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How to earn CEUs

- Must be logged in for full time requirement
- Log in to your account and go to Pending Courses
- Must pass 10-question multiple-choice exam with a score of 80% or higher
  - 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

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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.

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.
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%

Aspects of Digital Disruption

- Mobile Health (m-Health)
- 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
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.

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.
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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**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.
Digital Darwinism

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

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)
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


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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

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)
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
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

- 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
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

Convergence of Technology, Healthcare, & Education

Any Service, Any Place, Any Time

Technology:
- Smartphones, Tablets, Notebooks

Increased Demand for Telehealth

Broadband Internet

Social Media/Networks: Connections

Lowering Costs:
- ACA, Market Pressures
Terminology

What Is Telepractice?
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.

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.
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

Telepractice & Audiology

- Patient Counseling
- Hearing Screenings
- Audiological Diagnostics
- Hearing Aid Fittings
- Cochlear Implant Mapping
- Adult Aural Rehabilitation
Telepractice is not a different service but rather a different method of service delivery.

-- Janet Brown, 2010

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”*
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

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
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

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
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.
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!*
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
crowe@asha.org
301-296-5667

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/
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
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/

- 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
Thank you for listening!

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