

Telehealth Competencies based on the Four Ps of Telehealth Framework

Rutledge CM, O'Rourke J, Mason AM, Chike-Harris, K, Behnke, L, Melhado, L, Downes, L, Gustin, TS.. Telehealth competencies for nursing education and practice: the four p's of telehealth. Nurse Educ. 2021. doi: 10.1097/NNE.0000000000000988. [Epub ahead of print]

Domains of Four P's	Competencies
<p>Planning</p> <p><i>Planning for the implementation of a telehealth program.</i></p> <p>Identifying:</p> <ul style="list-style-type: none"> • <i>Target population</i> • <i>Health care concerns</i> • <i>Technology</i> • <i>Equipment</i> • <i>Originating/ Distant Sites</i> • <i>Personnel</i> • <i>Champion</i> • <i>Reimbursement</i> • <i>Legal and Regulatory Issues</i> <p>Expected Outcome: <i>Learners will be able to discuss the needs and requirements for delivering telehealth services</i></p>	<p><u>Definitions</u></p> <p>Define telehealth and the influence on today's health care environment ^a Describe types of technology/technology models</p> <p><u>Population/Setting</u></p> <p>Discuss organizations mission related to telehealth (revenue, vs. improved patient care) Identify desired telehealth services</p> <ul style="list-style-type: none"> • appropriate patient population/health care concerns, • originating and distant sites • telehealth model type (videoconferencing, RPM, mHealth, store & forward, etc.) <p>Recognize when telehealth should and should not be used (patient populations, health care issues, etc.) ^b Identify personnel required for telehealth delivery (champion, clinical staff, providers, IT)</p> <p><u>Regulation/Reimbursement</u></p> <p>Explain the appropriate licensure needed when utilizing telehealth ^a Recognize the importance of a business associate (BAA) agreement with telehealth vendors Outline rules and regulations that impact telehealth delivery (CMS, professional organizations, crossing state lines, HIPAA, privacy, PHI, etc.) ^{a, b} Discuss current regulatory resources for telehealth and use these recourses when assessing a patient ^a Identify reimbursement options for telehealth (delivery modalities, populations, specialties/allied health)</p> <ul style="list-style-type: none"> • CMS • Private Insurers <p><u>Benefits</u></p> <p>Explain benefits of utilizing technology in varying health care settings Describe benefits to desired telehealth services (issues it addresses/overcomes)</p>

	<p>Identify facilitating factors (reimbursement, legal and regulatory issues, broadband, personnel, skills, licensure, etc.)</p> <p>Discuss how telehealth leads to improved patient outcomes in terms of reduce readmission, reduce unnecessary transfers and increases continuity of care ^a</p> <p>Explain benefits of telehealth unique to the specialty or consulting providers ^a</p> <p><u>Barriers</u></p> <p>Discuss cultural barriers that may be faced with the use of telehealth and how to address these barriers ^a</p> <p>Examine challenges of utilizing technology in the health care setting ^a</p> <p>Describe limiting factors (reimbursement, legal and regulatory issues, broadband and electronic device availability, personnel, skills, licensure, resistance to change, interoperability, etc.)</p> <p>Discover telehealth specific malpractice insurance availability/coverage</p> <p>Discuss the clinical limitations of telehealth technology</p> <p><u>Equipment</u></p> <p>Explain emerging technology along with the benefits and challenges these may pose ^a</p> <p>Determine appropriate technology/equipment requirements for varying telehealth services/populations</p> <p>Recognize the Business Associate Agreement (BAA) requirements related to telehealth vendors</p> <p>Describe requirements for telehealth technologies that must be assessed prior to implementation (broadband, peripherals)</p> <p>Identify the categories of telehealth technologies and how they can interconnect (synchronous, asynchronous, remote patient monitoring, mobile health, peripherals, etc.)</p> <p>Outline issues that must be considered at both distant and originating sites for telehealth delivery (audiovisual, electronic devices, connectivity, etc.)</p>
<p>Preparing</p> <p><i>The process of readying for telehealth implementation</i></p> <p><i>Establishing:</i></p> <ul style="list-style-type: none"> • <i>Policies/ protocols</i> • <i>Consents/ consenting process</i> 	<p><u>Protocols (Develop or Evaluate)</u></p> <p>Prepare and evaluate protocols needed to deliver telehealth program:</p> <ul style="list-style-type: none"> • Handling emergency/safety • Roles of personnel • Connecting with patients (scheduling, initiating call, establishing the call) • Delivering telehealth program (Beginning – introduction; Middle – history, data gathering diagnosis; End – Plan, referral, follow-up, evaluation of visit)

- *Purchase of equipment*
- *Telehealth space and set up*
- *Procedures for telehealth delivery (security/privacy)*
- *Knowledge and skills for telehealth delivery*
- *Staff training*

Expected Outcomes:

Learners will have the knowledge and skills to establish and deliver a telehealth program

- Documentation and billing
- Establishing consent
- Establishing security and privacy
- Patient specific requirements for utilizing telehealth (computer, internet access, digital literacy)
- Handling technical difficulties
- Scheduling
- Identifying patients/conditions appropriate for telehealth

Consent & Confidentiality

- Outline how to maintain patient confidentiality, patient privacy, and how to obtain informed consent
- Discuss how to maintain confidentiality and caring with the use of telehealth ^a
- Recognize privacy/protected health information (PHI) regulations specific to telehealth ^b
- Design
- Evaluate consent forms
- Explain records for presence of consent (know if written consent is needed or verbal is sufficient)

Setting

Prepare effective setting/room for delivery of telehealth (color, privacy, clutter, sound, equipment position, etc.)

Skillset

- Telehealth Etiquette
 - Demonstrate appropriate and professional behavior and communication while connected to another site ^a
 - Demonstrate proficiency in the use of synchronous and asynchronous telehealth technologies ^b
 - Demonstrate telehealth etiquette and professionalism while videoconferencing ^b
- History and Physical Assessment
 - Collect a history and physical through a simulated experience
 - Demonstrate how to conduct a clinical assessment with and without peripherals
 - Identify the challenges of assessing a patient without use of tactile data ^a

	<ul style="list-style-type: none"> • Show a telepresenter or caregiver through an appropriate exam using peripherals • Technology Skillset <ul style="list-style-type: none"> • Prepare a remote telehealth site ^a • Recognize the technical skills needed by personnel/staff • Operate on telehealth equipment and make a connection to another site ^a • Demonstrate using peripherals appropriately during a telehealth visit
<p>Providing</p> <p><i>Delivering Telehealth services to client</i></p> <p>Delivery:</p> <ul style="list-style-type: none"> • <i>Providing telehealth in a safe secure environment</i> • <i>Conducting telehealth encounter using appropriate telehealth etiquette</i> • <i>Conducting a clinical assessment with and without peripherals</i> • <i>Utilizing patient devices to obtain data (iPhone, Smart Watch)</i> • <i>Appropriate documentation</i> • <i>Establishing plan and follow-up</i> • <i>Handling issues during encounter (technical, patient emergencies, security)</i> <p>Expected Outcomes:</p>	<p><u>Overall</u></p> <p>Successfully complete a clinical rotation(/experience) in a telehealth setting ^a</p> <p><u>Beginning: Setting the Stage</u></p> <ul style="list-style-type: none"> • Identify if the patient has consented to the visit • Prepare for privacy/confidentiality; identify all persons present and their roles/relationship • Describe appropriateness for a telehealth visit for patient/condition • Collect information on location for safety/emergencies (physical address, emergency contact) • Collect other related health care information (primary care provider, pharmacy) • Discuss how loss of connection will be handled • Plan visit with those that are required to be on visit (family, caregiver, specialist, other) <p><u>Middle: Conducting the Visit</u></p> <ul style="list-style-type: none"> • Demonstrate proficiency in taking a history, performing an appropriate physical exam, and generate differential diagnoses using telehealth ^b • Demonstrate assessment of clinical data during synchronous telehealth visits without peripherals • Show a remote provider/caregiver in the examination needed for the visit ^a • Demonstrate use of peripherals such as the otoscope, hand camera, and stethoscope while connected to another site ^a • Identify how to order and obtain diagnostic tests • Recognize information that requires an in-person follow-up visit • Develop a plan and follow-up care <p><u>End: Wrap-up</u></p>

<p><i>Learners will be able to effectively perform a telehealth visit</i></p>	<ul style="list-style-type: none"> • Demonstrate appropriate documentation, referral, coding, and billing • Demonstrate patient, caregiver, and healthcare provider with follow-up information after encounter • Support collaboration of the interprofessional team using telehealth technologies ^b
<p>Performance Evaluation <i>Evaluating the impact and outcomes of the telehealth program</i> Evaluate:^c <ul style="list-style-type: none"> • Access • Financial impact on patient and provider • Patient and clinical experience • Effectiveness of clinical and operations systems Expected Outcomes: <i>Learners will be able to evaluate the success of a telehealth program</i></p>	<p>Develop an overall assessment plan for a telehealth program Choose questions that should be asked of a patient to understand the effectiveness of the visit related to:</p> <ul style="list-style-type: none"> • Access • Cost/Finances • Experience • Effectiveness <p>Use tools to evaluate the telehealth delivery and impact (health outcomes, value, provider/patient experience, and performance) Outline data that should be collected from the practice regarding the effectiveness, efficiency, cost, and personnel experiences</p>

^aArends et al., 2019 ^bNONPF, 2018 ^cNQF, 2017