Arizona Telemedicine Program

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Associate Director for Telemedicine Education & Facilities
Arizona Telemedicine Program
Southwest Telehealth Resource Center
Chair, USDLA
ATA mHealth, Technology & DL SIG
ATIC
SWTRC since 2007
https://southwesttrc.org/ = SWTRC

Resources

- Telemedicine & Telehealth Service Provider Directory
- Business & Finance
- Form Templates
- Policy & Sustainability
- Standards & Guidelines
- Telemedicine Information
- Tools & Tips
- General

National Consortium of Telehealth Resource Centers (NCTRC) - Find your TRC
TTAC National Telehealth Technology Assessment Center
telehealthtechnology.org
Technology for Telehealth

- Resources/where to shop
- How to shop
- Network and interview who has been doing what – with what!
- Pricing
- Ease of use/training protocols/end user
- Network support
- Contractual agreements/licenses/maintenance fees
- Efficiency?
Telehealth Technology Resources

Arizona Telemedicine Program
Telemedicine & Telehealth Service Directory
Southwest Telehealth Resource Center
National Telehealth Resource Centers
ATA American Telemedicine Association
USDLA United States Distance Learning Association
University of New Mexico Center for Telehealth
Project ECHO
ATP Project ECHO
UNR Project ECHO
CO ECHO
TTAC Telehealth Technology Assessment Resource Center

www.telemedicine.arizona.edu
http://telemedicine.arizona.edu/servicedirectory
www.southwesttrc.org
www.telehealthresourcecenter.org
www.americantelemed.org
www.usdla.org
http://hsc.unm.edu/community/telehealth/
http://echo.unm.edu/
http://telemedicine.arizona.edu/echo/
https://med.unr.edu/echo
https://echocolorado.org/
www.telehealthtechnology.org
Distance Learning for Telehealth
Robots for Education
How to put the TELE into Telehealth for Educational & Clinical Applications
Technology + Telecommunications = Telehealth/Telemedicine
Communication Technology

- Lights, Camera ACTION!
- Two way videoconferencing
  Using hardware/software
- Web cams using secure sites over the internet
- Other devices or programs which connect to your laptop or desktop @home or bedside
Telemedicine = REALITY TV
The Art of Telemedicine
Elements of Production

• Sound
  microphones
  electronic stethoscope

• Lighting
  color temperature
  angle

• Space and geography of the room
• Same Elements of production whether you are in a state-of-the-art videoconferencing suite, using a videophone or a webcam @ your desktop!

• Background

• Lighting

• Audio

• Camera skills – be sure you are looking GOOD – and medically accurate!
BYOD + BYON
• Bandwidth and managing your bandwidth
• Back-up plan
• Old/new technology combinations
• Data Access & Management
• Test in advance - and the day of – and repeat!
Best Practices

• Technical Protocols
• Clinical Protocols
• Mock Patients
• Training
Cameras

• Angle
• Framing
• Lighting
• White balance
• Choosing the right one
• Focus on communication and NOT the technology
telemedicine
  =
medicine at a distance
Shriners Clinics

• Children pre-registered and presented to Orthopedic Specialist @Shriners Hospital in Salt Lake City
• Gait studies, physical exam and oral interview
• Background
• Practice exam
• Height/Weight onscreen
Clinical Case Presentation
Go through the steps required to set up, carry out and complete a clinical telemedicine referral.
Sells IHS, AZ
Echo Cancellation Microphones

Jabra Speak Series
Conference calls made simple; collaboration made easy.

Speak 810
- Meeting with up to 15 people
- Great for calls
- Stationary (USB & 3.5mm jack)
- Kensington Lock adapter

Speak 710
- Meeting with up to 6 people
- Great for calls and music
- Portable (Wireless & USB)
- Up to 15 hours charge

Speak 510
- Meeting with up to 4 people
- Great for calls
- Portable (Wireless & USB)
- Up to 15 hours charge

Speak 410
- Meeting with up to 4 people
- Great for calls
- Stationary (USB)
- LED indicators

From $599.00
From $299.00
From $149.00
From $129.99
Headphones

• Jabra
• Plantronics
• JBL
• Great for private conversations!
Video + Audio in one device

Logitech CC3000e

Turn any meeting room into a face-to-face video-enabled collaboration room.

The Logitech ConferenceCam CC3000e
HIPAA Health Insurance Portability And Accountability Act of 1996

Knock Knock!
-Who's there?
HIPAA!
-HIPAA who?
I can't tell you that.

someecards
user card
• Mute your audio
• View
  • Speaker mode
  • Gallery mode
  • Full Screen
Teleconferencing Tips

• wear appropriate clothing and jewelry
• be aware of your body language
• use an agenda and facilitate introductions
• develop protocols for questions
• be familiar with the equipment
• test all equipment in advance
Educational Materials

• send in advance whenever possible
• suggest powerpoint from a computer
• use 24 point font or greater
• use fonts like Arial or Times New Roman
• use a medium blue background with white or yellow font (high contrast)
• use a document camera for 3-D objects
• don’t use red font
Remote control = mouse!
Be Interactive

• Journal Club
• Pass the Laserpointer
• EKG Bingo
• Team Competition
• Small Group Discussions
• Use photos, nametags or a namelist
• Use Multi-point and PIP options
• don’t be just another talking head
microphones

• Require the ability to easily to turn on/off
• Laptop mics and cameras can be adequate but you absolutely have to be able to control on/off quickly
• Echo cancellation is necessary for two-way communication
• Multi-Point events need testing and practice
• Just one open microphone can make or break the conversation or crash a really good time!
Background for Video
Background Audio - Dogs Barking, Children, Spouses
MY WIFE ASKED ME WHY I SPOKE SO SOFTLY IN THE HOUSE.
I SAID I WAS AFRAID MARK ZUCKERBERG WAS LISTENING!
SHE LAUGHED.
I LAUGHED.
ALEXA LAUGHED.
SIRI LAUGHED.
Telegenetics
Hands-on!
The Story of Eli Coli
To be a good telepresenter you must be a good communicator.

• verbally
• non-verbally
SELFIES!
Technology

• Makes the world a smaller place
• Keeps people in their communities
The Best Telemedicine Apps of 2020

MDLIVE | Lemonaid | LiveHealth | PlushCare | Doctor on Demand | Amwell |
Talkspace | Teladoc | BCBSM Online Visits | Spruce |
Telehealth by SimplePractice | DocsApp | oladoc
Ipads or Tablets

UA Nursing Professor Receives Telemedicine Grant to Study Tablet Use by Home Hospice Patients to Communicate with On-Call Nurses

Arizona Telemedicine Program Equipment Grant to provide technology for real-time visualization between the nurse and the patient and their caregiver.

It’s the middle of the night. An elderly man in end-stage heart failure receiving at-home hospice awakes gasping for breath. His caregiver immediately phones the on-call nurse, but the drive could take her 30 minutes or more. The caregiver is too afraid to take action on her own, so she anxiously awaits the nurse. As the minutes tick by, the man becomes increasingly distressed and the caregiver grows more upset.

Shortness of breath (also known as dyspnea) is a common challenge faced by caregivers and patients in home hospice, and the leading cause of admissions to the emergency room for hospice patients.

Interested in shortening the time it takes to alleviate patient symptoms and caregiver anxiety, Kimberly Shea, PhD, RN, assistant professor at the University of Arizona College of Nursing, conceived of using tablet technology with real-time visualization for patients and caregivers to communicate with on-call hospice nurses in urgent situations.

To support testing her idea, Dr. Shea recently was awarded a grant from the Arizona Telemedicine Program as part of its Innovation Awards for her project: “Real-Time Visualization for Reducing Symptom Severity in End-of-Life Care.” The grant supports purchase of five iPad-minis with retina display.

“Previous studies evaluating tablet use in at-home hospice have been focused on overall quality of life and anxiety,” said Dr. Shea, who has 15 years of experience as a home health/hospice nurse. “What makes my study different is I’m evaluating tablet use in urgent situations. Patient and/or caregiver anxiety can often lead to unnecessary emergency room admissions.”

Each tablet will be equipped with real-time meeting software that allows the on-call nurse to immediately visualize important factors, such as a patient’s positioning (lying down, sitting up) or breathing patterns and medications available. Accordingly, more individualized guidance can be given to the caregiver for intervening appropriately prior to nurse arrival.
http://telemedicine.arizona.edu/blog/telehealth-valuable-addition-hands-comfort-care

Telehealth is a Valuable Addition to Hands-On 'Comfort Care'

By Kimberly Shea, Ph.D., RN on Oct 15, 2015

Dr. Shea consults with a remote hospice patient via telemedicine.

I am an assistant professor at the University of Arizona, College of Nursing, a full-time position that includes research in my chosen field of health care systems and informatics, in which I have a PhD.

I also work one day a week as a hospice nurse, providing palliative care, which is focused on comfort and quality of life for patients nearing the end of life.
Flagstaff Medical Center
https://nahealth.com/telemedicine

Care Beyond Walls and Wires: In-home monitoring

Using remote monitoring tools, this program is designed to improve the quality of life for people with chronic health conditions, helping patients and families get the care they need without leaving home.

With daily access to information including blood pressure, weight and symptoms of illness, care teams and patients can co-manage treatment plans. It’s also possible to detect changes in a patient’s health status early on and intervene at the right time to avoid unnecessary travel and hospital care.
“Care Beyond Walls and Wires”: In-Home Monitoring
YouTube Videos @www.youtube.com

- https://www.youtube.com/watch?v=qHXGRDtdjuc
  Four Corners - Navajo Area
- https://www.youtube.com/watch?v=_4wvQbK_EPM
  Winslow, AZ
Telehealth Best Practices

Video developed by the Hawaii Department of Health Genomics Section and available on the Pacific Basin TRC Website  www.pbtrc.org
Facility Design & Technology

• Room Treatments
  • carpet, paint, walls and doors

• Working from clinic or home
  desktop
  laptop
  Tablet/I Pad
  cellphone with video
Do the best with what you have!
Telehealth Networking
The Future is NOW!
Thank You, Merci, Gracias y CIAO!
jmajor@telemedicine.arizona.edu
UAZ College of Medicine
“Tomorrow is HERE!”
Improving Access to Quality Medical Care Webinar Series

Please check our websites for upcoming webinars and events

http://www.telemedicine.arizona
Improving Access to Quality Medical Care

The practice and delivery of healthcare is changing with an emphasis on improving quality, safety, efficiency, & access to care. Telemedicine can help you achieve these goals! The Arizona Telemedicine Program, Southwest Telehealth Resource Center; and Arizona Commerce Authority invite you to a free webinar on the

Telehealth Webinar
Thursday, November 12 ~ 12:00 pm MSN/2pm EST
Celebrating the United States Distance Learning Association’s National Distance Learning Week:
“The State of Broadband – in YOUR State”
https://usdla.org/events/ndlw/

The objectives for this webinar are:

1. Find out what’s happening to identify broadband gaps at the national level
2. What are states doing at the local level to identify and eliminate broadband inequity
   with AZ as an example
3. Learn what funding opportunities and resources are available and where to find them

Moderator

Jeff Salotta, Vice President and State
Broadband Director for AZ
Arizona Commerce Authority
http://www.azcommerce.com/

Panelist

Tim Moyer, Director National
Broadband Availability Map (NBAR)
US Department of Commerce, National
Telecommunications and Information
Administration (NTIA)
http://www.ntia.doc.gov/

Panelist

Janet Major, BS
Associate Director for Facilities and
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Arizona Telemedicine Program
Southwest Telehealth Resource Center
www.aztelemedicine.arizona.edu

For more information and registration instructions go to http://www.telemedicine.arizona.edu

This webinar is made possible through funding provided by
Health Resources and Services Administration, Office for the Advancement of Telehealth
Improving Access to Quality Medical Care

The practice and delivery of healthcare is changing with an emphasis on improving quality, safety, efficiency, & access to care. Telemedicine can help you achieve these goals! The Arizona Telemedicine Program, Southwest Telehealth Resource Center, Arizona Medical Association, Maricopa County Medical Society and Arizona Medical Group Management Association invite you to a free webinar on the implementation and practice of telemedicine.

“Billing for Telehealth in 2020 & Beyond”
Monday, November 16, 2020 ~ 12:00 pm MST/2:00 pm EST

Learning Objectives
1) Understand 2021 AMA E/M Guidelines including documentation guidelines and maximizing efficiency
2) Learn about the duration of the FHE and its effect on TH Payment by CMS and AZ
3) Review possible scenarios for post-FHE

Presenter:
Carol Yarbrough is a healthcare compliance and reimbursement specialist. Providing a unique background in legal, technology, revenue management, clinic management and both federal and state regulations, for the past four years, she has actively contributes to telehealth initiatives at UC Health. She works hands-on with professional fee and hospital-based fee professionals to implement billing strategies and provides real-time feedback to clinicians regarding documentation and staff with encounter guidance. She also trains CPT coding professionals at UC Medical Center in order to maximize EMR workflow with greater documentation and coding.

For more information and registration instructions go to
www.telemedicine.arizona.edu

This webinar is made possible through funding provided by the Office for the Advancement of Telehealth, Office of Health Information Technology, Health Resources and Services Administration, DHHS (G22RH24749) and the Office of Rural Health Policy.
Your opinion is valuable to us. Please participate in this brief survey:

https://www.surveymonkey.com/r/SWTRCWebinar

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