

Office for the Advancement of Telehealth (OAT)

Evidence-Based Telehealth Network Program (EB TNP) Webinar




Digital Navigators: A Model for Holistic Digital Support

February 27, 2024

3:00-4:00 PM ET



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- There will be **Q & A** time at the end of the webinar
- This webinar will be recorded and posted to www.ruralhealthlink.org

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**Digital
Navigators:
a model for
holistic
digital
support**



**Digital
Navigators**



digitalinclusion.org | [@netinclusion](https://twitter.com/netinclusion) | [#digitalnavigators](https://hashtagger.com/#digitalnavigators)

Today's Agenda

1. Welcome
2. Key Definitions: Digital Equity & Inclusion
3. Intro to the Digital Navigator Model
4. How to Be a Digital Navigator
5. Examples of Digital Navigators in Health Settings
6. Opportunities to Engage
7. Telehealth Resources (Jaleen Johnson)
8. Questions & Comments

Welcome



Abi Waldrup

(she/her)

**Senior Digital Navigator Manager
Durham, NC**

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About NDIA

National Digital Inclusion Alliance advances digital equity by supporting community programs and equipping policymakers to act.

1600+ 50 30

Affiliates

States + DC,
AS, CNMI,
GU, PR, VI

Tribal Entities



Key Definitions

Digital Equity

The **condition** in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy.

Digital Inclusion

The **activities** necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies.

Digital divide is the issue.

Digital inclusion is the work.

Digital equity is the goal.

Elements of Digital Inclusion

**Affordable,
Appropriate
Devices**



**Ongoing
Technical
Support**



**Affordable,
High-Speed
Internet**



**Digital Skills
Training**



The Road to
**Digital
Equity**





The Digital Navigator Model

Key Definition

Digital navigators are individuals who address the whole digital inclusion process – home connectivity, devices, and digital skills – with community members through repeated interactions.



Growth of the Digital Navigator Model

- **Rooted in existing digital inclusion work.**
- **Emerged during the COVID-19 pandemic.**
- **Cultivated by NDIA and the Digital Navigator Working Group who produced:**
 - definition
 - template materials
 - pilot programs
- **Flourished into a flexible and adaptable model.**





**Digital navigators
consistently provide
holistic, individualized
support through
repeated
interactions.**



**One-on-one
interactions
mean
community
members
receive
individualized
support.**

Example:

Christina, a client of Salt Lake City Public Library's digital navigators, was more successful when receiving individualized support:

"I contacted the digital navigator project because I read about it in the paper. I'd had several periods of instruction in using a computer, but that kind of instruction had gone in one ear and out the other. I think that's because I don't speak computer language."



Repeated interactions build trust and provide long-term support.

Example:

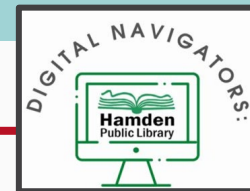
Repeated interactions with a Connect Arizona digital navigator supported Chris's small business goals:



"I struggle with learning and the repeated tutoring has helped me keep my head on straight and keep all this crazy tech knowledge. Could not have gotten my businesses up and running without you."

Example:

Digital navigators at Hamden Public Library helped build self-confidence through social-emotional technology learning:



"I know I can count on the digital navigators, they gave me confidence in myself."



How to Be a Digital Navigator

Digital Navigator Process



Assess Goals & Needs



Evaluate & Discuss Solutions



Refer to Relevant Resources



Digital Skills Training



Appropriate Devices



Affordable Broadband



Check In & Evaluate Progress



Assess & Evaluate Needs

Assess

Evaluate



Digital Skills



Devices



Broadband

Check In

Digital navigators should learn about:

- client goals
- existing skills and resources
- client priorities and preferences

Resources:

- [NDIA's DN Intake Form](#)
- [NDIA's DN Skills Assessment](#)
- [Northstar Digital Literacy Assessment](#)



Support for Digital Skill Learning

Assess

Evaluate



Digital Skills



Devices



Broadband

Check In

Digital navigators typically assist in three ways:

1. Referral to & coaching through existing digital skills resources
 - Self-paced learning
 - Classes
2. Providing 1:1 instruction
3. Leading group instruction



Resource:

[Blog Post: Planning to Build a New Digital Skills Curriculum? Read This First](#)

Assistance Accessing Affordable Devices

Assess

Evaluate



Digital Skills



Devices



Broadband

Check In

Digital navigators typically assist in two ways:

1. Directly provide devices
2. Refer to device programs

All digital navigators should be prepared to provide guidance for selecting an appropriate device.



Resources:

- [Expanding Device Availability for Broadband](#) explainer
- [Digitunity](#)

Appropriate & Affordable Broadband Solutions

Assess

Evaluate



Digital Skills



Devices



Broadband

Check In

To provide assistance, digital navigators:

- understand available connectivity options
- are prepared to discuss pros and cons based on client needs and priorities
- know how to access free and low-cost connectivity options

Resources:

- [Free & Low-Cost Internet Plans Page](#)
- [ACP Resource Page](#)



Digital Navigator Process



Assess Goals & Needs



Evaluate & Discuss Solutions



Refer to Relevant Resources



Digital Skills Training



Appropriate Devices



Affordable Broadband



Check In & Evaluate Progress



Qualities of a Digital Navigator

Members of the Community They Serve

Empathetic

Patient

Problem solvers

Trusted

Culturally competent

Reliable

Service oriented

Flexible

Good humor

Adaptable



Digital Navigator Training

Areas of Training

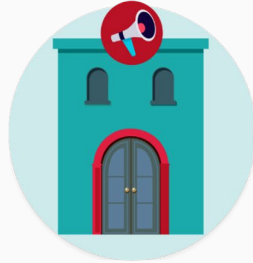
- Orientation to Digital Inclusion
- Digital Divide Data & Research
- Understanding Audience & their Needs
- Asset Mapping & Resources including:
 - Digital Skills & Frameworks
 - Internet Options & the Affordable Connectivity Program
- Evaluation & Reporting



Digital navigators are based in trusted organizations.



**Social Service
Centers**



**Community Action
Agencies**



**Community
Centers**



**Workforce
Development Centers**



Senior Centers



Libraries



211 or 311 lines

Different organizations are trusted by different communities.



Digital Navigators in Healthcare Settings

Link to Care WA

- Community Health Plan of Washington
- Community health workers as digital navigators
- Digital skills training
- Support accessing subsidized devices and internet
- Over-the-phone and in-person



Get Connected, Stay Healthy

Use this website

Scroll down for tips on managing your health care online or by phone. Come back to this page anytime you need it!



Call us

Call 866-757-1832 (TTY: 711) to talk to a real person. One-on-one coaching available Monday – Friday, 8 a.m to 5 p.m.



What can Link to Care WA do for you?



Provide a low-cost phone, and walk you through learning to use it



Connect you to discounted internet



Help you feel confident using online resources to stay healthy



Set you up to visit your doctor by phone or video call

<https://linktocarewa.org/>

Link to Care WA



Llame a nuestra línea directa para hablar con una persona real
866-757-1832 (TTY: 711)
De lunes a viernes,
de 8:00 a. m. a 5:00 p. m.

O visite
[LinkToCareWa.org/es](https://linktocarewa.org/es)

<https://linktocarewa.org/>

- **In-person interactions support:**
 - People with complex medical and social needs
 - Migrant farm workers
 - People experiencing housing insecurity
- **Phone interactions support:**
 - People with limited mobility
 - People without reliable transportation
- **Unanticipated benefits:**
 - Better connections to community for clients
 - Identification other client needs
 - Increased relationships with community partners

Palmetto Care Connections

- Telehealth network
- Trains community health workers on common digital navigator needs
- Dedicated digital navigator provides additional support as needed



<https://www.palmettocareconnections.org/>

Palmetto Care Connections: Testimonials

Device access was critical for Hattie and her mother:

“My mother has cancer and must ride transportation to her doctor in Orangeburg. I now have a device that I can help her providers. **This will keep her from being exposed to illness while her immune system is weak.**”

Emma knew about telehealth options, but needed digital skills to access them:

“The most important thing to me is **learning how to have a telehealth visit without going to the doctor’s office.** I wish I would have had this before I had COVID last year.”

Yvonne was excited about other ways to use the skills she learned for telehealth:

“I am so **excited about the things I have learned like email and taking pictures.** I am looking forward to using my device so I can expand my knowledge.”

Opportunities for Digital Navigators & Community Health Workers

1. Train and serve as digital navigators to their clients.
2. Partner with existing digital navigators to:
 - a. refer out clients who need extra support
 - b. accept referrals for clients that need health-specific support (patient portals, telehealth platforms, etc.)
3. Some combination of both.



Opportunities to Engage with Other Digital Navigators

The background features a teal gradient with large, semi-transparent letters 'N' on the left and 'A' on the right. In the center, there is a faint graphic of a hand holding a smartphone, with a circular glow around it.

Resources at digitalinclusion.org/digital-navigator-model/

Materials such as:

- Job description
- Intake form
- Skills assessment
- One-pagers
- Process explainer
- Webinars

NDIA

The Digital Navigator Model

Adding Digital Equity to Our Social Safety Net

Who Are Digital Navigators?

Digital navigators are individuals who help people connect to digital resources, including devices, connectivity, and digital skills.

Panelists

- Carolyn Bennett Glauda
Southeastern NY Library Resources Council
- Mikhail Sundust
Digital Connect, Gila River
- Emily Corliss
Denver Public Library
- Sarah Radcliffe
Computer Reach

NDIA

What do digital navigators do?

Digital Navigators

Digital navigators consistently provide holistic, individualized support through repeated interactions.

"Holistic support" means digital navigator services include all the key aspects of digital inclusion, including devices, connectivity, and digital skills. The elements are interconnected.

One-on-one interactions mean community members receive individualized support to meet their personal goals however works best for them.

Repeated interactions build trust and provide a human connection along the entire process.

Learn more about the digital navigator model from the National Digital Inclusion Alliance and our community of affiliates at digitalinclusion.org/dn

NDIA
NATIONAL DIGITAL INCLUSION ALLIANCE

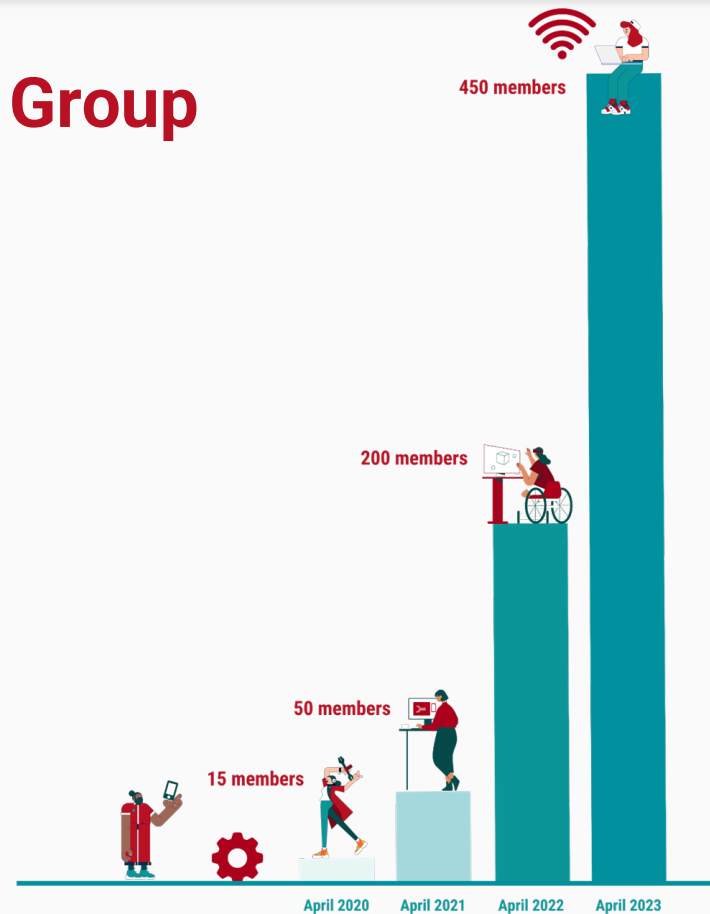
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Join Our Working Group

NDIA's Digital Navigator Working Group

- Community of practice with over 450 NDIA affiliates
- Monthly call & mini-listserv dedicated to discussing digital navigators

Email: abi@digitalinclusion.org



Join the NDIA Community

Become an Affiliate and get free access to:

- ✓ NDIA listserv with free resources, research and tools
- ✓ Monthly Community Calls
- ✓ Monthly Newsletter

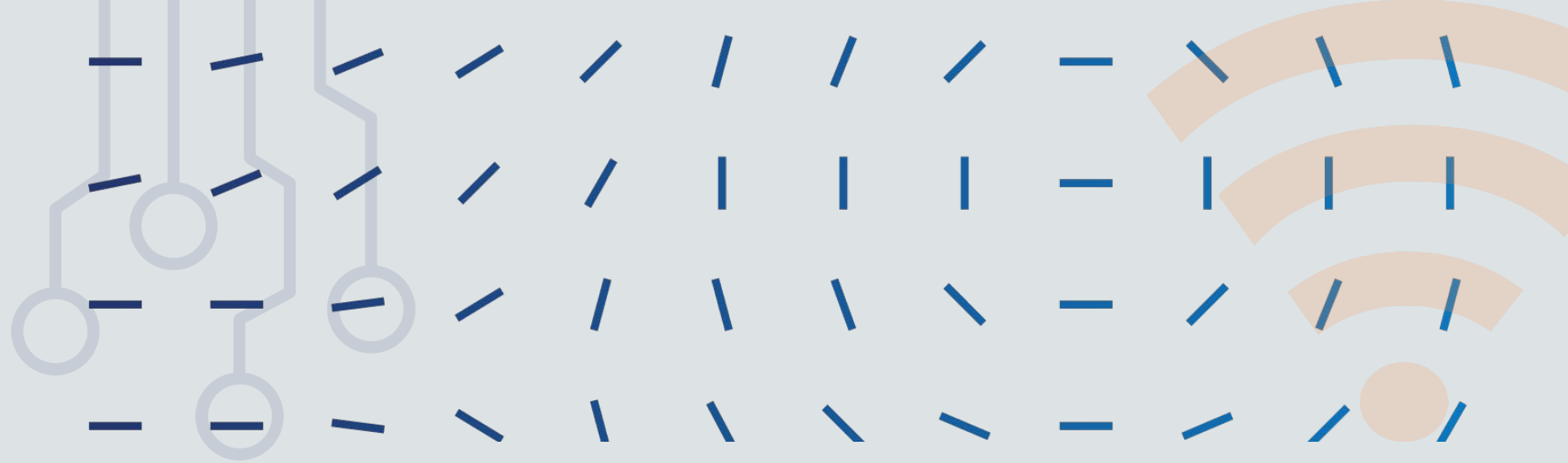


Join NDIA: digitalinclusion.org/join/



digitalinclusion.org |
@netinclusion

THANK
YOU!



Digital Health Equity Resources

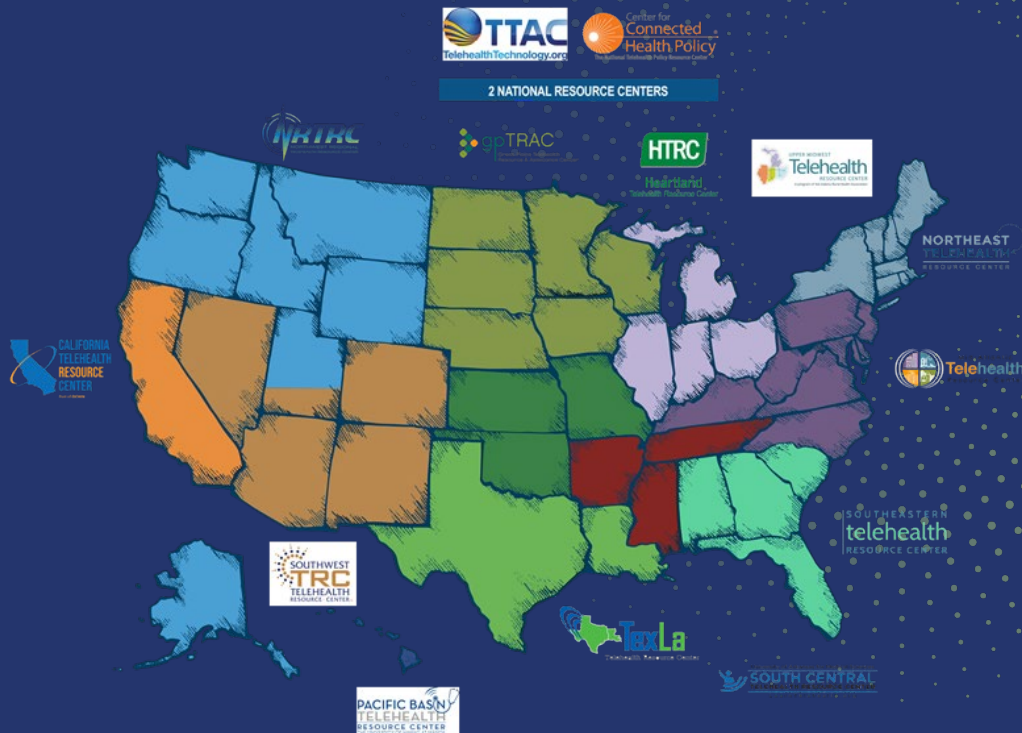
The Northwest Regional Telehealth Resource Center

February 27, 2024



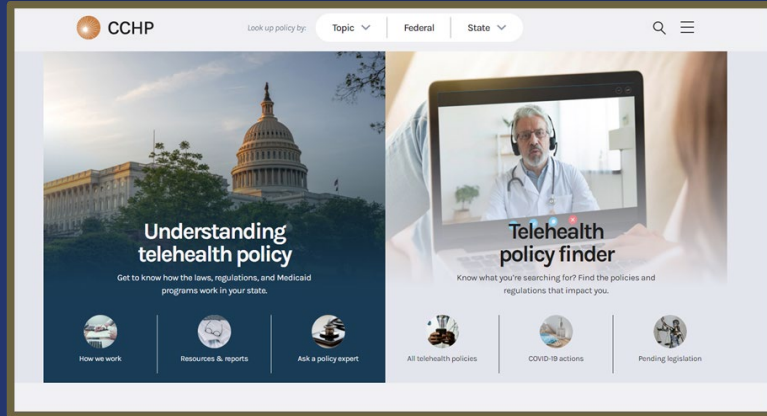
The NRTRC is a part of
the National Consortium of
Telehealth Resource Centers
(NCTRC)

The NCTRC is a collaboration is a
collaboration of 12 regional and 2
nation Telehealth Resource
Centers (TRCs).



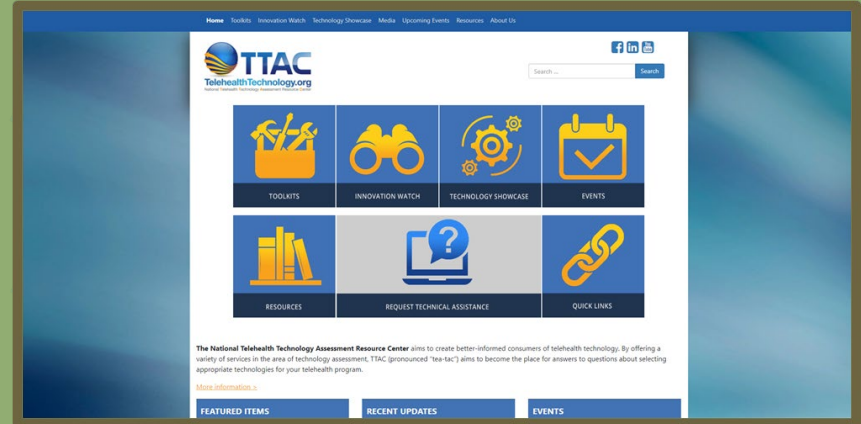
The National Consortium of Telehealth Resource Centers

The Center for Connected Health Policy



CCHP

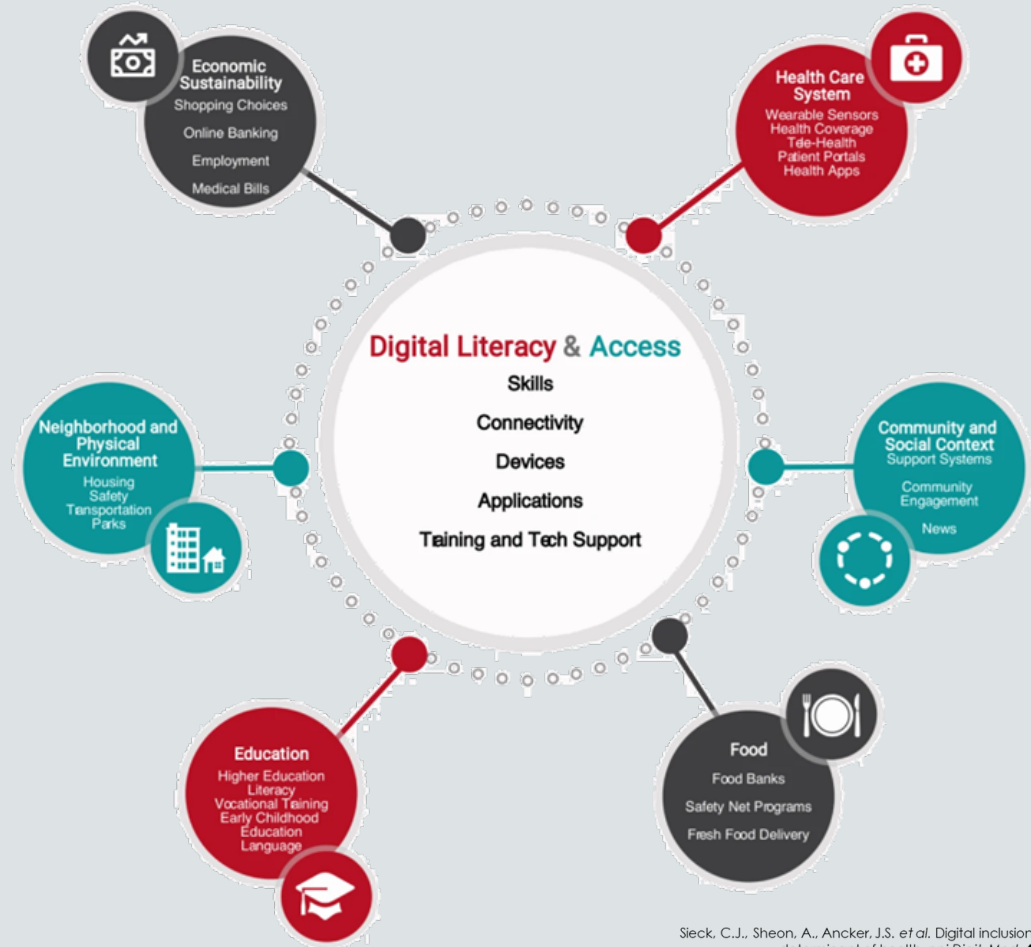
TTAC



The Telehealth Technology Assessment Center

Digital Equity as a Social Determinant of health

- Applications for employment and social services are increasingly and exclusively online
- Sources of health information and patient portals have been digitized
- Increased use of telehealth widening disparities
- Costs of equipping a person to use the Internet and devices to manage healthcare are more sustainable than treating active conditions



TOOLKITS

Digital Navigation Toolkit

BY NCTRC STAFF • AUGUST 8, 2023

Digital Health Navigators are individuals who address the whole digital inclusion process — connectivity, devices, and digital skills — to support community members and provide access to healthcare. This toolkit provides helpful resource links relating to digital navigation.

This post was originally published by NCTRC Staff and provided to NCTRC for syndication.



NAVIGATING the TELEHEALTH NEIGHBORHOOD

A Guide to Telehealth Access for Digital Navigators



Training is Live

Digital Health Navigation Resources

“The ([Navigating the Telehealth Neighborhood](#)) training program seems like one of the most comprehensive training resources for this purpose that I have seen.”

-Success Story from the Course

Telehealth Access Point (TAP) Mapping

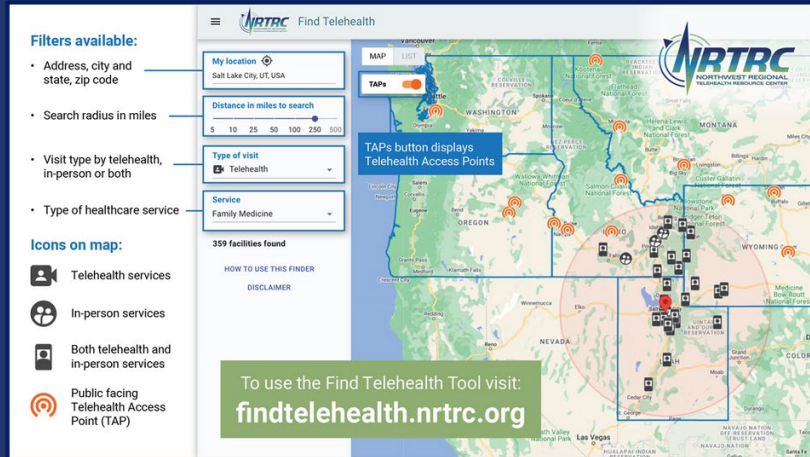


Telehealth services have been shown to greatly improve access to care. Telehealth Locator is a comprehensive source for vital telehealth-related data where you can easily highlight gaps in service, identify resources, and reveal disparities in access to care.

 MAP FOR GRANT WRITER/ RESEARCHER USE	 MAP FOR PROVIDER USE	 MAP FOR POLICYMAKER USE
Maps for the Grantwriter	Map for Providers	Map for Policymakers
The following applications are meant to provide a high-level geographic view of the best locations for telehealth services.	COMING SOON	COMING SOON



- Public space with connection, device and privacy considerations
- May also have support staff
- Scalable at many levels
- Scan the code below to submit a TAP!



Filters available:

- Address, city and state, zip code
- Search radius in miles
- Visit type by telehealth, in-person or both
- Type of healthcare service

Icons on map:

- Telehealth services
- In-person services
- Both telehealth and in-person services
- Public facing Telehealth Access Point (TAP)

To use the Find Telehealth Tool visit: findtelehealth.nrrtc.org



Telehealth in Libraries Guides and Toolkits

[Education Networks
of America Telehealth
in Libraries Guide](#)

[NNLM Telehealth
in Libraries
Training](#)

[Idaho Library
Commission
Telehealth Toolkit](#)



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Day Three Solo Track
Dedicated to Technology and
Digital Health Equity Topics.

...Featuring Aaron Schill of
the NDIA!



Thank You

Questions?

Info@nrtrc.org

