

Teleospice: The Project Plan and the Stories

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Introduction and Objectives:

- ▶ Describe both established and emerging technology of Telehealth
- ▶ Identify objectives of the Teleospice Quality Project
- ▶ Describe lessons learned along the way
- ▶ Use Teleospice stories to consider and create innovative approaches to improve access to quality care
- ▶ When is the time to consider investing in technology/telehealth?

What is Telehealth?

Telehealth encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services. Telehealth is not a specific service, but a collection of means to enhance care and education delivery.

- ▶ So where does Teleospice fit into this?

Center for Connected Health Policy (CCHP) (2018)

Telehospice Goals:

- ▶ Enhance/maintain quality care
- ▶ Determine if viable adjunct to traditional for face-to-face care
- ▶ Minimize cost
- ▶ Provide 24/7 instant visual access without need for travel
- ▶ Assist with triage
- ▶ Enhance audio and visual communication
 - For patients in remote rural areas
 - Staff-to-staff
 - Staff-to-patient
 - Patients' family

The Technology Guidelines

- ▶ Mobile device
 - Ease of use - critical
 - Versatile
 - Stays up-to-date
 - iPads currently being used, but other options available
- ▶ Connecting service
 - Has to be HIPPA compliant
 - Each service has unique individual features
 - Zoom Inc. currently used
- ▶ Internet provider
 - Dependent on quality of service per location of organization
- ▶ Necessary auxiliary technology

Benefits from Technology

- ▶ Communication
 - Patient/Family
 - Extended family feels included
 - Staff
 - Nursing Facilities/Assisted Living Facilities
 - Administration
- ▶ Increased patient comfort with interdisciplinary team

Benefits from Technology

- ▶ Immediate visual access
 - Provide visual reference/information
- ▶ Expands reach of providers
- ▶ Cost efficient
 - Minimize time and travel, especially in rural care
- ▶ Safety
- ▶ Minimize feelings of isolation

Challenges of Technology

- ▶ Cost
 - Grant funding
 - Hardware
 - Internet provider
 - IT support
- ▶ Internet Service
 - Rural areas have limited connection
 - Weak signal effects fluidity of call

Challenges of Technology

- ▶ Connecting service
 - HIPPA compliant
 - Ease of use
 - Call scheduling
- ▶ Equipment proficiency
 - Acceptance/adaptability by all
 - Staff comfortable with technology
 - Patients comfortable with technology
 - Staff able to teach patients

Lessons Learned so far

- ▶ Onboarding
- ▶ Technology barriers
- ▶ Education is critical
- ▶ Clinical Adoption - practice
 - Ensure part of clinical practice - toolkit
 - Establish agenda/guidelines
 - Having a super user on site
- ▶ Data Collection - VITAL

Stories of Success

- ▶ Involving family from distance
 - Admissions
 - Ongoing care
 - Saying goodbye
 - Bringing resources to the bedside (without additional cost or travel)
- ▶ Weekly calls
 - Stronger relationships built with interdisciplinary team
- ▶ Staff to staff conversations
- ▶ Interdisciplinary team meetings
- ▶ Nursing facility partnerships
- ▶ Pastoral partnerships

Challenges and Opportunities Going Forward

- ▶ Access and quality care in rural areas
- ▶ Address workforce shortages
- ▶ Remote monitoring
- ▶ Partnership with ACO's
- ▶ Case management
- ▶ Triage after hours

Challenges and Opportunities Going Forward

- ▶ Face-to-face data
- ▶ Relationship with PCP
- ▶ Minimal time, maximum value
- ▶ Building confidence with regular usage
- ▶ Complexities to gathering data
- ▶ Technology competence for staff and patients

What Can Telehealth Do For You?

- ▶ Innovative service that maintains quality
- ▶ Relationship builder
- ▶ Expanding instant visual access service
- ▶ Service will continue to evolve as technology progresses
- ▶ Applicable in numerous facets organizationally
- ▶ Funding available for start-up/maintenance
- ▶ Effective in saving time and travel

Final Thoughts

- ▶ Where is Telehealth heading?
 - More mainstream
 - Low cost makes use of the technology sustainable
- ▶ What would you most like to accomplish with the technology/telehealth?
- ▶ Is the time right for you/your organization to consider investing in this service?
- ▶ Questions?

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