DELIVER THE HEALTHCARE INDUSTRY'S BEST PRACTICES IN TELEHEALTH

Presenter:

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ACCREDITATION COMMISSION *for* HEALTH CARE

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THE TELEHEALTH DISTINCTION AWARD

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WHAT IS TELEHEALTH RPM

- Remote patient monitoring of specific vital signs which may include, blood pressure, heart rate, pulse oximetry, weight, and blood sugar

- Disease specific educational videos and patient surveys delivered via telehealth tablet

- Connecting remotely with patients via video communication tools and the ability to take photographs for clinical purposes

IMPACT OF TELEHEALTH RPM

- Reduces hospital readmissions and emergent care

- Improves access to care

- Enhances patient self-management skills

- Reduces clinician burden

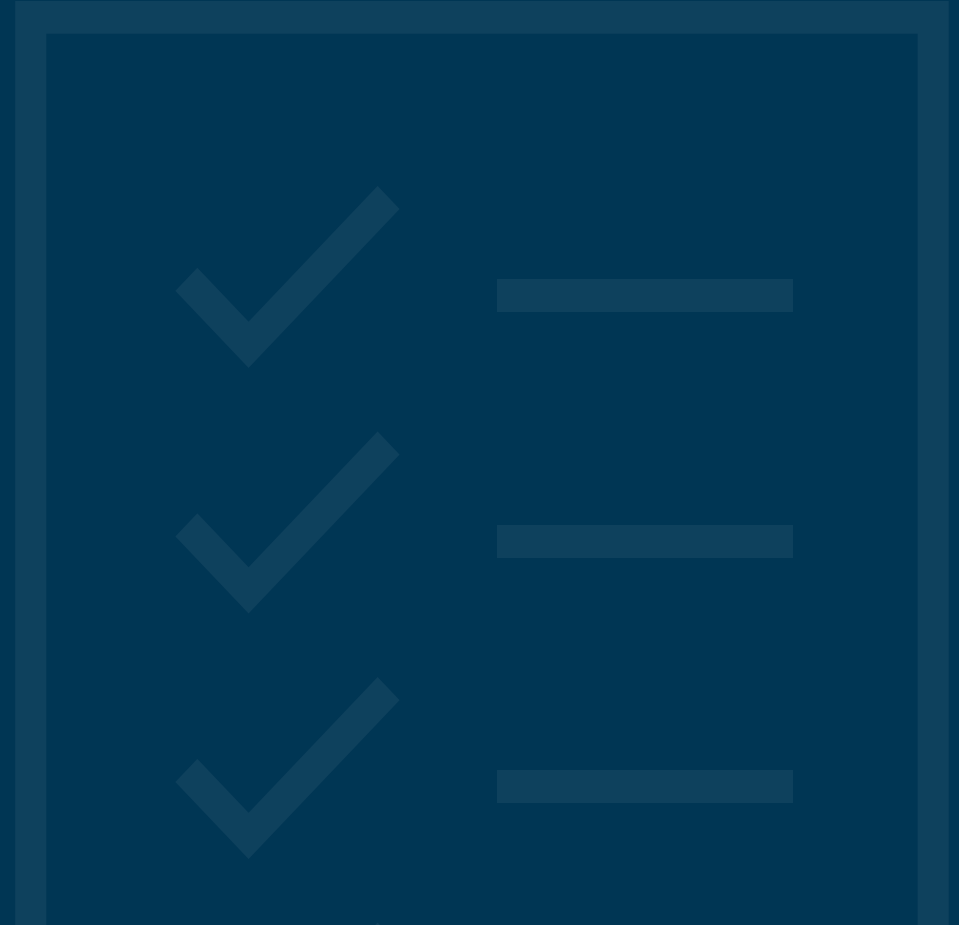- Lowers costs for providers and patients

ACHC TELEHEALTH ACCREDITATION STANDARDS

- A Telehealth Manager
- Protect Patient Health Information & Patient Consent
- Clear Care Plan

ACHC TELEHEALTH ACCREDITATION STANDARDS

- Patient & Caregiver Education

- Written Procedure to Enroll Patients

- Quality Assessment

- Storing and Cleaning Devices

TELEHEALTH MANAGER

- The Telehealth Program Manager or Coordinator is responsible for the oversight and management of the program.

- The Program Manager is responsible for the outcomes, financial and clinical, that are being measured as determined by the program.

- The Telehealth Team generally reports to the Program Manager.

- Based on the size and scope of the program, the Program Manager may have other duties within the department.

QUALIFICATIONS

- Great organizational and communication skills

- Program management experience

- Clinical experience; licensed professional

- Positive attitude and team builder

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RESPONSIBILITIES

1. **Establishes** telehealth policies and procedures; monitors and ensures compliance

2. **Manages** telehealth staff and ensures staff is properly trained and competent in telehealth technology

3. **Identifies and facilitates** additional and ongoing training needs

RESPONSIBILITIES

4. Promotes the value of telehealth technology in all professional encounters

5. Monitors and manages utilization of telehealth services

6. Identifies and implements best practice strategies to ensure program success

PATIENT CONSENT

I give permission for_____ to provide Telehealth RPM and virtual care to me. This means that _____ may be using telecommunication ready devices and equipment to monitor my blood pressure, heart rate, pulse oxygenation, blood sugar and/or weight, perform video consultations and deliver video education and symptom surveys as part of my Plan of Care at no additional cost to me.

I give permission for photographs to be taken as part of my Plan of Care if needed. I will be notified prior to any pictures being taken.

I understand that my Telehealth data will be reviewed Monday through Friday between 8 AM and 5 PM excluding holidays.

I understand that I am required to submit my Telehealth data by 11 AM Monday through Friday excluding holidays otherwise my data many not be reviewed.

I have the right to refuse Telehealth RPM without it affecting my other services.

CLEAR CARE PLAN

- The client's/patient's plan of care is developed in collaboration with the client/patient and all appropriate providers

- The use of telehealth is included in the plan of care and based upon specific needs identified for each client/patient

- The client's/patient's physician and/or other healthcare provider are informed of the use of telehealth.

CLEAR CARE PLAN

- A physician's or other healthcare provider's order may be obtained, as appropriate

- The organization develops clinical protocols or guidelines for setting parameters for clients/patients using telehealth

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CLINICAL GUIDELINES

Data Point	Risk Level	Alert Type
2+ lbs weight gain in 24 hours	High	Email
5+ lbs weight gain in 7 days	High	Email
10+ weight gain or loss from baseline	High	Email
No weight reported for 2 consecutive days	Medium	-
Blood Pressure Systolic Below 80 or Above 160	High	Email
Blood Pressure Diastolic above 100	High	Email
No Blood Pressure reported for 2 consecutive days	Medium	-
HR > 100 or < 50 (from blood pressure monitor)	High	Email
Any Pulse-Ox reading below 90	High	Email
No Pulse-Ox reported for 2 consecutive days	Medium	-
HR > 100 or < 50 (from pulse-ox)	High	Email
Classification of Essential vs Non-Essential Medications. Any missed essential medication will trigger an alert.	High	Email
No symptom survey answers for 2 consecutive days	Medium	-
Blood glucose > 200 or < 80	High	Email
Temperature > 99 or < 97	High	Email
No Exercise reported for 3 consecutive days	Medium	-

PATIENT ENROLLMENT

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INCLUSION CRITERIA

- High-risk patients with chronic conditions including Heart Failure, COPD, Diabetes, Coronary Artery Disease and Hypertension

- Patients with multiple hospital readmissions and/or high utilization of emergent care

- Patients with complex or non-healing wounds

- Post-Operative patients including heart surgery and orthopedic joint replacement surgery

INCLUSION CRITERIA

- Patients with poor medication management skills

- Hospice and Palliative Care Patients for pain and other symptom management

- Hospice patients for participation in Care Conference and inclusion of family and other caregiver

- Transplant patients to protect immunocompromised state

- Pediatric and Maternal/Child Health Programs

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INCLUSION CRITERIA

- Any patient who could benefit from additional monitoring of vital signs and other biometrics and education and oversight

- Patients who could benefit from virtual care from consulting health care professionals including Wound Ostomy and Continence Nurse, Registered Dietician, Medical Social Worker, Grief Counselor, Psychiatrist, Primary Care Physician and other medical specialists

EXCLUSION CRITERIA INCLUDES, BUT IS NOT LIMITED TO:

- Unsafe home environment. This includes evidence in the home of criminal activity, drug and/or alcohol abuse, physical abuse or other violence.

- Severe home infestation

- Patient and/or caregiver refuses telehealth

- No electricity

- No cellular or Wi-Fi connectivity

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INITIATION OF CARE

- The **admitting nurse** will be responsible for evaluating all patients for telehealth.

- The admitting nurse will be responsible for completing the admission report template indicating that the patient is appropriate for telemonitoring and disseminating this information to the Telehealth Coordinator the same day.

- The admitting nurse will conduct a **face-to-face assessment** visit to include, but not limited to:
  - Evaluation of caregiver (if any) willingness and ability to assist the client/patient with the telehealth encounter, as appropriate
  - Presence of adequate access to utilities required for telehealth equipment installation
  - Identification of any safety concerns

PATIENT ENROLLMENT

- Introduce the patient/caregiver to the concept of telehealth and inform the patient/caregiver that the equipment will be installed during a subsequent visit.

- The telemonitoring set should be installed the next day whenever possible.

- The Admission Consent must be signed by patient/caregiver prior to delivering and installing the telehealth system in the home.

- The designated clinician will be responsible for delivering and installing the HRS telemonitoring set in the home. A test transmission will be performed at the time of installation.

PATIENT ENROLLMENT

- All patients/caregivers will receive instructions on the use of the HRS Telemonitoring set at the time of installation.

- The staff is to utilize the Patient Teaching Checklist on all patients with a Telemonitoring Set and each patient/caregiver is to receive verbal and written instructions regarding the use and purpose of the system.

- The staff will explain that the Telemonitoring System is not an emergency response system or a substitute for dialing "911"

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PATIENT & CAREGIVER EDUCATION

- Education includes information on:

  - Proper handling, storage, operation, and electrical connection, phone requirement and, if needed, cleaning

  - Peripherals to be used, the purpose of each peripheral and their proper use

  - Frequency of monitoring

  - Visit schedule

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PATIENT & CAREGIVER EDUCATION

- Clients/patients are given clear written instructions who to call in case technical problems arise with the telehealth equipment.

- Safety instructions are given to the clients/patients and reviewed at installation and future times as necessary.

QUALITY ASSESSMENT

- Client/patient satisfaction with the quality of care/service provided by telehealth providers.

- Client/patient satisfaction with the quality of care/service provided by telehealth equipment.

QUALITY ASSESSMENT

- The effectiveness of the telehealth service line that include, but are not limited to:
  - Reduction in readmissions and skilled nursing/therapy visits.

  - Number of referrals received and increased census specific to the implementation of telehealth service line.

CLEAR MEASURES OF SUCCESS

- Reduce hospitalization rate

- Reduce emergent care

- Improve patient engagement

- Reduce skilled nursing utilization

- Increase virtual care

- Improve employee engagement and adoption

STORING AND CLEANING DEVICES

- Availability of installation kits including required supplies and written instructions for personnel

- Storage and the transportation of telehealth equipment

- Electrical safety of the telehealth equipment

- Use of cleaning and disinfecting agents.

STORING AND CLEANING DEVICES

- Cleaning of telehealth equipment after use

- Maintenance and repair of telehealth equipment used by organization

- Quality control standards for telehealth equipment

- When remote monitoring telehealth equipment is changed, telehealth equipment should be logged with a date and identification of the user who performed the operation

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THE BENEFITS OF RECEIVING ACCREDITATION

- Demonstrates a commitment to provide the most advanced Telehealth RPM Program.

- Ensures organizations have the appropriate policies and procedures in place.

- Prepares organizations for the coming regulatory requirements.

- Demonstrates to patients, payors and referral sources that your program meets the highest standards of excellence.

INAUGURAL TELEHEALTH DISTINCTION

Awarded to
**FirstHealth
Home Care**

ACHC NEXT STEPS

The ACHC Distinction in Telehealth is based on nationally recognized standards for optimum patient care, privacy, and safety. It is available for organizations accredited by ACHC in at least one of the following programs: Ambulatory Care, Behavioral Health, Home Health, Hospice, Private Duty, and Renal Dialysis.

- For more information:
  - Visit: https://www.achc.org/telehealth.html
  - Contact your Account Advisor
  - Email: customersupport@achc.org

HRS TELEHEALTH SOLUTION

HRS | Health Recovery Solutions

Founded on the belief that the most effective health care is **basic, uncomplicated, and accessible**.

Committed to meeting patients **where they are** and empowering patients with

self-management skills

Providing our clients with the support, clinical insights and best practices to ensure **positive outcomes for their patients**.

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