

Collaboration of DNP Providers and Executives using Telehealth

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Objectives

Attendees will:

- 1) understand what telehealth tools can be used to collaborate with others.
- 2) understand how to develop learning experiences to become proficient themselves as well as to educate collaborators.
- 3) be able to develop an educational program that prepares intraprofessional students to address SDOH through the use of telehealth

Healthcare Technology

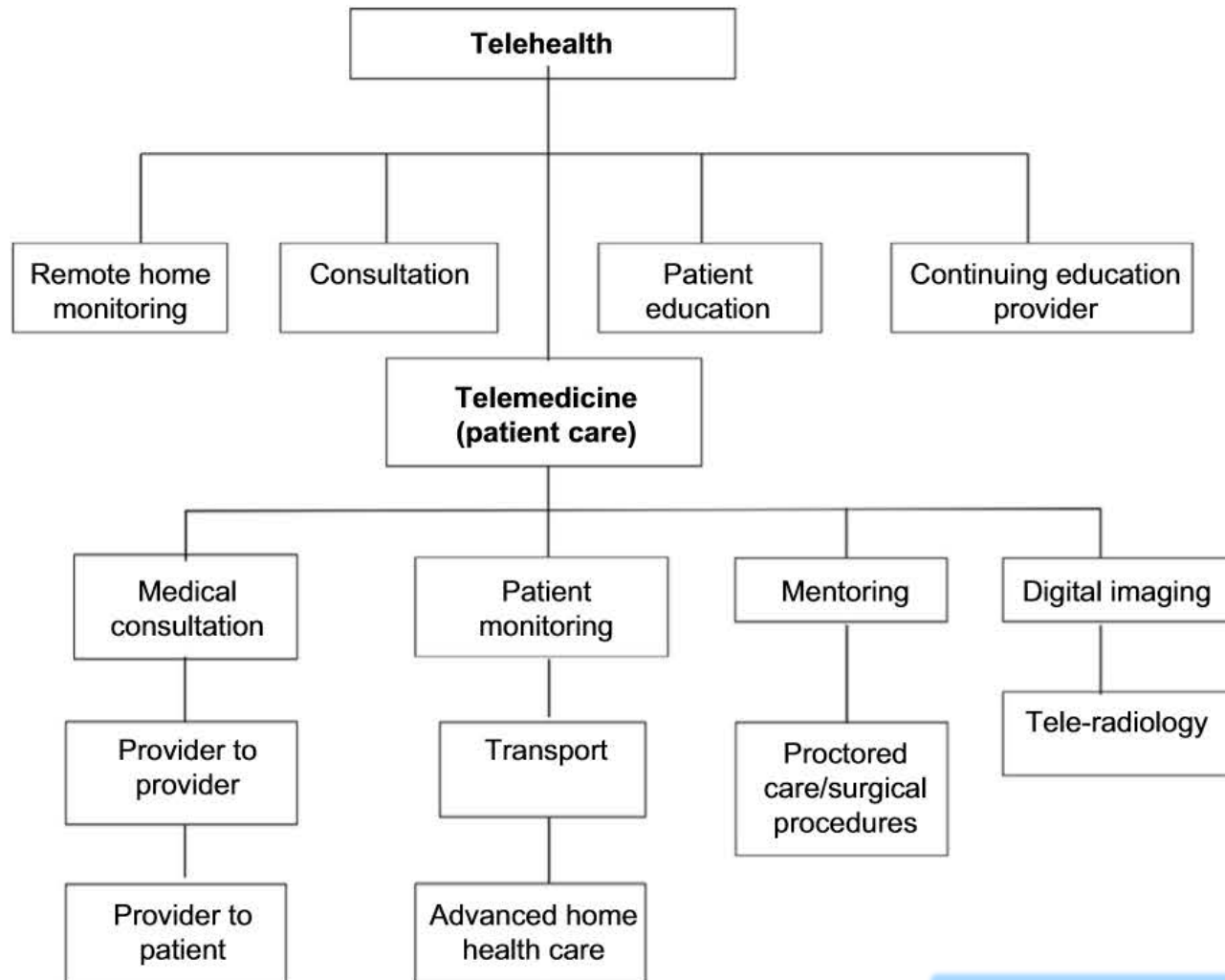


Figure 1 Diagram of telehealth and telemedicine.

Rutledge, C. M., Kott, K., Schweickert, P., Poston, R., Fowler, C., Haney, T. (2017). "Telehealth and eHealth in Nurse Practitioner Training: Current Perspectives". *Advances in Medical Educations and Practice*. 8, 399-409.

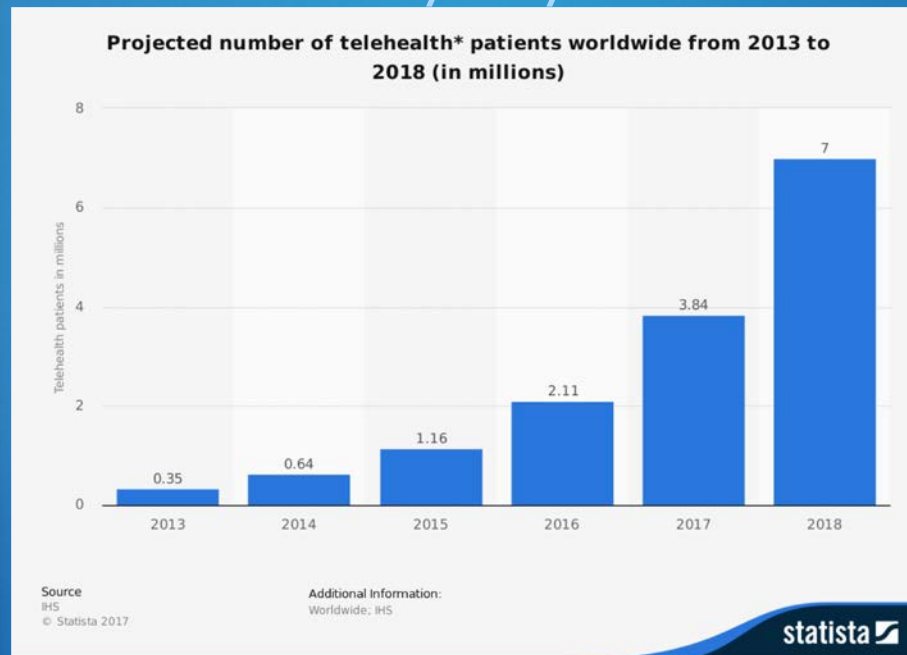
Why Telehealth

- ▶ Removes barriers of:
 - ▶ Distance/Travel/Loss of work
 - ▶ Time
 - ▶ Provider scarcities
- ▶ Improves access
- ▶ Increases quality of care and patient outcomes
- ▶ Ultimately reduces per capita cost of direct and indirect care



Demand for Telehealth Services

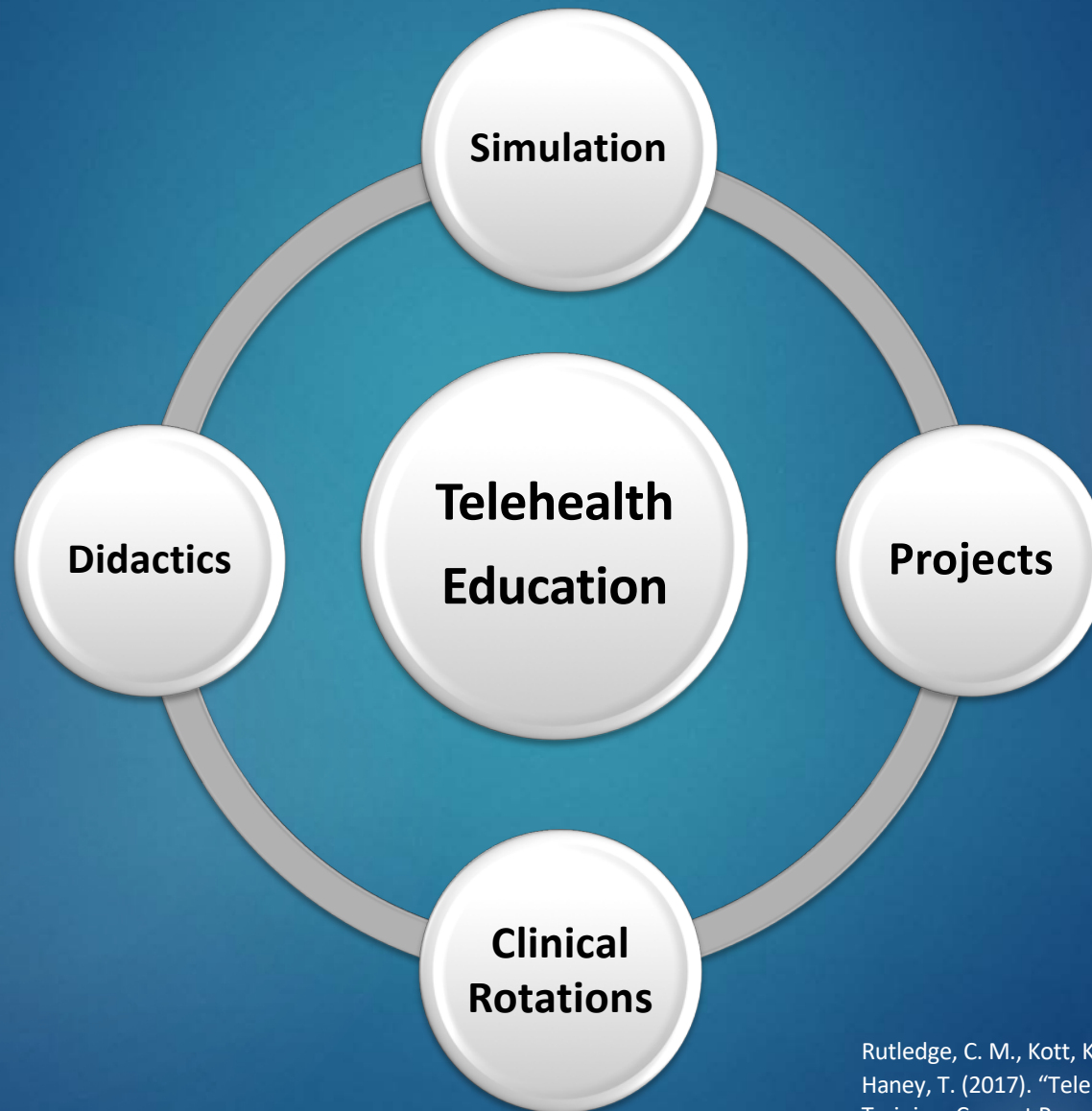
- ▶ Consumers are now expecting telehealth
- ▶ Technology is enhancing everyday life
- ▶ Telehealth enables advanced communication with our patients
- ▶ We are limited only by our creativity



Fields Now using Telehealth

- ▶ Dentistry
- ▶ Counseling
- ▶ Physical and Occupational Therapy
- ▶ Home Health
- ▶ Chronic Disease Management
- ▶ Disaster Management
- ▶ Consumer and Professional Education
- ▶ Specialty Care

NP Education



Rutledge, C. M., Kott, K., Schweickert, P., Poston, R., Fowler, C., Haney, T. (2017). "Telehealth and eHealth in Nurse Practitioner Training: Current Perspectives". *Advances in Medical Educations and Practice*, 8, 399-409.



Didactic Content

Establish Student Buy-In

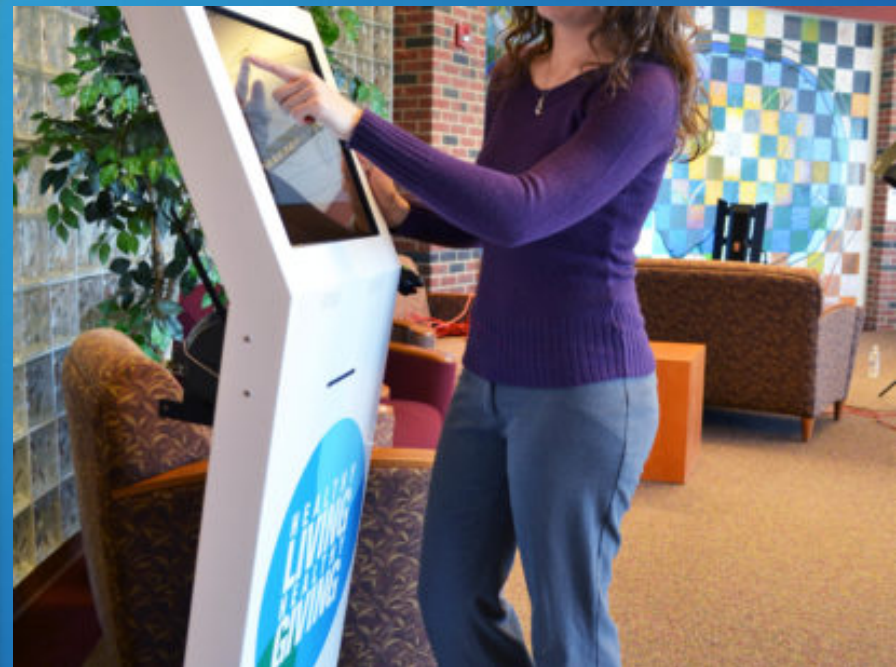
- ▶ **Impact**

- ▶ How it improve healthcare and access
- ▶ Affects Healthcare cost/savings

- ▶ **Connection with other professionals**

- ▶ **Satisfaction**

- ▶ Patient
- ▶ Provider
- ▶ Family members



Equipment

▶ Types of Equipment

- ▶ Videoconferencing
 - ▶ Computer, iPad, iPhone
 - ▶ Large screens
- ▶ Peripherals
- ▶ Robots
- ▶ Carts



▶ HIPAA compliant



Laws & Regulations

Clinical Education	Clinical Practice	Technology
<ul style="list-style-type: none">• State Boards of Nursing• Professional Licensure• Licensure Portability• Nursing Licensure Compact• Masters and Doctoral Education Essentials• Specialty Competencies	<ul style="list-style-type: none">• Nursing Scope of Practice• Health Insurance Portability and Accountability Act (HIPAA) (including consent)• Joint Commission Telehealth Standards• Medicare Conditions of Participation Standards	<ul style="list-style-type: none">• Federal Communications Commission• Health Information Technology for Economic and Clinical Health Act (HITECH)• Food and Drug Administration Guidance on Mobile Medical Apps• Stark and Anti-kickback Statutes

Patient Issues

- ▶ **HIPAA/Privacy**

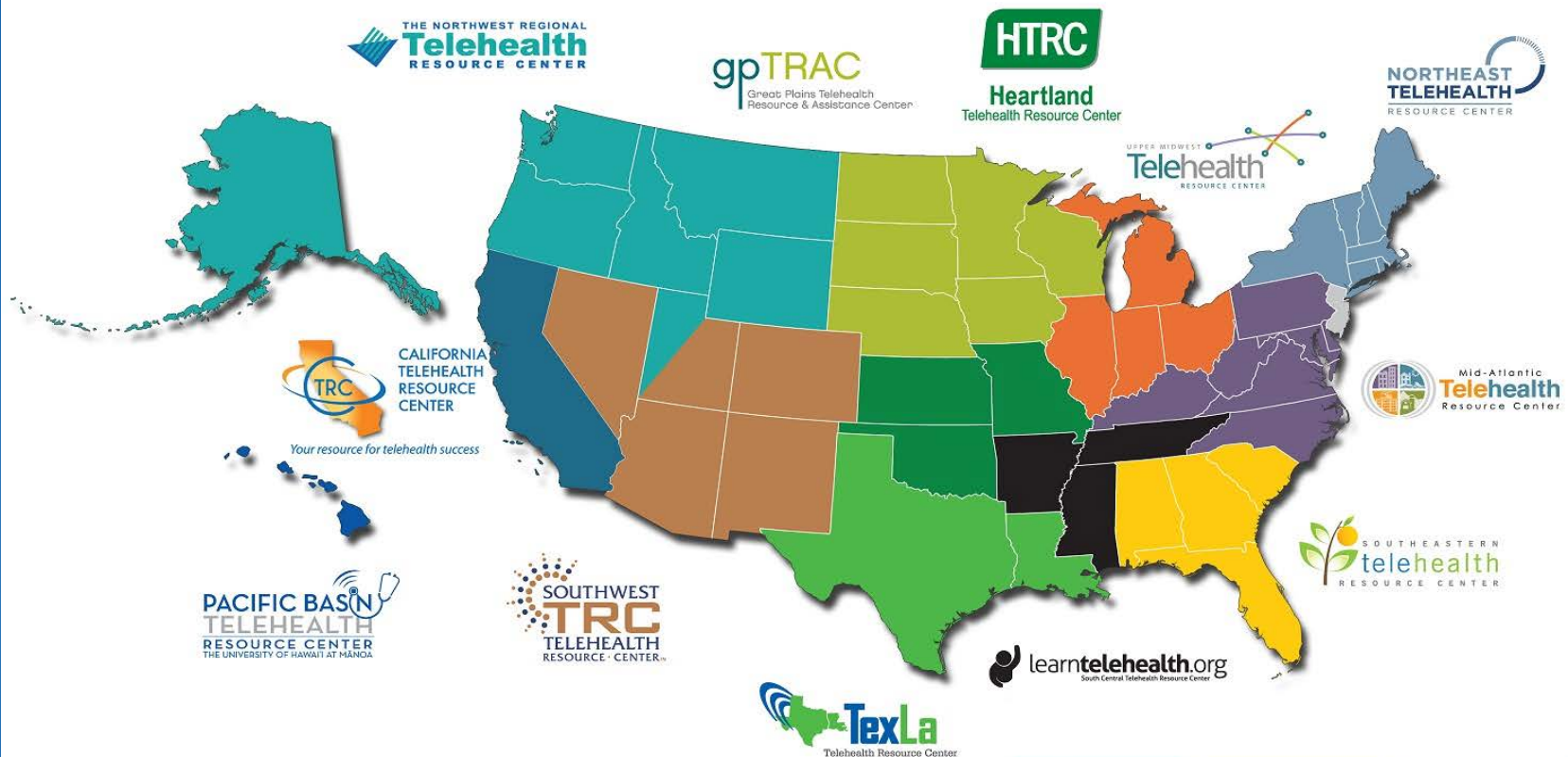
- ▶ Consent
- ▶ Record or film
- ▶ Secure environment
- ▶ Documentation

- ▶ **Cost**

- ▶ Fees may not be covered (i.e. If you submit to Medicare and it is declined, can you bill patient or secondary insurance?)

Resources

TelehealthResourceCenters.org



TTAC
TelehealthTechnology.org
National Telehealth Technology Assessment Resource Center

Center for Connected Health Policy



NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

2 National Resource Centers

12 Regional Resource Centers



Simulation

Simulation Based Learning

- ▶ Allows students to experience telehealth
- ▶ Examples of simulation telehealth training
 - ▶ One-day Program
- ▶ Teaching telehealth etiquette skills

Student Directions

- ▶ During each visit students consider
 - ▶ Telehealth regulations
 - ▶ Telehealth reimbursement
 - ▶ Use of equipment
- ▶ Identify 3 benefits and 3 barriers



One-Day Program

Station A: Shore General Hospital

Your patient, Tabitha, has been admitted for a stem cell transplant and currently has an ANC of 100. Since she is immunosuppressed, use **V-Go** equipment to visit her.



Station D: Medical Apps

Consider medical translation/information **apps** for her ESL bilingual parents and an app for providers to communicate with Tabitha and manage her illness.



Station B: Tabitha's Home

Tabitha has been discharged to home. Work with the home health aide to review Tabitha's clinical data using the **Honeywell** System.

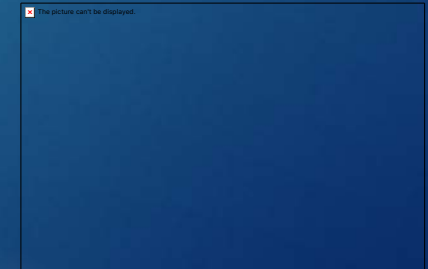


Station C: ES Public Health

Tabitha has a follow-up appointment with her CHKD Oncologist via Telehealth. Help Tabitha use the **Cisco Jabber** equipment.

ODU
DNP
Weekend
Telehealth
Program

Time	Group 1	Group 2	Group 3	Group 4
10:45-11:30	Station A	Station B	Station C	Station D
11:45-12:30	Station B	Station C	Station D	Station A
1:15-2:00	Station C	Station D	Station A	Station B
2:15-3:00	Station D	Station A	Station B	Station C



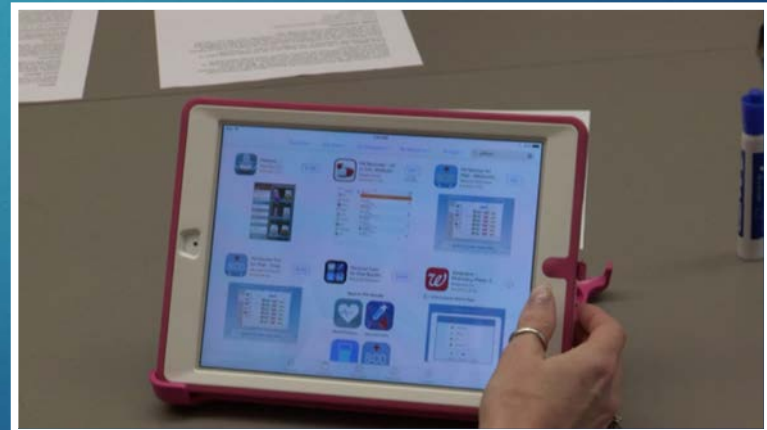
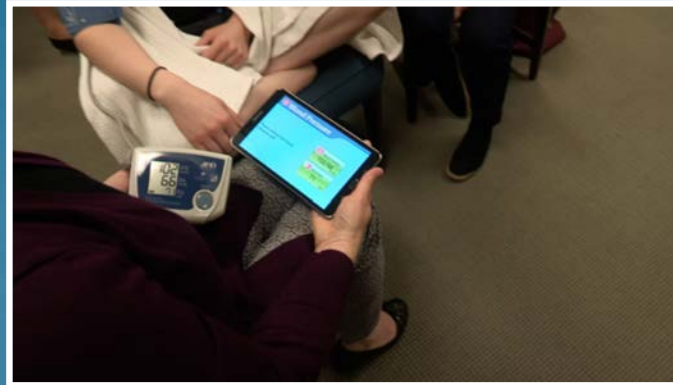
Hospital Technology

- ▶ VGo telepresence Robot
- ▶ Simulated patient visit



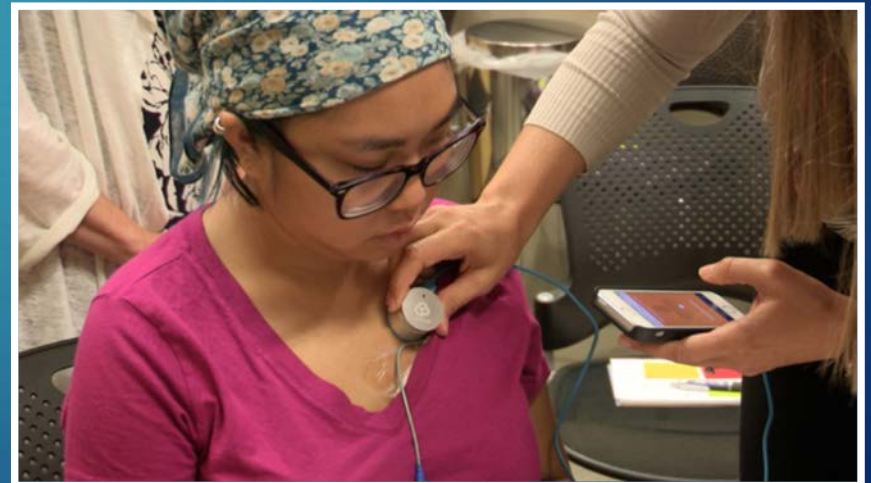
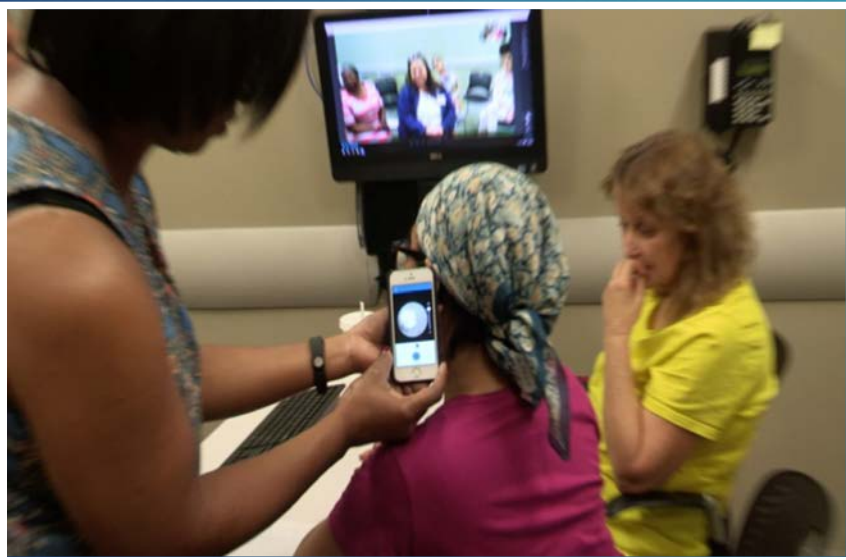
Simulated Home-based Monitoring

- ▶ Synchronously and Asynchronously visited patient



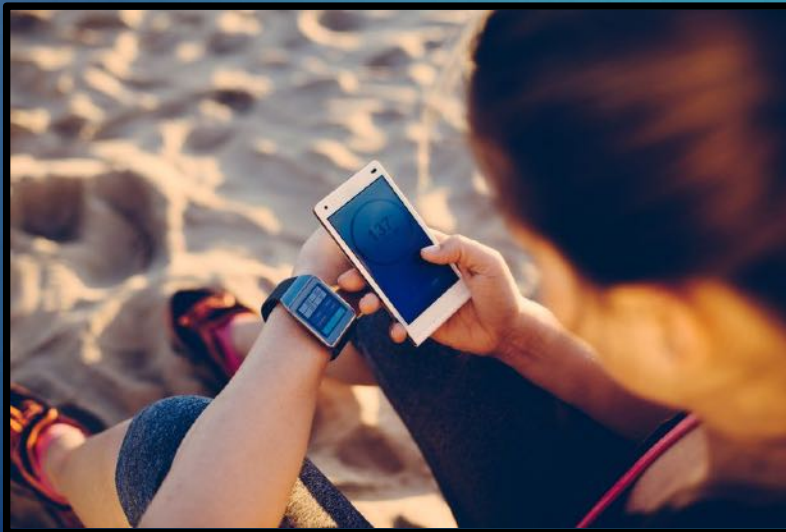
Video Conferencing

- ▶ Utilized Cisco Jabber
- ▶ Simulated synchronous patient provider visit
- ▶ Practice using peripherals



Mobile Applications

- ▶ Reviewed m-health to support:
 - ▶ Patient
 - ▶ Family
 - ▶ Provider



Telehealth Etiquette

- ▶ **What is telehealth etiquette?**
 - ▶ “screen side manner”
 - ▶ The unique skills needed to interact between the technology and the human
- ▶ **Why teach telehealth etiquette?**
 - ▶ Simple yet often forgotten
 - ▶ One of the major reasons providers and patients abandon telehealth

Key Elements

- ▶ Adhere to the 4-Phases of a visit
- ▶ Your canvas (computer screen)
- ▶ Room set-up
- ▶ Lighting
- ▶ Eye gaze
- ▶ Sound
- ▶ Clothing choices
- ▶ Empathy

Common Student Errors

- ▶ Sidebar conversations
- ▶ Finger and pen tapping
- ▶ Not staying within the canvas
- ▶ Inappropriate clothing choices
- ▶ Laughing
- ▶ Drinking and/or chewing gum
- ▶ Looking down and/or taking notes
- ▶ Disinterested facial expressions
- ▶ Long periods of silence
- ▶ Disorganized interview



Common Provider Errors

- ▶ Not checking equipment and starting on time
- ▶ Not following common HIPAA guidelines
- ▶ Not checking background
- ▶ Staying within the screen
- ▶ Inappropriate clothing choices
- ▶ Charting and looking down
- ▶ Forgetting the “small talk”





Practice

Practice Experiences

- ▶ 1-day experience
 - ▶ project
- ▶ Project Echo
- ▶ Clinical Rotation at site that uses Telehealth
- ▶ Site Visits

Daylong Practice Experience

▶ Sites

- ▶ Delivering Site
- ▶ Receiving Site

▶ Expectations

- ▶ Participate 8 hours at site

▶ Project

- ▶ Population/problem addressed
- ▶ Role of site
- ▶ Steps to setting up site
- ▶ Benefits and Barriers
- ▶ Plan to establish similar telehealth program in their site

Project ECHO

▶ Expectations

- ▶ Participate in ECHO program of their choice
- ▶ Encouraged to become a regular member
- ▶ Submit a case

▶ Project

- ▶ Population/problem addressed
- ▶ Role of those on resenting team
- ▶ How information obtained can be used in student's practice
- ▶ Benefits and Barriers

Clinical Rotations

▶ Expectations

- ▶ Participate in semester-long clinical rotation in site that provides care using telehealth
- ▶ Time providing care via telehealth counted as clinical hours
- ▶ Same expectations are required of student regarding knowledge, skills, and performance as with in-person visit such as:
 - ▶ History & Physical Assessment
 - ▶ Diagnosis and treatment planning
 - ▶ Communication skills
 - ▶ Empathy
 - ▶ Patient Education
 - ▶ Charting
 - ▶ HIPAA

Site Evaluations

▶ Expectations

- ▶ Participate in semester-long clinical rotation in site that provides care using telehealth
- ▶ Time providing care via telehealth counted as clinical hours
- ▶ Same expectations are required of student regarding knowledge, skills, and performance as with in-person visit such as:
 - ▶ History & Physical Assessment
 - ▶ Diagnosis and treatment planning
 - ▶ Communication skills
 - ▶ Empathy
 - ▶ Patient Education
 - ▶ Charting
 - ▶ HIPAA

Words to Live By

- ▶ Don't let a telehealth business model be in conflict with your professional responsibilities, ethical values and duties to the patient, families, profession and yourself
- ▶ Know the boundaries of telemedicine respective to your patient population and don't cross it.
- ▶ It is not always a replacement for in-person visits, it is a supplement
- ▶ Use the type of services needed for your practice

Questions?



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