



2014 SIG 18 TELEPRACTICE SERVICES SURVEY RESULTS

On behalf of SIG 18, a Web-based survey was fielded on June 30, 2014 to 1,713 individuals who were either current Special Interest Group (SIG) 18 affiliates and/or who had indicated “telepractice/ telehealth” as an area of expertise on the ASHA dues notice. In addition, all survey recipients had to reside in the United States, a U.S. Territory, or Canada. Follow-up reminders were mailed to non-respondents on July 7 and July 14. A total of 567 individuals completed the survey for a 33.1% response rate by the July 18 closing date. Results are presented for all respondents combined, as well as separately for audiologists and speech-language pathologists whenever possible. This report was prepared by ASHA’s Surveys and Analysis Unit.

Suggested Citation:

American Speech-Language-Hearing Association. (2014). *2014 SIG 18 telepractice services survey results*. Available from www.asha.org.

1. In which profession(s) do you currently provide clinical services? (Select all that apply.)

Response	#	%
Audiology	54	9.5%
Speech-language pathology	483	85.2%
Do not currently provide clinical services	40	7.1%

Note: Individuals who selected “do not currently provide clinical services” automatically were skipped to a disqualification page.

2. Do you currently provide audiology and/or speech-language pathology services through telepractice? (Select one.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#*	%
Yes	28	51.9%	265	55.4%	291	55.3%
No	26	48.1%	213	44.6%	235	44.7%

*Throughout this report, the sum of “audiologists only” and “SLPs only” may exceed the total (i.e., “all respondents”) as some respondents are dually certified and provide clinical services in both areas or may not equal the total of “audiologists only” and “SLPs only” because not all respondents provided an answer to Question 1.

Note: Individuals who selected “no” automatically were skipped to Question 17.

3. In which state/U.S. territory do you currently reside? [Data reflect all respondents combined and are not presented separately for audiologists and SLPs because of small cell sizes.]

Response	#	%
Alabama	2	0.7%
Alaska	4	1.4%
Arizona	2	0.7%
Arkansas	1	0.3%
California	22	7.6%
Colorado	14	4.8%
Connecticut	5	1.7%
Delaware	2	0.7%
District of Columbia	3	1.0%
Florida	11	3.8%
Georgia	7	2.4%
Hawaii	1	0.3%
Idaho	4	1.4%
Illinois	11	3.8%
Indiana	2	0.7%
Iowa	1	0.3%
Kansas	3	1.0%

Response	#	%
Kentucky	2	0.7%
Louisiana	0	--
Maine	5	1.7%
Maryland	9	3.1%
Massachusetts	6	2.1%
Michigan	4	1.4%
Minnesota	8	2.8%
Mississippi	2	0.7%
Missouri	5	1.7%
Montana	2	0.7%
Nebraska	3	1.0%
Nevada	5	1.7%
New Hampshire	1	0.3%
New Jersey	2	0.7%
New Mexico	2	0.7%
New York	12	4.1%
North Carolina	7	2.4%

Response	#	%
North Dakota	1	0.3%
Ohio	19	6.6%
Oklahoma	11	3.8%
Oregon	8	2.8%
Pennsylvania	21	7.2%
Puerto Rico	0	--
Rhode Island	0	--
South Carolina	6	2.1%
South Dakota	0	--
Tennessee	4	1.4%
Texas	9	3.1%
Utah	8	2.8%
Vermont	0	--
Virginia	5	1.7%
Washington	6	2.1%
West Virginia	2	0.7%
Wisconsin	5	1.7%
Wyoming	1	0.3%

4. To which state(s)/U.S. territories do you currently deliver telepractice services? (Select up to five including the state in which you reside, if applicable.) [Data reflect all respondents combined and are not presented separately for audiologists and SLPs because of small cell sizes.]

Response	#	%
Alabama	4	1.6%
Alaska	6	2.4%
Amer. Samoa	1	0.4%
Arizona	14	5.7%
Arkansas	2	0.8%
California	48	19.6%
Colorado	14	5.7%
Connecticut	5	2.0%
Delaware	1	0.4%
District of Columbia	2	0.8%
Florida	21	8.6%
Georgia	14	5.7%
Guam	1	0.4%
Hawaii	1	0.4%
Idaho	9	3.7%
Illinois	12	4.9%
Indiana	10	4.1%
Iowa	6	2.4%
Kansas	7	2.9%

Response	#	%
Kentucky	4	1.6%
Louisiana	0	--
Maine	3	1.2%
Maryland	9	3.7%
Massachusetts	10	4.1%
Michigan	9	3.7%
Minnesota	8	3.3%
Mississippi	3	1.2%
Missouri	5	2.0%
Montana	3	1.2%
Nebraska	2	0.8%
Nevada	9	3.7%
New Hampshire	1	0.4%
New Jersey	5	2.0%
New Mexico	4	1.6%
New York	11	4.5%
North Carolina	4	1.6%
North Dakota	3	1.2%
N. Mariana	1	0.4%

Response	#	%
Islands		
Ohio	28	11.4%
Oklahoma	12	4.9%
Oregon	13	5.3%
Pennsylvania	25	10.2%
Puerto Rico	0	--
Rhode Island	1	0.4%
South Carolina	7	2.9%
South Dakota	1	0.4%
Tennessee	7	2.9%
Texas	12	4.9%
U.S. Virgin Islands	0	--
Utah	9	3.7%
Vermont	0	--
Virginia	9	3.7%
Washington	8	3.3%
West Virginia	4	1.6%
Wisconsin	5	2.0%
Wyoming	3	1.2%

5. Please list any countries to which you deliver telepractice services outside of the U.S. (Leave blank if not applicable.)

- Africa
- Argentina
- Australia (4 responses)
- Brazil (2 responses)
- Canada (11 responses)
- China (4 responses)
- Columbia
- Costa Rica
- Dominican Republic
- Ecuador
- Europe
- Fiji
- France
- Germany
- Ghana
- Greece
- India (6 responses)
- Ireland (4 responses)
- Israel (2 responses)
- Italy (2 responses)
- Japan
- Kenya
- Malaysia
- Mallorca
- Mexico
- New Zealand
- Nigeria
- Peru (2 responses)
- Philippines
- Russia
- Saudi Arabia (4 responses)
- Singapore
- South Africa
- South Korea
- Spain
- Sweden
- Taiwan
- Turkey
- United Arab Emirates
- United Kingdom (2 responses)
- Venezuela
- West Indies

6. Which of the following best describes by whom you are employed? (Select one.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Self-employed (e.g., run own practice or independent contractor)	3	11.1%	114	44.4%	115	40.9%
Employee of a federal, state, or local government agency	13	48.1%	42	16.3%	55	19.6%
Employee of a private-, for-profit organization	5	18.5%	28	10.9%	33	11.7%
Employed of a public or private nonprofit organization	2	7.4%	40	15.6%	41	14.6%
Employee of a rehab agency, private practice, or contract management company	1	3.7%	13	5.1%	14	5.0%
Other	3	11.1%	20	7.8%	23	8.2%

7. In what type(s) of facilities are the patients/clients you serve through telepractice? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Pre-elementary (preschool)	0	--	39	15.2%	39	13.9%
Elementary school	1	3.7%	133	52.0%	133	47.5%
Secondary school	1	3.7%	103	40.2%	103	36.8%
Special day/residential school	0	--	15	5.9%	15	5.4%
Client's home (e.g., early intervention, school age, adult)	8	29.6%	128	50.0%	138	49.3%
College/university	3	11.1%	15	5.9%	18	6.4%
General medical hospital	4	14.8%	12	4.7%	16	5.7%
Rehabilitation hospital	0	--	3	1.2%	3	1.1%
Pediatric hospital	2	7.4%	5	2.0%	7	2.5%

7. (cont'd.) In what type(s) of facilities are the patients/clients you serve through telepractice? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
VA hospital/medical center	10	37.0%	15	5.9%	25	8.9%
Skilled nursing facility	0	--	4	1.6%	4	1.4%
Private physician's office	3	11.1%	2	0.8%	4	1.4%
Audiologist's or speech-language pathologist's office	3	11.1%	9	3.5%	12	4.3%
Speech and hearing center/clinic	1	3.7%	18	7.0%	19	6.8%
Outpatient rehabilitation center	1	3.7%	12	4.7%	13	4.6%
Clinic chain or franchise	1	3.7%	3	1.2%	4	1.4%
Other	4	14.8%	24	9.4%	28	10.0%

8. What age groups do you regularly serve through telepractice? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
6 months or less	6	23.1%	9	3.5%	14	5.0%
7 months-2 years of age	5	19.2%	21	8.2%	25	9.0%
3-5 years of age	5	19.2%	78	30.5%	82	29.4%
6-11 years of age	6	23.1%	174	68.0%	178	63.8%
12-17 years of age	5	19.2%	161	62.9%	165	59.1%
18-64 years of age	21	80.8%	105	41.0%	124	44.4%
65-74 years of age	18	69.2%	56	21.9%	73	26.2%
75 years or older	18	69.2%	38	14.8%	55	19.7%

9. What type(s) of services do you deliver through telepractice? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Assessment	9	34.6%	133	51.8%	140	50.0%
Treatment	16	61.5%	235	91.4%	250	89.3%
Follow-up/monitoring	18	69.2%	164	63.8%	179	63.9%
Professional consultation (i.e., client/patient not present)	7	26.9%	118	45.9%	123	43.9%
Other	5	19.2%	23	8.9%	28	10.0%

10. In what area(s) do you provide services through telepractice? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Accent modification	0	--	23	8.9%	23	8.2%
Aphasia	0	--	40	15.6%	40	14.3%
Articulation/phonological disorders	0	--	154	59.9%	154	55.0%
Auditory processing disorders	1	3.8%	74	28.8%	74	26.4%
Augmentative/alternative communication	0	--	48	18.7%	48	17.1%

10. (cont'd.) In what area(s) do you provide services through telepractice? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Aural rehabilitation	6	23.1%	18	7.0%	22	7.9%
Autism spectrum disorders	0	--	98	38.1%	98	35.0%
Cochlear implant	3	11.5%	14	5.4%	16	5.7%
Cognitive communication disorders	1	3.8%	83	32.3%	83	29.6%
Dysphagia	0	--	23	8.9%	23	8.2%
Fluency disorders	1	3.8%	114	44.4%	114	40.7%
Hearing aid/assistive technology	17	65.4%	9	3.5%	24	8.6%
Hearing disorders	15	57.7%	14	5.4%	27	9.6%
Language disorders	0	--	158	61.5%	158	56.4%
Learning disabilities	0	--	72	28.0%	72	25.7%
Literacy	0	--	61	23.7%	61	21.8%
Mental retardation/developmental disabilities	0	--	52	20.2%	52	18.6%
Motor speech disorders/apraxia	0	--	100	38.9%	100	35.7%
Myofunctional disorders	0	--	9	3.5%	9	3.2%
Nonverbal	0	--	27	10.5%	27	9.6%
Progressive tinnitus management	2	7.7%	0	--	2	0.7%
Voice or resonance disorders	0	--	69	26.8%	69	24.6%
Other	3	11.5%	14	5.4%	17	6.1%

11. Do you, or does your employer, receive reimbursement for services delivered through telepractice?

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Yes	9	34.6%	144	56.0%	153	54.6%
No	12	46.2%	63	24.5%	72	25.7%
Uncertain	5	19.2%	50	19.5%	55	19.6%

Note: Individuals who selected “no” or “uncertain” automatically were skipped to Question 13.

12. If yes, indicate if you receive reimbursement for services by source for each state(s) in which you currently deliver telepractice services. (List up to 5 states using the 2-digit postal code; i.e., WI for Wisconsin.) [Data reflect all respondents combined and are not presented separately for audiologists and SLPs because of small cell sizes.]

- Key:
- Medicaid = Medicaid
 - Private = Private insurance
 - Self-pay = Self-pay (out of pocket)
 - Funded = Reimbursed through state or federally funded projects
 - DOE/SD = Department of Education/School District
 - Comm = Community health providers
 - Spec Pop = Special population agencies
 - Other = Other (see below)
 - Uncertain = Uncertain

Note: Column numbers reflect number of responses for each reimbursement source

	Medicaid	Private	Self-pay	Funded	DOE/SD	Comm	Spec Pop	Other	Uncertain
Alabama	0	0	0	1	0	0	0	0	0
Alaska	1	1	1	1	0	0	0	0	0
Arizona	1	0	2	0	4	0	0	1	0
Arkansas	2	2	2	0	1	0	0	0	0
California	3	1	10	4	12	0	1	2	0
Colorado	4	4	4	2	1	0	1	3	0
Connecticut	0	1	1	0	1	0	0	0	0
Delaware	1	0	0	0	0	0	0	0	0
District of Columbia	0	0	1	0	1	0	0	0	0
Florida	0	1	5	1	1	0	0	2	0
Georgia	2	1	5	1	1	0	0	2	1
Hawaii	0	0	0	0	0	0	0	0	0
Idaho	0	1	1	0	4	0	0	0	0
Illinois	0	1	6	0	1	0	1	0	0
Indiana	0	1	2	0	0	0	0	0	0
Iowa	0	0	0	0	1	0	0	1	0
Kansas	1	0	0	0	1	0	0	2	0
Kentucky	0	1	1	0	0	0	0	0	0
Louisiana	0	0	0	0	0	0	0	0	0
Maine	3	3	2	2	2	0	0	0	0
Maryland	0	1	5	1	1	0	0	0	2
Massachusetts	0	1	7	0	3	0	0	0	0
Michigan	0	0	0	1	1	0	0	1	0
Minnesota	2	0	1	1	4	0	0	0	0
Mississippi	0	0	0	1	0	0	0	1	0
Missouri	0	0	0	0	0	0	0	0	0
Montana	0	0	0	0	0	0	0	1	0
Nebraska	0	1	0	0	0	0	0	1	0
Nevada	0	1	1	0	3	0	0	0	0
New Hampshire	1	1	1	0	0	0	0	0	0
New Jersey	1	4	4	0	1	0	0	0	0
New Mexico	1	1	1	0	0	0	0	0	0
New York	0	2	5	1	0	0	0	2	1
North Carolina	0	0	1	1	0	0	0	0	0
North Dakota	0	0	1	0	0	0	0	0	0
Ohio	4	0	4	3	4	0	0	2	0
Oklahoma	2	1	1	0	2	0	0	0	1
Oregon	0	0	0	0	1	0	0	0	0
Pennsylvania	0	0	5	0	11	0	1	1	1
Puerto Rico	0	0	0	0	0	0	0	0	0
Rhode Island	0	0	1	0	0	0	0	1	0
South Carolina	0	0	1	0	1	0	0	0	0
South Dakota	0	0	0	0	0	0	0	0	0
Tennessee	0	0	0	0	0	0	0	0	0

	Medicaid	Private	Self-pay	Funded	DOE/SD	Comm	Spec Pop	Other	Uncertain
Texas	2	2	4	0	3	0	0	1	0
Utah	0	1	1	1	0	0	0	1	0
Vermont	0	0	0	0	0	0	0	0	0
Virginia	0	3	3	0	1	0	0	0	0
Washington	1	0	1	2	1	0	0	0	0
West Virginia	0	1	0	1	1	0	0	0	0
Wisconsin	1	0	0	0	3	0	0	0	0
Wyoming	0	0	0	0	0	0	0	0	1
Total	33	38	91	25	72	0	4	25	7

13. Which one of the following licensure requirements do you feel is the most appropriate for telepractice?

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
A universal license in which your home state license would permit you to practice in any other state.	9	42.9%	112	49.3%	119	48.6%
A license in every state in which you see a patient, including the state that you live in.	1	4.8%	13	5.7%	14	5.7%
A limited license that costs less than a full license in any state you practice telepractice only.	1	4.8%	6	2.6%	6	2.4%
An interstate licensure compact–The practitioner would have a license in his/her home state and be allowed to move across state lines to practice. Participating states would be a part of a coordinated information system to share evidence and information regarding potential provider misconduct/malpractice in their state to the practitioner’s home state licensure board and vice versa.	9	42.9%	84	37.0%	93	38.0%
None of the above; I do not support telepractice.	0	--	0	--	0	--
No opinion	1	4.8%	6	2.6%	7	2.9%
Other	0	--	6	2.6%	6	2.4%

14. Currently most states have a requirement for the professional to be licensed both at home and in the state in which their patient/client is located. Has this licensure requirement created a barrier to the delivery of professional services for your patients/clients?

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Yes	6	23.1%	123	48.4%	127	45.8%
No	20	76.9%	109	42.9%	128	46.2%
Uncertain	0	--	22	8.7%	22	7.9%

14. (cont'd.) Currently most states have a requirement for the professional to be licensed both at home and in the state in which their patient/client is located. Has this licensure requirement created a barrier to the delivery of professional services for your patients/clients?

Response – Only those who indicated “Self-employed (e.g., run own practice or independent contractor)” to Question 6 (n=113)		
Yes	69	61.1%
No	37	32.7%
Uncertain	7	6.2%
Response – Only those who indicated “Employee of a federal, state, or local government agency” to Question 6 (n=55)		
Yes	14	25.5%
No	36	65.5%
Uncertain	5	9.1%
Response – Only those who indicated “Employee of a private-, for-profit organization” to Question 6 (n=33)		
Yes	18	54.5%
No	12	36.4%
Uncertain	3	9.1%
Response – Only those who indicated “Employed of a public or private nonprofit organization” to Question 6 (n=41)		
Yes	11	26.8%
No	25	61.0%
Uncertain	5	12.2%
Response – Only those who indicated “Employee of a rehab agency, private practice, or contract management company” to Question 6 (n=14)		
	(n<25)	(n<25)
Response – Only those who indicated “Other” to Question 6 (n=22)		
	(n<25)	(n<25)
Too many cells (25%) have expected count less than 5. <u>Conclusion:</u> Too little data are available in some employment arrangement categories (even excluding “Employee of a rehab agency, private practice, or contract management company” and “Other” categories) to test whether responses vary by type of employment arrangement.		

Note: Individuals who selected “no” or “uncertain” automatically were skipped to Question 16.

15. If yes, what difficulties do you encounter when attempting to deliver care in multiple states? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Differing regulation/rules	4	66.7%	71	58.7%	73	58.4%
Excessive licensure fees	4	66.7%	95	78.5%	98	78.4%
Time consuming and delayed application procedures	5	83.3%	96	79.3%	99	79.2%
Other	2	33.3%	27	22.3%	29	23.2%

16. What benefits have the patients/clients in states outside your primary license area realized? (Select all that apply.)

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Better access to care	16	80.0%	174	77.3%	188	77.4%
Better follow-up/monitoring	11	55.0%	110	48.9%	120	49.4%
Improved access to specialty care/consultation	18	90.0%	154	68.4%	170	70.0%
More intensity of care	5	25.0%	119	52.9%	122	50.2%
Other	1	5.0%	58	25.8%	59	24.3%

17. Would you support federal legislation that would allow a practitioner to treat via telepractice across state lines, without being licensed in the state the patient/client is located, if the patient were given all the information necessary to file a grievance in the provider's state?

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Yes	29	65.9%	288	68.1%	314	68.3%
No	9	20.5%	60	14.2%	66	14.3%
Uncertain	6	13.6%	75	17.7%	80	17.4%

Response – Only those who currently provide audiology and/or speech-language pathology services through telepractice (n=277)				
Yes			199	71.8%
No			38	13.7%
Uncertain			40	14.4%
Response – Only those who <u>do not</u> currently provide audiology and/or speech-language pathology services through telepractice (n=183)				
Yes			115	62.8%
No			28	15.3%
Uncertain			40	21.9%
Statistical significance: $\chi^2(2) = 4.9, p = .087$				
<u>Conclusion:</u> There is <u>not</u> enough evidence from the data to say that responses vary by type of response option.				

18. In your opinion, are there adequate consumer protections currently in place in your state for patients/clients to be properly treated via telepractice for audiology and/or speech-language pathology?

Response	Audiologists Only		SLPs Only		All Respondents	
	#	%	#	%	#	%
Yes	13	25.5%	173	37.4%	186	36.8%
No	12	23.5%	80	17.3%	90	17.8%
Uncertain	26	51.0%	209	45.2%	230	45.5%

18. (cont'd.) In your opinion, are there are adequate consumer protections currently in place in your state for patients/clients to be properly treated via telepractice for audiology and/or speech-language pathology?

Response – Only those who currently provide audiology and/or speech-language pathology services through telepractice (n=274)		
Yes	122	44.5%
No	39	14.2%
Uncertain	113	41.2%
Response – Only those who <u>do not</u> currently provide audiology and/or speech-language pathology services through telepractice (n=232)		
Yes	64	27.6%
No	51	22.0%
Uncertain	117	50.4%
Statistical significance: $\chi^2(2) = 16.0, p = .000$, Cramer's V = .178 <u>Conclusion:</u> There is adequate evidence from the data to say that responses vary by type of response option.		