

## Leveled Telehealth Competencies

These leveled competencies were developed by the Evaluation Workgroup of the Telehealth Toolkit using the overarching competencies from the Didactic Workgroup. Domains and framework provided by Dr. Carolyn Rutledge, Telehealth Toolkit Consultant.

Each Domain was leveled using the following guidelines for each time.

Time 1: Students are preparing for the clinical setting. Students will be learning didactic content and will be evaluated through simulation, projects, and assignments.

Time 2: Students are currently in practicum level courses. For several of the domain 3 competencies, students will be working directly with patients. Competencies in the other domains during time 2 are completed without direct patient contact.

Time 3: Students graduating from a DNP NP program or who have several years of experience after completion of a masters NP. Students may be engaged in DNP project work with a telehealth focus.

### **Domain 1: PLANNING** – Planning for the implementation of a telehealth program

- Telehealth Definitions
- Target Populations/Settings
- Target Health Care Issues Regulation/Reimbursement
- Benefits to Telehealth
- Barriers to Telehealth Equipment/Technology
- Required Personnel and Roles

Domain Descriptor: Learners will determine/discuss the needs and requirements for delivering telehealth services. Sets the stage for advocating for telehealth delivery programs to be implemented

Competencies do not involve direct patient care.

Competencies encompass a background and understanding of telehealth operations.

Competencies involve program development and set up.

Students are not working with manikins or patients.

<b>Time 1 (Readiness for Practicum)</b>	<b>Time 2 (Once in Practicum Courses)</b>	<b>Time 3 (Post-masters or prior completion of DNP program)</b>
<p>Define telehealth and the influence on today's health care environment</p> <p>Identify resources available related to support telehealth delivery</p> <p>Discuss telehealth's role in improving patient outcomes</p> <p>Describe types of technology/technology models used for telehealth delivery</p> <p>Identify the appropriate telehealth service and technology based upon patient and site characteristics</p> <p>Identify opportunities and challenges to consider at both distant and originating sites for telehealth delivery</p> <p>Define the roles of varied personnel during telehealth delivery</p> <p>Discuss rules, regulations, and licensure governing telehealth delivery</p> <p>Identify reimbursement and delivery options for telehealth</p> <p>Discuss the impact of Social Determinants of Health (SDoH) on telehealth services</p>	<p>Discuss the patient care organization's mission related to telehealth</p> <p>Evaluate a telehealth business plan</p> <p>Evaluate emerging technologies in telehealth</p> <p>Select the desired telehealth services and technology with consideration to facilitating factors and limitations of the patient, specialty, or site</p> <p>Recognize opportunities for integration of telehealth delivery for diversity and inclusion across populations</p> <p>Evaluate situations where telehealth is an appropriate delivery modality</p> <p>Evaluate telehealth specific rules, regulations, and licensure governing telehealth delivery</p> <p>Evaluate reimbursement policy and malpractice insurance availability/coverage</p> <p>Evaluate the impact of Social Determinants of Health (SDoH) on telehealth services</p>	<p>Prepare a business plan for a telehealth program with consideration to vendor agreements, policies, and procedures</p> <p>Advocate for integration and use of telehealth</p> <p>Design or modify telehealth care processes for improved patient outcomes with attention to diversity and inclusion across populations</p> <p>Adapt types of technology/technology models used for telehealth delivery</p> <p>Advocate for change to improve rules, regulations, and licensure governing telehealth delivery</p> <p>Advocate for reimbursement policy that increases sustainability and access for delivery of care</p> <p>Adapt telehealth programs to address the impact of Social Determinants of Health on telehealth services</p>

**Domain 2: PREPARING** - The process of readying for telehealth implementation

- Protocol Development/Evaluation
- Consent & Confidentiality
- Establish telehealth delivery program (equipment, technology, space)
- Skillset (telehealth etiquette, equipment use, providing care via telehealth)

Domain Descriptor: Learners will be set up for and have the knowledge and skills to establish and deliver a telehealth program.

Competencies do not involve direct patient care but may involve practicum sites and/or simulation activities.

<b>Time 1 (Readiness for Practicum)</b>	<b>Time 2 (Once in Practicum Courses but this is not direct patient hours)</b>	<b>Time 3 (Post-masters or prior to completion of DNP program)</b>
<p>Identify protocols needed to deliver a telehealth program</p> <p>Discuss how to maintain patient confidentiality, patient privacy, and how to obtain informed consent during a telehealth visit</p> <p>Demonstrate use of synchronous and asynchronous telehealth technologies</p> <p>Identify privacy/protected health information (PHI) regulations specific to telehealth</p> <p>Identify how to prepare the telehealth setting for the delivery of telehealth</p> <p>Demonstrate how to conduct a clinical assessment with and without peripherals</p>	<p>Evaluate protocols and consent forms needed to deliver a telehealth program</p> <p>Demonstrate how to guide a telepresenter or caregiver through an appropriate exam with and without peripherals during simulated learning activities</p> <p>Demonstrate proficiency in the use of synchronous and asynchronous telehealth technologies</p> <p>Demonstrate the maintenance of confidentiality during simulated patient encounters.</p> <p>Demonstrate appropriate telehealth etiquette, professional behavior and communication while connected via telehealth platform through simulations and other activities</p> <p>Adapt a clinical assessment with and without peripherals in a professional manner for focused care</p> <p>Prepare the telehealth setting for the delivery of telehealth</p> <p>Utilize telehealth equipment and connect to another site during a telehealth visit</p> <p>Integrate appropriate care planning and coordination of services for a during a simulated telehealth visit.</p>	<p>Develop protocols and consents needed to deliver a telehealth program</p> <p>Develop and provide training for telepresenters or caregiver to participate in telehealth exams with and without peripherals</p> <p>Model excellence in telehealth etiquette and patient care delivery</p> <p>Choose and implement appropriate synchronous and asynchronous telehealth technologies for use during a telehealth visit</p>

**Domain 3: Providing** - Delivering/conducting telehealth services

- **Beginning:** Setting the Stage for Visit
- **Middle:** Conducting the Visit
- **End:** Wrap-up (Charting, Referral, Follow-up)

Domain Descriptor: Learners will effectively perform telehealth visits/encounters.

Competencies focus on delivering telehealth services during direct patient care experiences.

<b>Time 1 (Readiness for Practicum)</b>	<b>Time 2 (Once in Practicum Courses this is direct patient hours)</b>	<b>Time 3 (Post-masters or prior to completion of DNP program)</b>
<p>Covered in PREPARING</p> <p><i>Beginning</i></p>	<p>Provide introduction to telehealth visit and ensures confidentiality</p> <p>Determine whether a patient is appropriate for telehealth, based on visual assessment, chief complaints, and/or history, requires in-person or emergent follow-up in collaboration with preceptor</p> <p>Transition telehealth visits to appropriate level of care in collaboration with preceptor</p> <p>Determine if patient is appropriate for a student to evaluate via telehealth in collaboration with a preceptor</p> <p>Communicate with patient and/or caregiver regarding expectations for the telehealth visit</p> <p>Implement plan to overcome communication barriers</p> <p>Integrate support services into telehealth visits as appropriate</p>	<p>Determine whether a patient is appropriate for telehealth, based on visual assessment, complaint, and/or history, requires in-person or emergent follow-up independently</p> <p>Transition telehealth visits to appropriate level of care independently</p> <p>Manage patient expectations</p> <p>Evaluate effectiveness of plan to overcome communication barriers</p> <p>Build mentoring relationships within a telehealth program</p>
<p><i>Middle</i></p>	<p>Demonstrate professional behaviors throughout the visit including maintenance of confidentiality and culturally sensitive care</p> <p>Perform components of the patient encounter via telehealth</p> <p>Adapt components of the physical exam for telehealth delivery</p> <p>Guide the patient or other assistant through the exam</p>	<p>Perform routine telehealth visits independently.</p> <p>Model excellence in provision of telehealth.</p>

	<p>Employ diagnostic skills needed for the patient’s presentation</p> <p>Demonstrate proficient diagnostic skills and ability to develop an appropriate plan of care using telehealth</p> <p>Complete documentation consistent with telehealth requirements</p> <p>Utilize feedback to identify areas of self-improvement during telehealth</p>	
<i>End</i>	<p>Develop a telehealth visit summary and plan of care including referrals and follow-up through collaboration with patient and/or caregiver and preceptor</p> <p>Educate patient and or caregivers on follow-up plan and self-management using EBP guidelines</p> <p>Verify patient or caregiver understanding of plan and follow up</p> <p>Discuss own provision of care via telehealth</p>	<p>Develop a telehealth visit summary and plan of care including referrals and follow-up through collaboration with patient and/or caregiver</p> <p>Utilize continuous quality improvement strategies to improve delivery of telehealth</p>

**Domain 4: Performance (Benchmark) Evaluation** - Performance Evaluation

- Evaluates the impact and outcomes of the telehealth program
- Develops an overall assessment plan for a telehealth program
- Assesses Financial impact of a telehealth program
- Assesses patient/provider experience
- Evaluates telehealth program effectiveness

Domain Descriptor: Learners will evaluate the success of a telehealth delivery program.

Students’ ability to evaluate their own program/delivery. This domain does not refer to evaluation of the student. Benchmarks and opportunities for improvement of the program outcomes are evaluated in this domain.

<b>Time 1 (Readiness for Practicum)</b>	<b>Time 2 (Once in Practicum Courses but this is not direct patient hours)</b>	<b>Time 3 (Post-masters or prior to completion of DNP program)</b>
<p>Discuss telehealth evaluation benchmarks appropriate for the program (Cost, Satisfaction, Access, Outcomes) (case study, test question)</p> <p>Identify areas for self-improvement in telehealth assessment of benchmarks (reflection or structured debrief)</p> <p>Assess telehealth evaluation benchmarks (Cost, Satisfaction, Access, Outcomes) during preparatory experiences (simulation, virtual experiences, peer discussion)</p>	<p>Describe telehealth evaluation benchmarks appropriate for a specific clinical program (Cost, Satisfaction, Access, Outcomes) (paper...how does site address)</p> <p>Appraise the provision of telehealth delivery of each member of the telehealth care team (systems evaluation) (reflection, discussion)</p> <p>Identify areas for improvement in telehealth delivery (technology/protocols/personnel)</p> <p>Gap analysis, SWOT</p>	<p>Design telehealth evaluation plan incorporating benchmarks appropriate for the program (Cost, Satisfaction, Access, Outcomes)</p>
<p>Identify tools to measure benchmarks/ core measures/patient driven outcomes of telehealth. (Lit review, QSEN, compare/contrast)</p> <p>Discuss the components necessary for improving telehealth programs (project, presentation) using PDSA</p> <p>Identify frameworks for evaluation of telehealth program.</p>	<p>Interpret telehealth program data for benchmarks/ core measures/patient driven outcomes of a telehealth program.</p> <p>Examine current program evaluation process of telehealth delivery program at clinical site</p> <p>Critique frameworks for evaluation of telehealth program</p> <p>Identify opportunities for improvement in provision of telehealth care (PDSA, SWOT)</p> <p>Assess key stakeholders' involvement (SWOT)</p> <p>Assess during and after telehealth encounter if benchmarks are met (access, patient satisfaction, successful implementation of technology, etc.)</p>	<p>Develop evaluation plan to address gaps in provision of telehealth services using benchmarks/ core measures/patient driven outcomes of telehealth (PQI/DNP project)</p> <p>Propose tools to measure benchmarks/ core measures/patient driven outcomes of telehealth. (Lit review, QSEN, compare/contrast, patient satisfaction surveys)</p> <p>Implement evaluation plan using identified framework to lead system level changes for improved telehealth delivery</p> <p>Disseminate outcomes from final evaluation plan (publication, organizational presentation)</p> <p>Utilize program level data to advocate for telehealth policy change.</p>