



New York State
Family Planning
Training Center
nysfptraining.org

STEP 1: Assess Your Telehealth Program Maturity

Instructions

To use this template, meet with the staff that oversees your telehealth services. Ask each staff person to assess all ten domains in the table below. The template has included some sample questions to guide each staff person in the process. Answer each question first, and then identify the corresponding level of telehealth maturity for each domain (10 in total) using the legend. Circle the answer under each domain. Staff involved in the telehealth program at your family planning agency should complete this assessment individually and then come back together as a team to review answers.

Organizations tend to cluster between 2 levels. For example, your organization may circle some Level 1 and some Level 2, meaning you're a Level 1 rising to Level 2. For long term telehealth sustainability, your agency's goal should be to reach Level 3 rising to Level 4. Within the business of healthcare, clinical services that sustain long term have a formal process, clinical utilization, IT support, and help the organization meet strategic goals. Understanding your agency's initial telehealth maturity will guide your organization toward prioritizing its resources in specific areas to move up in maturity level on this scale.

Telehealth Maturity Assessment

Level	1 - Sporadic (Beginner)	2 - Coordinated (Intermediate)	3 - Integrated (Advanced)	4 - Strategic (Expert)
Services <i>How many virtual care services do you provide?</i>	few services	standard services	standard services	all clinicians
Coordination <i>To what degree are elements of your telehealth program coordinated across staff and services offered?</i>	none	sporadic support	dedicated staff	budgeted FTE
Tech Support <i>Do clinicians and clients have consistent and reliable technical support when issues arise?</i>	none	informal	dedicated	budgeted FTE
Operational Support <i>Do your virtual care services have operational support (i.e. administrative, clinical, programmatic, marketing, and IT) that have resources to support telehealth services? Does the EMR have telehealth appointment types?</i>	none	informal	dedicated	budgeted FTE
Launch and Optimization Support <i>Does your agency have a process to offer new services via telehealth? Does your agency utilize a continuous quality improvement model to improve existing services offered via telehealth?</i>	none	informal	dedicated	budgeted FTE
Leadership <i>How would you describe clinicians' and staff's attitudes and beliefs regarding leadership's support of virtual care?</i>	none	informal	dedicated	budgeted FTE
Governance <i>Do you have an established governance structure for telehealth? This can be through existing governing bodies that review telehealth dashboards. Do you have key performance indicators (KPIs) for virtual care?</i>	none	informal	dedicated	budgeted FTE
Growth <i>What is the pace of the telehealth growth in your organization in the last 6-12 months? What is the increase in telehealth visit volume?</i>	stagnant	visits increasing	# of clinicians & # of services increasing	strategic KPIs goals
Vitality <i>Considering all of the factors discussed in the previous questions, what is the overall health and vitality of your agency's telehealth services?</i>	stagnant	visits increasing	# of clinicians & # of services increasing	strategic KPIs goals

Legend	Description
Few services	<ul style="list-style-type: none"> • 1-2 services being done by 1-2 clinicians
Standard services	<ul style="list-style-type: none"> • Several (this number depends on your organization size) super user clinicians or specific services that consistently provide telehealth
All clinicians	<ul style="list-style-type: none"> • All clinicians or specific services consistently provide telehealth where clinically appropriate
None	<ul style="list-style-type: none"> • No centralized or standardized telehealth services across organization, clinicians or services • No standard process for technical support • No formal leadership, advocacy or governance for telehealth
Informal	<ul style="list-style-type: none"> • A few front desk, scheduler, MA or nurse champions that know the telehealth process to schedule patients and make sure they connect to appointments. A workflow may or may not be written down. • A person from IT is helpful but there's no standard process for technical support • Leadership is supportive of telehealth but doesn't advocate or have governance for telehealth
Dedicated	<ul style="list-style-type: none"> • Patients are offered telehealth services for appropriate appointments, they do not need to request services • Front desk and schedulers know which services are offered virtually. There's a written document or informational reference in the EMR for which appointments can be virtual. • Workflows for tech check with patients, scheduling appointments, rooming patients, and post visit are all documented. • All staff have been trained on workflows. • Telehealth visit types are in EMR to distinguish between in person, phone, video, email, etc. • A point person is a telehealth coordinator within the organization as a portion of full time equivalent (FTE). • IT has a formal process for support and technical operations. • Leadership is supportive of telehealth, encourages utilization and reviews KPIs during leadership meetings. • The organization knows leadership supports telehealth and wants it to grow. • Governance of telehealth is included in the leadership structure.
Budgeted FTE	<ul style="list-style-type: none"> • Organization has a dedicated telehealth coordinator/manager to handle training, operational support, new services launches, coordination between IT and clinicians, and strategic planning • IT department has dedicated FTE (if volume is appropriate) to support technical needs and roll out new and updated technology as required • Leadership has telehealth as part of strategic planning, annual budgeting for FTE, technology allocation and growth targets • Telehealth dashboard is part of KPI review
Stagnant	<ul style="list-style-type: none"> • Growth is stagnant or declining
Visits increasing	<ul style="list-style-type: none"> • Growth is increasing slowly month over month
# of clinicians & # of services increasing	<ul style="list-style-type: none"> • Growth is increasing month over month with # of clinicians available and # of services offered
Strategic KPIs goals	<ul style="list-style-type: none"> • Growth is directly impacting organization strategic goals