

# MAKING TELEHEALTH ROUTINE: BUSINESS PROCESS, STAFF PREPAREDNESS AND SKILLS

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## OVERVIEW OF PRESENTATION

Embedding and sustaining telehealth in primary care practice has been well described by: AAMC, Vizient., Effective Strategies for Sustaining and Optimizing Telehealth in Primary Care. 2023, AAMC and Vizient: Washington, DC: USA.

Foundation components	Optimisation strategies
<ol style="list-style-type: none"> <li>1. Technology (compliant and appropriate)</li> <li>2. Workforce (training and knowledge)</li> <li>3. Access strategy (who is appropriate, hybrid approaches, who is missing out)</li> </ol>	<ol style="list-style-type: none"> <li>1. Culture of adoption (leadership, engaging providers &amp; staff)</li> <li>2. Patient centred approach (empowered and part of the decision-making process)</li> <li>3. Metrics and analytics (driving QI, what should you be asking)</li> </ol>

## BUSINESS PROCESSES

- Existing models to assess Business processes tend to cover at least your: Service, Technology, Organisational, and Financial processes
- Who is involved, What do they do, Map this out sequentially to identify required adaptations for telehealth
- Do a thorough assessment of:
  - How telehealth will integrate into your existing service and organisation
  - What is your current and required technology infrastructure
  - Understand the compliance, finance and medicolegal requirements



## STAFF AND ORGANISATION PREPAREDNESS FOR TELEHEALTH

If you have done the right engagement and planning, you should know what will change and how you can be best prepared.

<p><b>Clinical skills and knowledge requirements change</b></p> <ul style="list-style-type: none"> <li>• Technical skills and troubleshooting</li> <li>• Judgement of clinical appropriateness</li> <li>• Do you need to adapt practice</li> <li>• Practice online communication</li> </ul>	<p><b>Models of care change</b></p> <ul style="list-style-type: none"> <li>• Understand and respond to the patient journey</li> <li>• Ensure consent</li> <li>• Documentation procedures</li> <li>• Scheduling and frequency</li> <li>• Family interactions</li> </ul>	<p><b>Organisation changes</b></p> <ul style="list-style-type: none"> <li>• Strategic plan and vision</li> <li>• Policy and procedures</li> <li>• Training requirements</li> <li>• Demand for services</li> <li>• Technology roll-out</li> <li>• Technology updates</li> <li>• Technology upgrades</li> <li>• Technical support</li> <li>• Telehealth helper roles</li> <li>• Data collection and reporting</li> </ul>
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Dealing with this requires good change management:

- Articulate and advertise why you are implementing telehealth
- (Re)design the service
- Focus on clinician readiness and support
- Legitimise telehealth - with strategy, guidelines, policy, job descriptions
- Introduce telehealth slowly
- Develop a checklist for structuring a telehealth appointment and the processes involved
- Acknowledge the learning curve

