ARE YOU READY FOR TELEHEALTH?
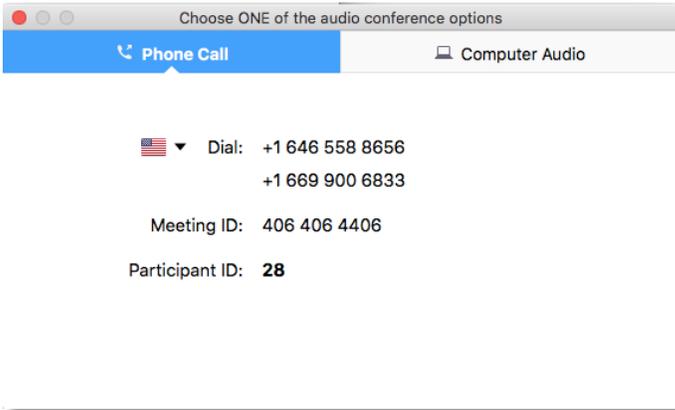## ASSESSING YOUR HEALTH CENTER FOR TELEHEALTH IMPLEMENTATION

APRIL 23, 2019

TONI WOOD, CPHIMS

Zoom tips and tricks!

CHAT: Please jump in if you have something to share, but we also have this nifty chat function.
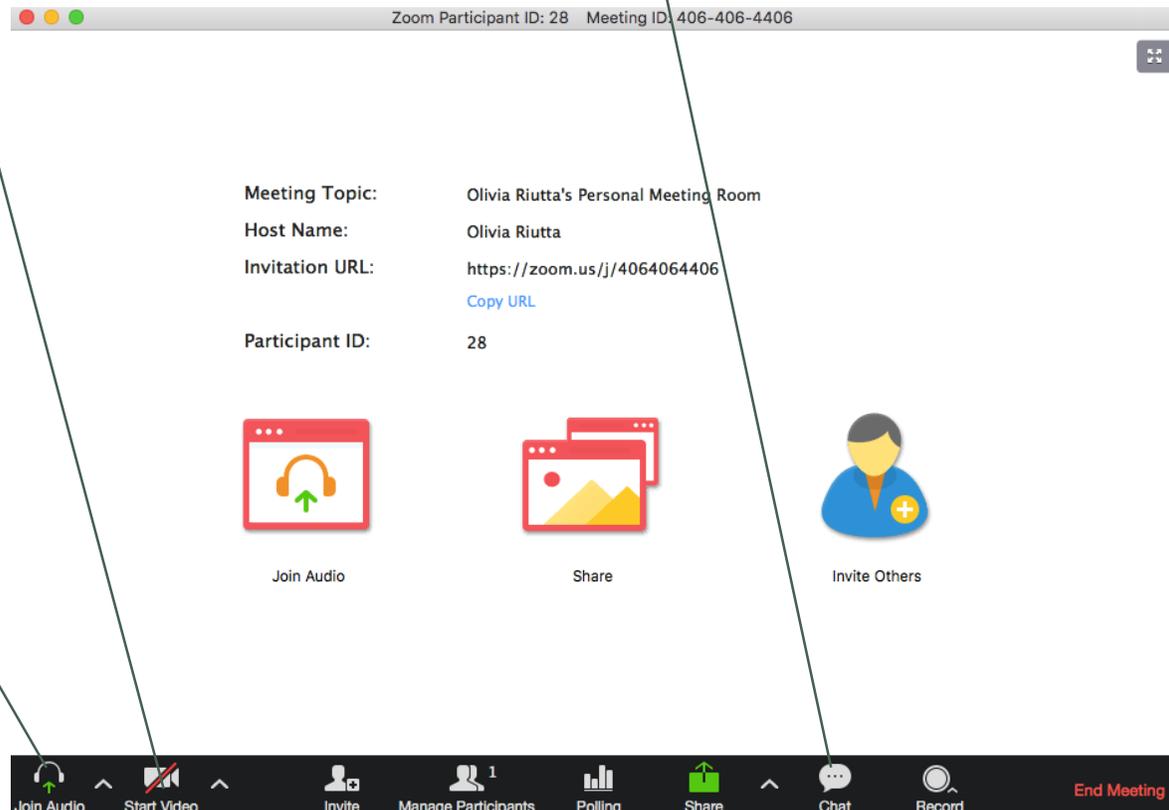
VIDEO: We want to see you! If your camera isn't on, start your video by clicking here.

ATTENDANCE: If there are multiple attendees together on the call, please list the names and your location in the chat box

AUDIO: You can use your computer speakers or your phone for audio. The phone is generally better quality. If you click "Join Audio," this "Choose one…" box will pop up. If you dial in, just make sure you include your audio code.

MUTE/UNMUTE: *6 or click the mic on the bottom left of your screen.

Choose ONE of the audio conference options

📞 Phone Call   💻 Computer Audio

🇺🇸 ▾   Dial: +1 646 558 8656
                  +1 669 900 6833

        Meeting ID: 406 406 4406

        Participant ID: **28**

Zoom Participant ID: 28   Meeting ID: 406-406-4406

Meeting Topic: Olivia Riutta's Personal Meeting Room
Host Name: Olivia Riutta
Invitation URL: https://zoom.us/j/4064064406
                    Copy URL

Participant ID: 28

Join Audio   Share   Invite Others

🎧 Join Audio   📹 Start Video   Invite   Manage Participants   Polling   Share   Chat   Record   End Meeting

🎙 Mute   📹 Stop Video

Upcoming HCCN Training Sessions

Using Virtual Health to Enhance Patient Care Webinar

Tuesday, May 28th at 11:00 a.m.

HIPAA and Virtual Health in Person Training

Wednesday, June 6th and Thursday, June 7th

Helena, MT

Upcoming Training

Agenda

Key Considerations

Refresher on Modalities, Needs Analysis and Telehealth Plan

Assessing Organizational Readiness

Planning for Telehealth

Implementing Telehealth

Key Considerations

- Why is Assessment and Planning so Important?
  - A 2016 study found 50% of IT projects fail
    - Time, resources, funds, weak ownership, stakeholder involvement/engagement, unclear objectives, communication, etc.
- Take the time to carefully identify and define program needs before beginning to build a foundation for a successful outcome
- Having a structured development process allows you to consider decisions and impact before making technology purchases and other costly decisions
- Involving Key Players in the process will help ensure your success

Key Players

- Leadership Champion
- Project Manager/Leader
- Provider Champion
- Clinical Staff
- Administrative Staff
- Billing Staff
- IT/EHR

Compliance/Legal

Telehealth Modalities

Live Video
(aka Synchronous)
Virtual Patient Visits

Store and Forward
(aka asynchronous)
Retinal Screens, Dermatology,
Radiology, Glucose Uploads

Remote Patient Monitoring
Can be Synchronous or
Asynchronous

Mobile Health/mHealth

Assess: What are your needs?

Perform needs analysis to provide a clear understanding of the scope of the project.

- Why do we need telehealth?

- What are the needs that we hope to address?
  - Patients
    - Chronic Disease Management
    - Access to Specialty Care
  - Providers
    - Care to other sites saving time/expense of travel
    - Distance Learning
  - Organization
    - Financial Viability
    - Will there be a return on investment?

Develop a Telehealth Plan to Meet Your Needs

- Once needs have been assessed, decide which services you would like to deliver

- Determine how the services will be delivered
  - Where will the patient be located?
  - Where will the provider be located?
  - Will you use existing clinical providers?
  - Who is going to do what?

- Determine what you need to deliver defined services
  - Will you need to contract with outside providers?
  - What technology model will you use?
  - Is existing technology sufficient?
  - Is video/audio quality adequate?

Assessing Organizational Readiness

Organizational Readiness

- ◦ The **ability** and **willingness** of an organization to shift from its current way of operating
- ◦ Awareness of the current state of an organization in the context of going somewhere new
- ◦ The extent to which **organizational** members are psychologically and behaviorally prepared to implement **organizational** change

Benefits of Assessing Organizational Readiness

- Major Challenges can be identified and addressed
- Supporters can be leveraged to help assist with the process
- Steps can be taken to improve readiness if necessary
- Provides opportunity to determine change management needs

Assessing Organizational Readiness

- Does the desired change meet the needs of your current vision, mission and strategic plan?

- Is the proposed telehealth plan consistent with your organization's values and culture?

- Are resources available to begin development of the proposed project?

- Does the proposed program have a champion?

- Does the proposed program have leadership support?

- Are stakeholders/key players supportive of the program?

Assessing Organizational Readiness

SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)

- What are the organization's strengths?

- What are the organization's challenges or weaknesses?

- Where are the organization's business opportunities?

- Are there any barriers to the organization's success?

What if the organization is not ready for the change?
- Make necessary adjustments
- Revisit Readiness Assessment

Planning a Telehealth Program

- Use information obtained during assessment to create detailed project plan
  - Clearly define objectives
  - Define what the project will entail and what services will be offered

- Define all the tasks needed to build, test, deploy, and operate the program

- Create a timeline of necessary work and set obtainable goals

- Assign tasks to key players
  - Meet regularly to obtain feedback on progress, challenges, etc.

- Determine if additional staff is necessary

- Set Implementation Date and Communicate Plan

- Develop a plan to monitor program performance

- Develop a plan to evaluate the program

- Develop a plan for technology/connection issues

- Develop internal policies and procedures

Implementing Telehealth Program

- Put your plan into action

- Have support staff available for assistance

- Monitor issues/concerns so they can be addressed quickly

- Assess processes and make changes if necessary

Monitor and Evaluation (Ongoing)

- Is the program meeting defined objectives?

- Is technology working as planned?

- Are patients, providers and staff satisfied with services?

- Is the quality of telehealth services equal to or greater than quality of in person visits?

- Do changes need to be made?

Resources

The CTRC Telehealth Program Developer Kit

Center for Connected Health Policy

CCHP Current Laws and Reimbursement Policies/Montana

CCHP CY2019 Medicare Changes for FQHC

Northwest Regional Telehealth Resource Center

American Telemedicine Association

Medicare Learning Network Telehealth Services Document

Telehealth Reimbursement

National Consortium of Telehealth Resource Centers

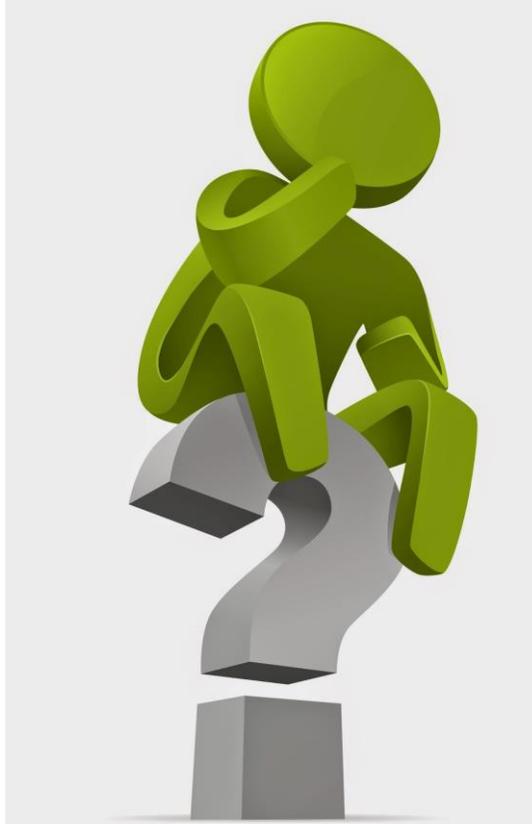www.TelehealthResourceCenter.org

Questions?

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