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Home Based Palliative Care

Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice

Staff Training Manual

Module 3: Practical Training

Version 1.0, 26/06/2020

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. Practice



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1. Quiz

Question 1

Q1: What are benefits of telehealth?

- The patient no longer requires home visits
- Telehealth can increase the safety of the nurse (e.g. extreme weather conditions)
- Telehealth provides an additional service to the patient
- Telehealth can help make decisions in a crisis setting
- Telehealth enables the provision of service regardless of the patient's location
- Telehealth reduces avoidable call outs during after hours



1. Quiz

Question 1 - Answers

Q1: What are benefits of telehealth?

- The patient no longer requires home visits
- Telehealth can increase the safety of the nurse (e.g. extreme weather conditions)
- Telehealth provides an additional service to the patient
- Telehealth can help make decisions in a crisis setting
- Telehealth enables the provision of service regardless of the patient's location
- Telehealth reduces avoidable call outs during after hours



1. Quiz

Question 2

Q2: When and how should the telehealth assessment be completed?

- As an absolute must during the initial assessment completed by the nurse
- Telehealth assessment has to be fully completed at once
- During the initial assessment completed by the nurse
- Telehealth assessment can be completed over several patient visits if required (focus on the patient's/ family's well-being first)



1. Quiz

Question 2 – Answers

Q2: When and how should the telehealth assessment be completed?

- As an absolute must during the initial assessment completed by the nurse
- Telehealth assessment has to be fully completed at once
- During the initial assessment completed by the nurse
- Telehealth assessment can be completed over several patient visits if required (focus on the patient's/ family's well-being first)



1. Quiz

Question 3

Q3: In which phases of the patient's journey through BHCI is telehealth used?

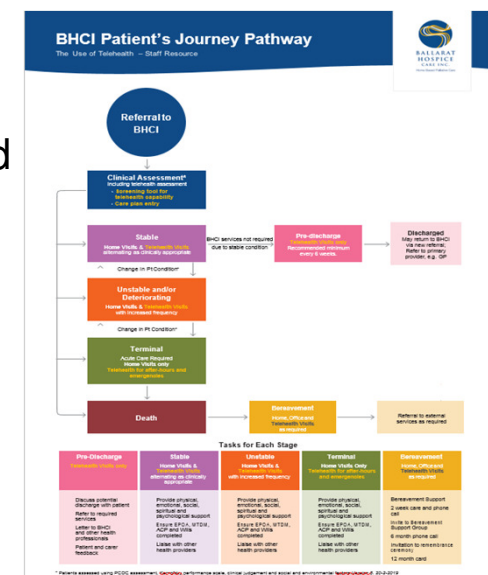
- When the patient is stable – alternating with home visits as clinically appropriate
- When the patient is unstable or deteriorating – in combination with home visits at increased frequency
- During bereavement – home, office and telehealth visits as required
- During pre-discharge – telehealth visits only
- When the patient is in a terminal phase – considered for after-hours and emergencies only, otherwise home visits

1. Quiz

Question 3 - Answers

Q3: In which phases of the patient’s journey through BHCI is telehealth used?

- ✓ When the patient is stable – alternating with home visits as clinically appropriate
- ✓ When the patient is unstable or deteriorating – in combination with home visits at increased frequency
- ✓ During bereavement – home, office and telehealth visits as required
- ✓ During pre-discharge – telehealth visits only
- ✓ When the patient is in a terminal phase – considered for after-hours and emergencies only, otherwise home visits





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1. Quiz

Question 4

Q4: In which scenarios can video calls occur?

- Unplanned – Nurse calls the ‘on call’ phone
- Planned – Nurse calls patient on the mobile
- Unplanned – Patient calls the ‘on call’ phone
- Planned – Nurse calls the patient at a previously scheduled time

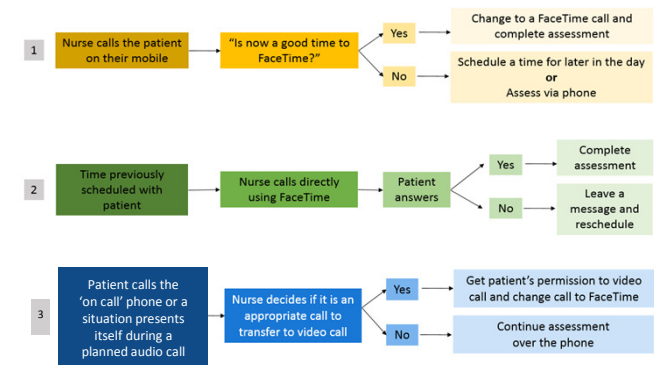


1. Quiz

Question 4 - Answers

Q4: In which scenarios can video calls occur?

- Unplanned – Nurse calls the ‘on call’ phone
- Planned – Nurse calls patient on the mobile
- Unplanned – Patient calls the ‘on call’ phone
- Planned – Nurse calls the patient at a previously scheduled time





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1. Quiz

Question 5

Q5: Which tools do you have available to you to assist the patient with using telehealth?

- Staff checklist for unplanned video calls
- Education resources (FaceTime and Skype)
- Tools for troubleshooting common errors (FaceTime and Skype)
- Staff checklist for planned video calls
- Patient checklist 'Preparing for your video call'



1. Quiz

Question 5 - Answers

Q5: Which tools do you have available to you to assist the patient with using telehealth?

- Staff checklist for unplanned video calls
- Education resources (FaceTime and Skype)
- Tools for troubleshooting common errors (FaceTime and Skype)
- Staff checklist for planned video calls
- Patient checklist 'Preparing for your video call'



1. Quiz

Question 5 - Answers

Q5: Which tools do you have available to you to assist the patient with using telehealth?

Patient checklist

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:
 - Pen and paper
 - List of current medications
 - Any questions you have for the nurse

When the nurse rings

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

Education resources

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:

Installation (Computer)

- Go to www.skype.com
- Click the download button.
- Follow the prompts on the screen.
- Save to an easy to access place, such as the desktop.

Creating an account

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

Answering a Skype Call

- Select the video button to answer.
- To decline the call select the end call button.
- To switch your camera from front to back, select the camera button.
- To end the call select the end call button.

Tips

- If you want to hold 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.

Troubleshooting resources

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 are 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 Add
- 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 BCh username and password.
- 9901: Internal error: Skype is having problems.



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1. Quiz

Question 6

Q6: Which tool is available to you when completing a telehealth assessment?

- Process map 'Planned video call'
- Process map 'Audio call → video call'
- Screening tool for telehealth capability

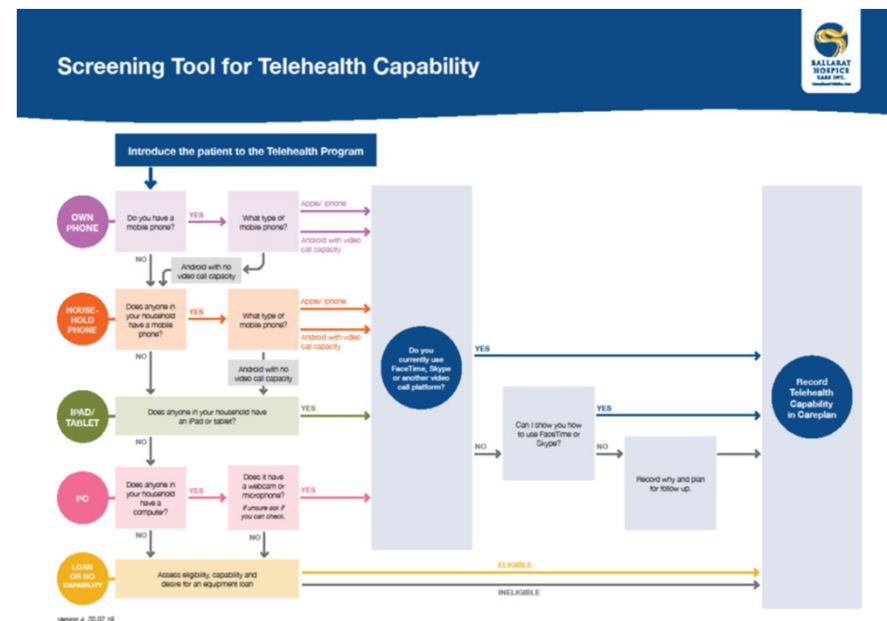


1. Quiz

Question 6 - Answers

Q6: Which tool is available to you when completing a telehealth assessment?

- Process map 'Planned video call'
- Process map 'Audio call → video call'
- Screening tool for telehealth capability





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1. Quiz

Question 7

Q7: Which tools are available to you when doing a planned video call?

- Staff checklist for unplanned video call
- Process map 'Audio call → video call'
- Staff checklist for planned video call



1. Quiz

Question 7 - Answers

Q7: Which tools are available to you when doing a planned video call?

- Staff checklist for unplanned video call
- Process map 'Audio call → video call'
- Staff checklist for planned video call

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 PalCare
- 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 (PDOC)
- 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 PalCare
- Update the patient's care plan
- Update patient contact
- Update patient's medications
- Complete Staff Survey
- Complete data sheet

Version 8, 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



1. Quiz

Question 8

Q8: Which tools are available to you when doing an unplanned audio call that could benefit from a video call?

- Staff checklist for planned video call
- Process map 'Audio call → video call'
- Staff checklist for unplanned video call

1. Quiz

Question 8 - Answers

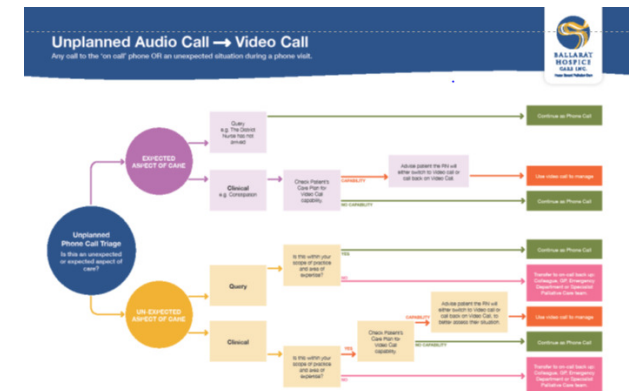
Q8: Which tool is available to you when receiving an unplanned audio call ('on call' phone), which could benefit from a video call?

- Staff checklist for planned video call
- Process map 'Audio call → video call'
- Staff checklist for unplanned video call

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	<input type="checkbox"/>
Open patient in PalCare	<input type="checkbox"/>
Check Care Plan for Telehealth	<input type="checkbox"/>
Initiating FaceTime call	
Ask the patient/carer if you can change the call to a Video call	<input type="checkbox"/>
Change to FaceTime or call them back using their documented video call application (depending on what they have called you on)	<input type="checkbox"/>
Guide the patient/carer through the use of FaceTime if required	<input type="checkbox"/>
During the FaceTime call	
Address the patient/care's concerns	<input type="checkbox"/>
Complete relevant assessments e.g. pain, respiratory function, falls risk	<input type="checkbox"/>
At the end of the call ask "Do you think this video call was helpful?"; record their answer	<input type="checkbox"/>
Schedule next contact/visit	<input type="checkbox"/>
End the Video Call	<input type="checkbox"/>
After the FaceTime call	
Complete progress note in PalCare	<input type="checkbox"/>
Update the patient's care plan	<input type="checkbox"/>
Update patient contact	<input type="checkbox"/>
Update patient's medications	<input type="checkbox"/>
Complete Staff Survey	<input type="checkbox"/>

Version 6, 13/8/19





2. Role plays

Telehealth assessment for a new patient

R1a: Ross is a new patient. He has an iPhone and is willing to use FaceTime.

Please:

1. complete the telehealth assessment
2. inform him about the patient information included in the blue folder,
3. complete the care plan entry.

R1b: Ross is a new patient. He has an old mobile phone without the capacity to make video calls, no tablet or PC and no close family member/ carer with an appropriate device.

Please:

1. complete the telehealth assessment
2. inform him about the patient information included in the blue folder,
3. complete the care plan entry.



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2. Role plays

Telehealth assessment for a new patient

“Do you use a mobile phone, Ross? 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 is something we offer in addition. 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?” ... “You will a little information brochure as well as information on how to prepare for a video call included in the blue folder you have received from us.”

How to prepare for your video call

Before the nurse rings

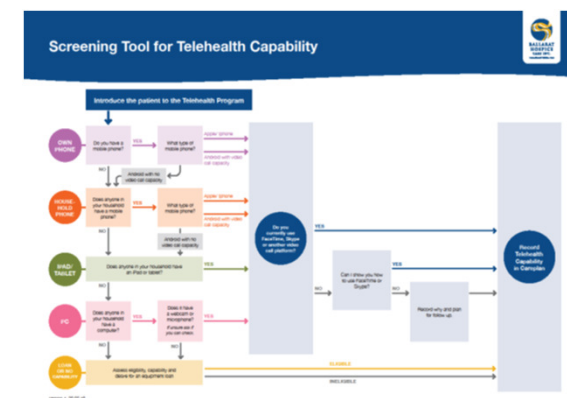
- Charge your phone or iPad
- Choose a comfortable place to sit during the video call
- Have your self have ready:
 - Pen and paper
 - List of current medications
 - Any questions you have for the nurse

When the nurse rings

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

Telehealth

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2. Role plays

Telehealth assessment for a new patient

Care Plan			
Priority	Identified	Issue	Action / Plan
N/A	14/11/2018 [Redacted] OnGoing ▾	4. TeleHealth Edit	Ross has an iPhone and is happy to use FaceTime whenever it is suitable.

Care Plan			
Priority	Identified	Issue	Action / Plan
N/A	05/12/2018 [Redacted] OnGoing ▾	4. Telehealth - Due to [Redacted] Edit Add A/P	[Redacted] - use apple iPhone. Both happy to use Ross only has an old mobile phone without the capacity to use video calls. No access to suitable device.



2. Role plays

Patient introduction to phone and video application

R2: Ross is interested in using video calls but has never FaceTimed or Skyped before. Please introduce Ross to FaceTime or Skype. Point out to him what the icon looks like and explain to him how to answer a call.



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:



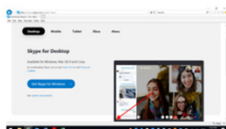
Tips

- 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.



3. Scenarios

Filling in the surveys

S1: You just had a FaceTime call with Ross who experienced technical issues (camera was facing the wrong way). This issue could be resolved and it ended up being a successful video call. Please fill in the patient and staff survey.

Patient/carer check-in for satisfaction with Telehealth*
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.

01. Did you have any technical challenges with the video call?
 → Yes: Were you able to resolve it and still have a call? → Yes: Go to Q2
 → 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."

* Developed from Barwon South West Region's consumer survey, RMIT's Telehealth consumer survey, Bendigo Health's patient telehealth evaluation survey, and Eastern Health's video consultation patient evaluation

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

Name:
Date:

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

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

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

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

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

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

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

* Developed from Barwon South West Region's health professional satisfaction survey, RMIT's clinician satisfaction survey, Bendigo Health's clinician telehealth evaluation survey, and Eastern Health's video consultation provider end evaluation

Version 1 Update: Oct12/13

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II. Self-assessment



4. Are you ready for telehealth?

- Do you have FaceTime and Skype on your phone, and are you logged on to the BHCI Skype account?
- Have you practiced using FaceTime and Skype?
- Are you familiar with patient requirements, patient information and the patient checklist?
- Are you confident introducing a patient to telehealth?
- Do you know how to complete a telehealth assessment?
- Do you know how to record the information gathered on telehealth into the patient's care plan?
- Do you know in which phases of the patient's journey through BHCI telehealth services are offered?
- Do you know how to prepare for a scheduled telehealth video call?
- Do you know how to assess whether a call to the 'on all' phone can benefit from a telehealth video call?
- Do you know what to do in the case of an unscheduled video call?
- Do you know how to introduce a patient to FaceTime and Skype as well as solve simple technical problems?



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III. Next steps



5. From 'knowing' to 'doing': Transferring knowledge into routines

Establish routines by ...

1. Becoming familiar with using FaceTime/ Skype

→ Call the office on FaceTime or Skype whenever possible

2. Completing telehealth assessments

→ Include a telehealth assessment every time you complete an initial assessment →

→ Existing patients: Check information on telehealth for every patient. If it hasn't been (fully) completed, please complete the telehealth assessment



*Please remember
to complete the
Telehealth
assessment!*



3. Using telehealth in everyday nursing practice:

→ Schedule a video call with a patient instead of a phone call if appropriate

→ Spontaneously transfer an audio call to a video call if a situation presents itself (e.g. during a phone visit, after-hours call or emergency call)

→ If required teach a patient how to use FaceTime or Skype if they would like to use telehealth



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6. Evaluation

- Ongoing evaluation and collection of data
 - ! → **Always** fill in patient and staff surveys as well as telehealth visit data sheets
 - ! → Deposit all completed surveys in the collection tray
- Data will be analysed at the end of each month; results will be communicated to staff members



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Thank you for your attention!