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

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Zoom tips and tricks!

**VIDEO**: We want to see you! If your camera isn’t on, start your video by clicking here.

**CHAT**: Please jump in if you have something to share, but we also have this nifty chat function.

**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.

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

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