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Connecting to Communicate: Defining Telepractice

K. Todd Houston, PhD, CCC-SLP, LSLS
Cert AVT

Moderated by:
Amy Natho, MS, CCC-SLP, CEU Administrator, SpeechPathology.com



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- Email customerservice@SpeechPathology.com
- Use the Q&A pod



How to earn CEUs

- Must be logged in for full time requirement
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 - Within **7 days** for live webinar; within **30 days** of registration for recorded/text/podcast formats
- Two opportunities to pass the exam

Connecting to Communicate: Defining Telepractice

K. Todd Houston, PhD, CCC-SLP, LSLS Cert. AVT
Professor of Speech-Language Pathology
School of Speech-Language Pathology and Audiology
The University of Akron

Disclaimers

Dr. Houston is currently the author or co-author/editor of three books published by Plural Publishing:

Telepractice In Speech-Language Pathology (2014)

Assessing Listening and Spoken Language In Children with Hearing Loss (2015) – with co-author/editor, Tamala S. Bradham, PhD, CCC-A

Telepractice In Audiology (2016) – with co-author/editor Emma Rushbrooke, MA, AuD

Dr. Houston does not receive any monetary compensation from any of the manufacturers/companies of the technology discussed during this presentation.

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Learning Objectives

At the conclusion of this session, participants will be able to:

- Define telepractice as a service delivery model within Speech-language pathology.
- List examples of telepractice service delivery models.
- Identify the pertinent professional standards and policies that govern evidence-based telepractice service delivery.

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Digital Health

- **Digital Health:** *the use of information technology/electronic communication tools, services, and processes to deliver healthcare services or to facilitate better health.*
- Current worth: \$250 Billion in the United States -- with a projected growth of 10-25% growth annually
- Impacts:
 - Savings are substantial
 - Costs related to patient hospitalization are reduced by 50%
 - Overall cost of support for patients is reduced by 25%
 - Medical staff potentially reduced by 25%
 - Patient readmission into hospitals has been shown to be reduced by 40%

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Aspects of Digital Disruption

- Mobile Health (mHealth)
- Apps – prevention and monitoring
- 3-D Printing
- Virtual Reality
- Augmentative Reality
- Robotics/Artificial Intelligence
- Social Media & Social Networking – Online Communities
- “Smart” Technologies: Smart Homes, Smart Cars/Self-driving Cars & the Internet of Things / Internet of Everything
- Telehealth, Telemedicine, & Telepractice

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Trends Shaping the Future of Care



Surgical &
humanoid
robots



Robots will become much **more integrated** into **surgical teams** as already established in the area of radiotherapy.



Genomics and
truly personalized
medicine



DNA analysis will become a standard step when **prescribing medicine** or **treatment**, to ensure it is **personalized** and **optimized** for that particular patient's metabolic background.



Body sensors



Technology is allowing us to **measure** critical **health parameters** in convenient and inexpensive ways.



Medical
tricorders and
portable
diagnostics



Diagnostic procedures are shifting towards **devices** that are **portable** and able to be performed **from home**.

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Trends Shaping the Future of Care



Rehabilitation
robotics



Rehabilitation robotics support an **effective and efficient** way to treat patients through a state-of-art **therapy**.



Therapeutic
electrical
stimulation



Use of **electrical energy** as a medical treatment



Gamifying health



Combining fun and games into healthcare can **motivate the patient** and **collect data** needed to make informed decisions on daily activities that contribute to one's health.

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Trends Shaping the Future of Care



Do-It-Yourself
(DIY)
biotechnology



Cheaper technology and a DIY spirit are generating a new generation of scientists and engineers who see no limitations in research. Community biology labs are popping up around the world - the resulting innovation in biotech has the potential for disruptive solutions that will further change the way medicine is practiced.



The 3D printing
revolution



3D printers can **manufacture** medical equipment, prostheses, or even drugs.



Iron Man:
powered
exoskeletons
and prosthetics



Exoskeleton suits have enabled partially-paralyzed individuals to walk again.

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Trends Shaping the Future of Care



Empowered
patients



The Internet has led to many people **researching their symptoms** and **diagnosing** and **treating themselves**.



Telemedicine &
remote care



Home healthcare services and innovative technology will allow for **doctor-patient connectivity**.



Re-thinking the
medical
curriculum*



Medical schools will **prepare future physicians, SLPs, & AuDs** for a world full of **e-patients** and **technology**.

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Digital Darwinism

The evolution of society and technology and its impact on behavior, expectations and customs.

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Healthcare Is Changing

- The telehealth market is expected to reach USD \$9.35 Billion by 2021, up from \$2.78 Billion in 2016 and

...USD \$113.1 Billion by 2025

(<https://www.marketsandmarkets.com/PressReleases/telehealth.asp>)

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Healthcare Is Changing

- >70% of employers plan to offer telehealth/telemedicine services as an employee benefit
- 65% of Americans reported they would attend an appointment via video telehealth
- 90% of healthcare executives said their organizations have implemented or are developing telehealth programs

Wood, M. (2016)

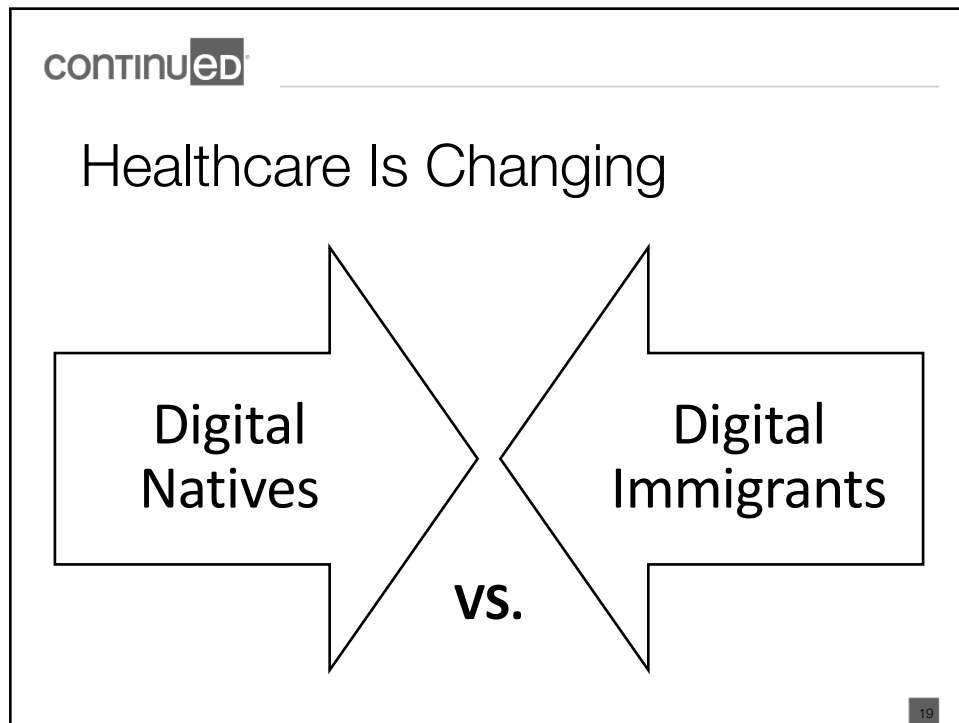
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Healthcare Is Changing

- Nearly 75% of all physician, urgent care, & emergency room visits classify as **unnecessary or manageable by phone or video**
- 60% of primary care physicians (PCPs) are willing to hold appointments with patients via video
- The nearly 20% of Americans residing in rural areas stand to benefit from telemedicine services -- as they live far away from providers

Wood, M. (2016)

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continued

Healthcare Is Changing

- 60% of millennials support the use of telehealth to replace in-office visits, and
...with a population of
80 million
millennials now comprise the largest segment of
today's workforce!

(Guttman, 2017)

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Telehealth/Telemedicine/Telepractice

- Professional Associations:
 - American Medical Association
 - American Speech-Language-Hearing Association
 - American Physical Therapy Association
 - American Occupational Therapy Association
- Professional-Trade Associations:
 - American Telemedicine Association
 - Healthcare Information and Management System Society
- State Professional Licensure Boards
 - Across disciplines

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Telehealth/Telemedicine/Telepractice

- Federal Government:
 - US Congress
 - Centers for Medicare & Medicaid Services
 - Federal Communications Commission
 - Food & Drug Administration
 - US Department of Defense – all branches of military
 - US Department of Veterans Affairs
 - US Department of Health & Human Services

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Telehealth/Telemedicine/Telepractice

- Private Industry and Healthcare Providers, Insurance
 - Anthem
 - CVS Health
 - Walgreens
 - TelaDoc
 - Verizon
 - WellPoint
 - HealthSpot
 - Doctor on Demand
 - Welch Allyn
 - Mayo Clinics & Affiliated Hospitals
 - Cleveland Clinic & Affiliated Hospitals

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Telehealth/Telemedicine/Telepractice

- Speech-Language Pathology - Companies
 - Presence Learning
 - Tiny Eye
- University Research & Training Programs
 - Kent State University
 - The University of Akron
 - The University of Kentucky
 - Stanford University/Hospitals
 - University of Maine
 - University of North Carolina at Chapel Hill

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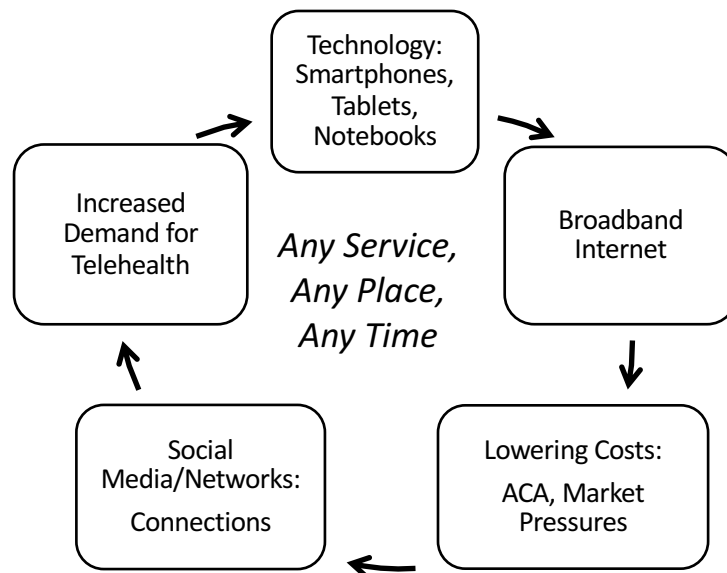
Technology Is Changing...

...how we:

- Access healthcare
- Shop, make purchases
- Conduct our banking, pay bills
- Access entertainment (movies, music, games)
- Access information, media
- Connect with friends, family

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Convergence of Technology, Healthcare, & Education



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continued

Terminology



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continued

What Is Telepractice?

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Defining Telepractice

- American Speech-Language-Hearing Association
 - *The application of telecommunications technology at a distance by linking a clinician to client or clinician to clinician for assessment, intervention, and/or consultation.*
- Telepractice is an appropriate model of service delivery for the professions of Speech-Language Pathology & Audiology.
- The quality of services delivered via telepractice must be consistent with the quality of services delivered in-person.

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Telepractice

- Telepractice is the application of telecommunication technology for the delivery of services at a distance (ASHA, 2013).
- Telepractice has become more widely used and is an emerging area of service delivery in Speech-Language Pathology (...and Audiology!) (Theodoras, 2011).
- Within speech-language pathology, telepractice has been around since the early 1970's. It is only the past several years, when technology – combined with demand – has pushed telepractice service delivery models forward.

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Telepractice & Speech-Language Pathology

SLPs are using telepractice to deliver direct & indirect services in the following areas of practice:

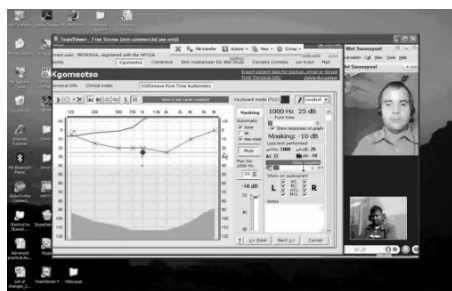
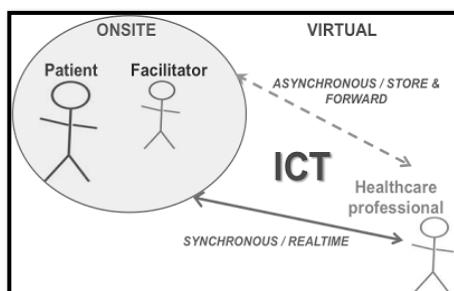
- Assessments
- Speech and language delays
- Articulation & phonological disorders
- Voice & fluency
- Non-verbal/AAC
- Traumatic brain injury
- Aphasia/Stroke
- Auditory-Verbal Therapy/Parent Coaching
- Adult Aural Rehabilitation
- Supervision, mentoring, & consultation



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Telepractice & Audiology

- Patient Counseling
- Hearing Screenings
- Audiological Diagnostics
- Hearing Aid Fittings
- Cochlear Implant Mapping
- Adult Aural Rehabilitation



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Telepractice is not a different service but rather a different method of service delivery.

-- Janet Brown, 2010

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Why Telepractice?

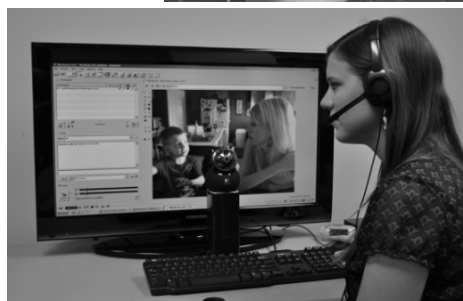
- Distance
- Lack of specialists, services
- Reduced travel
- Client/family motivation
- Flexibility of scheduling, fewer cancelations = more consistent intervention
- Functional “natural” environment – child & parents are more comfortable
 - Crucial for Early Intervention: *Parent participation is “built in”*



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Service Delivery Models

- Equipment
 - Dedicated
 - Software
- Connectivity
 - Fast & Stable
- 4 Service Delivery Models
 - In-Person (Traditional)
 - Live Interactive
 - Audio/Video
 - mHealth
 - Store and Forward
 - Audio/Video
 - mHealth
 - Hybrid



Informed Consent

- The client understands and agrees to the options and limitations of telepractice, the limits of privacy and security, and qualifications of clinicians and assistants.

Security vs. Privacy

- Security is about firewalls, hacking, viruses and worms
 - Location and hardware/software dependent
 - Targeted use technologies are typically less susceptible to security issues
 - Home locations are likely to be more susceptible to security issues than locations that invest in IT
- Privacy is about protecting the rights and privacy of individuals per HIPAA and FERPA
 - Standards-based technologies and Federal laws, particularly FCC regulations, help protect privacy
 - There is no regulatory agency for the Internet

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Privacy Considerations

- Privacy rights are just as important through telepractice services as they are in traditional services
- Privacy procedures must be in congruence with federal regulations:
- Applying privacy regulations:
 - Observing “live” telepractice sessions- informed consent must be obtained before anyone observes
 - Recording telepractice sessions- permission from family to record

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Licensing Issues

- ASHA requires the SLP to be licensed in every state that services are provided and purchase the license at own expense
 - Regulations may change as telepractice become more popular
 - New licensure standards may come about for medical services delivered through telehealth
- Limited licensure is another point of discussion
 - Would allow states to monitor telepractitioners who are providing services in multiple states without restricting their practice
- Currently, no licensure/certification requirements for telepractice providers
 - Require telepractitioners to have same credentials as traditional service providers and stress importance of privacy regulations

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Reimbursement: Medicaid

- Minnesota
 - Reimburses for Medicaid eligible children if all IEP service requirements are met
- New Mexico
 - Reimburses for school-based and healthcare based SLP services
- Ohio and Virginia
 - Cover Medicaid eligible children in the schools

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Medicaid

- California
 - Reimburses all licensed providers
- Colorado and Maine
 - Reimburses under broad provisions

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Medicaid

- Kentucky
 - Covers telepractice services provided by SLPs employed by a physician, hospital, outpatient department, home health agency and nursing facility.
 - Providers must be an approved member of the Kentucky Telehealth Network and comply with standards and protocols established by the Kentucky Telehealth Board.
 - There are no stipulations on the site location per the Telehealth Network and Board
 - There is potential for hospital based SLPs who receive a contract with the schools to provide services for Medicaid eligible children and bill Medicaid.

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3rd Party Insurance & Medicare



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Future Directions

- Multiple factors, including the continued evolution of digital health, will foster more telepractice service delivery
- Consumer demand for digital health solutions also will be a significant driver for telepractice
- Technology WILL NOT replace speech-language pathologists, but *speech-language pathologists who master telepractice & other digital technologies will replace those SLPs who don't!*

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Telepractice Resources: ASHA State Liaisons

Northeastern Region

Susan Adams, Director, State
Legislative & Regulatory
Advocacy

sadams@asha.org

301-296-5665



Central Region

Janet Deppe, Director,
State Advocacy

jdeppe@asha.org

301-296-5668



Southern Region

Cheris Frailey, Director, State
Education and Legislative
Advocacy

cfrailey@asha.org

301-296-5666



Western Region

Eileen Crowe, Director,
State Association Relations

ecrowe@asha.org

301-296-5667



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Telepractice Resources

- State-by-State pages - licensure requirements and contacts
 - <http://www.asha.org/advocacy/state/>
- States - Telepractice regulations
 - <http://www.asha.org/Advocacy/state/State-Telepractice-Requirements/>

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Telepractice Resources: Telepractice Portal

- Asha's code of Ethics
- Scope of Practice
- State Telepractice Requirements
- International Considerations
- FAQs on Reimbursement and Licensure
- Barriers
- Trends
- Client/Patient Selection
- Practice Areas
- Videoconferencing Equipment
- Connectivity Suggestions

<http://www.asha.org/Practice-Portal/Professional-Issues/Telepractice/>

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Telepractice Resources: ASHA

- SLP Practice Issues: 301-296-5679
- Medicaid Reimbursement: Laurie Alban-Havens, lalbanhavens@asha.org 301-296-5677
- Federal Bills on Telepractice: Sam Hewitt, shewitt@asha.org 202-624-5961

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Telepractice Resources

- Sig 18
 - <http://www.asha.org/SIG/18/default/>
- ASHA Community
 - <http://community.asha.org/Home/>
- State Associations
- International Audiology and Speech-Language Pathology Associations
http://www.asha.org/members/international/intl_assoc/

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Telepractice Resources

- ATA – American Telemedicine Association
 - <http://www.americantelemed.org/>
- Regional Telehealth Resource Center
 - www.Telehealthresourcecenters.org
- Center for Connected Health Policy- Federally Designated National Telehealth Policy Resource Center
 - www.cchpca.org
- The National Telehealth Technology Assessment Resource Center
 - www.TelehealthTechnology.org

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continued[®]

Thank you for listening!



Contact Information:

K. Todd Houston, PhD, CCC-SLP, LSLS Cert. AVT
Professor
School of Speech-Language Pathology &
Audiology
College of Health Professions
The University of Akron
Akron, OH 44325

Office: (330) 972-6141

Mobile: (330) 903-0049

eMail: Houston@uakron.edu

I'm also active on Facebook, Instagram, LinkedIn,
& Twitter. Connect with me!

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