2018

The implementation of telehealth in disease management at patient-centered medical home

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The implementation of telehealth in disease management at patient centered medical home

Mirsada Nurkanovic, RN, DNP student

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In memoriam

• Barbara Rouleau, DNP, APRN
Acknowledgements

I declare that there are NO

• Relationships, conditions, or circumstances that present a conflict of interest relevant to the content of this presentation

Sponsorship Gratefully Acknowledged:

• VTConnect
• CNHS Research Incentive Grant
Chronic illness requires innovative approaches

TH could improve patient outcomes, patient confidence in self-management and QOL

ABPC providers identified four chronic diseases that could benefit from TH implementation

TH and video conferencing would allow remote patient assessment

TH will enable patients to take a more involved role in their own healthcare management
Available Knowledge

**TH**
- Clinical benefits¹
- Improves glucose control²
- QOL and reduces ED visits and hospitalizations for patients with COPD³

**TH**
- Enables self-care of patients with heart failure⁴
- Reduces risk of admission for patients with asthma⁵

**TH**
- Improves medication adherence⁵
- Results in potential cost savings⁷
- Observe patients in a home environment
Rationale

- Enormous potential to improve health care performance
- Change the way of current disease management
- TH is practical and cost-effective means of caring for patients
Purpose & Aims

- Implement telehealth/video conferencing
- Create a protocol
- Create teaching module for patient and providers
- Develop informed consent and other supportive documentation
- Create a way to track patient and provider satisfaction
Methods — Context

- Adult ambulatory care
- Long-standing primary care office firmly embedded in a local community
- 4000 patients and 7855 visits in 2016
- Affiliated with the UVM CNHS
Intervention(s)

Acquire of equipment and create an account with VTConnect

Development of protocol and provider/patient educational module
Study of the Interventions, Measures, Analysis

- Observing the function of TH equipment
- The acceptance of proposed protocol and teaching module.
- The evaluation of provider knowledge related to TH
- Suggestions for improvement were analyzed and used to improve protocol, and equipment functioning
- Tools to measure patient and provider satisfaction were developed
Ethical Considerations

Followed federal and state requirements

HIPAA compliant video conferencing program with adequate encryption provided by VTConnect

On 5/23/2017 the IRB board has determined that this project did not require IRB research review
Results

- Acquired equipment and accessories (tested in rural and urban environments)
- Established accounts with VTConnect
- Developed protocol and teaching material
- Patient reported satisfaction, increased confidence and would recommend it to friends and families
Discussion

Key findings

• The equipment functioned as intended
  • Minor technical difficulties
• Protocol accepted and pilot program completed
• Patients reported satisfaction with overall experience

Strengths of project

• High quality equipment and technical support
• Adequate internet connection were demonstrated
• Provider educational module was effective
Interpretation

- Equipment, educational module and protocol developed and ready for future use.

- No differences noticed between observed and anticipated outcomes. Equipment functioned as intended.

- Equipment was costly, but we were able to acquire Deans Grant to finance equipment purchasing.
Limitations

- Small nurse practitioner run clinic affiliated with UVM CNHS.
- Selection of equipment and HIPPA internet provider.
- Providers were reluctant to complete the TH Knowledge Survey, but they viewed the educational video.
Conclusions

Usefulness of the work

- Clinic has the equipment and already established protocol
- The clinic would need to purchase subscription for HIPPA approved service provider

Potential for spread to other contexts, next steps

- Great potential to expand to other contexts of health care delivery
- More focused EBP projects focusing on specific aspects of chronic illnesses
- Monthly additional support could be provided by RN staff (99490)
References


Questions?