

How to Assure Quality in Telehealth Home Visits

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Objectives

- Identify policy and protocol needs for a quality telehealth program
- Establish interventions to promote the clinician-patient relationship
- Identify gaps in telehealth care
- Describe barriers inherent in delivery of healthcare via technology



POLL:

Have you been able to
implement telehealth
policies?

Developing Policy and Protocols

- Do you have a telehealth policy addressing security and patient privacy?
- Are your policies consistent with the technology platform being utilized?
- Have you developed a protocol for initiating telehealth visits?
- What types of patient needs can be met via telehealth?
- What is the best balance of telehealth and in-person visits?



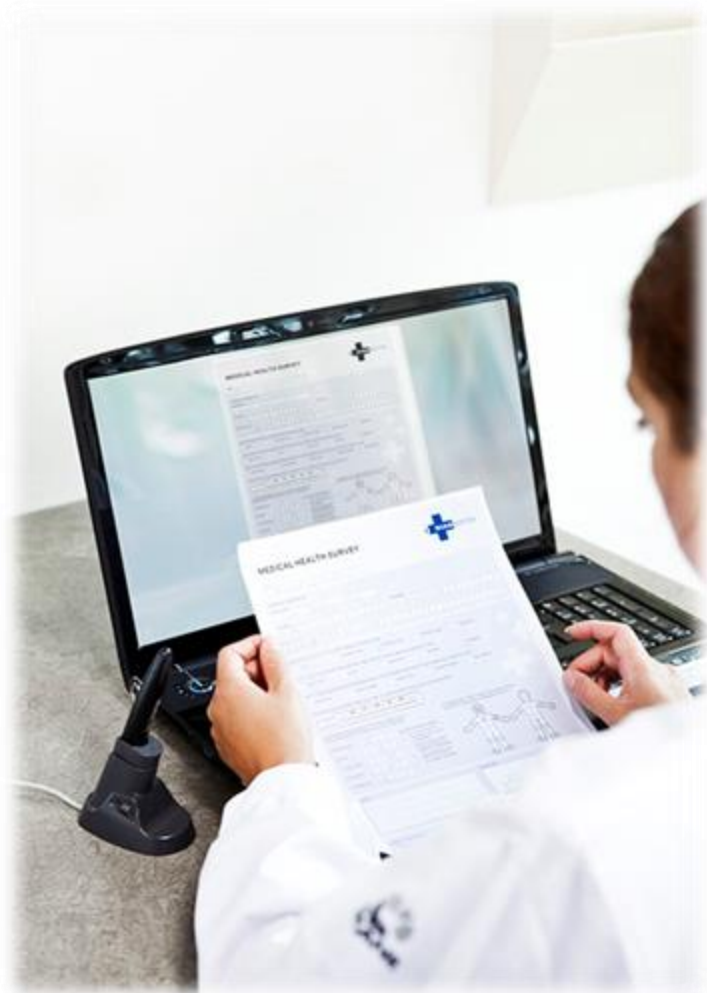
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Policies and Protocols



- Connectivity and Security
- Technical Support
- Patient and visit types appropriate for telehealth
- Clinician Competency

Policies and Protocols



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- **Visit Setting**
 - **Clinician**
 - Quiet Room
 - Background
 - Technology issues
 - **Patient**
 - Device access
 - Family or caretaker support

Policies and Protocols

- All patient care standards apply
- Consider written guidelines for telehealth visits
 - Guidelines focus on patient needs
- Staff education
- Orientation



Policies and Protocols

The Nursing Process



Assessment



Diagnosis



Outcome Identification



Planning



Implementation

Coordination of care

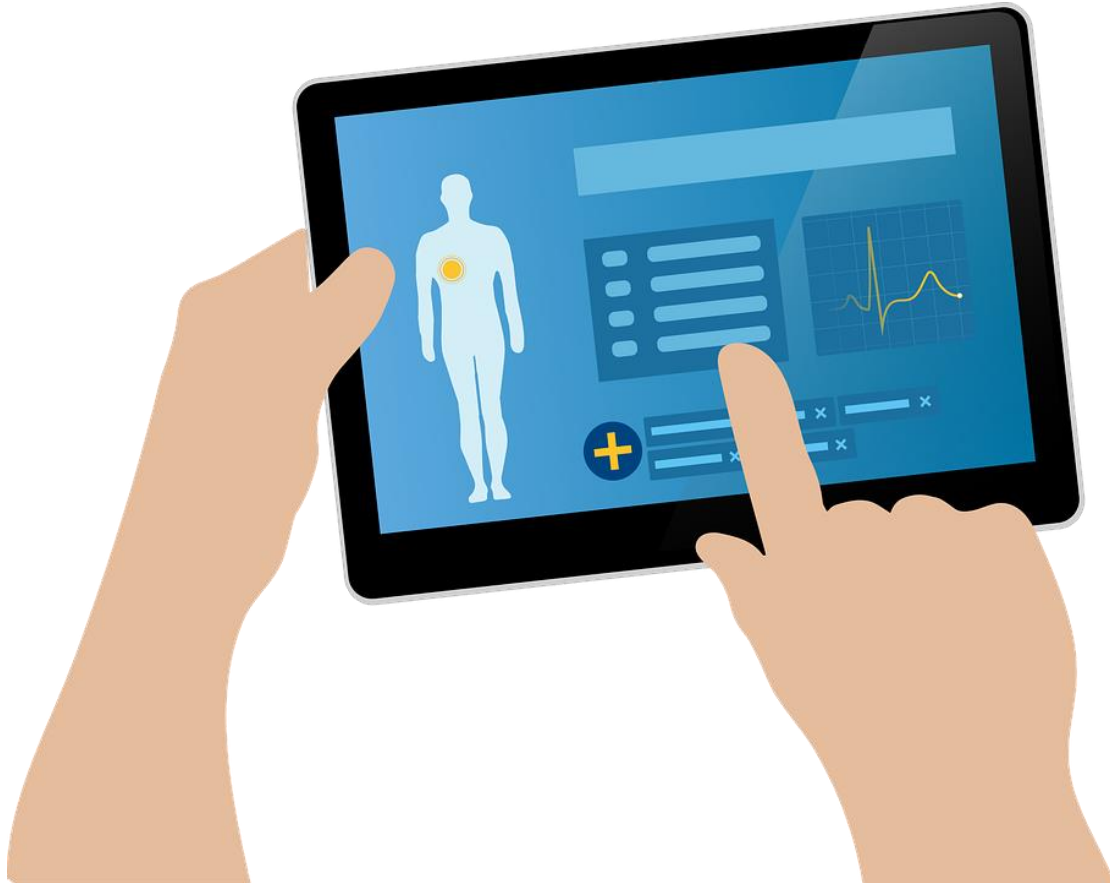
Health teaching and promotion



Evaluation

Frequently Scored Survey Findings

Joint Commission survey findings from telehealth visits



- Not documenting nursing actions and patient responses during the telehealth visits
- Telehealth visits not on the POC
- Not following the frequency of the telehealth visits on the POC

POLL:

Your biggest challenge to
developing telehealth
policies?

The Clinician-Patient Relationship

Assessing through Technology

- Technology check
- Remote patient monitoring
- Look into the camera
- Transmission delays
- Involving caregivers
- Interruptions
- Ending the visit



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The Clinician-Patient Relationship

- Assessing the patient
- Provide ample response time
- Use of telemonitoring
- Good assessment skills
 - Heightened awareness
 - Listening
 - Verbal and visual cues
 - Observing the environment



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The Clinician-Patient Relationship

- Providing emotional and psychological care
 - Open-ended questions
 - Paraphrasing
 - Validating
 - Reflection
- Convey empathy
- Bereavement



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The Clinician-Patient Relationship

**Any activity that encourages
a patient to be involved
in his/her care
is patient engagement.**

The Clinician-Patient Relationship

- Patient Engagement
 - Engagement can occur through
 - Telephone calls and messages
 - Remote monitoring
 - Disease management programs
 - Patient applications
 - Successful patient engagement leads to better outcomes and patient satisfaction



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Identified Gaps in Telehealth Care

1. Clinician Readiness

Need exposure, success stories, testimonials by clinicians and patients

2. Clinician Education

Telehealth technology education program

3. Inadequate systematic guidelines and policy

Need Leadership support and engagement

Identifying Gaps in Your Telehealth Program

- Quality Assurance
 - Patient and clinician feedback
 - Observe telehealth visits
 - Audit telehealth visit documentation
 - Outcome data
 - PDSA cycle or QAPI process



Telehealth Barriers

- Language or cultural differences
- Learning disabilities
- Certain psychiatric diagnoses
- Need for hands-on care
- Environmental assessment



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Telehealth Challenges

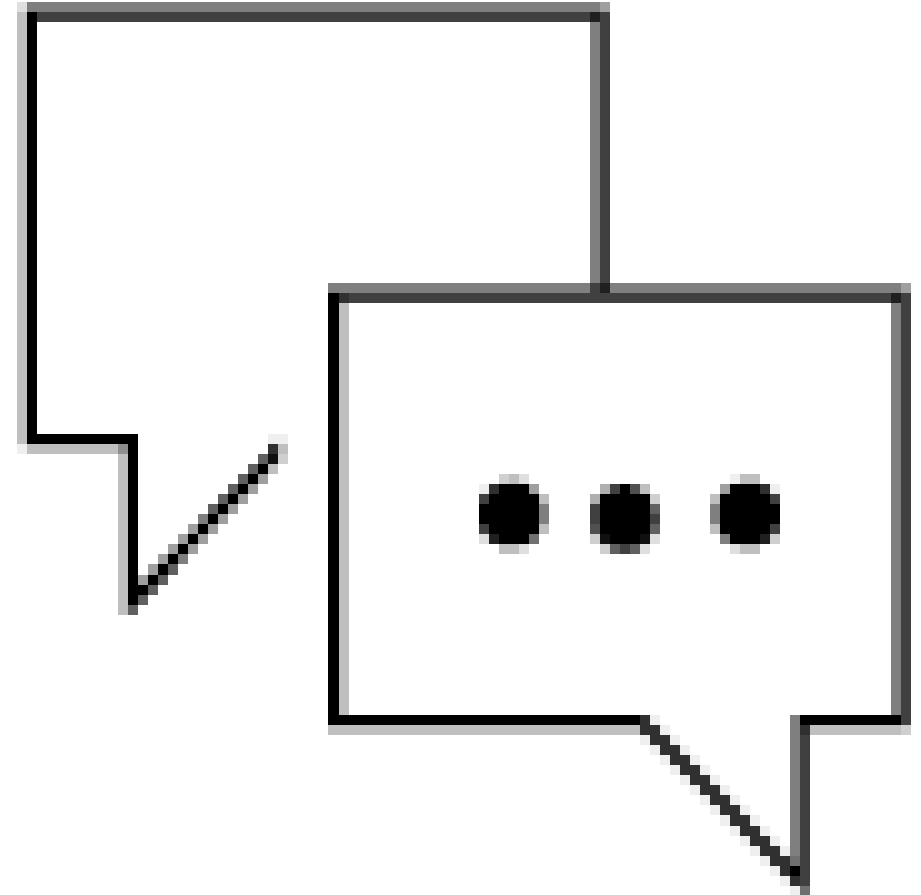


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- Limited view of a patient's environment
- Lack of human contact
- Alert fatigue
- Reimbursement issues

As We Conclude

- **Give Your Feedback**
Complete brief survey
- **Contact Us!**
Phone: 630-792-5070
Email: homecare@jointcommission.org
Web: www.jointcommission.org/homecare
- **Follow us on social media!**



Thank You!



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