



BALLARAT
HOSPICE
CARE INC.
Home Based Palliative Care

Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice

Staff Training Manual

Module 2: Tools and Process Maps



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. Introduction

1 About module 2

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

Training module 2 'Tools and Process maps' is the second of three modules. Module 1 provides an overview of the use of tools and process maps used in assessing a patient's (carer's/ family's) willingness, capacity and capability to use telehealth as well as assisting nursing staff in the application of telehealth in everyday nursing practice. It provides an overview of all telehealth tools and process maps and outlines the underlying process logic. Module 2 focusses on the use of the tools and process maps introduced in module 1.

2 How to use this module

Module 2 is designed for self-study. It aims at familiarising nursing staff with the tools and process maps associated with telehealth. In addition it also serves as a template for printing off tools for use in everyday nursing practice on an ongoing basis as required.

As the focus lies on understanding the tools and process maps introduced in Module 1, the accompanying text has been reduced to a minimum. The relevant tools and/or process maps are listed and named under each headline. By pressing ctrl+click on the name of the tool/process map, you will be taken directly to the resource (print version).

3 After completing this module you should...

- know which tools are available to you when doing telehealth assessments
- know which tools and process maps are available to you when using telehealth in everyday nursing practice
- understand the tools and process maps and know when and how to use them.

II. Everyday nursing practice – Tools and process maps

4 Telehealth assessment

- **Screening tool for telehealth capability**
- After a patient has been introduced to telehealth and it has been established that he/she is interested in using telehealth, follow the question paths in the '[Screening tool for Telehealth Capability](#)'. This tool assists the asking of patients about their telehealth capability and capacity and encompasses all the technologies that can be used for telehealth.

5 Telehealth in everyday nursing practice

5.1 When is telehealth used

- **BHCI patient journey pathway**
The process map '[BHCI patient's journey pathway](#)' outlines in which phases of the patient's journey through BHCI telehealth services are offered.
- **Model of video consultations**
The process map '[Model of video consultations](#)' outlines three scenarios in which video consultations occur.
- **Unplanned audio call → Video call**
The process map '[Audio call → Video call](#)' guides you when determining whether an unplanned audio would benefit from switching to a video call.

5.2 Checklists for planned and unplanned video calls

- **Checklist: Planned video call**
The checklist '[Planned video call](#)' helps prepare for an unplanned video call.
- **Checklist: Unplanned video call**
The checklist '[Unplanned video call](#)' helps prepare for an unplanned video call.

5.3 Collecting information after the call

- **Patient survey for satisfaction with telehealth**
The '[Patient survey for satisfaction with telehealth](#)' is to be completed at the end of the call in the form of an interview with the patient. If it is not appropriate to do so at this point in time, please follow up at next visit. Please put the survey in the collection tray located in the telehealth room.
- **Staff survey for satisfaction with telehealth**

The '[Staff survey for satisfaction with telehealth](#)' is to be completed after the call. Please put the survey in the collection tray located in the telehealth room.

- **Telehealth visit data sheet**

The '[Telehealth visit data sheet](#)' is also to be completed after the video call. Please put the survey in the collection box located in the telehealth room.

6 Patient education and resources

6.1 Technical Information

- **FaceTime training**

The tool '[FaceTime training](#)' outlines the basic steps when creating a FaceTime account and answering a call.

- **Skype training**

The tool '[Skype training](#)' outlines the basic steps when creating a Skype account and answering a call

- **How to make a Skype call**

The tool '[How to make a call in Skype](#)' outlines how to make a call in Skype

- **FaceTime troubleshooting**

The tool '[FaceTime troubleshooting](#)' helps solve the most common technical problems that occur when using FaceTime.

- **Skype troubleshooting**

The tool '[Skype troubleshooting](#)' helps solve the most common technical problems that occur when using Skype.

6.2 Patient information

- **Telehealth information brochure (2 pages)**

The '[Telehealth information brochure](#)' provides basic information about telehealth and is included in the BHCI information folder patients receive.

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

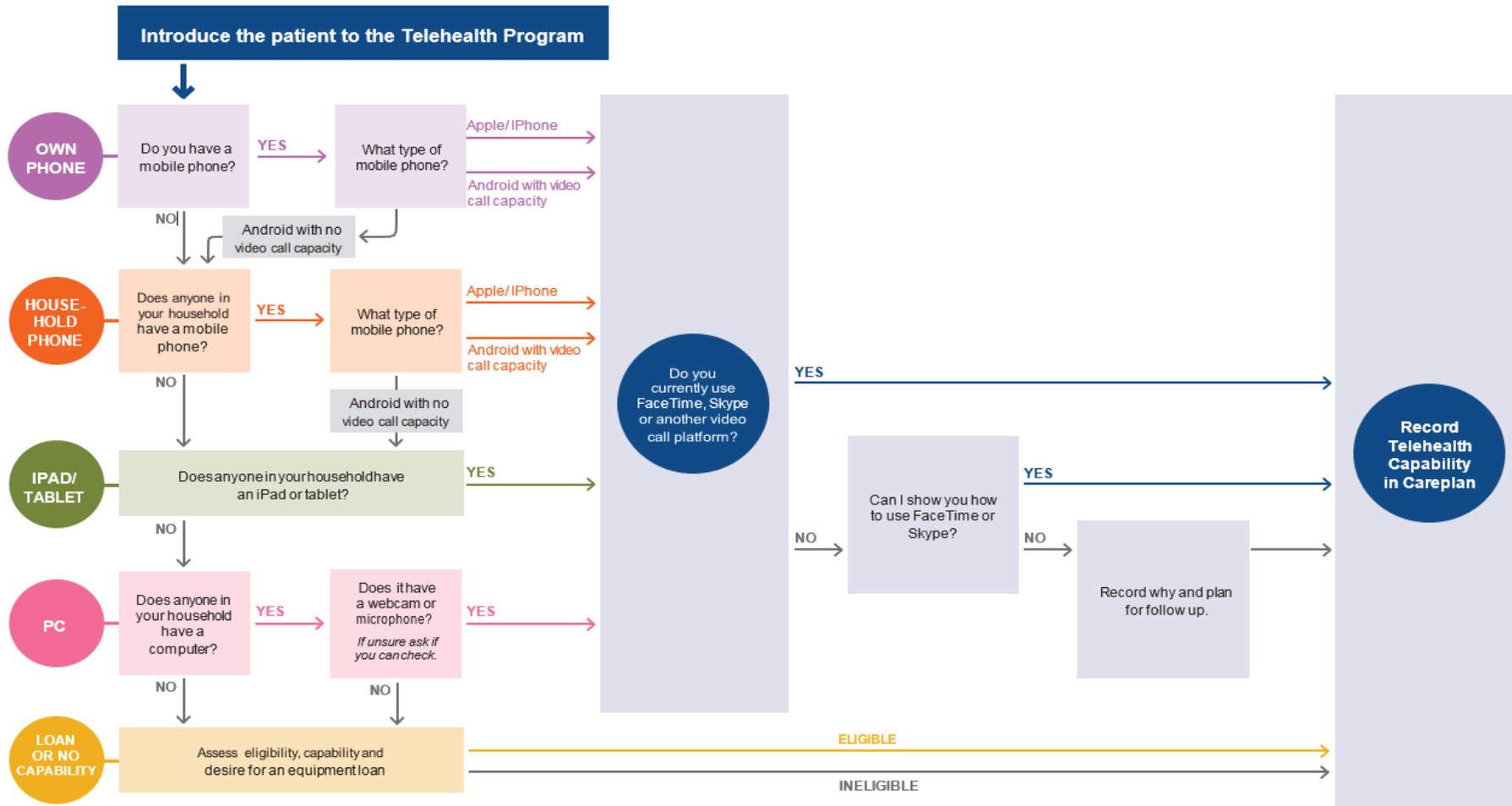
The patient checklist '[How to prepare for your video call](#)' helps the patient set up for their video call. It is included in the BHCI information folder patients receive.



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7 Tools and process maps

Screening tool for telehealth capability'



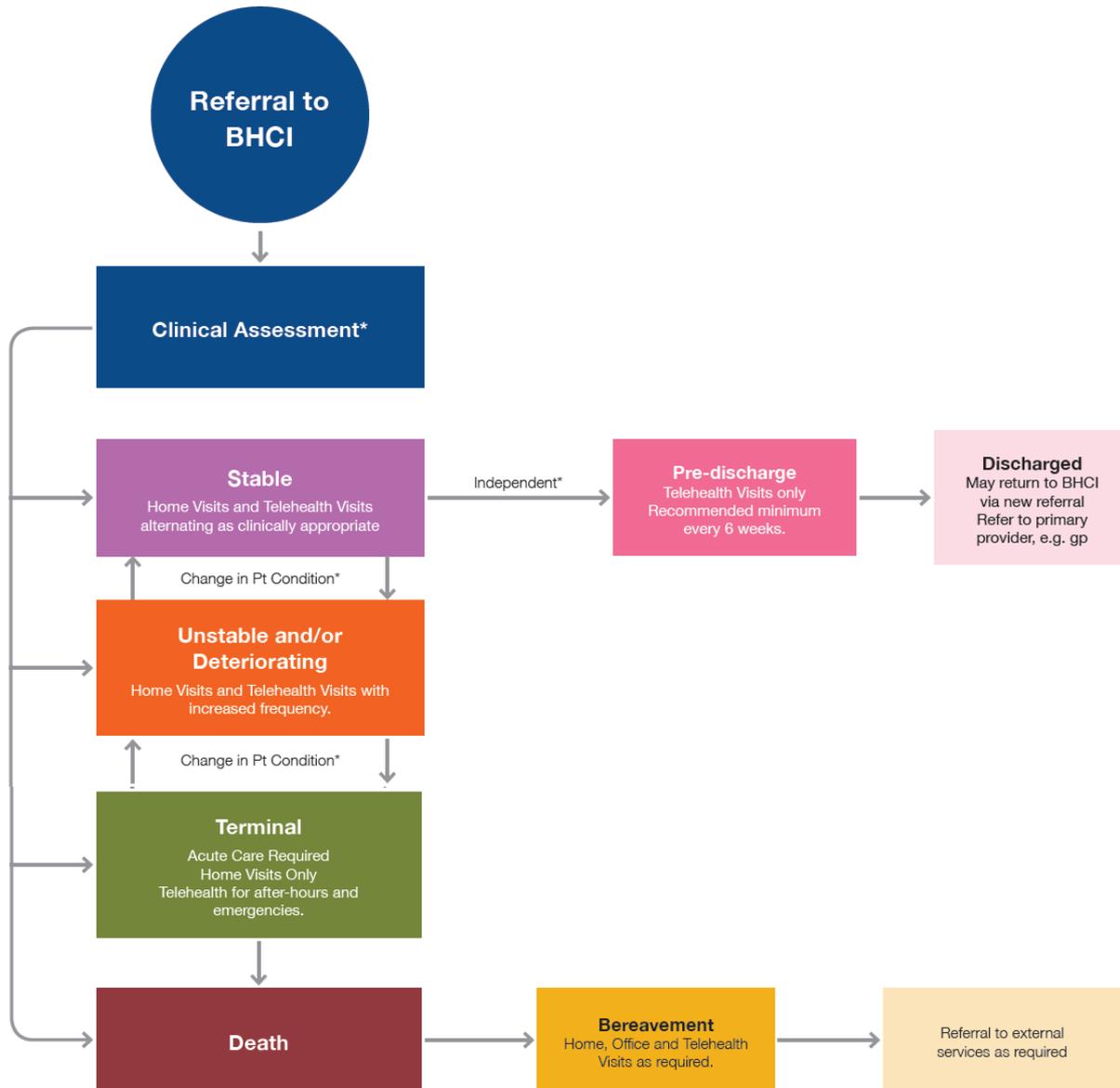
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BHCI patient's journey pathway

The use of telehealth – Staff resource



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Tasks for Each Stage

Pre-Discharge	Stable	Unstable	Terminal	Bereavement
<ul style="list-style-type: none"> Discuss potential discharge with patient Refer to required services Letter to BHCI and other health professionals Patient and Carer feedback 	<ul style="list-style-type: none"> Provide physical, emotional, social, spiritual and psychological support Ensure EPOA, MTDM, ACP and Wills completed Liase with other health providers 	<ul style="list-style-type: none"> Provide physical, emotional, social, spiritual and psychological support Ensure EPOA, MTDM, ACP and Wills completed Liase with other health providers 	<ul style="list-style-type: none"> Provide physical, emotional, social, spiritual and psychological support Ensure EPOA, MTDM, ACP and Wills completed Liase with other health providers 	<ul style="list-style-type: none"> Bereavement Support 2 week care and phone call Invite to Bereavement Support Group 6 month phone call Invitation to remembrance ceremony 12 month card

* Patients assessed using PCOC assessment, Karnofsky performance scale, clinical judgement and social and environmental factors.

Version 5. 20-2-2019

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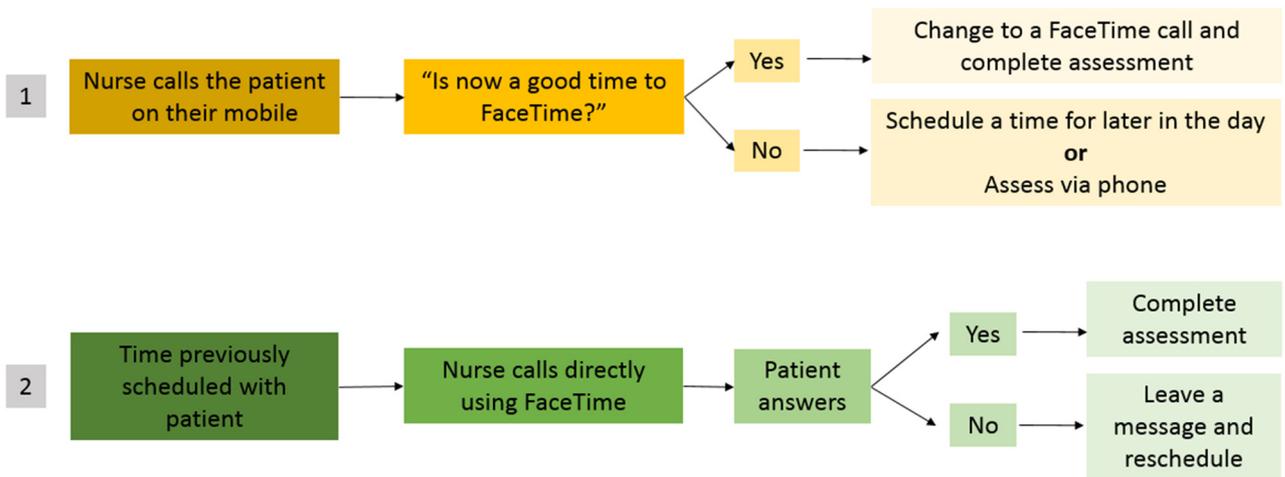
Model of video consultations

Scenarios in which video calls occur at BHCI

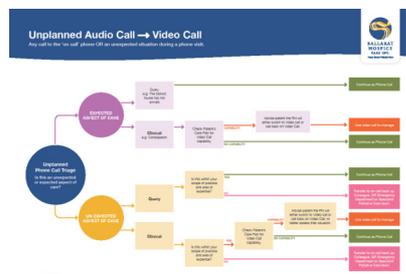
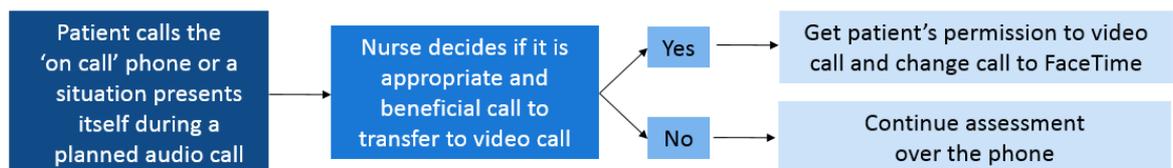


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1. Planned video calls, initiated by the nurse:

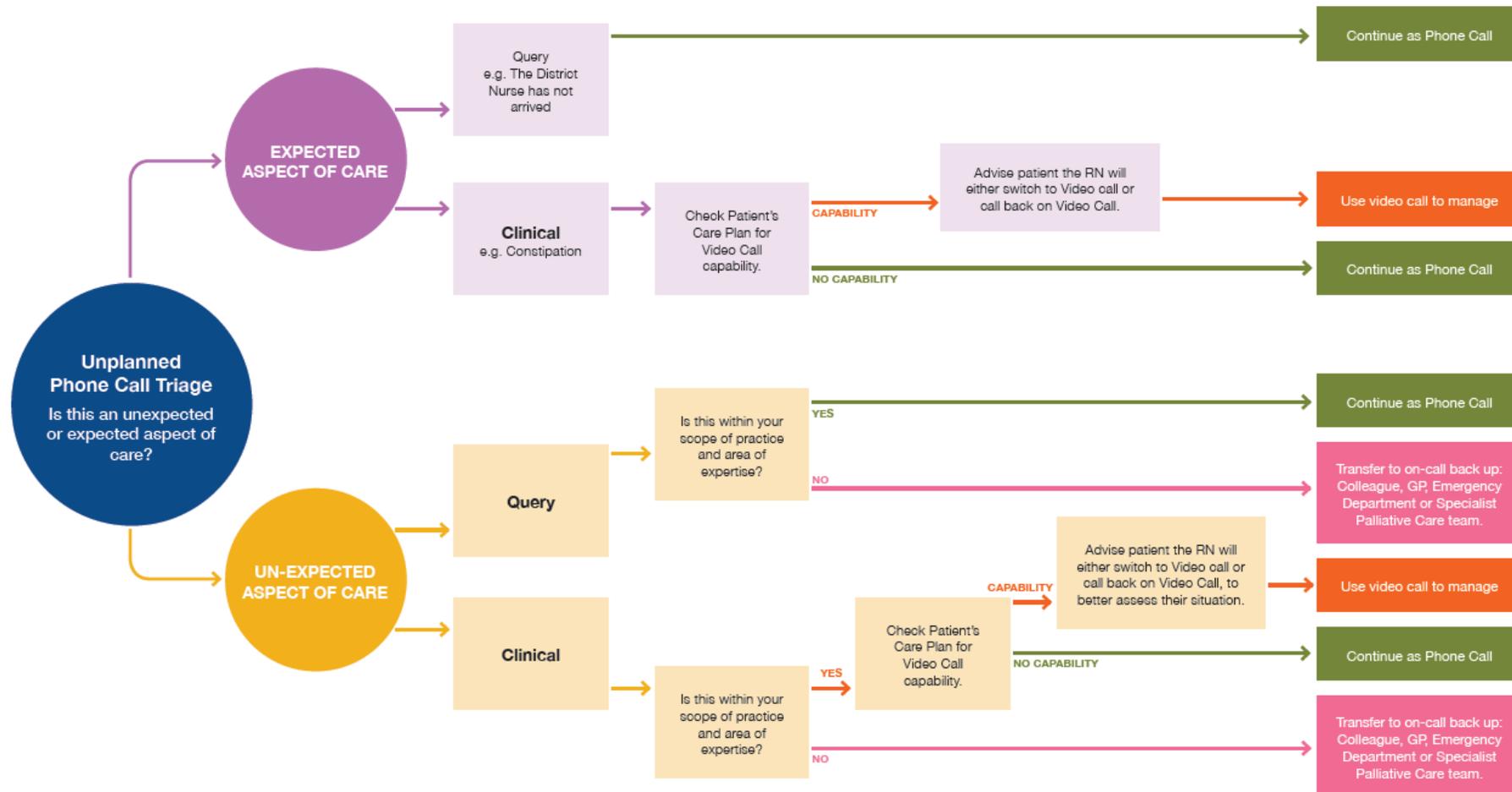


2. Unplanned video calls:



Audio call → Video call

Any call to the 'on call' phone OR an unexpected situation during a phone visit



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Checklist: Unplanned video call

Any call to the 'on call' phone OR an unexpected situation during a phone visit



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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 why they have called you)	<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, 13/6/19

Checklist: Planned video call

Initiated by the nurse



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Setting up

	Place Telehealth sign on the door	<input type="checkbox"/>
	Set up your environment so that you are comfortable	<input type="checkbox"/>
	Open patient in PalCare	<input type="checkbox"/>
	Check patient correspondence and last contact	<input type="checkbox"/>
	Open phone camera on 'Selfie' mode to check position and lighting	<input type="checkbox"/>

Initiating FaceTime call

	Call the patient on their mobile using FaceTime, Skype etc.	<input type="checkbox"/>
	Introduce yourself and anyone else in the room	<input type="checkbox"/>
	Ask the patient to introduce others who are with them	<input type="checkbox"/>
	Ask the patient if they are comfortable and ready to begin	<input type="checkbox"/>

During the FaceTime call

	Complete Palliative Care Assessment (PCOC)	<input type="checkbox"/>
	Complete relevant assessments e.g. pain, respiratory function, falls risk	<input type="checkbox"/>
	Review and update medications	<input type="checkbox"/>
	Ask the survey questions	<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"/>
	Complete data sheet	<input type="checkbox"/>

Version 6, 13/6/19

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Patient/ carer survey for satisfaction with telehealth¹



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Please complete at the end of the video call

Name:

Date:

“Do you mind answering a few questions about the video call before we end the call?”

<p>Q.1a Did you have any technical challenges with the video call?</p> <p>Yes: Were you able to resolve it and continue the call? No: Go to Q.2</p> <p>Yes: Go to Q.2 No: Cease interview*</p>	
<p>Q.1b If yes, what was the problem?</p> <p><input type="checkbox"/> Audio quality <input type="checkbox"/> Video quality <input type="checkbox"/> Lighting <input type="checkbox"/> Internet connection problems <input type="checkbox"/> Patient had problems using device <input type="checkbox"/> Blocked Contact <input type="checkbox"/> Other: _____</p>	
<p>Q.1c Could the issue be resolved? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>Q.2 Did you feel comfortable with the technology during our video call?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Q.3 Do you feel you received the care you expected via the video call?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Q.4 Would you be happy to have video calls in the future?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Q.5 Would you like to be called again to help us with developing the video calls?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

*Make a statement such as: “Thank you, we will look at fixing the technology.”

¹ Developed from Barwon South West Region’s consumer survey, RMH’s Telehealth consumer survey, Bendigo Health’s patient telehealth evaluation survey, and Eastern Health’s video consultation patient evaluation

Version 5, Update 18/11/19

Staff survey for satisfaction with telehealth¹



Please complete after the video call

Name:

Date:

Q.1a Were there any technical problems with the video call today? Q.1b If yes, what was the problem? <ul style="list-style-type: none"> <input type="checkbox"/> Audio quality <input type="checkbox"/> Video quality <input type="checkbox"/> Lighting <input type="checkbox"/> Internet connection problems <input type="checkbox"/> Patient had problems using device <input type="checkbox"/> Blocked Contact <input type="checkbox"/> Other: _____ 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.1c Could the issue be resolved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.2a Did you feel comfortable with the technology you used during the video call? Q.2b If no, what was the problem?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.3a Do you feel you were provided the same standard of care as you would have at a home visit? Q.3b If no, why not?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.4a Do you feel the patient was engaged during the video call? Q.4b If no, why not?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.5a Would you recommend the video call to other patients? Q.5b If no, why not?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.6 Afterhours only: If you had not used the video call would you have gone to the patient's home?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q.7 Do you have any further comments of your experience with the video call today? (Please turn over page to record your comments)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Telehealth Visit Data Sheet



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Date	First name	Last name	Suburb/ Town	Date of Birth & Age	Phone	FaceTime	Skype	Other	Attempts to contact	P/c duration (min)	Nurse checklist completed	Follow up time taken (min)	PalCare time taken (min)	Next visit phone or in person	Next visit added to schedule Y/N	Next visit in 'x' weeks	Phase of Care: Stable (S) Unstable (US) Deteriorating (D) Terminal (T)	Telehealth Careplan
											Y N				Y N		S US D T	
											Y N				Y N		S US D T	
											Y N				Y N		S US D T	
											Y N				Y N		S US D T	
											Y N				Y N		S US D T	

Telehealth brochure



Benefits of Telehealth

Telehealth allows you to connect with Ballarat Hospice Care without them coming to your home.

- It is convenient, as you can have the visit anywhere that suits you
- Time efficient for you and the nurse
- You can easily involve family and other support people into your care



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More information

Talk to the nurse during your next visit.

Or

Call Ballarat Hospice Care on
(03) 5333 1118

Telehealth



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Dec 2018



What is Telehealth?

Ballarat Hospice Care is moving into this century and using current technologies to provide care to their patients (telehealth).

At Ballarat Hospice Care we aim to provide the best community palliative care to our patients and families. The use of telehealth will allow us to provide care in an alternative way that may suit you.

It is not replacing how we currently provide care but adding to it.



How will it work?

When you call the After Hours emergency phone number it may be to your advantage to have a video call. The nurse or yourself can suggest this during the phone call.

Video calls will be added to the current 'phone visits' which we currently provide to stable patients.

Will I still have home visits?

The video calls do not replace home visits. Therefore, you will have a home visit if that is what you prefer, or if the nurse or support staff think it is in your best interest.

You will be asked after every visit how you would like to be 'visited' next time. We suggest we see you via video call or home visits at least every 6 weeks.

What do I need?

For a video call you will need:

- A private, well lit room
- A smart phone, iPad, tablet, or a reasonably up-to-date computer
- Webcam, microphone, and speakers (built in or plug in)
- Reasonable internet connection

Cost

There is no cost from Ballarat Hospice Care.

The video call is free, except for your internet usage. You will use around 250 MB of data during a 20 minute call.

“It is not replacing how we currently provide care but adding to it.”

FaceTime



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1. Creating an Account (iPhone):

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

2. Creating an Account (iPad or iPod):

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

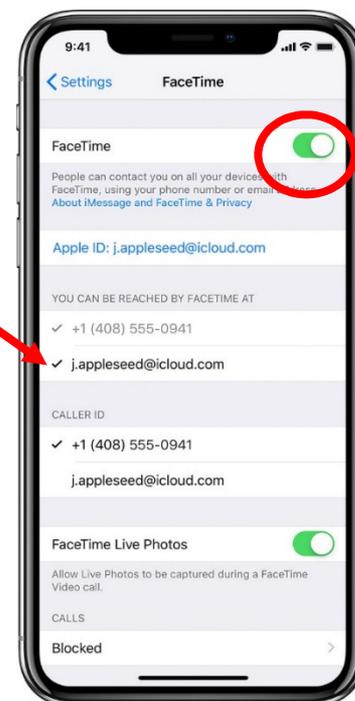
3. Answering a Call:

- 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



4. Tips:

- If you want to trial a FaceTime call with the patient, ensure that you call the patient from a separate room, or have someone back at the hospice call on your behalf. By doing this you will prevent significant background noise.



Skype training

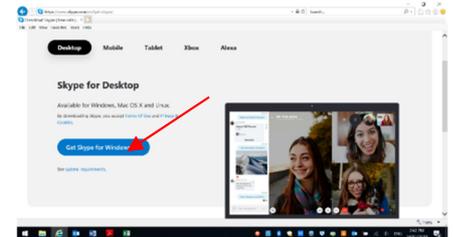


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1. Installation (Computer):

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



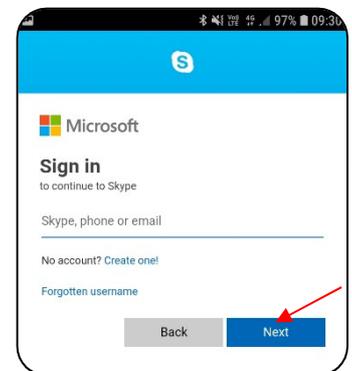
2. Installation (Phone):

1. Go to Play Store or App Store
2. Search Skype
3. Select the install button
4. Follow any further prompts, then follow the instructions below to create an account



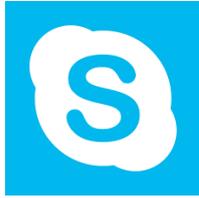
3. Creating an account:

1. On the Sign in-screen select **Create account**
2. Enter phone number and select **Next**
3. Create a password
4. Insert first and last name
5. A code will be sent via text - enter this code (this can take a few minutes)
6. Follow any further prompts



4. 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



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



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1. 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 and email address listed

2. 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 you are 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

3. 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



1. 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

2. 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)

3. Audio and Video Issues (Desktop):

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

4. 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

How to prepare for your video call



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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



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

