NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

N.C. Department of Health and Human Services
Office of Rural Health
311 Ashe Avenue Raleigh, NC 27606
Phone: 919.527.6440 • Fax: 919.733.8300
https://www.ncdhhs.gov/divisions/orh

North Carolina Health Information Technology/Telehealth Program

2023 Profile (Data from State Fiscal Year 2023 and current as of 6/30/2023)

Program Facts

134
ORH grantees Mandated to Connect to NC HealthConnex

74%
ORH grantees utilizing Telehealth applications

7
Hospitals awarded Virtual Behavioral Health Grants

141
Organizations participating in workshops or receiving support to start or improve telehealth

5
Hosted telehealth train-the-trainer events for end user learning for Digital Literacy

6
Presentations to state and local EMS and rural health centers on Paramedicine telehealth

Overview:
Since 2017, the Health Information Technology/Telehealth (HITT) program at the Office of Rural Health (ORH) diligently promotes, supports, and assists ORH grantees and safety net partners use of health information technology and telehealth to enhance healthcare access and delivery statewide. The program works with the North Carolina Safety Net to advance telehealth and technology initiatives to address the needs of diverse populations, including rural communities, underserved populations, and individuals with complex needs. Through collaboration with NCCARE360, AHEC, and NC Health Connex there is joint support for data sharing, health service integration, training, and technical assistance to reduce disparities and improve outcomes. The HITT program administers grants and funding and provides technical assistance to increase digital skills and literacy for patients and providers, while expanding telepsychiatry adoption across the state.

HITT Initiatives

Appalachian Regional Commission (ARC) POWER Grant

With ARC funding and in partnership with the Department of Information Technology's Broadband Infrastructure Office (BIO), the HITT Program assesses telehealth infrastructure needs to tackle health disparities in North Carolina's ARC region. Through comprehensive mapping and collaboration, HITT and BIO facilitate broadband and telehealth service expansion in 20 coal-impacted counties, addressing unique health challenges.

Virtual Behavioral Health

The N.C. General Assembly appropriated State Fiscal Recovery Funds (SFRF) in Session Law 2021-180. Under this Session Law, Section 9B.8A.(a) established the creation of the competitive Virtual Behavioral Health Services Grant Program to expand telepsychiatry capacities to respond to the COVID-19 public health emergency. This initiative allows patients being served in primary care settings to access hospital-based virtual psychiatric assessments and consultations from a primary care provider's office, home, or another nonhospital setting.

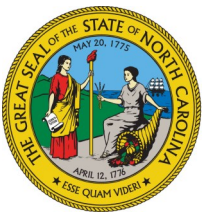**Office of Digital Equity and Literacy**

Through the NC Department of In formation Technology's Office of Digital Equity and Literacy, funding offered via the NC Digital Equity Act, the HITT team is implementing a rural community centered digital capacity program to promote digital skills and knowledge of health language to reduce healthcare delivery gaps in underserved communities. The project consists of initiatives that include train-the-trainer, digital skills, and health language curriculum resources, technical support, capacity building for safety net sites as well as a collaborative effort to increase broadband access with affordable, robust, highspeed internet.

COMMUNITY PARAMEDICINE

The NC DHHS HITT program has promoted the utilization of skilled Emergency Medical Services (EMS) professionals beyond their normal their normal emergency response and transport roles to serve as an extension of primary care deliver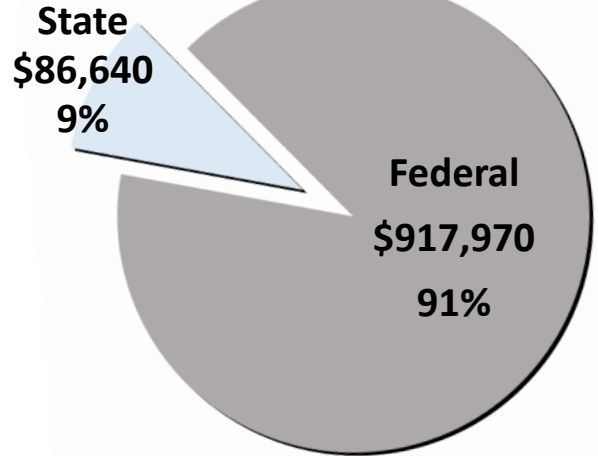y for medically underserved populations. This program allows providers to extend their reach in rural areas to meet the needs of patients at their residence and provide preventive medicine and chronic disease management previously unavailable to many in rural locations. Community Paramedics have been instrumental in the successful roll out of the NC public health and primary healthcare "Hospital-at-Home" (H.a.H.) model.

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Technical Assistance
67 Activities for
77 Organizations/Individuals
Provided by ORH Staff

Software Assistance/Support
32 Activities

Contract Development
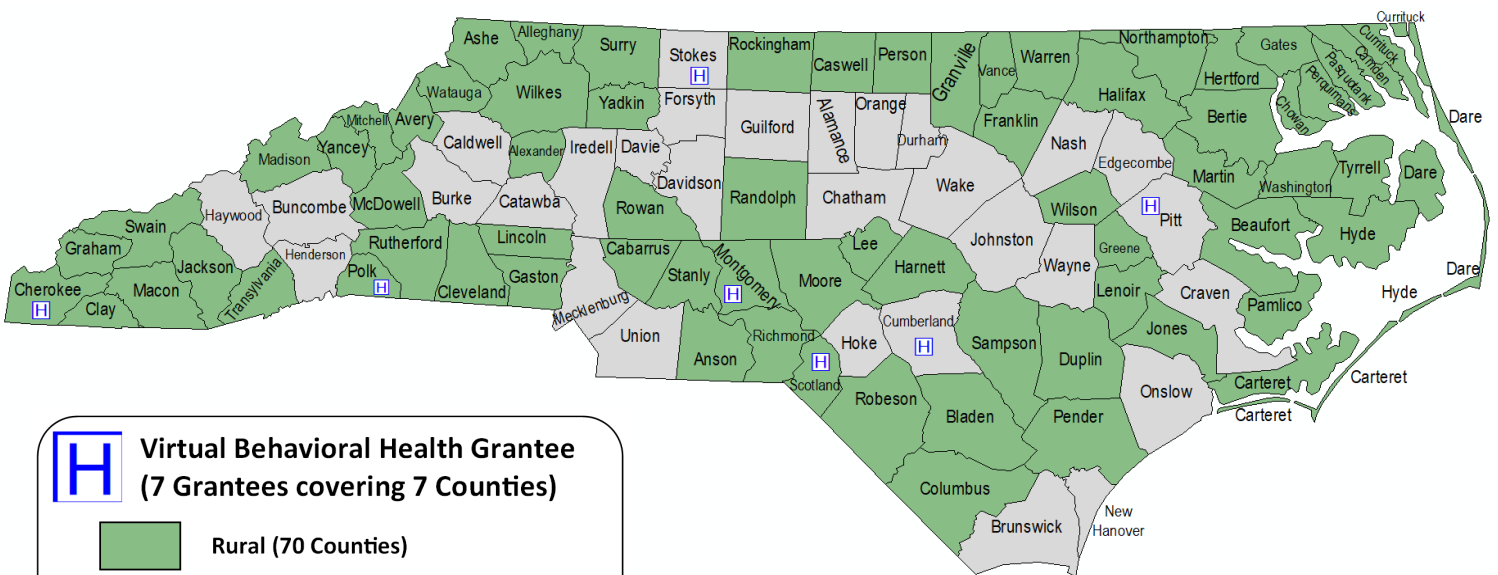18 Activities

Community Development
13 Activities

Other Activities
4 Activities

Total Program Funding:

State
$86,640
9%

Federal
$917,970
91%

Program Reach

7	**7**	**4**
Grantees	Counties with grantees	Rural Counties with grantees

H — Virtual Behavioral Health Grantee
(7 Grantees covering 7 Counties)

- Rural (70 Counties)
- Urban (30 Counties)

If you have further questions, please contact:
Eric Bell, Health Information Technology/
Telehealth Program Manager
Phone: 919-527-6473
Eric.Bell@dhhs.nc.gov

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