

The logo for the American Board of Telehealth is a teal circle. Inside the circle is a white rectangular box containing the text "AMERICAN BOARD OF TELEHEALTH" in white, uppercase, sans-serif font. The background of the slide features a light blue dotted pattern in the top right and bottom left corners.

AMERICAN BOARD OF
TELEHEALTH

Evidence-Based Competencies to Build a Telehealth Education Program

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1.

Discuss key findings from validated telehealth competency development with Harvard Medical Faculty Physician Group.

2.

Review the top 8 competencies that identify knowledge and skills required for any specialty or discipline utilizing telehealth within their practice.

3.

Recognize education content considered in meeting the top 8 competencies identified.

American Board of Telehealth

Who We Are

- Non-profit educational organization offering rigorous CE-accredited telehealth training for health professionals and administrators across the continuum.

What We Do

- Our faculty applies the most credible research and combined hands on experiences to the crucial telehealth education professionals need today
- Content catalog designed through standardized competencies
- Our education is free of commercial content, affordable, and user-friendly for learners



Despite wide-spread excitement, telehealth adoption can be challenging for many providers. The introduction of new telehealth and telemonitoring programs in healthcare will require a new subset of skills for health providers. What's more, negative news coverage contributes to hesitancy and concern about telehealth utilization. Concerns about the consistency and quality of telehealth care have been raised across the healthcare continuum. A robust telehealth education program for professionals can help inform providers and administrators in understanding and addressing these barriers as well as ensure that they are set up to provide high-quality, compliant telehealth services.

--Avera eCare Grant Application, August 2019



Why should we look at a standardized approach when talking about telehealth training?

Because it works!

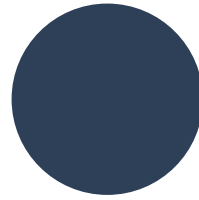
How do we start?

There has been a recognition for over 100 years that by standardizing medical education, the overall quality of medical care can be improved.

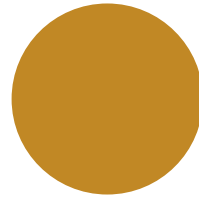
Over the past 20 years, competency based education has become the norm.

Up to this point, telemedicine has not had a standardized curriculum for learners.

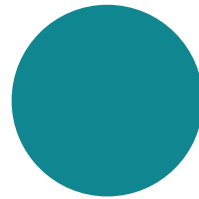
Delphi Process – What is it?



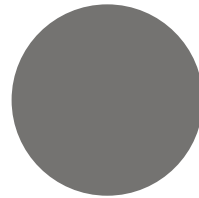
Systematic review to develop evidence-based expert consensus curriculum for telemedicine education of medical professionals



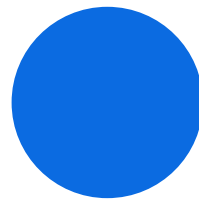
This established academic research approach has been used to create curricula for other educational programs including geriatric medicine and dignitary medicine.



The Delphi approach includes a systematic review of the literature to create an initial set of competencies



Analysis and discussion by a group of experts



Survey method to rank competencies

Focused Solely on Telehealth Education

Years of Telemedicine Experience	<5 years 2 [9.5%]	5-10 years 3 [14.3%]	>10 years 16 [76.2%]				
Positions Held (Multiple selections possible)	Frontline Provider 13 [61.9%]	Supervisor 11 [52.4%]	Administrator 17 [81.0%]	Industry 5 [23.8%]	Researcher 12 [57.1%]	Other 8 [38.1%]	Funder, Technology Developer, Educator (x3)
Location of Telemedicine Patients	Single US State 4 [20.0%]	Multiple US States 10 [50.0%]	International 6 [30.0%]				
Telemedicine Models in which you have Participated (Multiple selections possible)	Direct to Consumer 17 [81.0%]	Provider to Provider 21 [100.0%]	Remote Monitoring 11 [52.4%]	Telementoring 13 [61.9%]	Other 6 [28.6%]		Education (x2), ECHO, Inpatient/ Outpatient
Specialty of Practice	Primary Care 9 [42.9%]	Mental Health 7 [33.3%]	Emergency Care 10 [47.6%]	Specialty Care 7 [33.3%]	Other 6 [28.6%]		Research, Pediatrics, Industry Consulting, Administration, Funding/ billing, Education
Do you work in Medical Education	Yes 13 [61.9%]	No 8 [38.1%]					

A Modified Delphi Approach



What was the end result?

55

55 competencies were developed based on the systematic review

87

32 were added by the expert group for a total of 87

34

After 3 rounds of surveys, 34 competencies reached the recommendation threshold

Conclusions

- This first consensus on relevant competencies can be used to provide an educational pathway for individuals seeking to increase their proficiency in the use of telemedicine services and provides a benchmark for institutions providing such education.
- It also creates a pathway for consideration of telemedicine as a subspecialty.²⁰
- Further research in the field is warranted based on the results of this study.

A large teal circle is centered on the page. Inside the circle, the text "Top 8 Competencies" is written in a black, sans-serif font. The background of the slide is white, with a light blue dotted pattern in the top right and bottom left corners.

Top 8 Competencies



1

Demonstrate onscreen professionalism



2

Demonstrate an understanding of the ethics
of telehealth and HIPAA



3

Demonstrate ability to create a professional appearance (body language, eye contact, nonverbal cues) in a telemedicine visit



4

Demonstrate ability to appropriately end telemedical care when patient's status is inappropriate for modality available

5

Demonstrate the ability to appropriately identify and help manage emergencies through local protocols, and determine the need for intervention in the telemedicine setting



6

Demonstrate the ability to triage and assess patients for suitability of telehealth and current physical location of care



7

Demonstrate an understanding of the ethics of telemedicine specific situations (crimes on camera, sexual harassment, suicidal statements on camera, etc.)

8

Understands required documentation for medical care, liability, billing a telehealth visit.

Now what?

Mission

Accelerate excellence in
telehealth through
education and leadership

Vision

A world equipped for the
power of telehealth

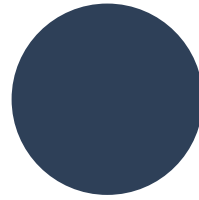
Values

- Collaboration
- Excellence
- Inclusivity

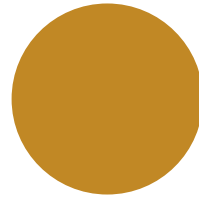
Governed by Founding Board and Advisory Council representing telehealth experts
across the country.



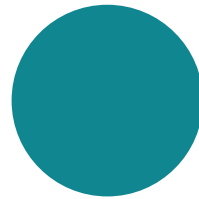
Education



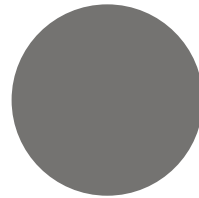
Guided by the Harvard Telehealth Delphi as well as the Association of American Medical Colleges (AAMC) telehealth competencies



Extensive literature review



Engagement by a diverse group of subject matter experts in multiple disciplines and areas of the care continuum within the behavioral health field



Create a learning experience to be an engaging environment where the learner can take the knowledge gained and immediately apply it to daily practice.



Create a course review process that keeps things “green”

CORE Concepts in Telehealth Certificate Program



CORE Concepts in Telehealth Certificate Program: Telepresence



Patient Rights Scenario 1

Request for Patient Information in the Intensive Care Unit

01

Contemplate the ethical considerations within this scenario including the impact of telehealth on the situation.

02

Consider what you would do if you were the telehealth provider.

03

Reflect on what effect your actions would have on the patient and others involved.



Non-Verbal Communication

FACIAL EXPRESSIONS

Manage and express one's emotions appropriately and react appropriately to the emotions of others.

HAND GESTURES

Limit hand gestures so as not to be a distraction. Hand gestures should float gently above the desk, but not come above the chest or shoulders



EYE CONTACT

Look into the camera to create a sense of eye contact with the originating site.

ARM POSITIONING

POSTURE

Sitting up straight with shoulders slouching, conveying a lack of professionalism and engagement in conversation.

Knowledge Check - Telehealth Modalities

Match the telehealth modality with the correct definition.

The provision of health care services and personal health data via mobile devices transmitted wirelessly.

Option 1

Remote Patient Monitoring

Uses digital technologies to collect medical and other forms of health data from individuals in one location and electronically transmit that information securely to health care providers in a different location to facilitate healthcare decisions from a distance.

Option 2

Asynchronous

The delivery of health information in real-time. It is the delivery of a live, two-way interaction between a person and a healthcare professional in real-time using audiovisual telecommunications technology.

Option 3

Synchronous

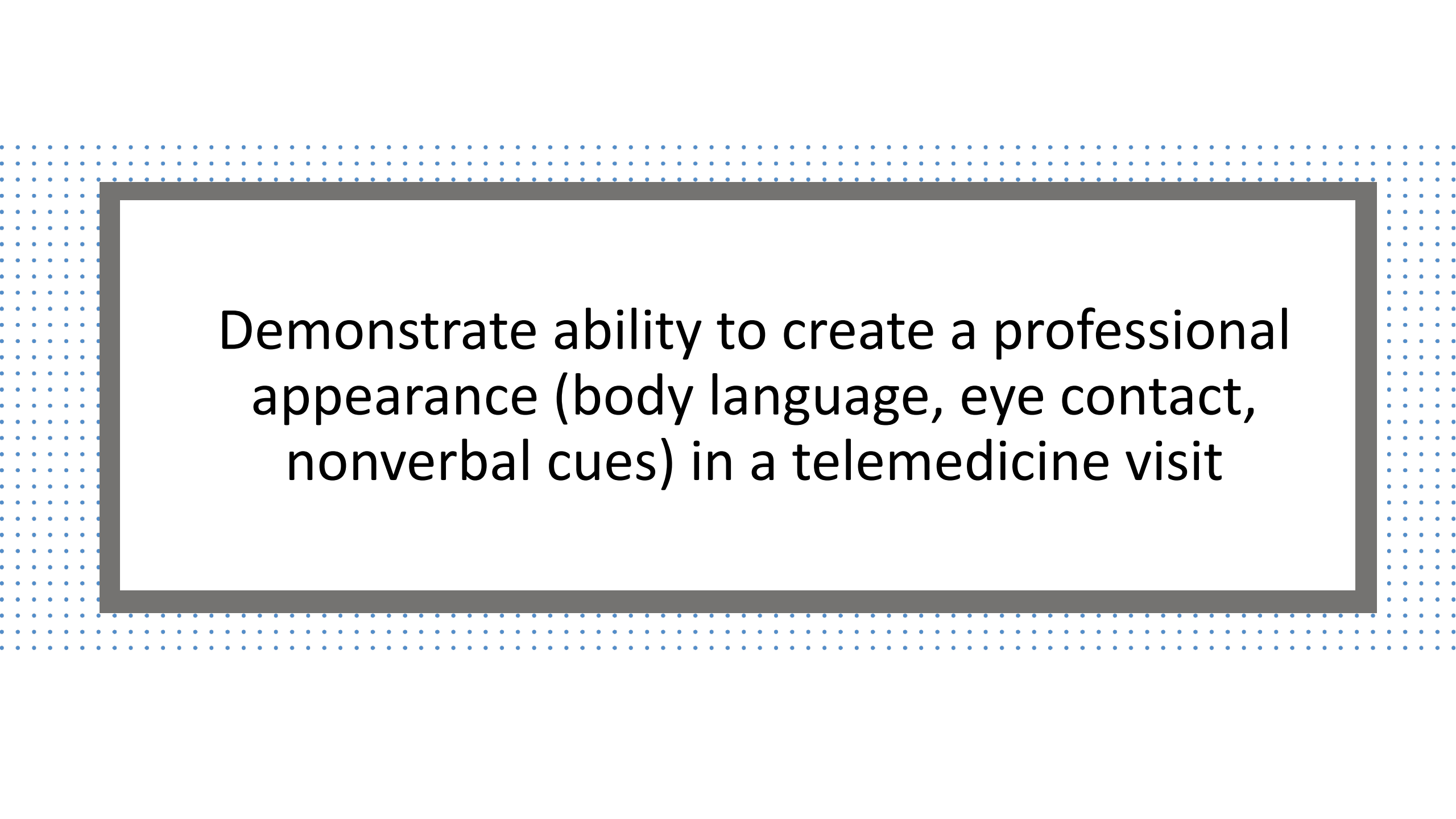
The transmission of recorded health history through an electronic communications system to a provider, who uses the information to evaluate the case or render a service outside of a real-time or live interaction.

Option 4

Mobile Health



Demonstrate onscreen professionalism



Demonstrate ability to create a professional appearance (body language, eye contact, nonverbal cues) in a telemedicine visit

CORE Concepts in Telehealth Certificate Program



Poor Practitioner Environment

Select 5 items in the picture that should be eliminated within the telehealth practitioner's environment so that it limits distractions, maintains confidentiality and builds professional rapport.



Expectations: Verbal Communication

Asks the telehealth practitioner to gather important information and set expectations for a meaningful encounter.

What the telehealth practitioner should:

- ✓ Speak slowly
- ✓ Use a normal voice
- ✓ Enunciate all of your words for clarity
- ✓ 5th grade reading level language
- ✓ Utilize mute button cautiously



Knowledge Check: Preparation

Camera Position

The telehealth practitioner's camera position should be: (Choose one)

- ☐ Birds eye view
- ☐ Eye level
- ☒ Depends on the setting and service
- ☐ Looking down at the patient



Demonstrate an understanding of the ethics
of telehealth and HIPAA

Demonstrate an understanding of the ethics of telemedicine specific situations (crimes on camera, sexual harassment, suicidal statements on camera, etc.)

CORE Concepts in Telehealth Certificate Program



CORE Concepts in Telehealth Certificate Program: Ethical Considerations



Collaborative
Discussion



Privacy and Security

Protection of the EMR is crucially important.

HIPAA Security Rule:

- ✓ Only authorized users should have access to electronic Personal Health Information (ePHI).
- ✓ A system of secure communication should be implemented to protect the integrity of ePHI.
- ✓ A system of monitoring communications containing ePHI should be implemented to prevent accidental or malicious breaches.

HIPAA Compliance:

- ✓ Ensure policies and procedures are in place to prevent a breach in privacy or exposure of PHI whether oral or recorded in any form or medium to unauthorized persons.

Patient Rights Scenario 1

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Demonstrate the ability to triage and assess patients for suitability of telehealth and current physical location of care

CORE Concepts in Telehealth Certificate Program

Recognition: Recap

- ✓ Always re-cap the virtual encounter at the end of the visit



- Give patients clear instructions on the plan of care and follow-up
- Summarize the diagnosis, treatment plan, and next steps
- Have the patient and others involved repeat what they heard back
- Confirm the patient intends to follow the treatment plan
- Give the patient printed instructions to take with them
- End the encounter by complimenting and expressing appreciation for the originating site

Recognition/Follow-Up: Visit Feedback

It is important to receive feedback from others regarding conducting a virtual visit



- ✓ Feedback after the visit
 - ✓ Originating Site
 - ✓ Patient
 - ✓ Colleague

Understands required documentation for medical care, liability, billing a telehealth visit.

CORE Concepts in Telehealth Certificate Program

Non-EMR Documentation Platforms

The telehealth entity is not required to have an EMR if the client organization and/or facility will utilize theirs.



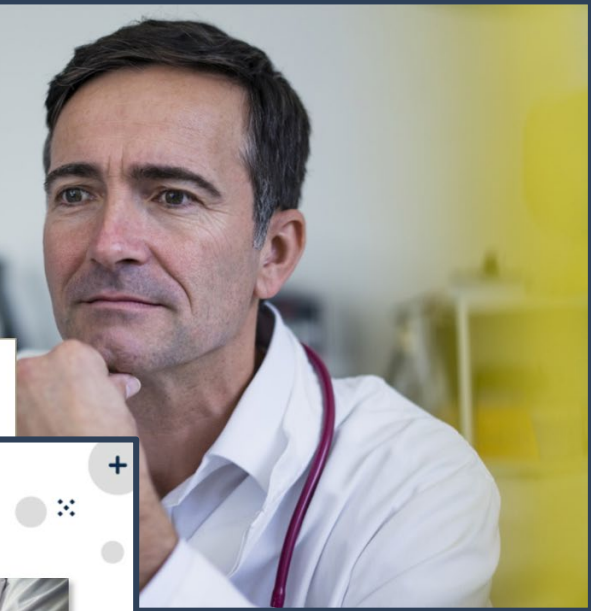
- ✓ Technology platforms to document virtual encounters may be needed to log data
- ✓ Additional technology could be required
- ✓ Data gathered could be used for quality assurance and other business needs
- ✓ Follow the HIPAA Security Rule for telemedicine platform

Qualified Health Professional

A “physician or other qualified health care professional” is an individual who is qualified by education, training, licensure/regulation (when applicable), and facility privileging (when applicable) who performs a professional service within his/her scope of practice and independently reports that professional service.”

Clinical Member

A clinical staff member is a person who works under the supervision of a physician or other



Barriers: Reimbursement

- ✓ Remains a primary hurdle.
- ✓ Reimbursement models vary across the country.
- ✓ Lack of or minimal reimbursement for services create a barrier.
- ✓ Complex coverage
 - ✓ Location
 - ✓ Technology modality
 - ✓ Practitioner types



Meeting the top 8 competencies and beyond

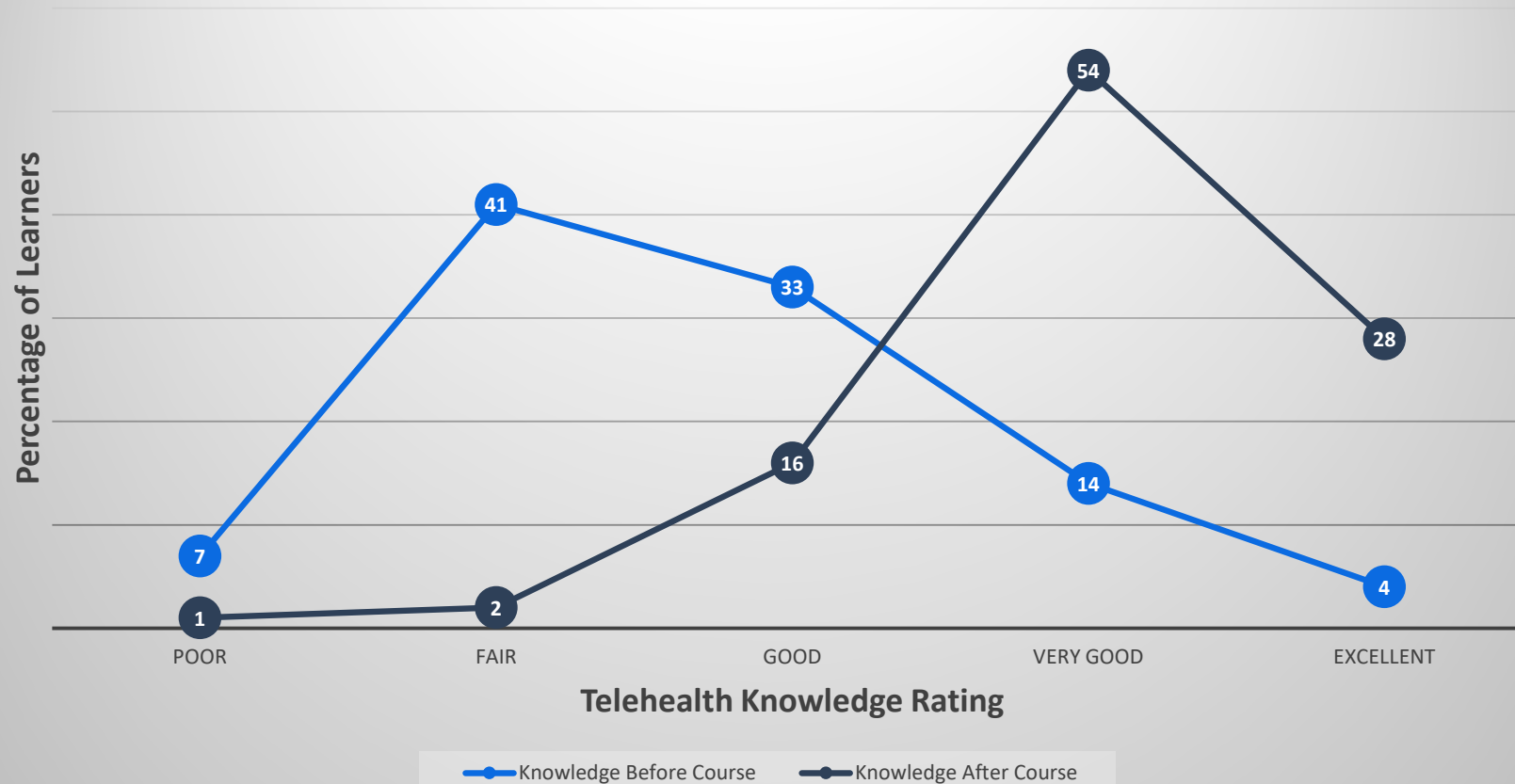
The Top 8 Competencies are covered within the CORE Concepts in Telehealth Certificate Program

So are the other 34 competencies identified through the Delphi Practice

This will shape future courses launched through the American Board of Telehealth

CORE – What our learners are saying:

Impact of Course on Knowledge



98%

Would recommend this course to a colleague

Learner Reviews:

The program was well organized, the content was very informative – great course!

Outstanding! I will use this information for years.

Highly satisfied. I thoroughly enjoyed this course and the organization.

Greatly helped understand the clinical aspects!

Absolutely great. Could be a wonderful addition to any medical school curriculum.

I have already referred several colleagues to this course, and will continue to do so.

What's Next?

Current Courses:

- CORE Concepts in Telehealth Certificate Program
- TeleBehavioral Health Certificate Program

Coming Very Soon:

- TelePrimary Care Certificate Program
- Empowering Remote Site Staff Flash Course

Online • Self-Directed • Offer CME/CNE and other professional CE

ATA Collaboration

The American Telemedicine Association is in agreement with American Board of Telehealth to offer ATA members discounted access to ABT's educational programs.

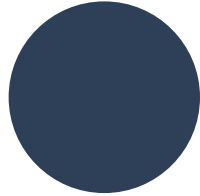
Discounts of 20% available exclusively to ATA Level 1-5 members



TELEHEALTH WAS
THE **CARE MODALITY**
THAT DIDN'T FEEL
ESSENTIAL
UNTIL IT MEANT
EVERYTHING

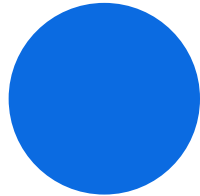


Learn More



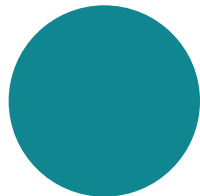
Visit our Website

www.americanboardoftelehealth.org



Access our Education Hub

<https://telemedicine.cloud-cme.com/default.aspx>



Questions and Inquiries

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