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
Housekeeping

• Lines are muted upon entry. Click the icon to toggle between mute and unmute.

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• Chat is available to communicate with the host, speaker(s), and other participants. Click the icon to start the chat.

• To view closed captioning, click on Live Transcript and select Show Subtitle.

• There will be Q & A time at the end of the webinar

• This webinar will be recorded and posted to www.ruralhealthlink.org
At the end of the workshop, a survey will pop up. Please click “Continue” to complete the survey.
Digital Navigators: a model for holistic digital support
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

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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, Tribal Entities
AS, CNMI, GU, PR, VI
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
Affordable, High-Speed Internet
Digital Skills Training
Ongoing Technical Support

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

1. Assess Goals & Needs
2. Evaluate & Discuss Solutions
3. Refer to Relevant Resources
4. Check In & Evaluate Progress

Digital Skills Training
Appropriate Devices
Affordable Broadband
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
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
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](#)
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

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Digital Skills Training
Appropriate Devices
Affordable Broadband
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

Find job description at digitalinclusion.org/dn
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.

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

https://linktocarewa.org/
Link to Care WA

- **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 of other client needs
  - Increased relationships with community partners

[Link to Care WA](https://linktocarewa.org/)

Llamada 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](http://LinkToCareWa.org/es)
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.”

https://www.palmettocareconnections.org/
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
Resources at digitalinclusion.org/digital-navigator-model/

Materials such as:
- Job description
- Intake form
- Skills assessment
- One-pagers
- Process explainer
- Webinars
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/
THANK YOU!
digitalinclusion.org | @netinclusion
The NRTRC is a part of the National Consortium of Telehealth Resource Centers (NCTRC).

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

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.

“[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

- 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!

To use the Find Telehealth Tool visit: findtelehealth.nrtc.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
NRTRC 2024 Conference
The Next Generation of Telehealth

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

...Featuring Aaron Schill of the NDIA!
Thank You

Questions?
Info@nrtrc.org