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Home Based Palliative Care

Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice

Staff Training Manual

Module 1: Introduction

Version 2.0, 26/03/2020

The 'Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice' training manual is based on the BHCI project 'Implementing Telehealth in Regional and Rural Victoria' (duration 09/18 – 03/19), funded by the Department for Health and Human Services.

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I. Getting started



1. What is telehealth?

- Telehealth ...
 - is the delivery of healthcare at a distance through the use of mobile phones, tablets, and computers
 - includes phone visits, **video applications (FaceTime/ Skype)**, text messaging

2. Why telehealth?

- Telehealth ...
 - is proven to be an effective and well-received method of communication in multiple areas of health, including nursing
 - supports the delivery of optimum patient-centred care without the need of face to face contact



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3. Getting ready for telehealth – Training approach

- Staff telehealth training comprises 3 modules:
 - Module 1: Introduction
 - Module 2: Tools and Process Maps (self-study)
 - Module 3: Practical Training
- Telehealth training counts towards the 'Continual Professional Development' requirements (Certificate)



3. Getting ready for telehealth

After completing telehealth training you should ...

have your devices ready:	know ...	be able to ...
<ul style="list-style-type: none">• have FaceTime and Skype on your phone• be logged on to BHCI's Skype account	<ul style="list-style-type: none">• about the patient requirements for using telehealth and the patient resources available• in which phases of the patient's journey through BHCI telehealth is offered• how to prepare for a planned video call• what to do in the case of an unplanned video call	<ul style="list-style-type: none">• use video applications (FaceTime/ Skype)• introduce a patient to telehealth• introduce a patient to FaceTime/ Skype• complete a telehealth assessment• record the patient's telehealth information into the care plan• assess whether a call to the 'on all' phone would benefit from a video call



4. What are the benefits of telehealth?

Case Studies

1. Mrs B.: 70 year old lady with metastatic cancer under taking immunotherapy treatment, living in a rural setting 45 minutes from the CBD. Mrs B. phoned the Community Palliative Care Nurse after hours concerned with a recently developed facial rash. Rash was inspected and assessed without the need for a home visit.
2. Mrs C.: 82 year old lady with advanced COPD. Face to face home visits distressing to her due to a long standing allergy to most perfumes and deodorants from visitors.
3. Mrs D.: 80 year old lady with stable Pancreatic Cancer. Mrs D. was happy to continue with regular “Skype” calls whilst she was asymptomatic. Feedback from Mrs D. was that she still felt safe and supported without the need for home visits.



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II. Everyday practice



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5. Telehealth assessment & care plan entry

Patient information included in the blue patient folder

- Telehealth information brochure



- Patient checklist: 'How to prepare for your video call'

How to prepare for your video call

Before the nurse rings

- Charge your phone or iPad
- Choose a comfortable place to sit during the video call
- Near your seat have ready:
 - Pin and paper
 - List of current medications
 - Any questions you have for the nurse

When the nurse rings

- Sit down and make yourself comfortable
- Answer the FaceTime call
- Look at the screen of yourself and position it so you can see yourself clearly

Dec 2018



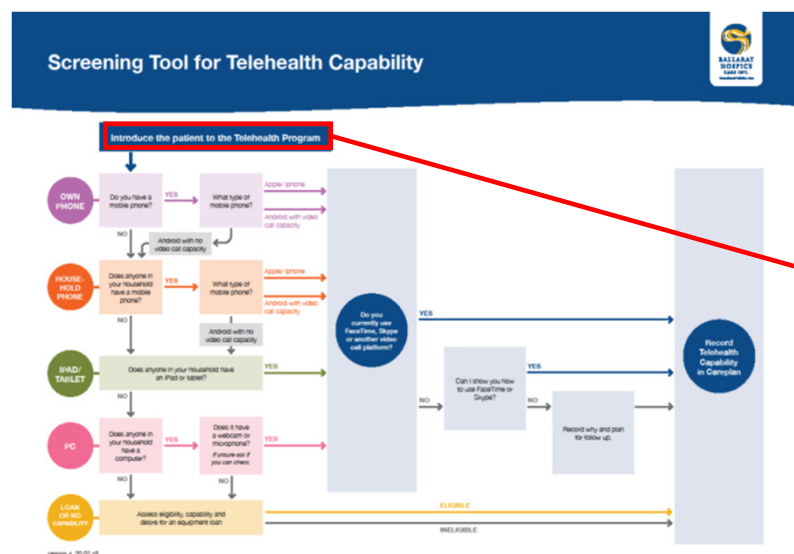
5. Telehealth assessment & care plan entry

- Key aspects: patient's (family member's/ carer's) willingness, capacity, capability to use telehealth
- Aim: to have telehealth information in every patient's care plan
- Telehealth assessment should be part of the initial assessment
 - If (fully) completing the telehealth assessment during the initial assessment isn't appropriate, the relevant information might have to be gathered over multiple meetings
- Regardless of whether telehealth assessment has been (fully) completed or not:
 1. Always create 'Telehealth' as an item in the care plan
 2. Make a note of the information gathered during the telehealth assessment (or if applicable 'Telehealth not discussed at initial assessment')



5. Telehealth assessment & care plan entry

Assessment process: Screening tool for telehealth capability



“Do you use a mobile phone? Do you sometimes make video calls? I ask this because we sometimes use video-calls to talk to our patients. This doesn’t replace home visits but it is a service we offer additionally.

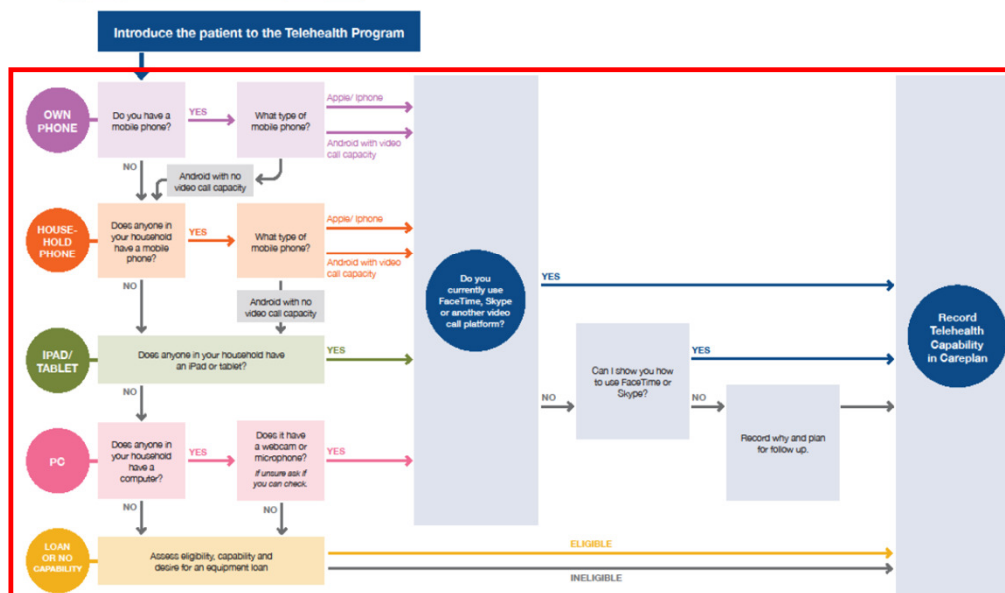
We have experienced that video calls can be very beneficial in some situations, for example when patients call after hours. Would you be interested in using video calls?”



5. Telehealth assessment & care plan entry

Assessment process: Screening tool for telehealth capability

Screening Tool for Telehealth Capability



→ If the patient (family/carer) is interested in using telehealth, follow the question paths in the **‘Screening tool for Telehealth Capability’**

→ BHCI’s goal: patient-centred care, including

- giving patients their preferred choice of communication
- using technologies and applications that patients already have and feel confident using



5. Telehealth assessment & care plan entry

Care plan entry 1: Patient not willing, capable or without capacity to use telehealth

→ If the patient (family/carer) is not willing to use telehealth, not capable or doesn't have the required technology at his disposal, please create the issue 'Telehealth' in the patient's care plan and note it accordingly:

Care Plan			
Priority	Identified	Issue	Action / Plan
N/A	14/11/2018 [Redacted]	4. TeleHealth	Both [Redacted] and [Redacted] use landline or older model mobile phones with no access to face time/skype..Computer access unknown 14/11/2018 - [Redacted]
	OnGoing ▼	<input type="button" value="Edit"/>	



5. Telehealth assessment & care plan entry

Patients willing, capable and with capacity to use telehealth 2/2

- If the patient (family/ carer) is willing to use telehealth and has access to the required resources, make a note of it in the patient's care plan
- Information required:
 - Is the patient (carer/ family member) willing to use telehealth?
 - What video application are they using?
 - Any additional relevant information (e.g. video call preferred over audio call; reason for telehealth preference; family member with access)

Care Plan			
Priority	Identified	Issue	Action / Plan
N/A	05/12/2018 [Redacted] OnGoing ▾	4. Telehealth - Due to [Redacted] having strong allergies to perfume Edit Add A/P	[Redacted] - use apple iPhone. Both happy to use Face time if required 09 [Redacted]



6. Patient education and resources

Patient education tools


- If a patient (family member/carer) is not familiar with video call applications, education can be provided
 - Tools have been created which outline how to install software, create accounts, and both answer and decline phone calls



Training a patient in FaceTime

Creating an Account (iPhone)

- Open the FaceTime app.
- Sign in using their Apple ID.
- Their Phone number is automatically registered.
- To register an email address go to Settings > FaceTime > Use your Apple ID for FaceTime.




Creating an Account (iPad or iPod)

- Register their email address using Settings > FaceTime > "Use your Apple ID for FaceTime."
- Open the FaceTime app and sign in using their Apple ID.

Answering a Call:

- Tap Accept to answer, or decline to end the call.
- If iPad is locked, slide the green arrow button to the right to answer.
- To flip the screen:



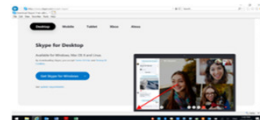
Tip:

- If you want to trial a FaceTime call, ensure that you call the patient from a separate room, or have someone back at hospice call. Otherwise there will be a harsh noise.



Installation (Computer)

1. Go to www.skype.com



2. Click the download button.
3. Follow the prompts on the screen.
4. Save to an easy to access place, such as the desktop.

Creating an account

1. On the sign in screen select **Create account**.
2. Enter their phone number and select **Next**.
3. Create a password
4. Insert first and last name.
5. They will be sent a code via text, enter this code (this can take a few minutes).

Answering a Skype Call

1. Select the video button to answer.
2. To decline the call select the end call button.
3. To switch your camera from front to back, select the button.
4. To end the call select the end call button.

- If helpful please provide the patient (carer/ family) with a printout



6. Patient education and resource

Troubleshooting

- Staff as well as patients (carer/ family) might experience technical issues from time to time
 - Tools for troubleshooting common errors have been created



How to make a call in Skype:

Check: Is the person you want to call in your Skype Contacts list?

- If "Yes": Select the contact you want to call from your **Skype Contacts list**, and then select the video button.
- If "No": You need to find the patient's contact in Skype
 1. From the top of your window, select **People, groups & messages**.
 2. Type the **name, Skype name** or email of the person you want to chat with in the Search field.
 3. Select patient/ family member/ carer from the search results and you will be taken to a conversation window.
 4. Type a message and select the **Send** button. Once they accept your request, you can make the video call by selecting the video button in the conversation window.



FaceTime Troubleshooting:

Can't make or receive calls:

- Ensure that the device is connected to the internet.
- If using Cellular Data, make sure that 'Use Cellular Data' is on for FaceTime. Go to settings and tap Cellular or tap Mobile Data, then turn on FaceTime.
- Go to settings > FaceTime and make sure that FaceTime is on.
 - If you see "waiting for activation", turn FaceTime off and then on again.
 - If you don't see the FaceTime setting, make sure that Camera and FaceTime aren't off in Settings > Screen Time > Content & Privacy Restrictions > Allowed Apps.
 - Make sure you have the correct phone number or email address listed.

Connection or sound quality issues with FaceTime:

- Issues such as: connection alerts, choppy calls, black screen, dropped calls.
- Make sure that both you and the person that you're calling are using a fast Wi-Fi or cellular connection.
- Try turning Wi-Fi/data on and off again.
- Ensure that any headphones, microphones, speakers etc. being used are plugged in.

Blocked Contact:

- To unblock a contact:
- Open Settings
 - Tap FaceTime
 - Tap Blocked
 - Tap Edit
 - Tap the red button next to the contact you want to unblock.



Skype Troubleshooting:

Issues with Skype Call Quality:

- Most likely a problem with Hospice or Patient internet connection.
- Check the Skype Status Page: <https://support.skype.com/en/status/> for any reported issues.
 - Ensure you meet the minimum system requirements and are using the latest version of Skype.
 - Check your computer and internet connection

Internet Connection Problems:

- Ensure Wi-Fi is on.
- Move closer to the router or access point
- Ensure Airplane mode is off
- Restart the modem and router (unplug and wait 30seconds, plug it in again)

Audio and Video Issues (Desktop):

- Ensure Skype has permission to access your microphone and camera
- Ensure speakers, microphone or headphones are plugged in.

Common error messages:

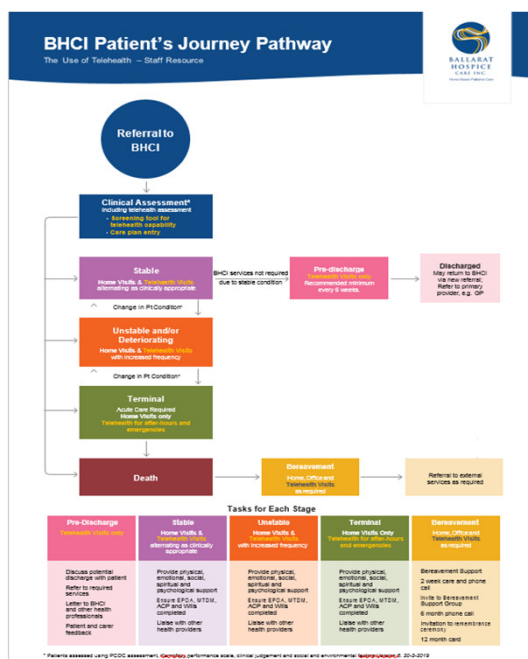
- 66-Not connected: Means you are logged out of Skype. Log back in using BCHI username and password.
- 9901-Internal error: Skype is having problems.

- If helpful please provide the patient (carer/ family) with a printout



7. Telehealth in everyday nursing practice

Phases of the patient's journey in which telehealth is used



<p>Stable</p> <p>Home Visits & Telehealth Visits alternating as clinically appropriate</p>	<p>Pre-discharge</p> <p>Telehealth Visits only</p>
<p>Unstable and/or Deteriorating</p> <p>Home Visits & Telehealth Visits with increased frequency</p>	
<p>Terminal</p> <p>Home Visits only</p> <p>Telehealth for after-hours and emergencies</p>	
<p>Bereavement</p> <p>Home, Office and Telehealth Visits as required</p>	

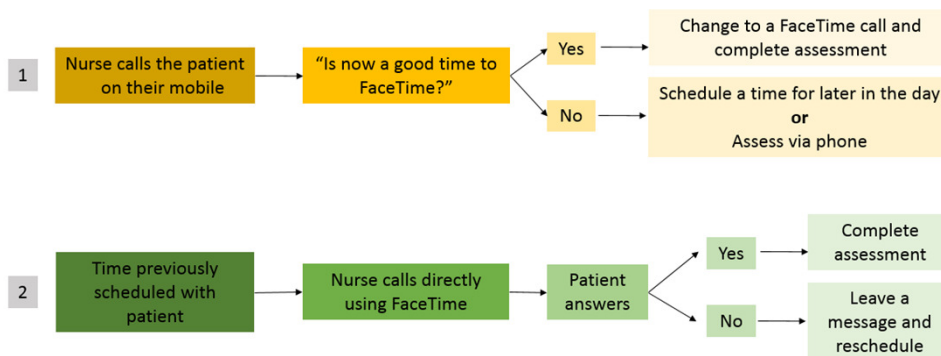


7. Telehealth in everyday nursing practice

Possible scenarios in which video calls occur

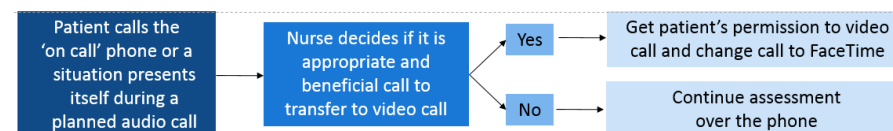
- **Planned video call**

→ Planned video calls initiated by the nurse either on a flexible basis or at a previously scheduled time



- **Unplanned video call**

→ Planned or unplanned audio call ('on call' phone) that benefits from switching to a video call

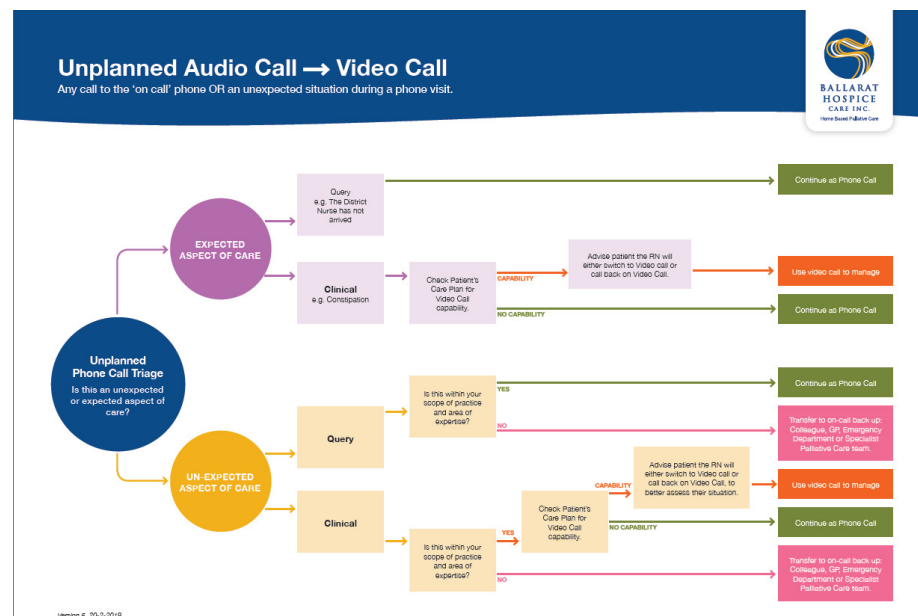
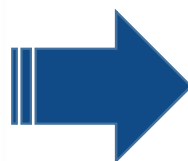




7. Telehealth in everyday nursing practice

Assessing the benefit of a video call in an unexpected situation

Is it beneficial to change from the audio call to a video call?





7. Telehealth in everyday nursing practice

Checklists for planned and unplanned video calls

- To ensure that a video call is beneficial and satisfactory to both patients (carers/ family members) and staff, checklists for **planned** and **unplanned video calls** have been developed

Checklist: Planned video call
Initiated by the nurse

Setting up

- Place Telehealth sign on the door
- Set up your environment so that you are comfortable
- Open patient in PaICare
- Check patient correspondence and last contact
- Open phone camera on 'Selfie' mode to check position and lighting

Initiating FaceTime call

- Call the patient on their mobile using FaceTime, Skype etc.
- Introduce yourself and anyone else in the room
- Ask the patient to introduce others who are with them
- Ask the patient if they are comfortable and ready to begin

During the FaceTime call

- Complete Palliative Care Assessment (PCOC)
- Complete relevant assessments e.g. pain, respiratory function, falls risk
- Review and update medications
- Ask the survey questions
- Schedule next contact/visit
- End the Video Call

After the FaceTime call

- Complete progress note in PaICare
- Update the patient's care plan
- Update patient contact
- Update patient's medications
- Complete Staff Survey
- Complete data sheet

Version 6, 13/6/19

Implementing Telehealth in Regional and Rural Community Palliative Care
Staff Training Resource Module 2: Tools and Process Maps Version 1.0, 17/06/2019

Checklist: Unplanned video call
Any call to the 'on call' phone OR an unexpected situation during a phone visit

Setting up

- Go somewhere private and comfortable
- Open patient in PaICare
- Check Care Plan for Telehealth

Initiating FaceTime call

- Ask the patient/carer if you can change the call to a Video call
- Change to FaceTime or call them back using their documented video call application (depending on what they have called you on)
- Guide the patient/carer through the use of FaceTime if required

During the FaceTime call

- Address the patient/carer's concerns
- Complete relevant assessments e.g. pain, respiratory function, falls risk
- At the end of the call ask "Do you think this video call was helpful?"; record their answer
- Schedule next contact/visit
- End the Video Call

After the FaceTime call

- Complete progress note in PaICare
- Update the patient's care plan
- Update patient contact
- Update patient's medications
- Complete Staff Survey

Version 6, 13/6/19

Implementing Telehealth in Regional and Rural Community Palliative Care
Staff Training Resource Module 2: Tools and Process Maps Version 1.0, 17/06/2019



7. Telehealth in everyday nursing practice

Collecting information after the call for evaluation purposes

- Patient (family/carer) satisfaction survey

→ Asked in the format of an interview at the end of every video call

Patient/carer check-in for satisfaction with Telehealth¹
To be asked by the nurse at the end of a video call

Name: _____
Date: _____

"Do you mind answering a few questions about the video call before we hang up?"
→ If the patients have further comments on each question, the nurse should feel free to write them and explore them further if the patient wants.

Q1. Did you have any technical challenges with the video call?
 Yes: Were you able to resolve it. → Yes: Go to Q2 and still have a call?
 No: Cease interview*
 No: Go to Q2

Q2. Did you feel comfortable with the technology during our video call? Yes/No

Q3. Do you feel you received the care you wanted via the video call? Yes/No

Q4. Would you be happy to have video calls in the future? Yes/No

Q5. Would you like to be called again to help us with developing the video calls? Yes/No

*Make a statement like "Thank you, we will look at fixing the technology."

¹ Developed from Barwon South West Region's consumer survey, RMAH's Telehealth consumer survey, Barwon Health's patient telehealth evaluation survey, and Eastern Health's video consultation patient evaluation. Version 5, Update 09/18/11/19

- Staff survey

→ To be completed after every video call

Staff check-in for satisfaction with Telehealth¹
To be completed by the staff after the video call.

Name: _____
Date: _____

Were there any technical problems with the video call today?
→ If yes, what was the problem? Yes/ No

Did you feel comfortable with the technology you used during the video call?
→ If no, what was the problem? Yes/ No

Do you feel you provided the same standard of care, as you would have at a home visit?
→ If no, why not? Yes/ No

Do you feel the patient was engaged in the video call?
→ If no, why not? Yes/ No

Would you recommend the video call to other patients?
→ If no, why not? Yes/ No

Afterhours only: If you had not used the video call would you have gone to the patient's home? Yes/ No

Do you have any further comments of your experience with the video call today? ?

¹ Developed from Barwon South West Region's health professional satisfaction survey, RMAH's design consultation survey, Barwon Health's patient telehealth evaluation survey, and Eastern Health's video consultation provider and evaluation. Version 5 Update: 04/12/19

- Telehealth visit data sheet

→ To be completed after a routine the video call

Telehealth VISIT DATA SHEET Update Draft 4 GS DEC 2018																					
Date	First name	Last name	Suburb/Town	Date of birth and Age	Phone	SecureTime	Shape	HealthAid	Other	Attempts to contact	Nurse checklist completed: Y/N	Follow up time taken (min)	Planned time taken (min)	Next visit phone or in person	Next visit date to schedule Y/N	Next visit in X months	Phase of Care: Stable (S) Unstable (U) Deteriorating (D) Terminal (T)	Telehealth Careplan			
4/04/2017	Kate	Wise	Haddon	12/03/67 .51y.o.	✓	✓				2	30	15	20	☑	Y	1	S	U	D	T	✓
											Y	N		☑	Y		S	U	D	T	
											Y	N		☑	Y		S	U	D	T	
											Y	N		☑	Y		S	U	D	T	
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III. Learnings and next steps



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8. Learnings

- After this module you should ...
 - know what telehealth is and what its benefits are
 - have an overview of how to complete a telehealth assessment
 - have an overview of the role telehealth plays in everyday nursing practice
 - have an overview of the tools available to you for telehealth assessment as well as in everyday nursing practice



9. Next steps

- Getting devices ready
 1. Please ensure that you have FaceTime on your phone
 2. Please check if you have the Skype app on your phone and if you are logged on to the BHCI Skype account → if not please download Skype and log on to the Skype (provide account and login details)
- Further training
 - Staff Training Module 2: Tools and Process Maps
 - ⇒ Self-study: Please read through the tools and process maps before the next training session



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Any questions?



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Thank you for your attention!