

Digital Inclusion and Telehealth Equity



digitalinclusion.org | [@netinclusion](https://twitter.com/netinclusion)

Presenter



Angela Siefer

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About NDIA

A unified voice for home and public broadband, personal devices, and local technology training and support programs.

600+

Affiliates

44

States



About NDIA



Practitioner Support



Policy



Awareness



Data & Research

Digital Equity

A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy.



Digital Inclusion: 5 Elements

1. Affordable, robust broadband internet service
2. Internet-enabled devices that meet the needs of the user
3. Access to digital literacy training
4. Quality technical support
5. Applications and online content designed to enable and encourage self-sufficiency, participation, and collaboration

WHO IS NOT CONNECTED?

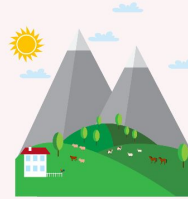
36 MILLION US HOUSEHOLDS

Do not have wireline broadband connections*

*cable, DSL or fiber



26
MILLION
Households in
URBAN Areas

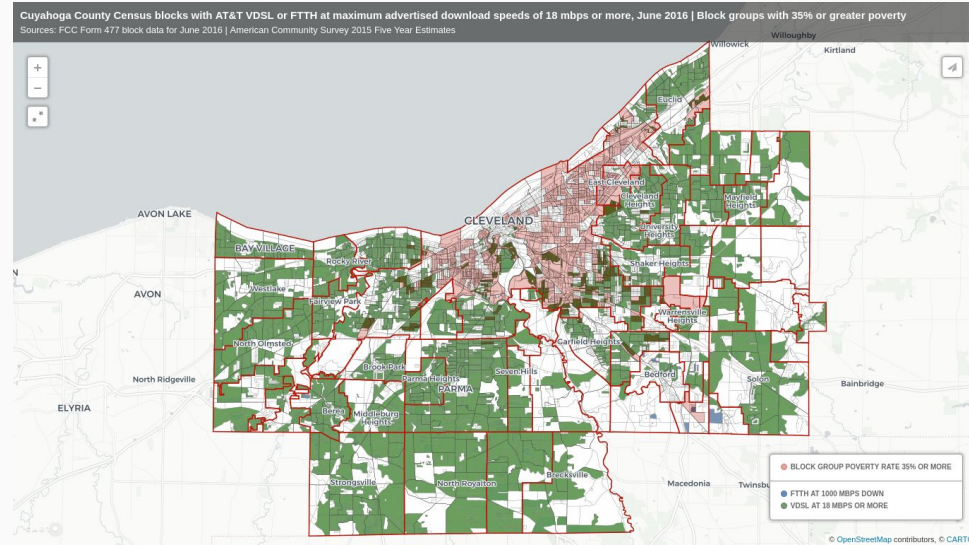


10
MILLION
Households in
RURAL Areas



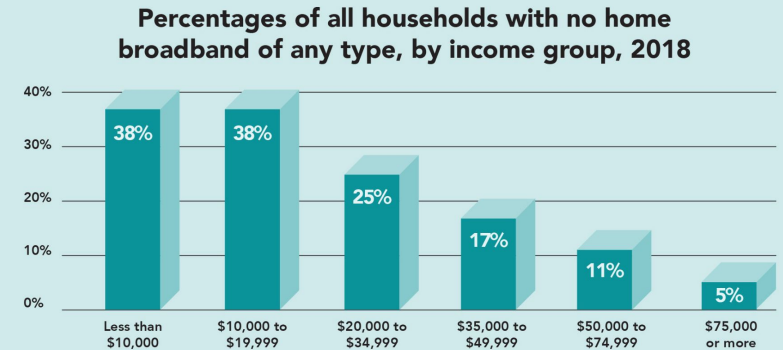
Digital Redlining

Discrimination by internet service providers in the deployment, maintenance or upgrade of infrastructure or delivery of services.



Digital Divide & Systemic Racism

Federal spending limited to rural infrastructure exacerbates inequities experienced by communities of color.



Source: Census' American Community Survey

Human I-T

Digital Inclusion Ecosystem

A combination of programs and policies that meet a geographic community's unique and diverse needs. Coordinating entities work together in an ecosystem to address all aspects of the digital divide, including affordable broadband, devices, and skills.



Coalitions, Partnerships and Telehealth Access

The background is a solid teal color. Overlaid on this background are faint, light-blue graphic elements. On the left and right sides, there are large, stylized outlines of hands reaching towards each other. In the center, there is a circular shape containing a stylized signal icon, resembling a Wi-Fi symbol, with three concentric arcs emanating from a central point.

Telehealth: Whose job is Digital Equity?

Equitable Access to Telehealth requires:

- Universal, reliable, and affordable broadband access
- Digital literacy
- Devices that meet the needs of the user

Partnering with Trusted Local Organizations

- Coordinated Public Education and Advocacy
- Share Resources and Mutual Support
- Strategic Alignments - Coordinated Campaigns
- Exhaustive Assessment of Needs and Resources
- Support Development of Digital Equity Plans
- Innovate!

Telehealth Equity Coalition

- National coalition of nonprofit, academic, and industry partners
- Issue areas: Broadband access, Evidence and value based care, Digital and health literacy, Trust and accountability, Social determinants of health
- <https://www.telehealthequitycoalition.org>

Pottsboro Public Library

Pottsboro Library (TX) launched a telehealth program in January 2021. They converted a former storage room into a private telehealth space where residents can meet with clinicians.

2022 Benton Digital Equity Champions: Emerging Leaders

1. Digital Outreach for Obtaining Resources & Skills (DOORS): digital education curriculum offered in-person and online. DOORS equips patients with essential telehealth skills.
2. Digital Navigator program: offers training to equip navigators with the tools necessary to teach DOORs and serve as a telehealth resource.



Erica Camacho

Director of Digital Inclusion, Beth Israel Deaconess Medical Center



John Torous

Director of the Division of Digital Psychiatry, Beth Israel Deaconess Medical Center

Screening: Assessing Telehealth Readiness

Prompting Questions developed by [Amy Sheon](#)

- 1) Does the health system have a Digital Equity and Inclusion strategy? Are they looking to measure the digital readiness of their population, or take steps to address screening results for individuals?
- 2) Who is being screened? All patients? People who have upcoming telemedicine appointments?

Screening: Assessing Telehealth Readiness

- 3) What counts as a “passing” or “failing” a screening? Is being able to participate in a telehealth visit, even if through unreliable connection, “passing”?
- 4) Does engaging a caregiver as a digital proxy fit into that strategy?
- 5) Do they have a mechanism set up for referring patients with gaps to digital navigators, either within or outside of the health system?

Screening: Assessing Telehealth Readiness

- 6) Can available patient data be used to reduce the population needed to be screened (e.g. no need to screen people who have had multiple telehealth visits or use the portal)?
- 7) Do they want to track the patient's readiness for or the actual use of digital health tools (e.g. telehealth visits, patient portals, wearables, remote monitors)?

Join Us



FRIEND



AFFILIATE



SUBSCRIBER

Join NDIA Here:

<https://www.digitalinclusion.org/join/>

Join Us

- Community Calls, every 3rd Friday of the month
 - Next call: March. 18 @ 1pm - 2pm ET
- Active Listserv for Affiliates & Friends

Join NDIA Events Here:

<https://www.digitalinclusion.org/events/>



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THANK YOU!