

A DNP Capstone Project That Made a Difference in Health Care Delivery

By
Holly Martin, DNP FNP-BC



VIDEO PROJECT

**THE ROLE OF TELEMEDICINE
AND NURSE PRACTITIONER
UTILIZATION IN THE
DELIVERY OF PRIMARY
CARE: DELIVERING CARE
TO VETERANS IN THE
FRONTIER**

Problem Statement

- » Diffusion of information technology is moving at a slow pace
- » Nurse Practitioners are more likely to adopt innovative health care delivery methods than MDs or PAs
- » Rural health care is in a dire situation

Major Aims

- » Highlight the experience of Veterans receiving telemedicine services
- » Disseminate information about the TEACH grant and its outcomes
- » Illustrate the utilization of telemedicine and nurse practitioners in rural medicine

Literature Review: Key Points

- » Dearth of information regarding telemedicine and primary care
- » Nurse Practitioners are filling the gaps in rural health care and primary care
- » Effectiveness of telemedicine

Telemedicine and Primary Care

- » Very little information exists that specifically describes telemedicine in primary care
- » Most available literature describes the utilization of NPs as assistants to physicians and results are favorable

Bulick, 2004

Chapman ,Zechel, Carter & Abbot, 2004

Young and Ireson, 2008

The Role of the Nurse Practitioner in Rural Health

» Nurse Practitioners and Physician Assistants are more likely to practice in rural and underserved areas than physicians

Hooker, 2006 Grumbach, Hart, Mertz, Coffman, & Palazzo, 2003

» Shifts from primary to specialty care have left considerable gaps in primary care workforce

Ferrer 2007

» NPs fill in the gaps at higher rates than do Physician Assistants and MDs

www.nachc.com, 2008

Effectiveness of Telemedicine



- Effective for delivery of care

Benger, Noble, Coast, & Kendell, 2004

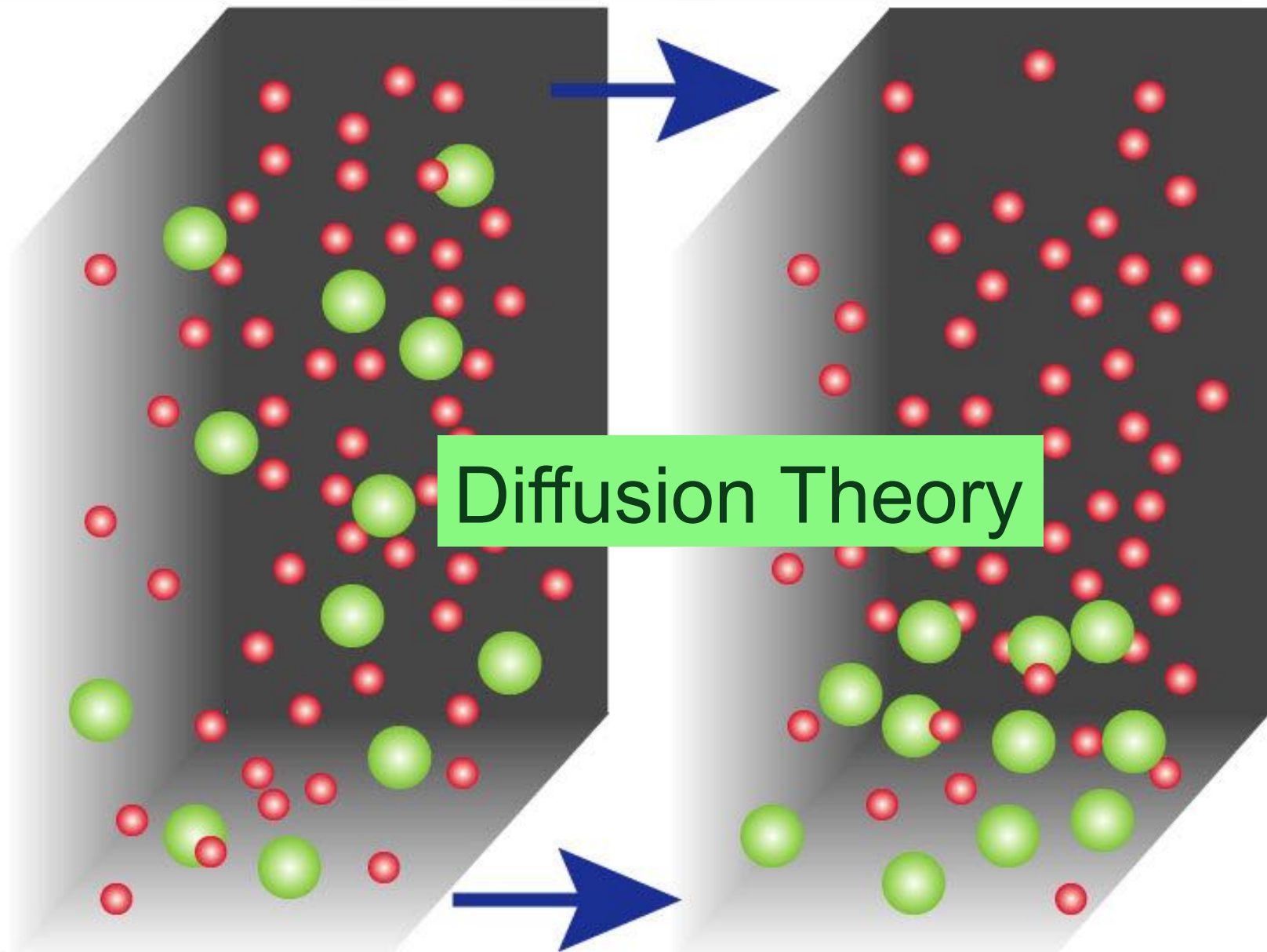
- Cost effective

Young & Ireson, 2003

- Innovative solution to health care

Onor, Urcioli, Misan, Bertossi, Tirone, Aguglia, & Pascolo-Fabricsi, 2008

Theoretical Model



Diffusion - "The process where stuff goes from where there is more of it to where there is less until a balance is reached. Diffusion is a passive process. The stuff just moves where it has to move" arditobook.pbwiki.com

Diffusion of Information Technology

» Ficher, 1992 suggests that:

- Characteristics of innovations determine the rate of adoption
- Are dependent on the users
- Happens in stages
- Users influence the adoption
- Change happens slowly

Implementation

- » What started out as a small instructional video, soon became a large-budget marketing video.



The Process

- » Appeal to the VA
- » Appeal to the Office of Care Coordination
- » Development of a workable script
- » Recruitment of interviewees
- » Logistics of filming in a busy clinic

Behind the Scenes



» One van, three cameras, two sound men, one director, two cameramen, 6 voluntary veterans, 7 boxes of equipment in Elko...

Behind the Scenes



» 4 boxes of equipment in Salt Lake, powder, 3 voluntary employees, 6 blackberries, two landlines, one telemedicine unit with peripherals...

The Final Product

» ***Recent viewings:***

- » House minority and majority committees
- » Rural health conferences nationwide
- » VA national conference on telemedicine and rural health in St. Louis
- » Senate committee on Veterans Benefits

Initial Results



» For about a year, it seemed like nothing was happening

Then....people who had viewed the video started calling and emailing

Results

- » Utilization by Central Office as a marketing tool for both telemedicine and the Medical Home Model
- » Utilization nationwide as an educational video
- » Initiation of this model as the standard for new telemedicine clinics rollout 2010-2011

Conclusions

- » Veteran health care is benefiting from telemedicine
- » Grants and partnerships aid in innovative health care solutions
- » Telemedicine is an effective and innovative health care delivery model
- » Recruitment of NPs is vital to the success of future projects

CUT!!

Questions?

