



Issues/Gaps

Nowadays, daily life requires the usage of technology. Being digitally literate means having the ability to know and use digital resources for living and communication. Digital opportunities such as telehealth are important but are not accessible to all populations equitably. How can we work to improve digital literacy a standard throughout Virginia?

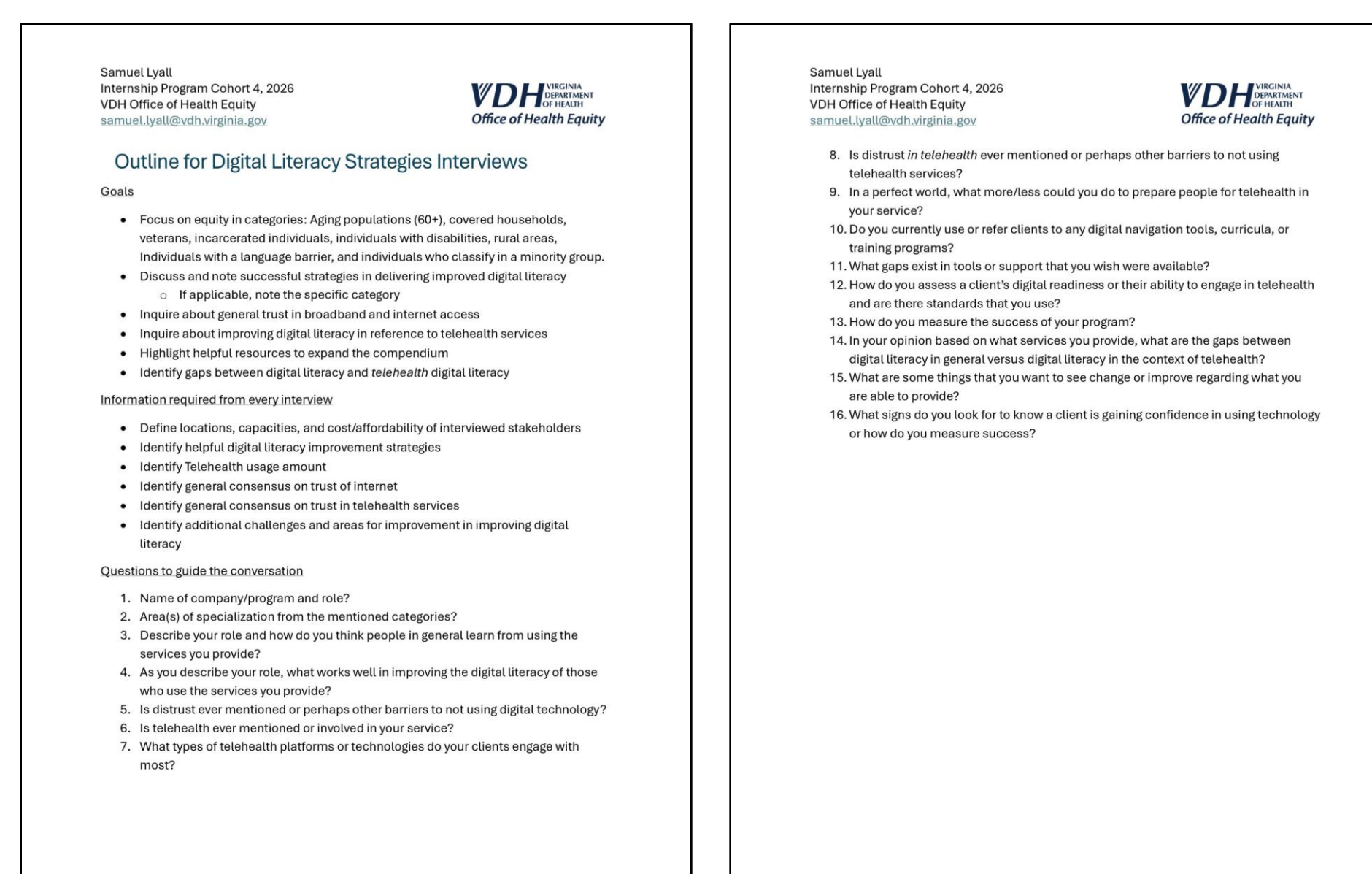
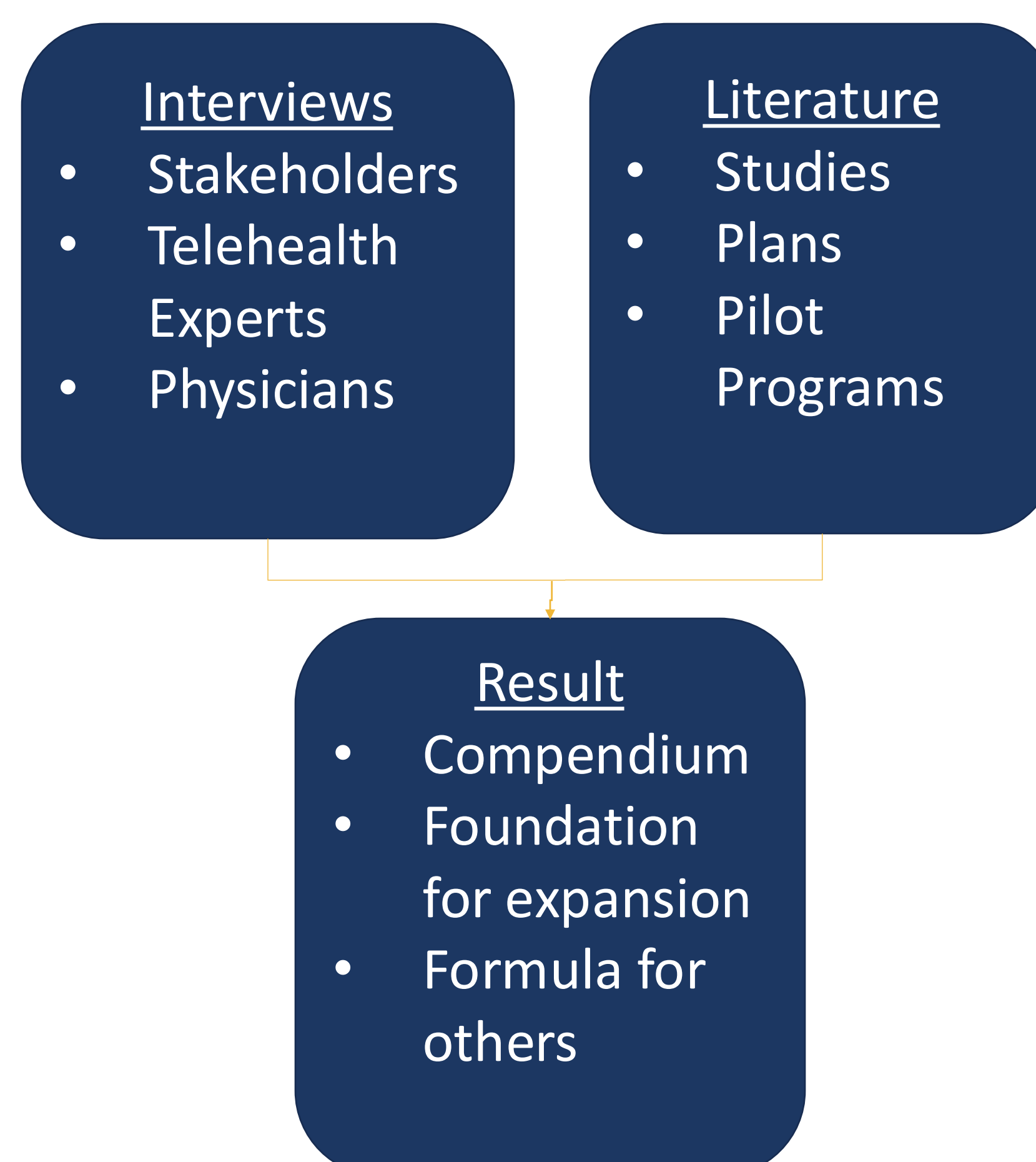
Purpose & Focus

Create a white paper of models and strategies to be used by organizations to provide digital literacy training and support telehealth infrastructure implementation. Highlight successful strategies that have improved digital literacy & technology use among rural residents, incarcerated individuals, immigrants/English language learners (ELL), individuals with disabilities, and the aging population.

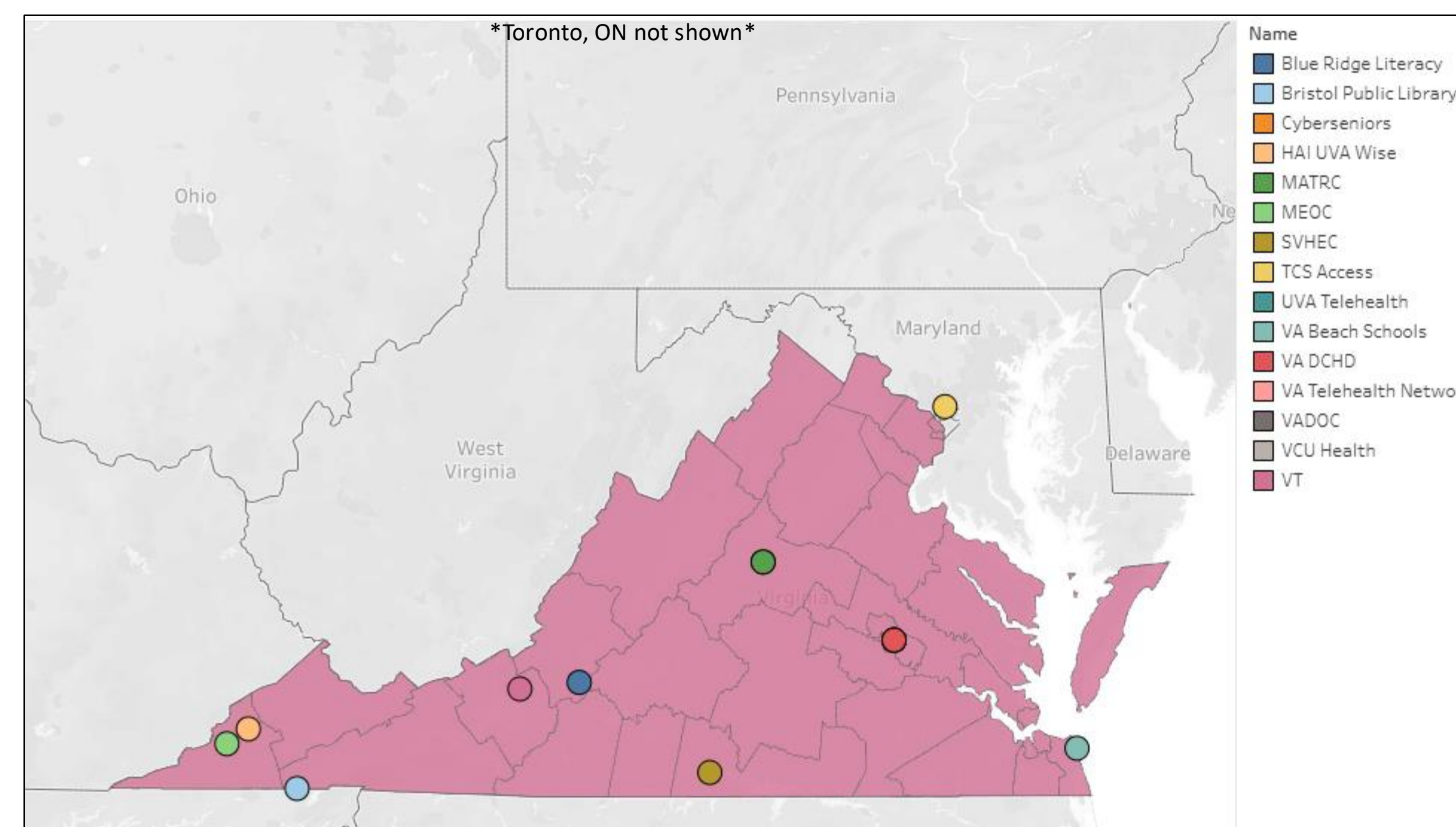
Also explored:

1. Broadband access
2. Technology and education access
3. Policy changes for improved telehealth adoption

Methods



Guiding questions created for interview process



Locations of organizations used for interviews and literature

Highlights of Model Elements

- Individualized attention and mastery-based competency best help inmates
- Hiring trends vary by location and model
- Individuals with disabilities and ELL populations rely on classroom aides
- Public libraries are useful for digital literacy instruction in rural areas
- Device distribution programs help aging populations break free from a device non-adoption cycle

Successful Strategies

Digital Literacy Education

- Low Student:Instructor ratio and small cohort classrooms
- Aide or volunteer programs build community infrastructure while reducing financial burden for instructors
- Digital literacy is a lifestyle adjustment; therefore, practice & patience is required

Digital Literacy Readiness

- Independence is the goal
- Having a support system is essential to answer questions outside of the classroom and keep up with tech usage in daily life
- Former students as aides: “the best way to learn is to teach”
- Routine checks for device compatibility to prevent barriers

Challenges/Implications

For providers

- Medical education should integrate telehealth and Electronic Health Record (EHR) education to prepare providers
- Research should be conducted on what institutions are responsible for providing on-call support for telehealth services. There are financial restrictions, especially for rural health centers.
- Research on remote patient monitoring devices (RPM) and technology compatibility will expand the uses of telehealth and gauging readiness

For organizations

- Funding that takes administrative costs into account so that programs can expand is often rare
- Finding ways to provide consistent support is difficult but essential for learning to stick through practice
- Capacity to implement a pilot and validate digital readiness is limited
- Finding ways to share successes