Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice

Staff Training Manual

Module 3: Practical Training

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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

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

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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

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- ☑ During the initial assessment completed by the nurse
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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?**

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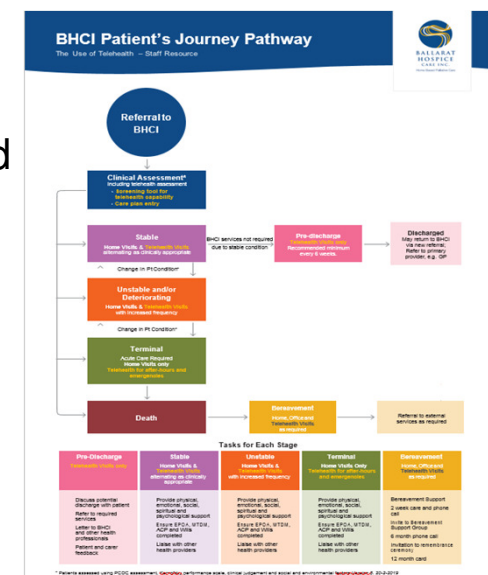
1. Quiz
Question 4

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?**
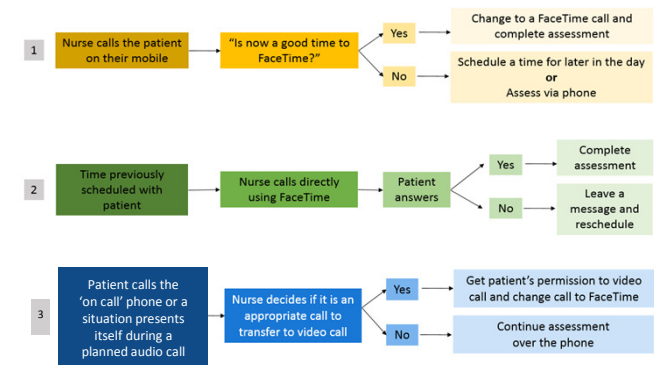
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- ☑ Planned – Nurse calls patient on the mobile
- ☑ Unplanned – Patient calls the 'on call' phone
- ☑ Planned – Nurse calls the patient at a previously scheduled time

1. Quiz
Question 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?**

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- ☐ 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

Education resources

Troubleshooting resources

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
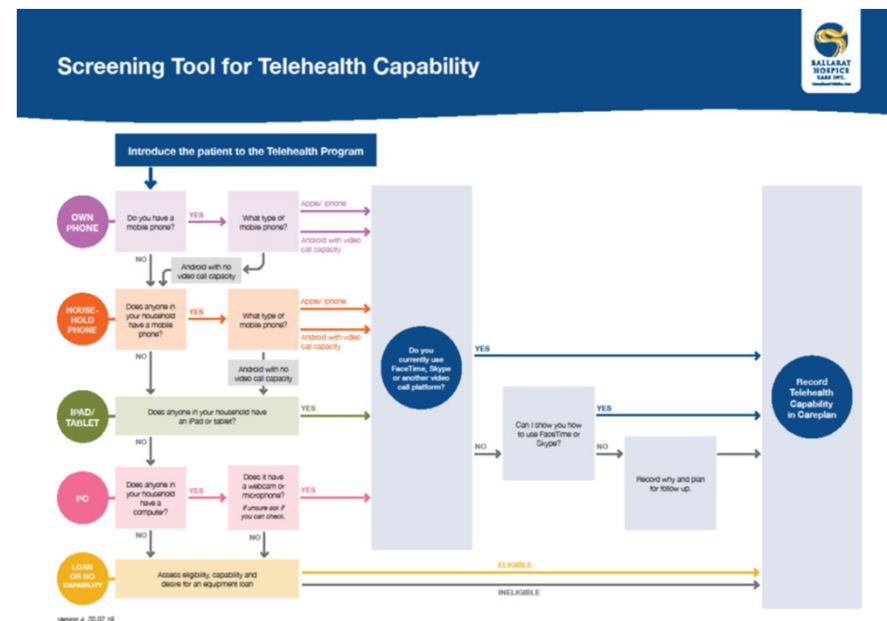
1. Quiz
Question 7

Q7: **Which tools are available to you when doing a <u>planned video call</u>?**

- ❑ Staff checklist for unplanned video call

- ❑ Process map 'Audio call → video call'

- ❑ Staff checklist for planned video call
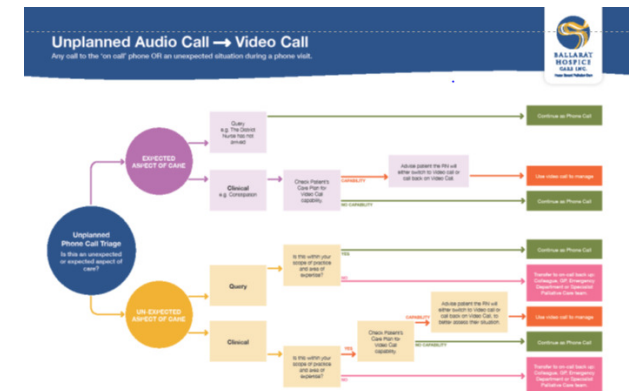
1. Quiz
Question 7 - Answers

Q7: **Which tools are available to you when doing a <u>planned video call</u>?**

- ☐ Staff checklist for unplanned video call

- ☐ Process map 'Audio call → video call'

- ☑ Staff checklist for planned video call

1. Quiz
Question 8

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

- ❑ 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 <u>unplanned audio call ('on call' phone), which could benefit from a video call</u>?**

- ☐ Staff checklist for planned video call

- ☑ Process map 'Audio call → video call'

- ☑ Staff checklist for unplanned video call

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.

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."
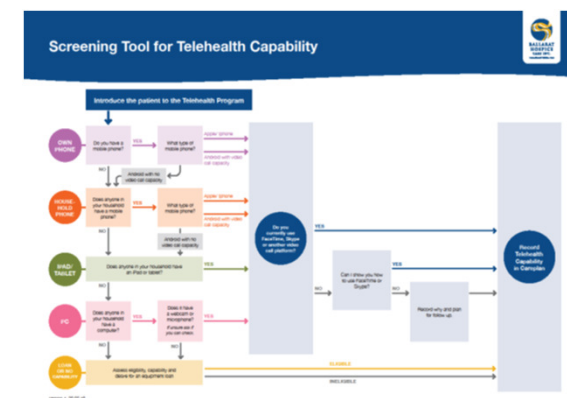
2. Role plays
Telehealth assessment for a new patient

Care Plan

Priority	Identified	Issue	Action / Plan
N/A	14/11/2018 ▇▇▇ 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 ▇▇▇ OnGoing ▼	4. Telehealth - Due to ▇▇▇ Edit Add A/P	👤 ▇▇ - 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.**

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.

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? ☐

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

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

Please remember to complete the Telehealth assessment!

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

Thank you for your attention!