



FINAL REPORT

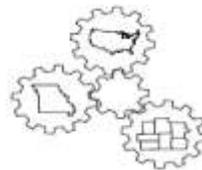
BROADBAND and HEALTHCARE STRATEGIC PLAN SOUTH CENTRAL OZARK REGION

Developed by

The South Central Ozark Regional Technology Planning Team

SCOCOG

*South Central Ozark
Council of Governments*



December 30, 2013

This report was prepared by the State of Missouri Office of Administration Information Technology Services Division (MoBroadbandNow Initiative) under award 29-50-M09022 from the National Information and Telecommunications Administration (NTIA), U.S. Department of Commerce. The statements, findings, conclusions, and recommendations are those of the author(s) and do not necessarily reflect the views of the NTIA or the U.S. Department of Commerce.

Contents

Introduction	3
Executive Summary.....	4
Priorities	4
Maps and data	5
South Central Ozark Region	5
Housing Density	5
Dot Maps.....	7
Regional Topography	9
Broadband Internet Service Availability	10
2013 Residential Survey.....	11
Free and Reduced Lunch Program Enrollment	12
Healthcare Provider List.....	13
Federal Timelines for Electronic Health Record Transfer	14
Healthcare Provider Survey	14
Meetings	14
Goals and objectives	15
Implementation	15
Appendix A.....	17
Broadband Heathcare Needs Survey	17

Introduction

The South Central Ozark Council of Governments (SCOCOG) region is made up of seven (7) counties (Douglas, Howell, Oregon, Ozark, Shannon, Texas, and Wright). Each of the counties is Third Class. Twenty-four incorporated municipalities are contained in the region: one third class city, nineteen fourth class cities, and four villages.

There are forty school districts in the region. Fourteen of the districts offer grades Kindergarten or first grade through eighth grade. The remaining school districts offer grades Kindergarten through 12.

Senator Roy Blunt and Senator Claire McCaskill represent the region in the United States Senate. Congressman Jason Smith represents the region in Missouri's Eighth Congressional District. Five Missouri legislative districts are included in the region (in whole or in part): the 143rd, 144th, 147th, 151st, and 153rd districts. Three State Senatorial Districts (the 20th, 29th, and 33rd) lie within the boundaries of the region.

SCOCOG is both the designated Economic Development District and the Regional Planning Commission for the area and is dedicated to providing high quality service that many municipalities and counties expect only from urban centers. In addition to planning assistance and grant development, SCOCOG provides services such as computerized mapping, desktop publishing, funding research, and local project community development.

The mission of SCOCOG is to promote human resources, educational opportunities and economic development in order to enhance the quality of life for the region's inhabitants. The organization strives to accomplish these objectives by:

- Providing professional staff assistance to local governments and organizations in the region.
- Serving as an advocate for the South Central Ozark region before federal, state, and local government agencies and other organizations that influence or affect public policy.
- Promoting the economic development of the region.
- Providing a forum for the discussion and resolution of common problems and issues affecting the region.

Located in the Ozark Mountains, the SCOCOG region faces special challenges due to the geography. The many hills of the Ozarks make it difficult to provide broadband throughout the region. Several counties in the region have large tracts of National Forest resulting in sections

of the county with sparse population, and it is difficult to extend broadband to remote areas where there are few residences.

Executive Summary

Because of the hilly geography, the sparse population, and the low income level, the South Central Ozark region has not kept up to accepted high speed broadband service as have the urban parts of the state, and the gap between the region and urban areas continues to widen.

The South Central Ozark area struggles with low income and a sparse population, which makes it a less attractive money-making environment for last mile providers. This limits the opportunities for full use of broadband by healthcare providers. Because the healthcare providers in the area serve low income families who may travel an hour or more for healthcare, broadband could provide more accessible options for healthcare to those low-income families. Unfortunately, that option is limited by the lack of affordable, high speed internet in many parts of the region. Until a solution can be found, the area will not be able to keep up with other regions of the United States.

Priorities

The South Central Ozark Region Broadband and Healthcare Team has been analyzing the broadband internet deficiencies and needs for healthcare providers in the region and looking for ways to use technology to improve the delivery of healthcare services.

The South Central Ozark Region's *2007 Comprehensive Economic Development Strategy for the South Central Ozarks* priorities under Community Development includes the following:

Objective 2.A – Support the development, maintenance and improvement of public infrastructure necessary for economic development and enhancing the quality of life in the region.

Objective 2.K – Support the extension of fiber optic service, or other appropriate communications technology, to as many communities in the region as possible.

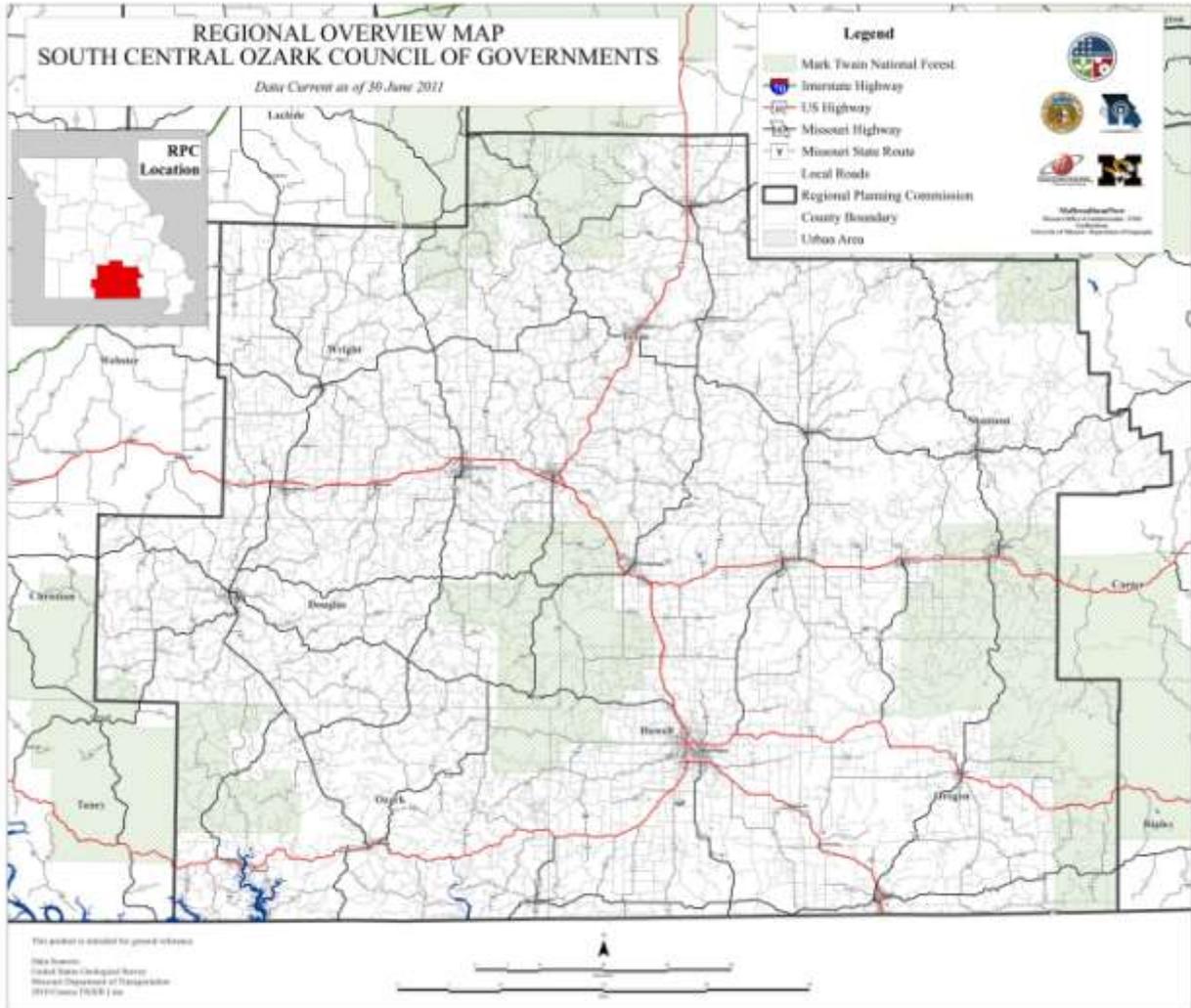
Objective 2.L. – Support efforts to develop, maintain and enhance health care, education, public safety and needed community services and facilities throughout the region.

SCOCOG is committed to supporting infrastructure, and therefore, extending the availability of healthcare available in the region.

Maps and data

South Central Ozark Region

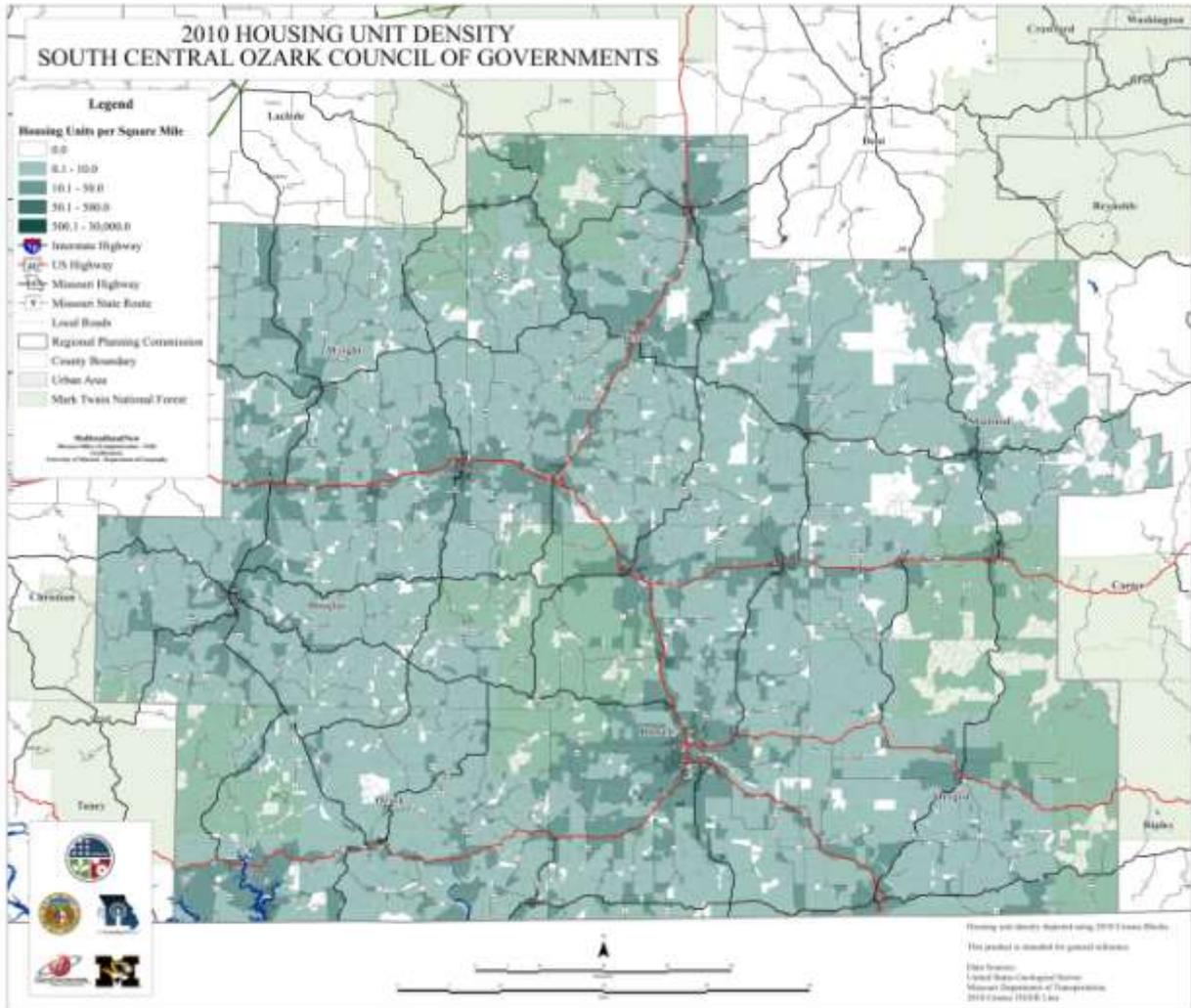
The South Central Ozark region is located at the Arkansas border and is approximately the same distance from the Kansas border as it is from the Kentucky and Tennessee border.



Housing Density

As can be seen in the following map, large portions of the region are sparsely inhabited. This makes bringing broadband to residents in the region a challenge for internet providers. Unlike many other rural areas, the South Central Ozark region has some “pockets” of population, but the rest of the population is spread over a wide area. The unique karst topography and farming tradition has resulted in widely scattered population. Additionally, people have been moving in from more urban areas and have chosen isolated residences. The lack of zoning requirements and the inexpensive tracts of 3, 5, and 10 acre parcels of land enable the population to live in

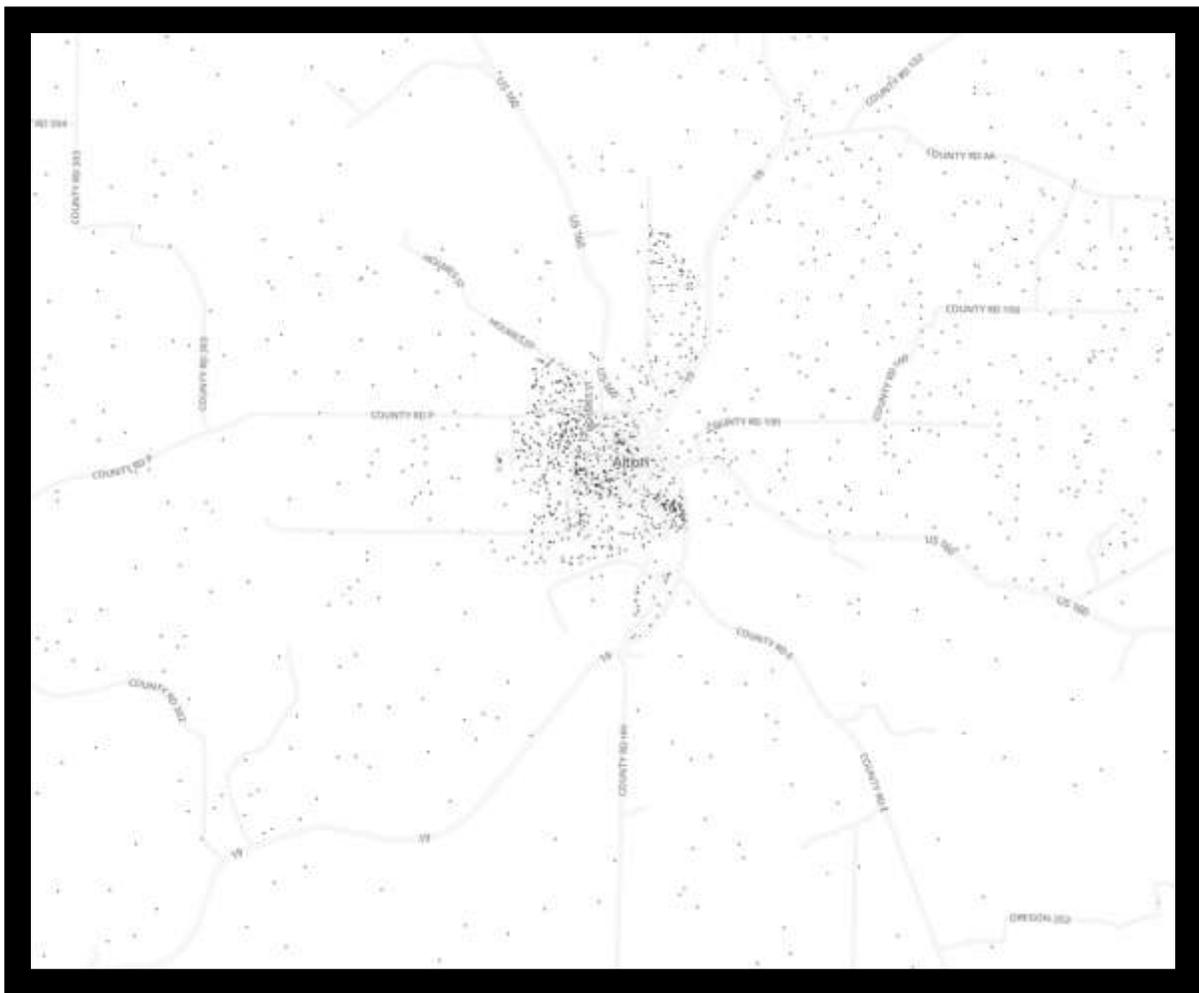
widespread locations; providing broadband internet to these widespread locations is expensive and brings last mile providers a poor return on investment. Additionally, the area has few water districts; this means that there are no water lines where the population clusters to keep costs down. There are no incentives to live close to other residents, so the population spreads out and this makes it difficult to reach them to provide broadband internet service.



Dot Maps

The following “dot map” shows the residents from the 2010 Census and shows the wide spread residences. (This map is used courtesy of Brandon Martin-Anderson and can be found at <http://bmander.com/dotmap/index.html#4.00/39.53/-97.80>.) As an example of the wide spread residences, the City of Alton in the South Central Ozark region has approximately 700 residents. The surrounding area is evenly covered with residents as well. Compare this to the Missouri Bootheel area (this example shows Steele, Holland, and Cooter, Missouri) where residents tend to cluster around population centers, leaving the rural areas with few residents to be reached for broadband.

Population Dot Map in and around Alton, Missouri

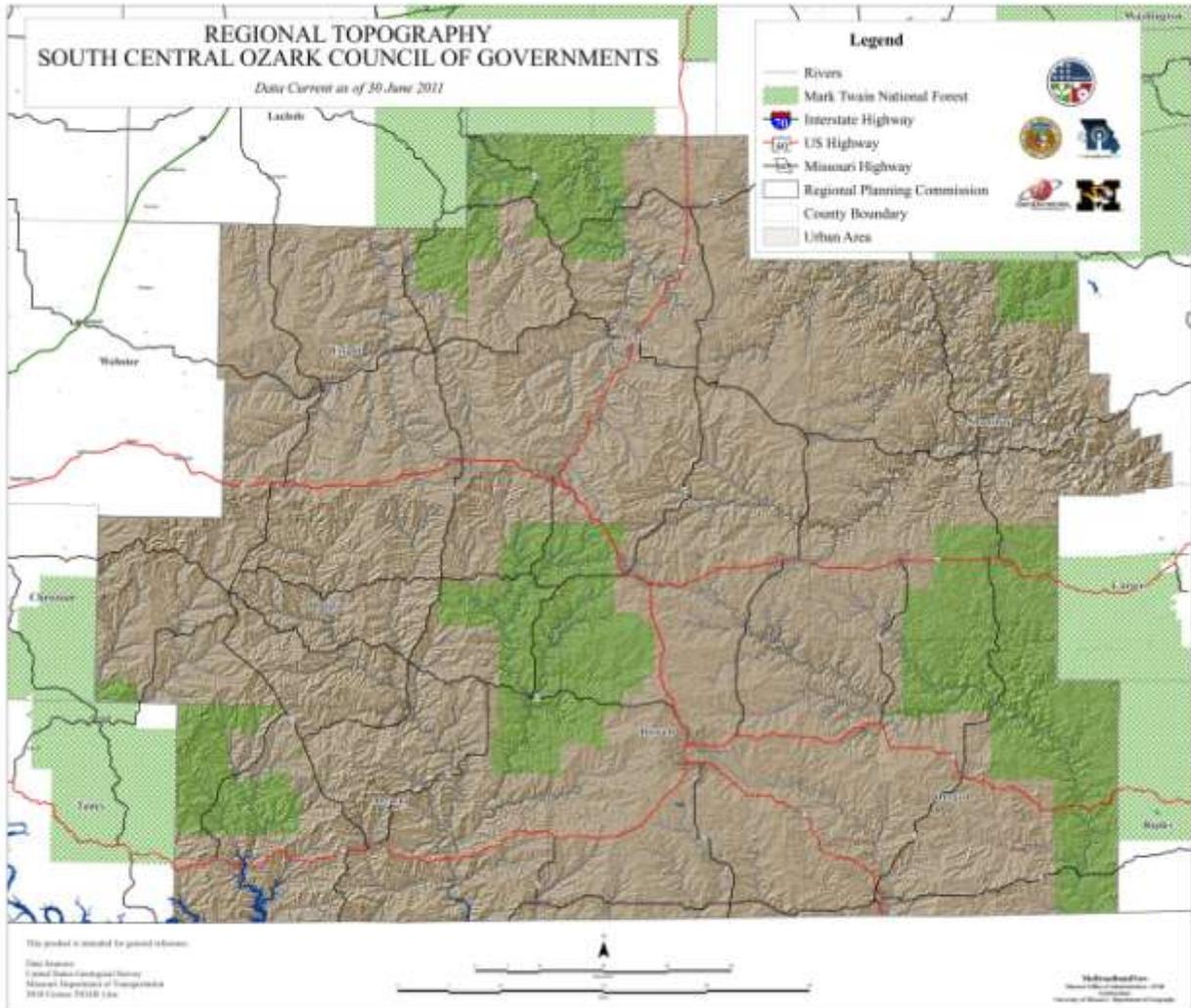


Population Dot Map in and around Steele, Missouri



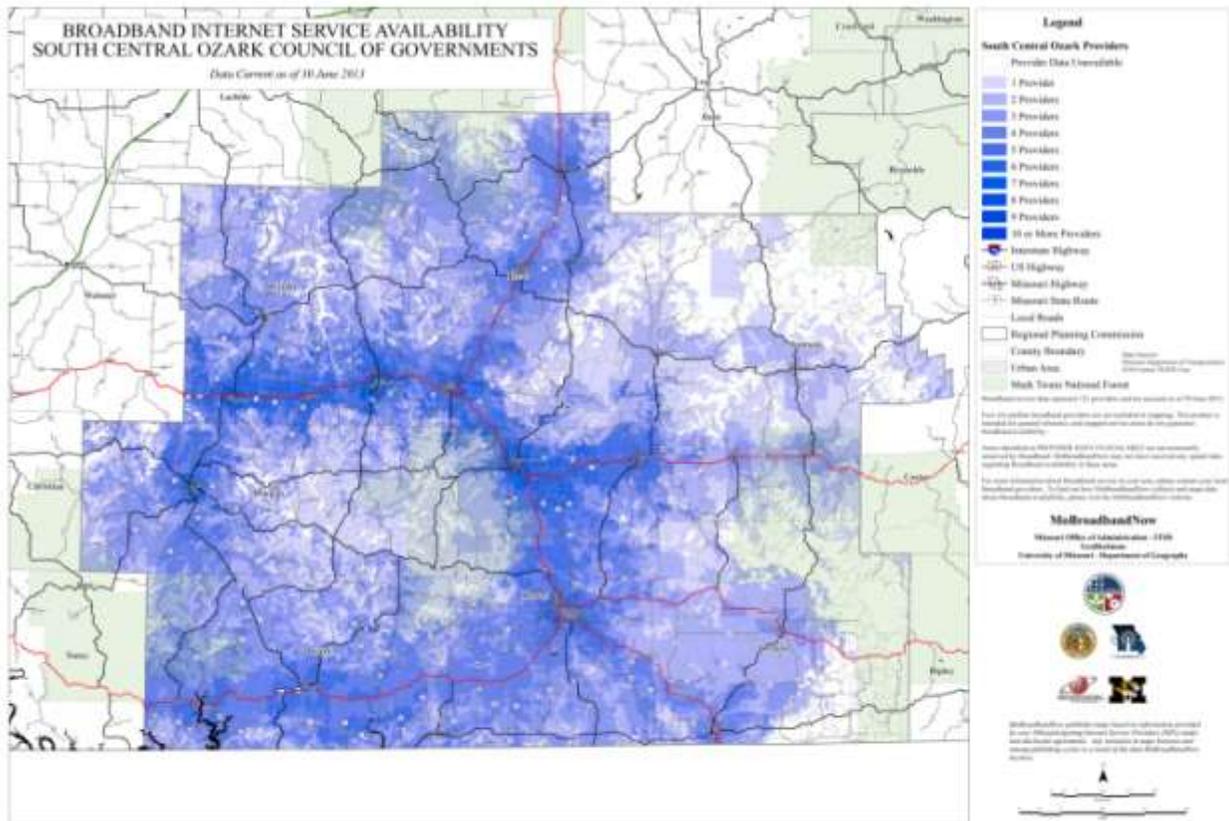
Regional Topography

Topography also provides challenges in the region. The following map shows the hilly terrain – this makes travel time consuming and because the population is widely spread throughout the region, it is not practical to have large numbers of medical clinics throughout the region. Residents often must travel over an hour for medical treatment.



Broadband Internet Service Availability

The resulting provider coverage can be seen below. Most of the provider coverage follows the primary highways through the region. Large portions of the region have no internet coverage. Even in areas where coverage is shown, some residents can only obtain internet through expensive, unreliable satellite coverage.



2013 Residential Survey

As can be seen in the 2013 Residential Survey RPC Comparison Table (below), 92.2% of the respondents to the survey considered themselves to be living in a rural area. The average age of the head of household was 59.5 and 53.7% considered their internet to be “high speed.”

This reflects a common issue in the region and plays heavily upon how the healthcare industry is affected by broadband. As the healthcare industry looks for ways to serve the wide spread, rural population, its ability to use broadband to provide services is extremely limited.

FINAL - 2013 Residential Survey RPC Comparison Table

Region	Average Age of Head of Household*	Rural**	Associates Degree or Higher	Income \$30,000-\$75,000	Computer Ownership	Home Internet Adoption	High Speed Internet***	Average Monthly Cost
Boonslick	56.4	83.9%	46.4%	43.5%	88.4%	88.3%	55.7%	\$44.01
Bootheel	55.9	71.9%	39.9%	45.3%	88.9%	77.6%	66.1%	\$41.56
East-West Gateway	56.3	33.8%	65.9%	46.0%	96.0%	88.0%	76.2%	\$47.85
Greenhills	59.1	85.9%	44.9%	48.6%	86.8%	89.2%	67.5%	\$47.47
Harry S Truman	57.6	71.2%	45.8%	45.0%	89.9%	82.4%	62.7%	\$48.66
Kaysinger Basin	60.6	83.0%	47.0%	47.0%	88.3%	74.2%	59.6%	\$47.99
Lake of the Ozarks	59.3	87.5%	51.3%	45.0%	94.3%	78.0%	58.9%	\$46.05
MARC	56.0	43.1%	64.8%	45.2%	95.6%	89.5%	71.0%	\$52.28
Mark Twain	58.3	77.9%	45.0%	47.6%	90.9%	83.7%	68.4%	\$47.11
Meramec	56.6	87.8%	48.0%	49.5%	94.3%	86.2%	61.1%	\$46.05
Mid-Mo	58.2	62.8%	59.6%	45.2%	90.0%	83.0%	69.8%	\$48.59
MO-Kan	56.7	63.4%	50.0%	51.1%	91.7%	85.4%	63.6%	\$50.43
Northeast	57.3	83.9%	46.8%	51.4%	83.3%	71.6%	71.0%	\$42.21
Northwest	56.5	79.2%	51.0%	48.3%	92.0%	84.7%	68.6%	\$48.61
Ozark Foothills	57.5	95.9%	42.5%	43.5%	94.0%	79.8%	46.7%	\$44.83
Pioneer Trails	56.7	63.4%	61.1%	51.6%	89.8%	84.7%	73.1%	\$49.16
SCOCOG	59.5	92.2%	48.4%	46.8%	88.1%	72.6%	53.7%	\$45.40
Southeast	57.8	84.5%	49.4%	48.6%	90.2%	74.0%	55.0%	\$42.56
Southwest	57.8	73.9%	60.5%	52.1%	93.0%	79.8%	65.8%	\$47.93

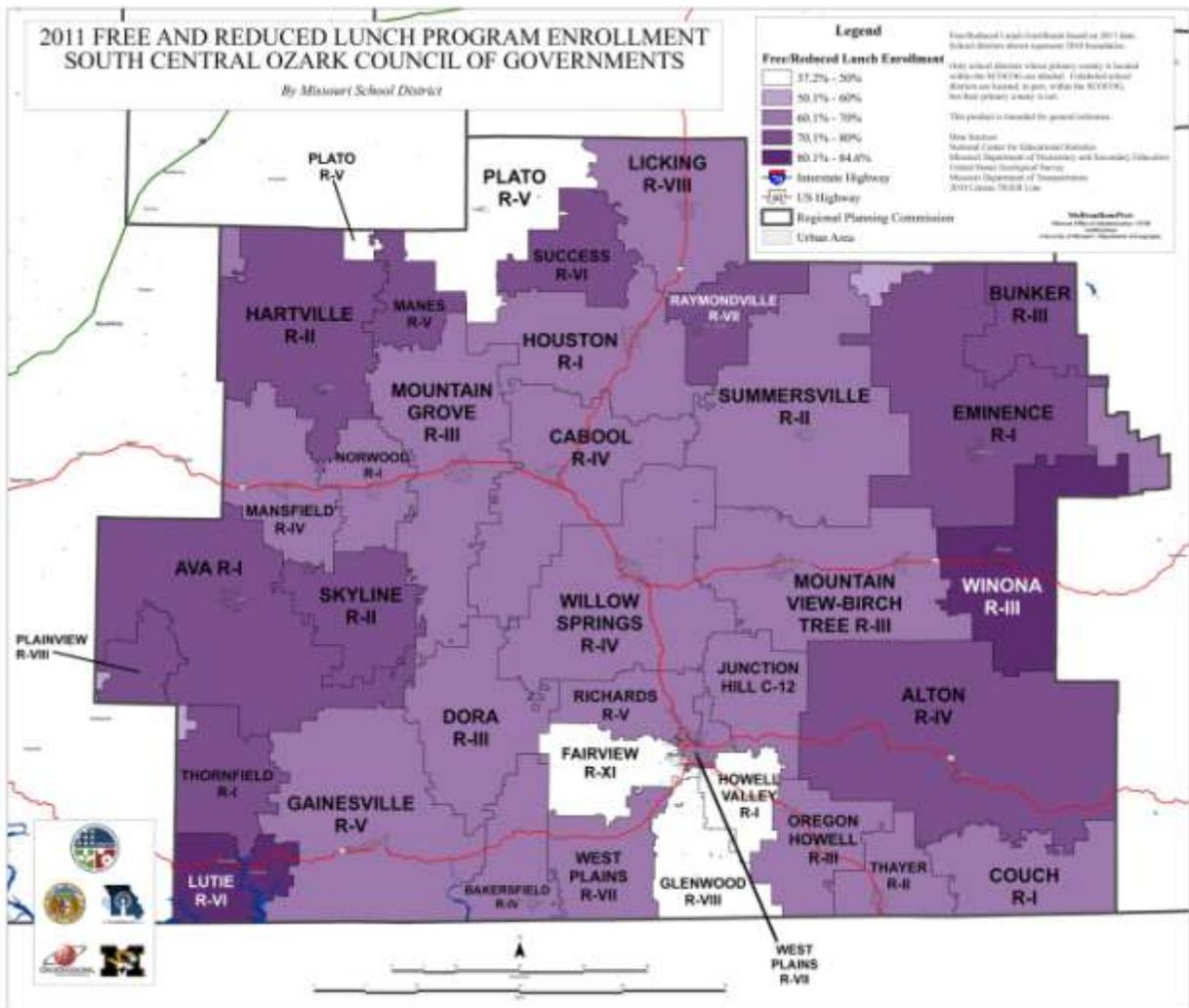
* Demographic information is representative of survey respondents and not necessarily reflective of regional demographics. It should be used only for the context of interpreting the results of this survey.

** Survey respondents were asked whether they live in a rural area.

***Survey respondents were asked if they consider their current Internet Service to be high speed.

Free and Reduced Lunch Program Enrollment

A good indicator of the needs in the area can be seen in the number enrolled in free and reduced lunch programs in the schools throughout the area. The following map shows most of the area has over 50.1% or more students enrolled in free and reduced lunch programs. In fact, only 4 of the districts have 50% or fewer students enrolled in free and reduced lunch programs, and 1 of the districts (Plato) is only under 50.1% because the school district serves the Fort Leonard Wood military base. The South Central Ozark area has a large population of low income and impoverished families.



Healthcare Provider List

There are 15 nursing homes in the seven county region. There are three hospitals and 22 clinics in the region (including several clinics for the hospitals) as well as a number of doctors' offices (which are not listed below). The hospitals, clinics, and nursing homes are listed below:

Facility	Type	Location	County	# Beds
Willow Care Nursing Home	Nursing Home	Willow Springs	Howell	105
Brooke Haven Healthcare	Nursing Home	West Plains	Howell	118
NHC Healthcare	Nursing Home	West Plains	Howell	118
West Vue Nursing and Rehabilitation Center	Nursing Home	West Plains	Howell	120
Mountain View Healthcare	Nursing Home	Mountain View	Howell	90
Heart of the Ozarks Healthcare Center	Nursing Home	Ava	Douglas	120
Shady Oaks Healthcare Center	Nursing Home	Thayer	Oregon	120
Gainesville Health Care Center	Nursing Home	Gainesville	Ozark	99
Birch View Nursing Center	Nursing Home	Birch Tree	Shannon	90
Kabul Nursing Homes, Inc.	Nursing Home	Cabool	Texas	99
Houston House	Nursing Home	Houston	Texas	96
Licking Park Manor	Nursing Home	Licking	Texas	60
Hartville Care & Rehabilitation Center, Inc.	Nursing Home	Hartville	Wright	58
Rocky Ridge Manor	Nursing Home	Mansfield	Wright	65
Autumn Oaks Caring Center	Nursing Home	Mountain Grove	Wright	120
Ozarks Medical Center	Hospital	West Plains	Howell	114
Alton Medical Clinic	Clinic	Alton	Oregon	
Gainesville Medical Clinic	Clinic	Gainesville	Ozark	
Mountain Grove Medical Complex	Clinic	Mountain Grove	Wright	
OMC McVicker Family Healthcare	Clinic	Mountain View	Howell	
Shannon County Medical Clinic	Clinic	Winona	Shannon	
Thayer Medical Clinic	Clinic	Thayer	Oregon	
OMC Behavioral Healthcare	Clinic	West Plains	Howell	
OMC Cancer Treatment Center	Clinic	West Plains	Howell	
OMC Heart Care Services	Clinic	West Plains	Howell	
OMC Orthopaedic Clinic	Clinic	West Plains	Howell	
OMC Pain Management Clinic	Clinic	West Plains	Howell	
OMC Rheumatology Clinic	Clinic	West Plains	Howell	
OMC Women's Health Care Clinic	Clinic	West Plains	Howell	
OMC Wound Care Services	Clinic	West Plains	Howell	
Texas County Memorial Hospital	Hospital	Houston	Texas	66
Summersville Community Clinic	Clinic	Summersville	Texas	
TCMH Cabool Medical Clinic	Clinic	Cabool	Texas	
TCMH Family Clinic	Clinic	Licking	Texas	
TCMH Mountain Grove Clinic	Clinic	Mountain Grove	Texas	
MOCH – Ava	Clinic	Ava	Douglas	
MOCH – Cabool	Clinic	Cabool	Texas	
MOCH – Gainesville	Clinic	Gainesville	Ozark	
MOCH – Mansfield	Clinic	Mansfield	Wright	
Mercy Mountain View	Hospital	Mountain View	Howell	20

Federal Timelines for Electronic Health Record Transfer

The Health Information Technology for Economic and Clinical Health (HITECH) Act authorized the United States Department of Health and Human Services to provide Medicare and Medicaid incentive payments to eligible healthcare professionals when they adopt Electronic Health Record technology in a three stage plan. Stage One includes data capture and sharing and was begun in 2011 and 2012. Stage Two involves advanced clinical processes and is being implemented in 2014. Stage Three focuses on improving outcomes and will be developed for implementation by 2016. The entire plan is gradually being implemented and is still evolving. However, as medical professionals in the South Central Ozark area work to satisfy these requirements, they are very dependent upon the local broadband internet which is currently available. As they work to adopt the increasingly demanding Electronic Health Record technology, medical providers need improved broadband internet which expands with their growing needs.

Healthcare Provider Survey

In preparation for discussions with healthcare facilities, SCOCOG staff sent a healthcare provider survey to 77 medical facilities and nursing homes throughout the area. There were 14 responses including two hospitals, six nursing homes, and six medical clinics. Several facilities stated their broadband internet speed was insufficient for necessary tasks. Interestingly, even the facilities that stated that the speed was sufficient indicated that the speed was sufficient for current use but not for expanded use. Some facilities were very limited in the speeds they required and could not envision other possible uses for broadband internet. One healthcare provider stated that greater speed was needed to allow files to be sent to a radiologist for review. Another stated that they anticipate the need for additional software, including software for a patient portal that they do not have the capability of using at this time. Several facilities mentioned issues with reliability. Most respondents said that broadband could improve communication between patients and healthcare providers, but there were concerns that patients could not afford computers and that internet is not readily accessible to them. Some knew additional uses were possible but just did not have the speed to learn about those possibilities. And some facilities stated that they had sufficient speed for the present time, but the off site patients did not have internet access or had extremely slow internet access and so they were not able to use broadband internet to communicate with those clients.

Meetings

In the meeting held on July 24, 2013, representatives from Ozarks Medical Center and West Vue Nursing Home discussed possible training options for patients which could be implemented while the patients were in the facility and could be continued after the patients were released. They discussed the possibility of a program with tablets which could be used to train the

patients to access their medical information and communicate with medical staff and then could be purchased by the patients at a reduced cost.

Bandwidth is a concern for the medical field in the south central Ozark region - for example, Ozarks Medical Center has several clinics throughout the region. The demand for mental health services is greater than the supply. Ozarks Medical Center would like to expand telepsychiatry services but needs greater bandwidth - particularly in small communities where there is very limited access to internet. VPN connectivity for activities such as remotely approving tests is also needed but is dependant upon obtaining a sufficient bandwidth and speed. In cases of disaster, a remote data center is also needed; however, this is not affordable at this time.

Electronic health records were a frequently repeated concern. As facilities work together, they need to be able to transmit health records in a timely manner and broadband internet speed is essential. Many health facilities reported that they had training and equipment for electronic records; however, some were not able to properly use those records due to the broadband internet speeds.

Some facilities provided their patients with access to online records. More facilities thought this was an interesting concept but did not expect that this would be of any use as long as their patients did not have access to computers or broadband internet.

Goals and objectives

The primary goal for healthcare and broadband is to improve the cost effective provision of medical services throughout an economically poor, underserved area. Across the South Central Ozark region, access is needed to broadband internet. The goal is affordable, high speed access so the region will have greater access to healthcare services as well as education and business opportunities.

There are three primary objectives for the healthcare planning team:

1. Encourage patient access of online medical records;
2. Encourage broadband access throughout the region so that patients can access online records, and
3. Encourage the alignment of funding to meet federal timelines for Electronic Health Records.

Implementation

Because of the sensitive information hospitals work with and the dangers of having an ISP unavailable or non-functioning at certain times, hospitals are only willing to work with larger

providers. There are few choices for large providers in the south central Ozark area. Therefore, the partnerships for hospitals have already been established and are unlikely to change significantly.

However, there is an interest in having various healthcare providers work together to find creative solutions. One exciting concept is the suggestion of teaching patients how to access medical records and communicate with providers while the patients are in the hospital or recovering in a nursing home. Naturally, this will only work if there is greater broadband internet access throughout the region. Ultimately, efforts to expand broadband use between medical facilities and patients will be limited by patients’ access to broadband, and the only conceivable solution will be encouraging the growth and extension of last mile providers throughout the region.

SCOCOG continues to search for grant possibilities to assist with this effort; however, the medical facilities are beginning to discuss this and are also looking for funding for this. The following are potential actions which can be taken on a regional level if funding can be found:

Objectives:	Actions to be taken:
1. Encourage patient access of online medical records.	1. Teach patients how to access online medical records while they are in the hospital or recovering in a nursing home. 2. Provide low cost tablets or similar devices for purchase so the patients can learn to access medical records on the same devices they will use at home. 3. Provide access to additional assistance for patients who are at home and have medical issues which could be resolved by one on one interaction with medical staff online to minimize unnecessary hospitalizations.
2. Encourage broadband access throughout the region so that patients can access online records.	1. Support future grant and loan applications for broadband last mile connections, through letters of support and similar actions.
3. Encourage the alignment of funding to meet federal timelines for Electronic Health Records.	1. Look for grants and other funding mechanisms to help local healthcare facilities meet federal timelines for Electronic Health Records.

Appendix A

Broadband Healthcare Needs Survey

Q1 Name of Healthcare Facility:

Answered: 14 Skipped: 0

Responses

- 1 SMCHC-West Plains
- 2 Missouri Ozarks Community Health
- 3 Mercy Clinic - Mtn. Grove
- 4 Southern Missouri Family Medicine
- 5 Houston House
- 6 Northside Health Clinic, LLC
- 7 West Plains Christian Clinic
- 8 West Vue, Inc.
- 9 Birch Tree Place
- 10 NHC Healthcare
- 11 Willow Care Nursing Home
- 12 Texas County Memorial Hospital
- 13 Brooke Haven Healthcare
- 14 Ozarks Medical Center

Q2 Town where facility is located:

Answered: 14 Skipped: 0

Responses

- 1 West Plains
- 2 Ava, Mansfield, Cabool and Gainesville
- 3 Mtn. Grove
- 4 West Plains
- 5 Houston
- 6 Seymour
- 7 West Plains
- 8 West Plains
- 9 Birch Tree
- 10 West Plains
- 11 Willow Springs, MO
- 12 Houston, MO
- 13 West Plains
- 14 West Plains

Q3 Name of person completing this survey:

Answered: 14 Skipped: 0

This information has been left out to protect confidentiality.

Q4 Contact phone number

Answered: 14 Skipped: 0

This information has been left out to protect confidentiality.

Q5 Contact email

Answered: 14 Skipped: 0

Responses

This information has been left out to protect confidentiality.

Q6 Please list the ways your facility uses broadband/internet.

Answered: 13 Skipped: 1

Responses

- 1 We use ADSL for: 1. To send/receive labs 2. To send/receive e prescriptions 3. Patient Billing 4. Normal business usage
- 2 medical record network between clinics, telehealth services and research, interacting with other healthcare locations
- 3 To transmit reports, prescriptions
- 4 We connect with our corporate office on their network for billing, etc.

5 web-based EHR, transmitting x-rays via VPN tunnel (currently VERY slow!) (sent to radiologist), research, office duties
 6 email, look up medications
 7 Resident access to the internet, online computing, training.
 8 Transmit data to government, email from parent company.
 9 1. Resident's personal use 2. Nurse / CNA charting 3. Communicate with Regional office
 10 intercompany email and electronic health record
 11 TCMH transmits radiological images, uses electronic medical records, utilizes training opportunities, receives lab reports, and provides remote access for physician and staff.
 12 Currently utilize it for ordering supplies and equipment - but effective October 1st will utilize if for our Electronic Health Record that is web based.
 13 1) Backup to private fiber to tie clinic together 2) MAN Circuits are primary connections to Arkansas Facilities 3) Off Site Radiology after hours 4) Billing & Banking 5) Electronic Submission of Syndromic data to state 6) Insurance Verification & Pre Authorization 7) Electronic Scripts 8) Offsite Dictation/Transcription 9) Remote access to our EMRS 10) Remote support of Hardware/Software 11) Tele Psychiatry 12) Patient Education Materials 13) Remote conferencing (internal & external to organization) 14) E-mail 15) Electronic data exchange between EMRs 16) Immunization and other public health data submission

Q7 Is your broadband internet speed sufficient for your current use?

Answered: 13 Skipped: 1

Total Respondents: 13

Answer Percentage Responses

Yes: 69.23% 9

No: 30.77% 4

Other (please specify)

- 1 it works but increased speed would be better
- 2 Download is ok -- upload needs to be faster than .75 mbs
- 3 may change as resident and facility needs change
- 4 we pay Show me power for internet connection
- 5 The speed is adequate in its basic form but could use an upgrade.

Q8 If not, what kind of broadband internet speed do you need?

Answered: 5 Skipped: 9

Responses

- 1 We get a lot of packet loss, lots of freezing up, and getting kicked off.
- 2 Large megapixel files need to be sent to radiologist
- 3 50Mbps
- 4 N/A
- 5 100 MG

Q9 What future broadband internet needs do you anticipate for your facility?

Answered: 10 Skipped: 4

Responses

- 1 Unknown
- 2 A higher upload/download speed
- 3 At this time, none.
- 4 N/A
- 5 Wi-fi
- 6 unknown
- 7 need back up internet service for facility that is affordable
- 8 There are some additional software programs including a patient portal that we do not have the capability of utilizing yet.
- 9 Electronic Health Records
- 10 Continued Growth

Q10 Does your FACILITY have the capability to use electronic health records?

Answered: 14 Skipped: 0

Total Respondents: 14

Answer Percentage Responses

Yes 85.71% 12

No 14.29% 2

If not, what would enable your facility to do so?

- 1 currently not totally set up to perform this function

Q11 Does your STAFF have the ability to use electronic health records?

Answered: 13 Skipped: 1

Total Respondents: 13

Answer Choices Responses

Yes 92.31% 12

No 7.69% 1

If not, what kind of assistance do you need to enable your staff to use electronic health records?

1 Only for billing data base.

2 To be installed 2014

3 currently not totally set up to perform this function

Q12 What broadband internet improvements could be made to help your facility communicate with other healthcare providers, patients, and pharmacies?

Answered: 10 Skipped: 4

Responses

1 The availability of reliable broadband to many of our patients is very limited. Expanding reliable and affordable broadband outside of city limits. This would help patients have access to their medical records through the use of patient portals.

2 increased speed to improve picture, and communication

3 We need more reliable broadcasts, less down time

4 Previously mentioned - x-ray uploads

5 ?

6 More reliability

7 Better wireless networking

8 back up internet options

9 An increase in bandwidth would increase communication and potentially provide more software utilization opportunities.

10 Greater speed & reliability throughout the service area.

Q13 Could broadband improve communications between your patients and healthcare providers?

Answered: 13 Skipped: 1

Total Respondents: 13

Answer Choices Responses

Yes 92.31% 12

No 7.69% 1

What kinds of problems do you foresee for this type of communication?

1 Cost.

2 Our patients are low income, most do not have computers

3 security

4 Not everyone in the rural areas have computers and internet readily accessible to them. Even though usage has dramatically increased in the last several years, there are still some limitations in reaching out to our patient base especially with high population of elderly citizens through the internet.

5 1) Limited connection speeds in rural areas 2) Limited skill set in patients

Q14 How do you foresee online patient support groups being used?

Answered: 9 Skipped: 5

Responses

1 Very helpful in assisting patients with self management and reduce utilization

2 Unknown

3 Don't

4 N/A

5 Not known

6 not sure

7 TCMH feels that this is a bit of an unknown value at this point in time. There seems to be opportunities for social media and online groups to interact but there will need be additional oversight and time involved to make it functional, beneficial program.

8 Sounds like a great potential future program.

9 Not in near future

Q15 Please provide any additional comments or suggestions.

Answered: 1 Skipped: 13

Responses

1 N/A

Q16 Would you or someone from your facility be willing to serve on a committee to review healthcare broadband internet needs?

Answered: 13 Skipped: 1

Total Respondents: 13

Answer Choices Responses

Yes 61.54% 8

No 38.46% 5

Other (please specify) 0% 0

Other (please specify)

There are no responses.