



## 2016 SIG 18 Telepractice Survey Results

### Survey Methodology

On May 19, the ASHA Surveys and Analysis Team sent a web survey to individuals who were Special Interest Group (SIG) 18 affiliates and/or had indicated “telepractice/telehealth” as an area of expertise on the ASHA dues notice or online membership form ( $n = 2,279$ ). Follow-up e-mail reminders were sent to non-respondents on May 27 and June 6. Of the 2,279 individuals, 23 (1%) had undeliverable e-mail addresses and 34 (1.5%) opted out of this and future web surveys. This left 2,222 possible respondents. The actual number of respondents was 569—a 25.6% response rate.

### Suggested Citation

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### Results

Percentages are rounded and may not add to exactly 100%. Some comments have been edited for grammar and spelling.

### About You

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

| Profession                                    | All respondents<br>( $n = 569$ ) |      |
|---|----------------------------------|------|
|   | #                                | %    |
| Audiology                                     | 45                               | 7.9  |
| Speech-language pathology                     | 478                              | 84.0 |
| I do not currently provide clinical services. | 50                               | 8.8  |

*Note.* Four respondents indicated they provide clinical services in audiology and speech-language pathology. Their responses are included in the “audiologists” and “SLPs” columns throughout this report. Respondents who selected “I do not currently provide clinical services” automatically were skipped to the end of the survey.

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

| Response | Audiologists<br>( $n = 45$ ) |      | SLPs<br>( $n = 476$ ) |      | All respondents<br>( $n = 518$ ) |      |
|----------|------------------------------|------|-----------------------|------|----------------------------------|------|
|          | #                            | %    | #                     | %    | #                                | %    |
| Yes      | 26                           | 57.8 | 305                   | 64.1 | 330                              | 63.7 |
| No       | 19                           | 42.2 | 171                   | 35.9 | 188                              | 36.3 |

*Note.* Respondents who selected “no” automatically were skipped to Q15.

3. How long have you been a telepractitioner?

| Response         | Audiologists<br>(n = 27) |      | SLPs<br>(n = 307) |      | All respondents<br>(n = 332) |      |
|------------------|--------------------------|------|-------------------|------|------------------------------|------|
|                  | #                        | %    | #                 | %    | #                            | %    |
| Less than 1 year | 6                        | 22.2 | 55                | 17.9 | 60                           | 18.1 |
| 1–2 years        | 6                        | 22.2 | 77                | 25.1 | 83                           | 25.0 |
| 3 years or more  | 15                       | 55.6 | 175               | 57.0 | 189                          | 56.9 |

4. Which of the following best describes your employer? (Select one.)

| Employer  | Audiologists<br>(n = 26) |      | SLPs<br>(n = 303) |      | All respondents<br>(n = 327) |      |
|---|--------------------------|------|-------------------|------|------------------------------|------|
|   | #                        | %    | #                 | %    | #                            | %    |
| Self-employed (e.g., runs own practice or is an independent contractor)             | 9                        | 34.6 | 169               | 55.8 | 177                          | 54.1 |
| Employee of a federal, state, or local government agency                            | 9                        | 34.6 | 32                | 10.6 | 41                           | 12.5 |
| Employee of a private, for-profit organization                                      | 4                        | 15.4 | 29                | 9.6  | 32                           | 9.8  |
| Employee of a public or private nonprofit organization                              | 2                        | 7.7  | 35                | 11.6 | 37                           | 11.3 |
| Employee of a rehabilitation agency, private practice, or contract staffing company | 1                        | 3.9  | 17                | 5.6  | 18                           | 5.5  |
| Other (Please specify.)   | 1                        | 3.9  | 21                | 6.9  | 22                           | 6.7  |

## Your Patients/Clients

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

| Facility  | Audiologists<br>(n = 24) |      | SLPs<br>(n = 304) |      | All respondents<br>(n = 326) |      |
|---|--------------------------|------|-------------------|------|------------------------------|------|
|   | #                        | %    | #                 | %    | #                            | %    |
| Preschool   | 0                        | —    | 60                | 19.7 | 60                           | 18.4 |
| Elementary school   | 2                        | 8.3  | 161               | 53.0 | 162                          | 49.7 |
| Secondary school (middle school, junior high, senior high)  | 2                        | 8.3  | 148               | 48.7 | 149                          | 45.7 |
| Special day/residential school                              | 0                        | —    | 19                | 6.3  | 19                           | 5.8  |
| Client's home (e.g., early intervention, school age, adult) | 5                        | 20.8 | 157               | 51.6 | 160                          | 49.1 |
| College/university  | 2                        | 8.3  | 24                | 7.9  | 26                           | 8.0  |
| General medical hospital                                    | 3                        | 12.5 | 7                 | 2.3  | 10                           | 3.1  |
| Rehabilitation hospital                                     | 0                        | —    | 5                 | 1.6  | 5                            | 1.5  |
| Pediatric hospital  | 0                        | —    | 3                 | 1.0  | 3                            | 0.9  |
| Veterans Affairs (VA) hospital/medical center               | 7                        | 29.2 | 14                | 4.6  | 21                           | 6.4  |
| Skilled nursing facility                                    | 1                        | 4.2  | 4                 | 1.3  | 5                            | 1.5  |
| Private physician's office                                  | 2                        | 8.3  | 0                 | —    | 2                            | 0.6  |
| Audiologist's or speech-language pathologist's office       | 5                        | 20.8 | 7                 | 2.3  | 12                           | 3.7  |
| Speech and hearing center/clinic                            | 1                        | 4.2  | 14                | 4.6  | 15                           | 4.6  |
| Outpatient rehabilitation center                            | 1                        | 4.2  | 7                 | 2.3  | 8                            | 2.5  |
| Clinic chain or franchise                                   | 0                        | —    | 4                 | 1.3  | 4                            | 1.2  |
| Satellite clinic  | 6                        | 25.0 | 9                 | 3.0  | 15                           | 4.6  |
| Other (Please specify.)                                     | 2                        | 8.3  | 16                | 5.3  | 18                           | 5.5  |

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

| Age group               | Audiologists<br>(n = 26) |      | SLPs<br>(n = 302) |      | All respondents<br>(n = 326) |      |
|-------------------------|--------------------------|------|-------------------|------|------------------------------|------|
|                         | #                        | %    | #                 | %    | #                            | %    |
| 6 months or younger     | 3                        | 11.5 | 5                 | 1.7  | 8                            | 2.5  |
| 7 months–2 years of age | 3                        | 11.5 | 23                | 7.6  | 25                           | 7.7  |
| 3–5 years of age        | 4                        | 15.4 | 118               | 39.1 | 120                          | 36.8 |
| 6–11 years of age       | 5                        | 19.2 | 216               | 71.5 | 220                          | 67.5 |
| 12–17 years of age      | 6                        | 23.1 | 194               | 64.2 | 198                          | 60.7 |
| 18–64 years of age      | 21                       | 80.8 | 112               | 37.1 | 132                          | 40.5 |
| 65–74 years of age      | 20                       | 76.9 | 42                | 13.9 | 62                           | 19.0 |
| 75 years or older       | 16                       | 61.5 | 29                | 9.6  | 45                           | 13.8 |

## Services

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

| Service  | Audiologists<br>(n = 25) |      | SLPs<br>(n = 303) |      | All respondents<br>(n = 326) |      |
|--|--------------------------|------|-------------------|------|------------------------------|------|
|  | #                        | %    | #                 | %    | #                            | %    |
| Screening  | 3                        | 12.0 | 114               | 37.6 | 117                          | 35.9 |
| Assessment   | 8                        | 32.0 | 184               | 60.7 | 191                          | 58.6 |
| Treatment  | 12                       | 48.0 | 292               | 96.4 | 302                          | 92.6 |
| Follow-up/monitoring   | 14                       | 56.0 | 169               | 55.8 | 182                          | 55.8 |
| Professional consultation (i.e., client/patient not present) | 12                       | 48.0 | 155               | 51.2 | 166                          | 50.9 |
| Other (Please specify.)                                      | 7                        | 28.0 | 28                | 9.2  | 35                           | 10.7 |

## Service Delivery Models

8. Which of the following service delivery models do you apply through telepractice? (Select all that apply.)

| Model   | Audiologists<br>(n = 24) |       | SLPs<br>(n = 301) |      | All respondents<br>(n = 323) |      |
|---|--------------------------|-------|-------------------|------|------------------------------|------|
|   | #                        | %     | #                 | %    | #                            | %    |
| Individual sessions (including early intervention)                        | 24                       | 100.0 | 300               | 99.7 | 322                          | 99.7 |
| Group sessions where multiple individuals are in a single remote location | 6                        | 25.0  | 121               | 40.2 | 127                          | 39.3 |
| Group sessions where individuals are in multiple remote locations         | 4                        | 16.7  | 66                | 21.9 | 70                           | 21.7 |

## Areas

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

| Area  | Audiologists<br>(n = 25) |      | SLPs<br>(n = 298) |      | All respondents<br>(n = 321) |      |
|---|--------------------------|------|-------------------|------|------------------------------|------|
|   | #                        | %    | #                 | %    | #                            | %    |
| Accent modification                           | 0                        | —    | 26                | 8.7  | 26                           | 8.1  |
| Aphasia                                       | 1                        | 4.0  | 41                | 13.8 | 41                           | 12.8 |
| Articulation/phonological disorders           | 1                        | 4.0  | 210               | 70.5 | 210                          | 65.4 |
| Auditory processing disorder                  | 4                        | 16.0 | 90                | 30.2 | 92                           | 28.7 |
| Augmentative and alternative communication    | 1                        | 4.0  | 69                | 23.2 | 70                           | 21.8 |
| Aural rehabilitation                          | 14                       | 56.0 | 25                | 8.4  | 37                           | 11.5 |
| Autism spectrum disorder                      | 0                        | —    | 157               | 52.7 | 157                          | 48.9 |
| Cochlear implant                              | 1                        | 4.0  | 16                | 5.4  | 16                           | 5.0  |
| Cognitive communication disorders             | 1                        | 4.0  | 102               | 34.2 | 102                          | 31.8 |
| Dysphagia/swallowing                          | 0                        | —    | 24                | 8.1  | 24                           | 7.5  |
| Fluency disorders                             | 1                        | 4.0  | 154               | 51.7 | 154                          | 48.0 |
| Hearing aid/assistive technology              | 16                       | 64.0 | 14                | 4.7  | 30                           | 9.4  |
| Hearing disorders                             | 18                       | 72.0 | 18                | 6.0  | 34                           | 10.6 |
| Language disorders                            | 1                        | 4.0  | 219               | 73.5 | 219                          | 68.2 |
| Learning disabilities                         | 1                        | 4.0  | 121               | 40.6 | 121                          | 37.7 |
| Literacy                                      | 0                        | —    | 80                | 26.9 | 80                           | 24.9 |
| Mental retardation/developmental disabilities | 0                        | —    | 78                | 26.2 | 78                           | 24.3 |
| Motor speech disorders/apraxia                | 1                        | 4.0  | 126               | 42.3 | 126                          | 39.3 |
| Myofunctional disorders                       | 1                        | 4.0  | 18                | 6.0  | 18                           | 5.6  |
| Nonverbal                                     | 0                        | —    | 47                | 15.8 | 47                           | 14.6 |
| Progressive tinnitus management               | 2                        | 8.0  | 0                 | —    | 2                            | 0.6  |
| Voice or resonance disorders                  | 1                        | 4.0  | 74                | 24.8 | 74                           | 23.1 |
| Other (Please specify.)                       | 4                        | 16.0 | 8                 | 2.7  | 12                           | 3.7  |

## Sources of Training/Information

10. Where did you receive your initial training and/or information necessary to provide clinical services via telepractice/telehealth? (Select all that apply.)

| Response   | Audiologists<br>(n = 25) |      | SLPs<br>(n = 293) |      | All respondents<br>(n = 316) |      |
|--|--------------------------|------|-------------------|------|------------------------------|------|
|  | #                        | %    | #                 | %    | #                            | %    |
| ASHA website (Practice Portal page on Telepractice)                                    | 9                        | 36.0 | 104               | 35.5 | 112                          | 35.4 |
| Continuing education conference/workshop (1 or more days)                              | 5                        | 20.0 | 76                | 25.9 | 80                           | 25.3 |
| Continuing education webinar/lecture (1–3 hours)                                       | 8                        | 32.0 | 101               | 34.5 | 108                          | 34.2 |
| Employer/workplace   | 14                       | 56.0 | 171               | 58.4 | 185                          | 58.5 |
| Graduate education course devoted to telepractice/telehealth                           | 0                        | —    | 8                 | 2.7  | 8                            | 2.5  |
| Graduate education course in which telepractice/telehealth was included to some degree | 1                        | 4.0  | 9                 | 3.1  | 10                           | 3.2  |
| Graduate education practicum   | 0                        | —    | 4                 | 1.4  | 4                            | 1.3  |
| Networking with colleagues   | 15                       | 60.0 | 116               | 39.6 | 130                          | 41.1 |
| Professional journals/books  | 8                        | 32.0 | 66                | 22.5 | 73                           | 23.1 |
| Vendor of telepractice platforms or equipment  | 8                        | 32.0 | 47                | 16.0 | 55                           | 17.4 |
| Other (Please specify.)  | 4                        | 16.0 | 33                | 11.3 | 36                           | 11.4 |

11. Where have you received information relative to privacy and/or HIPAA/FERPA requirements and telepractice/telehealth? (Select all that apply.)

| Response  | Audiologists<br>(n = 25) |      | SLPs<br>(n = 293) |      | All respondents<br>(n = 316) |      |
|---|--------------------------|------|-------------------|------|------------------------------|------|
|   | #                        | %    | #                 | %    | #                            | %    |
| ASHA website (Practice Portal page on Telepractice) | 14                       | 56.0 | 201               | 68.6 | 213                          | 67.4 |
| Continuing education programs                       | 11                       | 44.0 | 133               | 45.4 | 142                          | 44.9 |
| Employer/workplace                                  | 15                       | 60.0 | 173               | 59.0 | 188                          | 59.5 |
| Government website                                  | 7                        | 28.0 | 37                | 12.6 | 43                           | 13.6 |
| Graduate education course                           | 0                        | —    | 9                 | 3.1  | 9                            | 2.9  |
| Graduate education practicum                        | 0                        | —    | 8                 | 2.7  | 8                            | 2.5  |
| Networking with colleagues                          | 11                       | 44.0 | 105               | 35.8 | 115                          | 36.4 |
| Professional journals/books                         | 10                       | 40.0 | 71                | 24.2 | 79                           | 25.0 |
| Vendor of telepractice platforms or equipment       | 6                        | 24.0 | 40                | 13.7 | 45                           | 14.2 |
| Other (Please specify.)                             | 5                        | 20.0 | 12                | 4.1  | 16                           | 5.1  |

12. What are your primary sources for ongoing information on telepractice? Rank your top 3 sources.

| Source  | Audiologists<br>(n = 24) | SLPs<br>(n = 294) | All respondents<br>(n = 316) |
|---|--------------------------|-------------------|------------------------------|
|   | Weighted sum             |                   |                              |
| ASHA website (Practice Portal page on Telepractice)                     | 16                       | 351               | 364                          |
| Continuing education programs   | 26                       | 254               | 277                          |
| Employer/workplace  | 36                       | 355               | 391                          |
| Networking with colleagues  | 25                       | 241               | 263                          |
| Professional journals/books   | 10                       | 91                | 100                          |
| Regional telehealth centers   | 3                        | 12                | 15                           |
| SIG 18 Community  | 5                        | 180               | 185                          |
| SIG 18 <i>Perspectives</i>  | 3                        | 98                | 101                          |
| Telehealth membership or training organizations<br>(not ASHA-sponsored) | 11                       | 57                | 66                           |
| Vendor of telepractice platforms or equipment                           | 7                        | 45                | 52                           |
| Other (Please specify.)   | 1                        | 22                | 23                           |

Note. The weighted sum was calculated by recoding the #1 (top) resource to a “3,” the #2 resource to a “2,” and the #3 resource to a “1.” Ratings were then totaled across respondents to create a weighted sum.

### Then and Now

13. How prepared were you to address each of the following aspects of telepractice when you began providing telepractice services?

| Aspect  | Audiologists<br>(n = 24) |      |                   |      |               |      |
|---|--------------------------|------|-------------------|------|---------------|------|
|   | Not at all prepared      |      | Somewhat prepared |      | Very prepared |      |
|   | #                        | %    | #                 | %    | #             | %    |
| Evidence supporting efficacy of telepractice        | 3                        | 12.5 | 11                | 45.8 | 10            | 41.7 |
| Getting started—needs assessment                    | 1                        | 4.4  | 11                | 47.8 | 11            | 47.8 |
| Selecting technology platform                       | 5                        | 21.7 | 10                | 43.5 | 8             | 34.8 |
| Selecting technology equipment for intended setting | 5                        | 21.7 | 11                | 47.8 | 7             | 30.4 |
| Environment, safety, and security                   | 3                        | 13.0 | 8                 | 34.8 | 12            | 52.2 |
| Clinical procedures and resources                   | 1                        | 4.4  | 11                | 47.8 | 11            | 47.8 |
| Client selection and modification of procedures     | 1                        | 4.4  | 12                | 52.2 | 10            | 43.5 |
| Collaboration                                       | 2                        | 8.7  | 13                | 56.5 | 8             | 34.8 |
| Identifying and training facilitators               | 7                        | 30.4 | 12                | 52.2 | 4             | 17.4 |

(Table continues)

13. (Continued) How prepared were you to address each of the following aspects of telepractice when you began providing telepractice services?

| Aspect  | SLPs<br>(n = 292)            |      |                   |      |               |      |
|---|------------------------------|------|-------------------|------|---------------|------|
|   | Not at all prepared          |      | Somewhat prepared |      | Very prepared |      |
|   | #                            | %    | #                 | %    | #             | %    |
| Evidence supporting efficacy of telepractice        | 43                           | 14.7 | 163               | 55.8 | 86            | 29.5 |
| Getting started—needs assessment                    | 39                           | 13.5 | 159               | 55.2 | 90            | 31.3 |
| Selecting technology platform                       | 57                           | 19.7 | 123               | 42.6 | 109           | 37.7 |
| Selecting technology equipment for intended setting | 54                           | 18.6 | 129               | 44.3 | 108           | 37.1 |
| Environment, safety, and security                   | 36                           | 12.3 | 141               | 48.3 | 115           | 39.4 |
| Clinical procedures and resources                   | 32                           | 11.0 | 126               | 43.3 | 133           | 45.7 |
| Client selection and modification of procedures     | 22                           | 7.6  | 152               | 52.2 | 117           | 40.2 |
| Collaboration                                       | 32                           | 11.1 | 148               | 51.2 | 109           | 37.7 |
| Identifying and training facilitators               | 66                           | 23.0 | 155               | 54.0 | 66            | 23.0 |
| Aspect  | All respondents<br>(n = 314) |      |                   |      |               |      |
|   | Not at all prepared          |      | Somewhat prepared |      | Very prepared |      |
|   | #                            | %    | #                 | %    | #             | %    |
| Evidence supporting efficacy of telepractice        | 45                           | 14.3 | 174               | 55.4 | 95            | 30.3 |
| Getting started—needs assessment                    | 40                           | 12.9 | 169               | 54.7 | 100           | 32.4 |
| Selecting technology platform                       | 61                           | 19.7 | 132               | 42.6 | 117           | 37.7 |
| Selecting technology equipment for intended setting | 58                           | 18.6 | 139               | 44.6 | 115           | 36.9 |
| Environment, safety, and security                   | 39                           | 12.5 | 148               | 47.3 | 126           | 40.3 |
| Clinical procedures and resources                   | 33                           | 10.6 | 136               | 43.6 | 143           | 45.8 |
| Client selection and modification of procedures     | 23                           | 7.4  | 162               | 51.9 | 127           | 40.7 |
| Collaboration                                       | 34                           | 11.0 | 159               | 51.3 | 117           | 37.7 |
| Identifying and training facilitators               | 72                           | 23.4 | 166               | 53.9 | 70            | 22.7 |



14. How prepared are you now to address each of the following aspects of telepractice?

| Aspect  | Audiologists<br>(n = 23) |     |                   |      |               |      |
|---|--------------------------|-----|-------------------|------|---------------|------|
|   | Not at all prepared      |     | Somewhat prepared |      | Very prepared |      |
|   | #                        | %   | #                 | %    | #             | %    |
| Evidence supporting efficacy of telepractice        | 1                        | 4.4 | 4                 | 17.4 | 18            | 78.3 |
| Getting started—needs assessment                    | 1                        | 4.6 | 3                 | 13.6 | 18            | 81.8 |
| Selecting technology platform                       | 1                        | 4.6 | 5                 | 22.7 | 16            | 72.7 |
| Selecting technology equipment for intended setting | 1                        | 4.6 | 6                 | 27.3 | 15            | 68.2 |
| Environment, safety, and security                   | 1                        | 4.6 | 3                 | 13.6 | 18            | 81.8 |
| Clinical procedures and resources                   | 1                        | 4.6 | 3                 | 13.6 | 18            | 81.8 |
| Client selection and modification of procedures     | 1                        | 4.6 | 3                 | 13.6 | 18            | 81.8 |
| Collaboration                                       | 1                        | 4.6 | 3                 | 13.6 | 18            | 81.8 |
| Identifying and training facilitators               | 1                        | 4.6 | 5                 | 22.7 | 16            | 72.7 |

  

| Aspect  | SLPs<br>(n = 292)   |     |                   |      |               |      |
|---|---------------------|-----|-------------------|------|---------------|------|
|   | Not at all prepared |     | Somewhat prepared |      | Very prepared |      |
|   | #                   | %   | #                 | %    | #             | %    |
| Evidence supporting efficacy of telepractice        | 3                   | 1.0 | 70                | 24.0 | 219           | 75.0 |
| Getting started—needs assessment                    | 2                   | 0.7 | 57                | 19.6 | 232           | 79.7 |
| Selecting technology platform                       | 6                   | 2.1 | 74                | 25.4 | 211           | 72.5 |
| Selecting technology equipment for intended setting | 6                   | 2.1 | 70                | 24.1 | 215           | 73.9 |
| Environment, safety, and security                   | 3                   | 1.0 | 63                | 21.6 | 226           | 77.4 |
| Clinical procedures and resources                   | 1                   | 0.3 | 45                | 15.4 | 246           | 84.3 |
| Client selection and modification of procedures     | 0                   | —   | 40                | 13.8 | 251           | 86.3 |
| Collaboration                                       | 3                   | 1.0 | 58                | 20.0 | 229           | 79.0 |
| Identifying and training facilitators               | 12                  | 4.2 | 106               | 36.9 | 169           | 58.9 |

(Table continues)

14. (Continued) How prepared are you now to address each of the following aspects of telepractice?

| Aspect  | All respondents<br>(n = 313) |     |                   |      |               |      |
|---|------------------------------|-----|-------------------|------|---------------|------|
|   | Not at all prepared          |     | Somewhat prepared |      | Very prepared |      |
|   | #                            | %   | #                 | %    | #             | %    |
| Evidence supporting efficacy of telepractice        | 4                            | 1.3 | 73                | 23.3 | 236           | 75.4 |
| Getting started—needs assessment                    | 3                            | 1.0 | 60                | 19.3 | 248           | 79.7 |
| Selecting technology platform                       | 7                            | 2.3 | 78                | 25.1 | 226           | 72.7 |
| Selecting technology equipment for intended setting | 7                            | 2.3 | 74                | 23.8 | 230           | 74.0 |
| Environment, safety, and security                   | 4                            | 1.3 | 66                | 21.2 | 242           | 77.6 |
| Clinical procedures and resources                   | 2                            | 0.6 | 48                | 15.4 | 262           | 84.0 |
| Client selection and modification of procedures     | 1                            | 0.3 | 43                | 13.8 | 267           | 85.9 |
| Collaboration                                       | 4                            | 1.3 | 61                | 19.7 | 245           | 79.0 |
| Identifying and training facilitators               | 13                           | 4.2 | 110               | 35.8 | 184           | 59.9 |