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# SENATE RESOLUTION

REQUESTING THE ESTABLISHMENT OF A TELEHEALTH WORKING GROUP TO EXAMINE THE IMPACT OF WIDESPREAD TELEHEALTH ADOPTION DURING THE COVID-19 PANDEMIC AND IDENTIFY PUBLIC POLICY INITIATIVES AT THE FEDERAL AND STATE LEVEL TO OPTIMIZE TELEHEALTH UTILIZATION AS THE STATE TRANSITIONS OUT OF THE COVID-19 PANDEMIC.

1           WHEREAS, the State experienced an increase in the use of  
2 telehealth during the coronavirus disease 19 (COVID-19) pandemic  
3 by a factor of sixty-five and has remained at that level, which  
4 is well above the pre-COVID-19 pandemic usage; and  
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6           WHEREAS, telehealth adoption was most significant with  
7 direct-to-consumer video visits on personal devices and audio-  
8 only telephone visits, often without important elements of the  
9 physical exam or vital signs being obtained during the visit;  
10 and  
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12           WHEREAS, although there is some data to support the safety,  
13 efficacy, timeliness, access, and cost effectiveness of  
14 telehealth, the impact of widespread telehealth adoption in the  
15 State is largely unknown; and  
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17           WHEREAS, although telehealth (video and audio) visits may  
18 improve short-term access to and timeliness of health care,  
19 there may be adverse long-term consequences if patients are not  
20 seen in person for physical examination, lab work, vital signs,  
21 and other in-clinic testing; and  
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23           WHEREAS, a full evaluation of the impact of widespread  
24 telehealth adoption in the State on safety, utilization, total  
25 cost of care, and patient and provider satisfaction to determine  
26 how best to integrate telehealth into in-person practice as the  
27 State transitions out of the COVID-19 pandemic would provide the  
28 State with greater insight into existing telehealth challenges  
29 and benefits; and  
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1 WHEREAS, state agencies, health care systems, insurance  
2 payers, and private organizations in the State individually have  
3 incomplete access to health care utilization, safety, and cost  
4 data, so no single organization can fully and accurately study  
5 the impact of telehealth in the State; now, therefore,  
6

7 BE IT RESOLVED by the Senate of the Thirty-second  
8 Legislature of the State of Hawaii, Regular Session of 2024,  
9 that a Telehealth Working Group is requested to be established  
10 to examine the impact of widespread telehealth adoption during  
11 the COVID-19 pandemic and identify public policy initiatives at  
12 the federal and state level to optimize telehealth utilization  
13 as the State transitions out of the COVID-19 pandemic; and  
14

15 BE IT FURTHER RESOLVED that the Telehealth Working Group is  
16 requested to consist of the following members:  
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- 18 (1) The chairperson of the House of Representatives  
19 standing committee with primary jurisdiction over  
20 health, or the chairperson's designee, who is  
21 requested to serve as co-chairperson of the Working  
22 Group for the purposes of convening the Working Group;  
23
- 24 (2) The chairperson of the Senate standing committee with  
25 primary jurisdiction over health, or the chairperson's  
26 designee, who is requested to serve as co-chairperson  
27 of the Working Group for the purposes of convening the  
28 Working Group;  
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- 30 (3) The Director of Health, or the Director's designee;  
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- 32 (4) The Insurance Commissioner, or the Insurance  
33 Commissioner's designee;  
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- 35 (5) The Administrator of the Med-QUEST Division of the  
36 Department of Human Services, or the Administrator's  
37 designee;  
38
- 39 (6) A representative from the Professional and Vocational  
40 Licensing (PVL) Division of the Department of Commerce  
41 and Consumer Affairs, to be appointed by the Licensing



1 Administrator of the PVL Division, or the Licensing  
2 Administrator's designee;

3  
4 (7) A representative of the Pacific Basin Telehealth  
5 Resource Center of the University of Hawaii at Manoa,  
6 to be appointed by the President of the University of  
7 Hawaii;

8  
9 (8) A representative from the following organizations, who  
10 are requested to be invited by the co-chairpersons:

11  
12 (A) Hawaii Medical Association;

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14 (B) Hawaii Psychiatric Medical Association; and

15  
16 (C) Healthcare Association of Hawaii; and

17  
18 (9) The following members, who are requested to be invited  
19 by the co-chairpersons:

20  
21 (A) Two representatives from health care systems  
22 operating in the State;

23  
24 (B) Two representatives from health insurers, mutual  
25 benefit societies, or health maintenance  
26 organizations operating in the State;

27  
28 (C) One representative from health plans in the  
29 State; and

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31 (D) Any additional members deemed necessary by the  
32 co-chairpersons; and

33  
34 BE IT FURTHER RESOLVED that the Telehealth Working Group is  
35 requested to submit a report of its findings and  
36 recommendations, including any proposed legislation, to the  
37 Legislature no later than twenty days prior to the convening of  
38 the Regular Session of 2025; and

39  
40 BE IT FURTHER RESOLVED that certified copies of this  
41 Resolution be transmitted to the Speaker of the House of  
42 Representatives, President of the Senate, Director of Health,



1 Director of Commerce and Consumer Affairs, Director of Human  
2 Services, President of the University of Hawaii, Insurance  
3 Commissioner, Administrator of the Med-QUEST Division of the  
4 Department of Human Services, President of the Hawaii Medical  
5 Association, President of the Hawaii Psychiatric Medical  
6 Association, and President and Chief Executive Officer of the  
7 Healthcare Association of Hawaii.

