibility for reimbursement for virtual care through Medicare past the PHE.
- Data is critical to understand telehealth utilization now versus pre-pandemic as well as the practices and policies that should be put in place moving forward.
- Additional clarification is needed for states regarding policy changes at the federal level (e.g., HIPAA, audio-only telehealth, and provider-to-provider referrals for specialty care).
- There needs to be a focus on expanding parity laws for telehealth at the federal level and across states.
- It is important for local governments and communities to engage with state leadership and other stakeholders to keep attuned to new federal funding and investments.
- Broadband or internet access is a social determinant of health, affecting a myriad of other related factors impacting economic stability, access to education, social cohesion, among others.
- Prioritizing a national plan for broadband adoption as well as policy that supports mapping and understanding of national broadband capacity is critical.
- There is a need to align payment and policies to support expanded use of technology and high-speed internet (e.g., fixed wireless, fiber optic cable).

### Integrating Telehealth into Healthcare Practice

Speakers in this session discussed key considerations for integrating telehealth in various medical settings, representing a range of health care perspectives that included a national association, university medical center, regional health system, and primary care provider. Speakers shared their insights on current models of health being implemented as well as some best practices for addressing barriers and challenges when implementing telehealth programs.

#### Key Takeaway Points:

- With the acceleration of telehealth during the pandemic, providers are looking to shift past just adoption to optimization of digital care.
- Quantifying the return on investment (ROI) and value of virtual care should extend

beyond solely financial ROI to include other measures such as patient access, patient satisfaction, and equity.

- Achieving buy-in requires an examination and framing of value to connect with various stakeholders (e.g., cost-savings, quality outcomes, provider satisfaction, revenue generation, referrals, retention in home community, and patient satisfaction).
- To increase telehealth use, it is important to address adoption of technology and providers' initial concerns about being replaced or having care dictated to them.
- To achieve equitable care, we must keep patients' needs and input central to future telehealth programs; provide care that is available when patients need it; and ensure care is coordinated, easy, affordable, and personalized.

## Plenary – Improving Access to Telehealth and Broadband Services

This session convened representatives from federal agencies to highlight efforts and resources to improve access to broadband, a key component of expanding delivery of telehealth services and addressing other social determinants of health. Panelists discussed the coordination going on across agencies related to broadband expansion, providing flexibility to providers and patients for accessing telehealth (e.g., audio-only), and connecting low-income and underserved populations to resources.

### Key Takeaway Points:

- HRSA's Office for the Advancement of Telehealth discussed a new Telehealth Broadband Pilot Program, which assesses the broadband capacity available to rural health care providers and patient communities to improve their access to telehealth services.
- The Federal Communications Commission (FCC) discussed efforts to address the digital divide and expand availability of high-speed internet (e.g., Universal Service Fund, Rural Health Care Program, Connected Care Pilot Program).
- The National Telecommunications and Information Administration is supporting a number of programs funded by the Bipartisan Infrastructure Law signed in 2021, which invested roughly \$65 billion in high-speed internet. These include investments to support equitable access, expand connectivity on tribal lands, and expand middle-mile infrastructure.
- The U.S. Department of Agriculture (USDA) shared an overview of resources and investments being made in telehealth available through the Community Facilities Program and Rural Utilities Service, Telecommunications Program.



## Day 2 (May 17, 2022)

The second day of the conference opened with remarks from Heather Dimeris, Director of HRSA's Office for the Advancement of Telehealth as well as a [video](#) with leaders and staff across HRSA discussing the importance of telehealth for underserved populations.

### Concurrent Breakout Sessions

#### Preparing the Current and Future Healthcare Workforce for Telehealth

This session focused on current efforts to assist providers in using telehealth and considerations for training the workforce for the future.

##### Key Takeaway Points:

- There is a need for additional research and evidence on best practices in telementoring.
- It is important to consider the technology fatigue in telehealth and the continuum leading from fatigue to burnout.
- There is a need for investments and equitable access to digital workforce training and development, with a focus on populations and regions with greatest need, and continued investment in and support for training programs and models.

#### Tapping into the Telehealth Resource Centers

This session provided participants with an opportunity to learn more about the HRSA/OAT-supported Telehealth Resources Centers (TRCs) including their work and expertise in providing support and assistance to other programs and providers implementing telehealth services.

##### Key Takeaway Points:

- The South Central Telehealth Resource Center shared background on its remote patient monitoring (RPM) program that monitors high-risk pregnant women for high blood pressure using blood pressure cuffs with cellular connectivity monitored and connected to a clinical team.
- The Texas-Louisiana Telehealth Resource Center shared information about their school-based telehealth initiative which provides students in rural West Texas schools mental health screening, telehealth appointments, and follow-up care, through a multifaceted collaboration involving stakeholders from across the state.
- The Great Plains Telehealth Resource Center provided an overview of its new Medicare telehealth data tool which shows how telehealth has evolved over the last few years nationally, allowing interested parties to conduct an analysis of Medicare encounters broken down by provider type, services, and specialties.

## Telehealth and COVID-19: Challenges and Solutions

This session focused on a discussion of telehealth and technology in addressing and treating COVID-19.

### Key Takeaway Points:

- The Community Health Center, Inc. discussed how the evidence on eConsults shows numerous benefits including improved access and reduced wait times, lower medical costs, reduce emergency room use, and improved patient satisfaction; however, it is important to understand state requirements related to eConsults.
- The Center of Excellence at the University of Mississippi Medical Center’s Center for Telehealth described the implementation of a multi-disciplinary approach to treating Post-Acute SARS-CoV-2 Syndrome, or Long COVID, to address its symptoms and how telehealth can play a key role from screening to providing a multi-disciplinary recovery clinic. Provider specialties in the multidisciplinary recovery clinic include pulmonologists, pharmacists, physical and occupational therapists, and neurocognitive specialists (including psychiatrists).

## The Evolving World of Telehealth Technology

This session was designed to provide an overview of the growing field of telehealth and telehealth technology including digital health and virtual care as well as key considerations for policymakers, payers, clinicians, patients, and researchers.

### Key Takeaway Points:

- There is a need to more clearly communicate and inform health care and policy decisions through the clarification of telehealth terminology. Further, the value of understanding how different stakeholders use varying terms can help to make communication more effective.
- Physicians see the digital divide (i.e., gaps in understanding, access, and ability related to technology), as the greatest barrier to virtual care for patients.
- In order to take advantage of cutting-edge technologies (e.g., artificial intelligence, ubiquitous sensors), more research, training, and establishment of new workflows is needed.

## **Plenary - What’s Next for Telehealth: Looking Beyond the Pandemic**

This session convened a panel of experts representing various national associations with an interest or focus on telehealth to discuss the key telehealth issues and priorities identified by their stakeholders and how those telehealth issues might evolve beyond the pandemic.

### Key Takeaway Points:

- There is a need to improve the quality and standardization of data to fully demonstrate and understand the impact of telehealth and identify where disparities persist.
- It is important to leverage the workforce (e.g., community health workers) to serve as a link between providers and community with more care taking place outside of traditional settings.
- There is a need for policies to expand use of new technologies for all who need them (e.g., wearables, remote monitoring devices, etc.).
- Continued flexibility for the way individuals can connect with and engage in care (e.g., audio-only) is critical.
- Telehealth plays a key role in helping to address workforce issues by enhancing access and reducing burnout.
- It is critical to continue engaging with policymakers at all levels to educate and build support for telehealth's continued use and expansion, including for policies tailored to the rural context.

## Appendix A: Conference Resources (by session)

### Day 1 (May 16)

#### HHS Leading the Way in Telehealth

- Getting started: telehealth for American Indian and Alaska Native communities - <https://telehealth.hhs.gov/providers/telehealth-for-american-indian-communities/getting-started/>
- Preparing rural patients for telehealth - <https://telehealth.hhs.gov/providers/telehealth-for-rural-areas/preparing-rural-patients-for-telehealth/>
- Coronavirus Self-Checker - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/coronavirus-self-checker.html>
- Text Illness Monitoring - <https://www.cdc.gov/coronavirus/2019-ncov/hcp/TIM.html>
- Evidence-Based Resource Guide Series: Telehealth for the Treatment of Serious Mental Illness and Substance Use Disorders - <https://store.samhsa.gov/product/telehealth-for-treatment-serious-mental-illness-substance-use-disorders/PEP21-06-02-001>

#### Telehealth's Role in Behavioral Health Access and Outcomes

- FCC Lifeline Program - <https://www.fcc.gov/lifeline-consumers>
- Community Health Aide Program - <https://www.ihs.gov/chap/>
- VA Telehealth Provider Survey results - <https://www.ehealthvirginia.org/vtn-study-points-to-importance-of-telehealth-for-increasing-access-to-mental-health-services/>
- Toddler Tracks program - <https://toddlertracks.org>
- Family Voices - <https://familyvoices.org/>
- National Center for Cultural Competence - <https://nccc.georgetown.edu/>
- RingMD - <https://www.ring.md/>

#### Ensuring Access to Telehealth Beyond the Pandemic

- USC-Annenberg study on Emergency Broadband Benefit - <https://arnicus.org/new-policy-brief-on-lessons-from-the-emergency-broadband-benefit>
- Pew summary of state broadband policy - <https://www.pewtrusts.org/en/research-and-analysis/data-visualizations/2019/state-broadband-policy-explorer>
- JAMA article regarding structural barriers and disparities - <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2789619>

- BroadbandNow article on Municipal Broadband Restrictions - <https://broadbandnow.com/report/municipal-broadband-roadblocks/>

### **Telehealth and Licensure Portability Access Beyond State Lines**

- Coronavirus License Portability Grant Program - [www.ProviderBridge.org](http://www.ProviderBridge.org)
- Interstate Medical License Compact - <https://www.imlcc.org/>
- Psychology Interjurisdictional Compact (PSYPACT) - <https://www.asppb.net/page/PSYPACT>
- Connected Care Services - <https://connectedcare.va.gov/veterans#va-telehealth-services>
- The Appropriate Use of Telemedicine Technologies in the Practice of Medicine - <https://www.fsmb.org/siteassets/advocacy/policies/fsmb-workgroup-on-telemedicineapril-2022-final.pdf>

### **The Telehealth Experience: Improving Quality and Breaking Down Barriers**

- The National Quality Forum - [www.qualityforum.org](http://www.qualityforum.org)
- 2017 NQF Telehealth Framework to Support Measurement Development - <https://www.qualityforum.org/ProjectDescription.aspx?projectID=83231>
- 2021 NQF Rural Telehealth and Healthcare System Readiness Measurement Framework - <https://www.qualityforum.org/ProjectDescription.aspx?projectID=93747>
- 2021 NQF Action Team on Virtual Healthcare Quality - [https://www.qualityforum.org/NQF\\_Action\\_Team\\_-\\_Virtual\\_Healthcare\\_Quality.aspx](https://www.qualityforum.org/NQF_Action_Team_-_Virtual_Healthcare_Quality.aspx)
- Prevalence and Characteristics of Telehealth Utilization in the United States - <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2772162>
- Digital Inclusion as Health Care — Supporting Health Care Equity with Digital-Infrastructure Initiatives - <https://www.nejm.org/doi/full/10.1056/NEJMp2115646>
- Hennepin Healthcare - Educational Toolkits for Patients - <https://www.hennepinhealthcare.org/videovisits/>

### **Integrating Telehealth into Healthcare Practice**

- AMA Telehealth Immersion Program - <http://www.ama-assn.org/telehealth-immersion>
- AMA 2021 Telehealth Survey Report - <https://www.ama-assn.org/system/files/telehealth-survey-report.pdf>
- American Dental Association - <https://www.ada.org/>
- Physicians Grassroots Network - <https://physiciansgrassrootsnetwork.org/telemedicine>
- Physician Innovation Network - <https://innovationmatch.ama-assn.org/>

- CirrusMD - <https://www.cirrusmd.com/>

### **Improving Access to Telehealth and Broadband Services**

- Universal Service Fund - <https://www.fcc.gov/general/universal-service-fund>
- Telehealth.HHS.gov - <https://telehealth.hhs.gov/>
- InternetForAll.gov - <https://www.internetforall.gov/>
- USDA Community Facilities Program - <https://www.rd.usda.gov/programs-services/community-facilities/community-facilities-direct-loan-grant-program>
- Distance Learning and Telemedicine Grant Program - <https://www.rd.usda.gov/programs-services/telecommunications-programs/distance-learning-telemedicine-grants>
- Community Connect Grant Program - <https://www.rd.usda.gov/community-connect>
- ReConnect Program (Loans, Grants, and Loan/Grant Combination) - <https://www.usda.gov/reconnect>

## **Day 2 (May 17)**

### **Preparing the Current and Future Healthcare Workforce for Telehealth**

- Rural Telementoring Training Center - <https://ruraltelementoring.org/>
- Implementation Science - <https://www.sciencedirect.com/science/article/pii/S016517811930602X?via%3Dihub>
- Findings and Guidelines on Provider Technology, Fatigue, and Well-being: Scoping Review - <https://www.jmir.org/2022/5/e34451>

### **Tapping into the Telehealth Resource Centers**

- NCTRC Website - <https://telehealthresourcecenter.org/>
- NCTRC Skills Matrix - <https://telehealthresourcecenter.org/resources/nctrc-skills-matrix/>
- Center for Connected Health Policy - <https://www.cchpca.org/>
- NCTRC Webinar Series: Youtube channel - [www.youtube.com/c/nctrc](http://www.youtube.com/c/nctrc)
- Campus Alliance for Telehealth Resources - <https://www.ttuhscc.edu/catr/default.aspx>
- Texas Child Health Access Through Telemedicine - <https://tcmhcc.utsystem.edu/tchatt/>

## **Telehealth and COVID-19: Challenges and Solutions**

- ConferMED - <https://www.confermed.com/>

## **The Evolving World of Telehealth Technology**

- Summary of Telehealth Definitions: A Scoping Review - <https://idhi.uams.edu/rtec/current-projects/projects/telehealth-definitions/>
- Use of mHealth Technology for Supporting Symptom Management in Underserved Persons Living with HIV - <https://digital.ahrq.gov/ahrq-funded-projects/use-mhealth-technology-supporting-symptom-management-underserved-persons-living>
- Engaging Disadvantaged Patients in Sharing Patient-Generated Health Data and Patient-Reported Outcomes Through Health Information Technology - <https://digital.ahrq.gov/ahrq-funded-projects/engaging-disadvantaged-patients-sharing-patient-generated-health-data-and>
- Translating Hypertension Guidelines into Practice: Development of Interoperable Clinical Decision Support - <https://digital.ahrq.gov/ahrq-funded-projects/translating-hypertension-guidelines-practice-development-interoperable-clinical>
- Human Factors Considerations in the Design and Implementation of Telemedicine-Integrated Ambulance-Based Environments for Stroke Care - <https://digital.ahrq.gov/ahrq-funded-projects/human-factors-considerations-design-and-implementation-telemedicine-integrated>
- Advancing the Collection and Use of Patient-Reported Outcomes Through Health Information Technology - <https://digital.ahrq.gov/ahrq-funded-projects/advancing-collection-and-use-patient-reported-outcomes-through-health>
- Anesthesiology Control Tower: Feedback Alerts to Supplement Treatment (ACTFAST) - <https://digital.ahrq.gov/ahrq-funded-projects/anesthesiology-control-tower-feedback-alerts-supplement-treatment-actfast>
- From Emergency to Community: Implementing a Social Needs Assessment and Referral Infrastructure Using Health Information Technology - <https://digital.ahrq.gov/ahrq-funded-projects/emergency-community-implementing-social-needs-assessment-and-referral>
- Predictive Modeling for Social Needs in Emergency Department Settings - <https://digital.ahrq.gov/ahrq-funded-projects/predictive-modeling-social-needs-emergency-department-settings>

## **What's Next for Telehealth: Looking Beyond the Pandemic**

- National Rural Health Association - <https://www.ruralhealth.us/>
- American Telemedicine Association - <https://www.americantelemed.org/>

- Consumer Technology Association - <https://www.cta.tech/>
- National Association of Community Health Centers - <https://www.nachc.org/>
- National Network for Oral Health Access - <https://www.nnoha.org/>



## Appendix B: Conference Agenda

**Note:** All session materials (recordings and slides) can be accessed via [this link](#)

**Monday, May 16 (Day 1) - 10:00 am to 4:00 pm ET**

Time	Session	Speakers
<b>10:00 – 10:30 am</b>	<b>Welcome and Opening Remarks</b>	<p><b>Heather Dimeris, MS, RD, Director, Office for the Advancement of Telehealth, Health Resources and Services Administration</b></p> <p><b>Video recording: Senator Brian Schatz Senator Patty Murray</b></p>
<b>10:30 – 11:30 am</b>	<p><b>HHS Leading the Way in Telehealth</b> Leaders from the US Department of Health and Human Services will discuss priorities and highlight key efforts across the Department to expand access to telehealth services.</p> <p>Moderator: Carole Johnson, Administrator, Health Resources and Services Administration</p>	<p>Andrea Palm, Deputy Secretary, U.S. Department of Health and Human Services</p> <p>Rochelle P. Walensky, MD, MPH, Director, Centers for Disease Control and Prevention</p> <p>Meena Seshamani, MD, PhD, Deputy Administrator, Director for the Center for Medicare, Centers for Medicare &amp; Medicaid Services</p> <p>Miriam Delphin-Rittmon, PhD Assistant Secretary for Mental Health and Substance Use, Substance Abuse and Mental Health Services Administration</p>
<b>11:30 – 12:30 pm</b>	<p><b>Telehealth’s Role in Behavioral Health Access and Outcomes</b> Providers and experts will discuss telehealth’s key role in access to</p>	<p>Catherine Burke, PsyD, Yale Medical School</p> <p>Chris Fore, PhD,</p>

	<p>behavioral health services as well as the integration of behavioral and physical health services, especially for those in underserved communities.</p> <p>Moderator: Kathy Hsu Wibberly, PhD, Mid-Atlantic Telehealth Resource Center</p>	<p>Indian Health Services</p> <p>Sarah Hagin, PhD, Rhode Island Hospital</p> <p>Margaret Howard, PhD, Warren Alpert Medical School of Brown University</p> <p>Kari Law, MD, West Virginia University</p> <p>Eboni Winford, PhD, MPH, Cherokee Health Systems</p>
<b>12:30 – 1:00 pm</b>	<b>Lunch Break</b>	
<b>1:00 – 2:30 pm</b>	<p><b>Voices from the Community Breakout Session #1: Telehealth and Licensure Portability Access Beyond State Lines</b></p> <p>This session will discuss ongoing efforts to facilitate access to interstate telehealth services through HRSA’s Licensure Portability Grant Program. Through this program, HRSA provides support to the Federation of State Medical Boards and the Association of State and Provincial Psychology Boards. Participants will learn about current options to address licensure portability reform and have an opportunity to provide feedback.</p> <p>Moderator: William England, PhD, JD, Office for the Advancement of Telehealth, Health Resources and Services Administration</p>	<p>Ateev Mehrotra, MD, Harvard Medical School</p> <p>Kevin Galpin, MD, U.S. Department of Veterans Affairs</p> <p>Lisa Robin, Federation of State Medical Boards</p> <p>Janet Orwig, MBA, CAE, Association of State and Provincial Psychology Boards</p> <p>Daniel Logsdon, Council of State Governments</p> <p>Jack Resneck Jr, MD, American Medical Association</p>
<b>1:00 – 2:30 pm</b>	<p><b>Voices from the Community Breakout Session #2: The Telehealth Experience: Improving Quality and Breaking Down Barriers</b></p> <p>This session will discuss ways in which we can improve the overall</p>	<p>Marcia Ward, PhD, University of Iowa</p> <p>Ryan Jelinek, DO, Hennepin Healthcare</p> <p>Emily Warr, MSN, RN,</p>

	<p>quality of telehealth services from the provider and patient perspective.</p> <p>Moderator: Jonathan Neufeld, PhD, Great Plains Telehealth Resource and Assistance Center</p>	<p>Medical University of South Carolina</p> <p>Elena Rios, MD, National Hispanic Medical Association</p>
1:00 – 2:30 pm	<p><b>Voices from the Community Breakout Session #3: Ensuring Access to Telehealth Beyond the Pandemic</b></p> <p>This session will discuss key policy and infrastructure issues at the state and federal level needed to ensure continued access to telehealth beyond the COVID-19 public health emergency.</p> <p>Moderators: Mei Wa Kwong, JD, Center for Connected Health Policy and Garret Spargo, Telehealth Technology Assistance Center</p>	<p>Damien Doyle, MD, Signify Health</p> <p>Karen Rheuben, MD, University of Virginia</p> <p>Jack Rollins, MPH, National Association of Medicaid Directors</p> <p>Sascha Meinrath, MA, Penn State University, X-Lab</p> <p>Ry Marcattilio-McCracken, PhD, MA, Institute for Local Self-Reliance</p>
1:00 – 2:30 pm	<p><b>Voices from the Community Breakout Session #4: Integrating Telehealth into Healthcare Practice</b></p> <p>This session will discuss key considerations for integrating telehealth in various medical settings. Participants will learn of current models and provide input on ways to address challenges and barriers.</p> <p>Moderator: Cameron Hilt, MPH, Upper Midwest Telehealth Resource Center</p>	<p>Meg Barron, MBA, American Medical Association</p> <p>Scott Findley, MD, West Virginia University</p> <p>Amelia Adcock, MD, West Virginia University</p> <p>Jack Protetch, Virtual Health</p> <p>Donna Baldwin, MD, Cirrus MD</p>
2:30 – 2:45 pm	<b>Break</b>	
2:45 – 3:45 pm	<p><b>Improving Access to Telehealth and Broadband Services</b></p> <p>This session will provide an overview of Federal efforts and resources to improve access to broadband, which is a key</p>	<p>Wakina Scott, PhD, MPH Deputy Director, Office for the Advancement of Telehealth, Health Resources and Services Administration</p>

	<p>component to the delivery of telehealth services as well as other social determinants of health.</p> <p>Moderator: Brendan Carr, JD, Commissioner, Federal Communications Commission</p>	<p>Adam Copeland, JD, Federal Communications Commission</p> <p>Karen Hanson, MBA, National Telecommunications and Information Administration</p> <p>Shawn Arner, U.S. Department of Agriculture</p> <p>Chad Parker, MBA, U.S. Department of Agriculture</p>
<b>3:45 – 4:00pm</b>	<b>Closing Remarks</b>	<p>Heather Dimeris, MS, RD, Director, Office for the Advancement of Telehealth, Health Resources and Services Administration</p>

**Tuesday, May 17 (Day 2) - 10:00 am to 12:15 pm ET**

<b>Time</b>	<b>Session</b>	<b>Speakers</b>
<b>10:00 – 10:15 am</b>	<b>Opening Remarks</b>	<p><b>Heather Dimeris, MS, RD, Director, Office for the Advancement of Telehealth, Health Resources and Services Administration</b></p>
<b>10:15 – 11:00 am</b>	<p><b>Breakout Session #1: Preparing the Current and Future Healthcare Workforce for Telehealth</b></p> <p>This session will discuss current efforts to assist providers in using telehealth and considerations for training the workforce for tomorrow. Issues to be discussed will include provider to provider mentoring, developing telehealth curriculum for providers and addressing burnout.</p>	<p>Waridibo Allison, MD, PhD, FACP, CPE, FIDSA National Rural Telementoring Training Center</p> <p>Kerry Palakanis, DNP, APRN, Valley Center Tower</p> <p>Don Hilty, MD, MBA, University of California Davis School of Medicine</p>

	Moderator: Robert Stiles, MA, MPH, Heartland Telehealth Resource Center	
<b>10:15 – 11:00 am</b>	<p><b>Breakout Session #2: Tapping into the Telehealth Resource Centers</b></p> <p>This session will provide participants with an opportunity to learn more about the HRSA supported Telehealth Resource Centers including their work and expertise in assisting providers with implementing telehealth services.</p> <p>Moderator: Aria Javidan, National Consortium of Telehealth Resource Centers</p>	<p>Derrick Ramsey, Texas-Louisiana Telehealth Resource Center</p> <p>Jonathan Neufeld, PhD, Great Plains Telehealth Resource Center</p> <p>Joe Schaffner, MPA, CPST, South Central Telehealth Resource Center</p>
<b>10:15 – 11:00 am</b>	<p><b>Breakout Session #3: Telehealth and COVID-19: Challenges and Solutions</b></p> <p>This session will discuss leveraging telehealth technology in addressing and treating COVID-19.</p> <p>Moderator: Danielle Louder, Northeast Telehealth Resource Center</p>	<p>Daren Anderson, MD, Community Health Center Inc.</p> <p>Andrew Wilhelm, DO, University of Mississippi Medical Center</p>
<b>10:15 – 11:00 am</b>	<p><b>Breakout Session #4: The Evolving World of Telehealth Technology</b></p> <p>This session will provide an overview of the growing field of telehealth including digital health and virtual care as well as key considerations for policymakers, payers, clinicians, patients, and researchers.</p> <p>Moderator: Wakina Scott, PhD, MPH, Deputy Director, Office for the Advancement of Telehealth, Health Resources and Services Administration</p>	<p>Leah Dawson, PhD, University of Arkansas</p> <p>Hari Eswaran, PhD, University of Arkansas</p> <p>Derrick Wyatt, MSN, RN-BC, CPHIMS, Agency for Health Research and Quality</p> <p>Elizabeth Krupinski, PhD, FSPiE, FSIIM, FATA, FAIMBE, Southwest Telehealth Resource Center</p>
<b>11:00 – 12:00 pm</b>	<b>What's Next for Telehealth:</b>	Ann Mond Johnson,

	<p><b>Looking Beyond the Pandemic</b>  Experts will discuss the key telehealth issues and priorities identified by their stakeholders and how those telehealth issues may evolve beyond the pandemic.</p> <p>Moderator: Helen Burstin, MD, MPH, MACP, George Washington University School of Medicine and Health Sciences</p>	<p>American Telemedicine Association</p> <p>Alan Morgan, MPA,  National Rural Health Association</p> <p>Renee Quashi, JD,  Consumer Technology Association</p> <p>Julia Skapik, M.D.,  National Association of Community Health Centers</p>
<p><b>12:00 – 12:15pm</b></p>	<p><b>Closing Remarks</b></p>	<p>Heather Dimeris, MS, RD,  Director,  Office for the Advancement of Telehealth,  Health Resources and Services Administration</p>