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

# 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

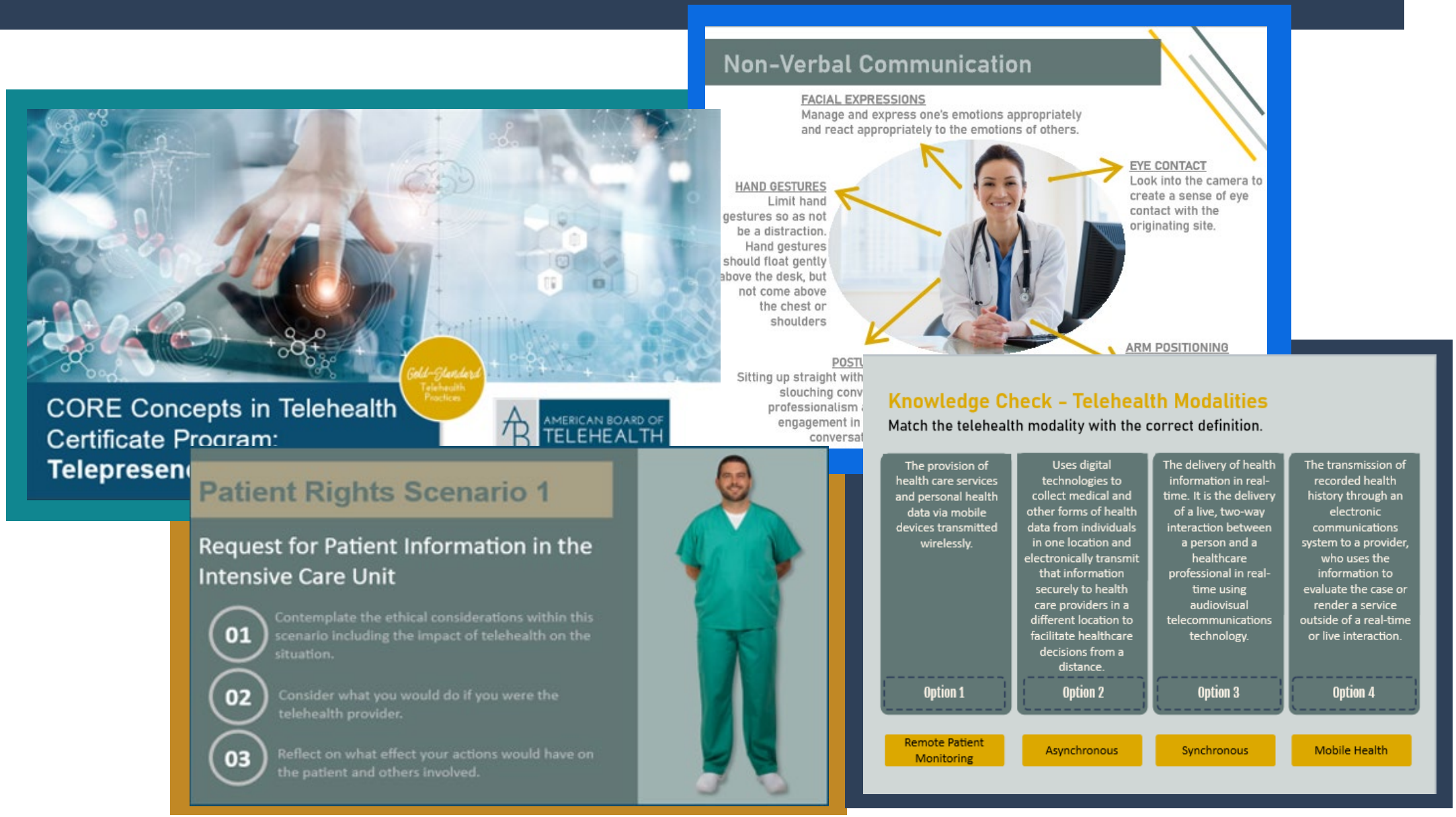
- Collaboration
- Excellence
- Inclusivity

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 Collages (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”

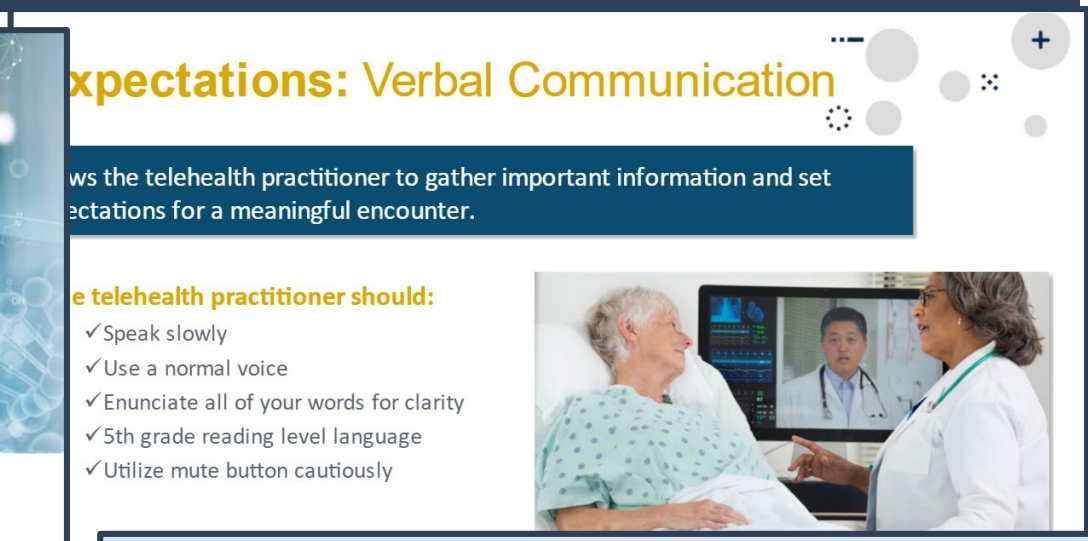
# CORE Concepts in Telehealth Certificate Program

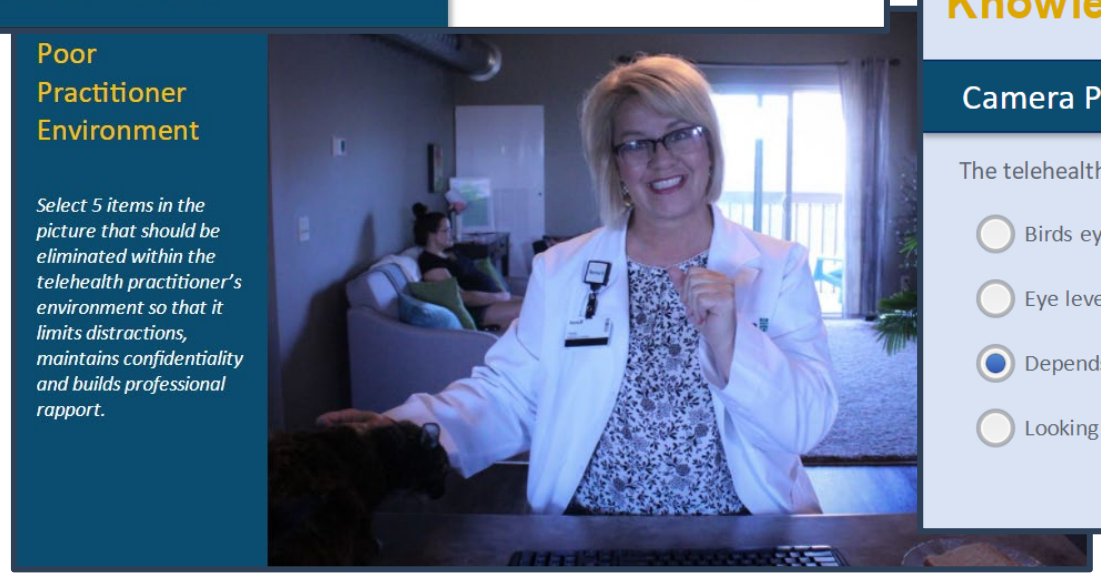


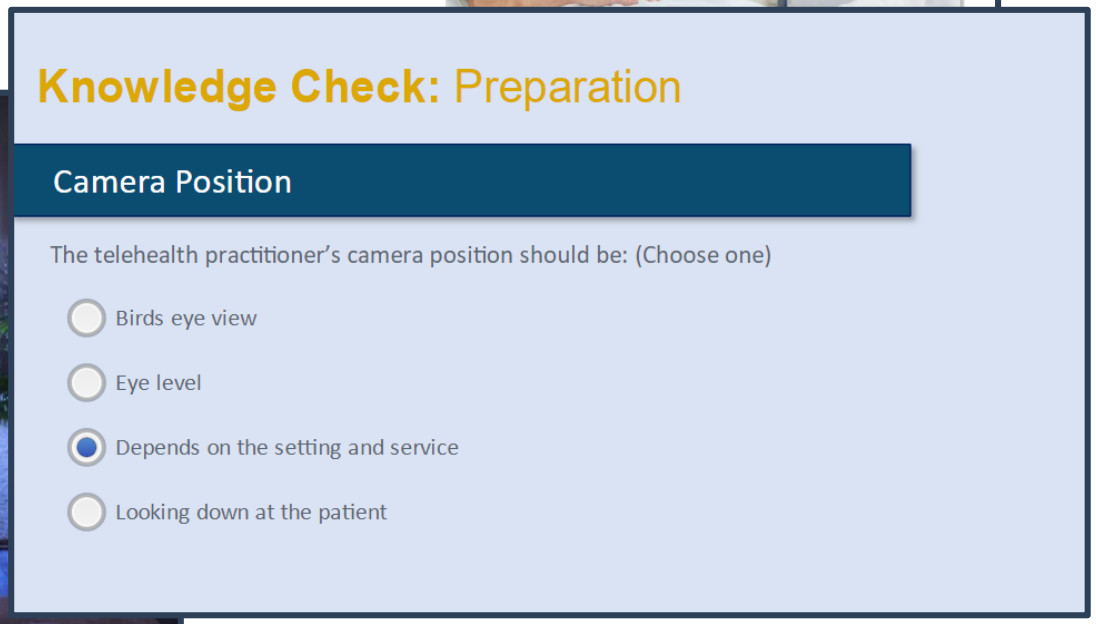
# Demonstrate onscreen professionalism

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

# CORE Concepts in Telehealth Certificate Program



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

## Privacy and Security

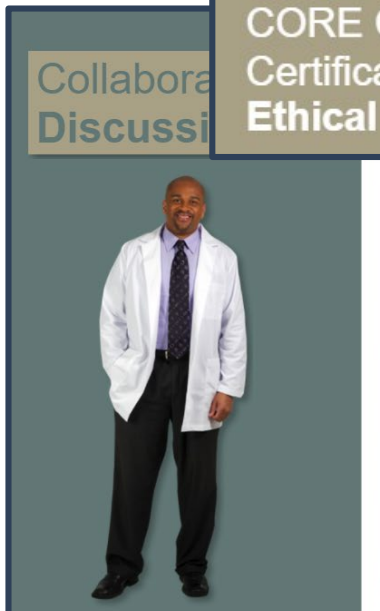
**Protection of the EMR is crucially important.**

**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

### 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.

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

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

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 repe what they heard back
- Confirm the patient intends to follow the treatment plan
- Give the patient printed instructions to tak with them
- End the encounter by complimenting and expressing appreciation for the originating

## Recognition/Follow-Up: Visit Feedback

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

✓ Feedback after the visit

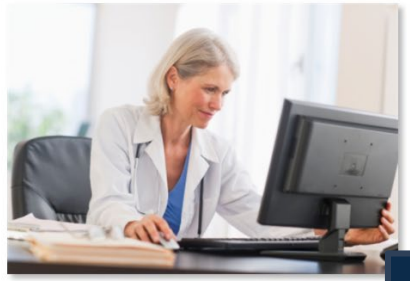
- ✓ Originating Site
- ✓ Patient
- ✓ Colleague

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

# CORE Concepts in Telehealth Certificate Program

## Non-EMR Documentation Platforms

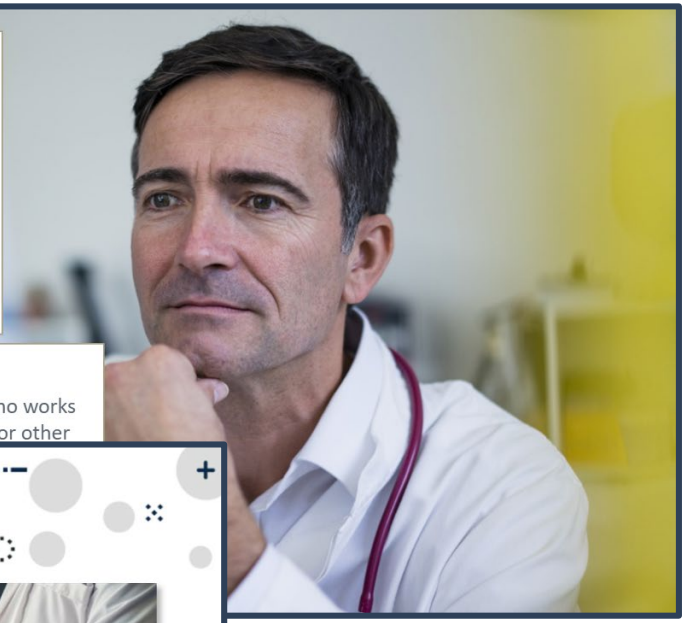
The telehealth entity is not required to have an EMR if the client organization and/or facility will utilize theirs.



- ✓ 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

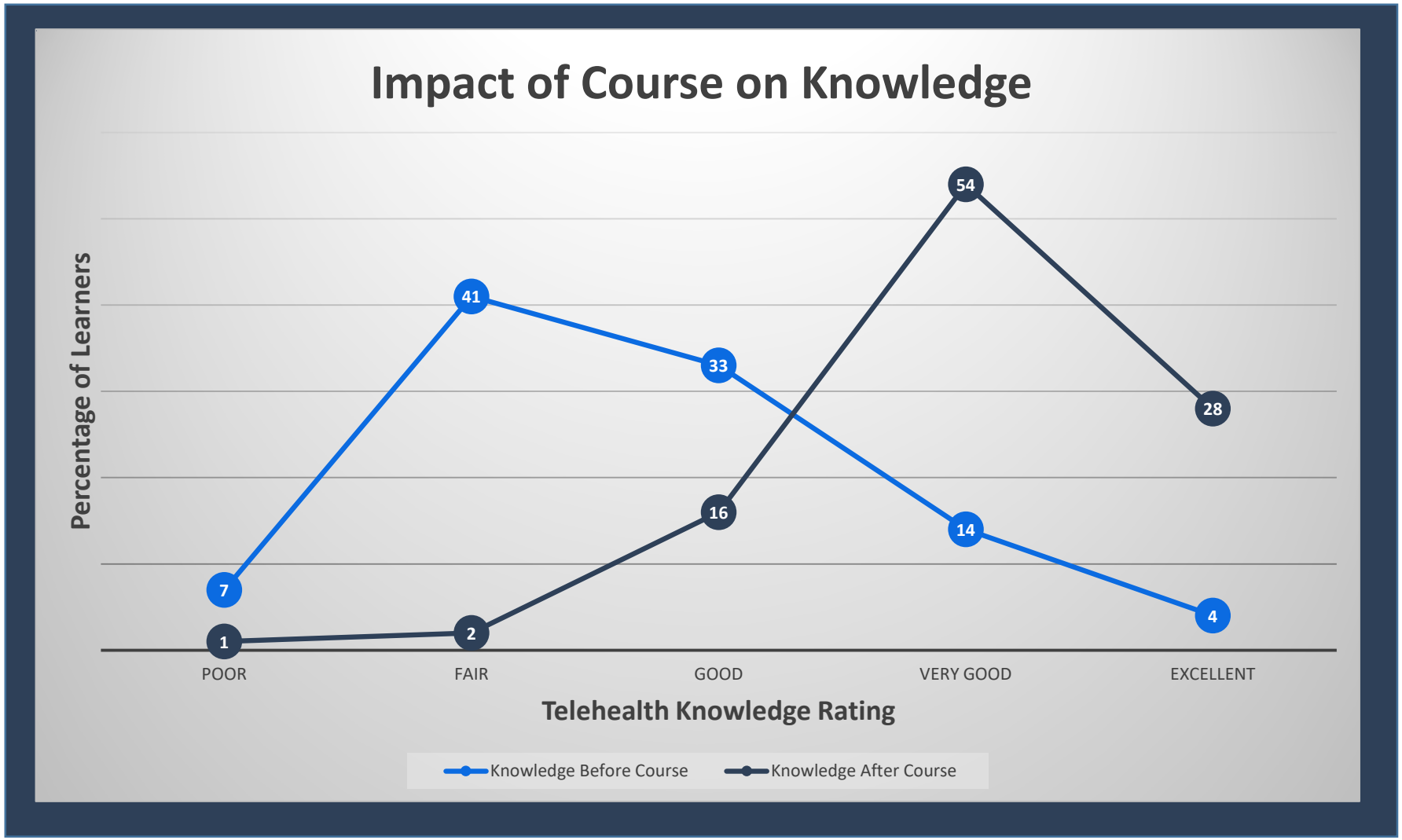
# Meeting the top 8 competencies and beyond

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:




**98%**

Would recommend this course to a colleague

# Learner Reviews:

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

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

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

Outstanding! I will use this information for years.

Greatly helped understand the clinical aspects!

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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