



## 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 ( $n = 569$ )	
	#	%
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 ( $n = 45$ )		SLPs ( $n = 476$ )		All respondents ( $n = 518$ )	
	#	%	#	%	#	%
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 (n = 27)		SLPs (n = 307)		All respondents (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 (n = 26)		SLPs (n = 303)		All respondents (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 (n = 24)		SLPs (n = 304)		All respondents (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 (n = 26)		SLPs (n = 302)		All respondents (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 (n = 25)		SLPs (n = 303)		All respondents (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 (n = 24)		SLPs (n = 301)		All respondents (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 (n = 25)		SLPs (n = 298)		All respondents (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 (n = 25)		SLPs (n = 293)		All respondents (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 (n = 25)		SLPs (n = 293)		All respondents (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 (n = 24)	SLPs (n = 294)	All respondents (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 (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 (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 (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 (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 (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 (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 (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