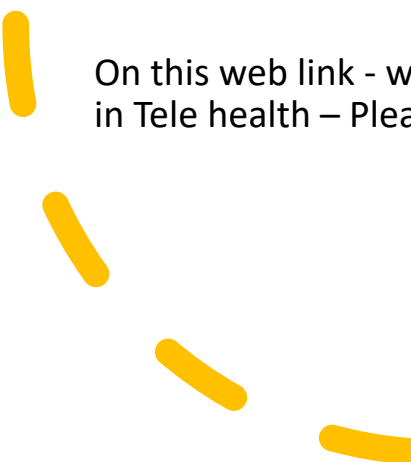Rush College of Nursing Students and Telehealth Training

Introduction to Rush CON student telehealth training

- Thank you for agreeing to precept our students and allowing them to participate in your agency's telehealth program

- To prepare our students for Telehealth Rush has instituted training
  - Use of the Technology
  - Telehealth Etiquette
  - Structuring a Visit via Telehealth

This power point is a brief introduction to our student preparation. Please feel free to contact us with additional questions

On this web link - we have also compiled Telehealth resources, ones you might find helpful in your agency as you train new providers in Tele health – Please take a look

Use of Telehealth Technology to Conduct Patient Visits

- Family Nurse Practitioner (FNP) Students participate in a telehealth simulation with a standardized patient.

- All primary care NP students have access to an on-line learning module for primary care students

- This learning module includes:

Telehealth Etiquette Training

- Students review the videos on tele health etiquette from Old Dominion University

- We evaluate the students' adoption of these principles in FNP telehealth training

- Our telehealth resource page has a link to these videos

https://www.youtube.com/playlist?list=PLM0VF0yZsE6f6737BT0QdUp7iC9BMINyC

Structuring a Telehealth Visit Protocols for Conducting Visits

- **Test the equipment to make sure there are no complications**

- **Have Patient test the equipment from their site**

- **Contacting Patients** - How will you contact them? How do they contact you?

- **Consent** – How will this be obtained from patients?

- **Steps for patients** to connect for encounter. Include information if disconnected. Make sure this information is available before encounter starts

- **Providing the visit -** Outline steps for conducting the visit (before, during , after)

- **Handling emergencies -** Includes the address where they are located and name and number of emergency contact

Beginning of Encounter: Students should assure

- **Purpose** – Know why you are conducting the visit

- **Consent** - Has consent been obtained

- **Identify those at each site** – Ask patient who is with them and if it is okay for them to stay. May have patient and provider show ID, especially if new

- **Discuss Security** - Let them know how security is maintained. Give assurances about their information

- **Outline session** - Let patient know what to expect

- **Equipment Expectations –** Explain what to expect with the equipment , also if there is a disconnection

Student Preparation: Conducting The Encounter

- **Obtain History / Subjective:** Maintain same standard of care as in-patient visit

- **Obtain Clinical Data** :

  - May need to use creative strategies

  - Use all observational skills

  - Have patient and/or family assist in gathering data

  - Use devices or objects found in the home i.e. flashlight

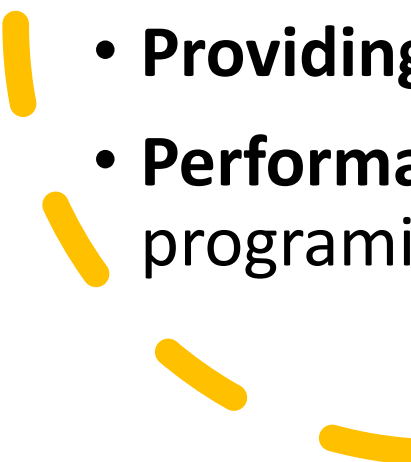 - Review videos on conducting specialty visits, e.g. ENT, CHF, dementia

Student Training : Wrapping up the Encounter

- Review the plan with the patient

- Set up any referrals that are necessary

- Assure that patient understands all elements of follow up

- Secure email from patient to send any notes

School of Nursing/College of Health Sciences/Old Dominion University

Telehealth Competencies Students Achieve

- Based on the 4P framework Rutledge et al: planning, preparing, providing, and performance evaluation

- **Planning**: Understanding the basic of telehealth definitions, regulations benefits and barriers

- **Preparing**: How to ready for visit, protocols; consent; equipment, skills

- **Providing**: Conducting the visit Initiating, Middle, Warp up

- **Performance Evaluation**: Methods for evaluating telehealth programing

Rutledge CM, O'Rourke J, Mason AM, et al. Telehealth competencies for nursing education and practice: the four P's of telehealth. Nurse Educ. 2021. doi: 10.1097/NNE.0000000000000988. [Epub ahead of print]

Considerations for Beginning Tele-precepting with our Students

Determine what will work best in your setting and how/where will visits proceed

- Will provider be in clinic/office & patient at home

- In most cases, is provider in dedicated telehealth workspace in the office and patient at home

- Will it be a mix of in person visits and telemedicine

- Decide on student's level of involvement initially and then as the weeks proceed

- Test equipment you use and equipment which the student will use

Determine Plan for Student in the telehealth process

- In the initial days of the rotation, will it be mostly observation (during initial hours/day(s)

- Will student conduct a part of the visit, perhaps the HPI/patient interview

- Depending on student's level of experience will they complete visit and report to preceptor

- How will charting be negotiated?

- Map a plan for increasing student responsibilities over time such that student are expected to incrementally increase level of direct care and proportionately decrease level of required supervision

Discuss expectations for student preparation prior to clinical

- Will student review the charts of all scheduled patients to be seen same day

- Should the student have a plan for patients to be seen and discuss with preceptor at the start of clinic

- Decide on student's level of involvement with the patients scheduled prior to encounter

- Requesting patient permission to incorporate a NP learner

Thank You for Working with our Students

- We so appreciate our preceptors' willingness to involve our students in their telemedicine practice and enhance their learning and skill development

- Please reach out to us with any questions or concerns

- Program directors for each program are listed in CON contacts section of the web page