Three-Part Telehealth ECHO Series

University of Utah College of Nursing - Nurse Education, Practice, Quality, and Retention (NEPQR)

# Overall Structure and Delivery

We will deliver three 75-minute ECHO sessions to cover a full range of telehealth topics for the primary care setting. Case studies and improvement science will be included in all sessions. In keeping with the ECHO model, sessions will begin with 20-30 minutes of didactic followed by at least one case presentation, wrapping up with a subject matter expert (preferably one working in and with telehealth) and discussion among participants.

Sessions will be designed with audience engagement and participation in mind.  Relevant resources, tools and key takeaways will be sent post-session.

# First ECHO Session

# Telemedicine and Virtual Services to Enhance Access and Improve Care

Join us for a deep dive into practical strategies to leverage telemedicine and virtual services to enhance access and improve health care delivery in the primary care setting. This ECHO session includes a case study, ample opportunities for discussion, and must-know information and clarifications to ensure successful and sustained remote service delivery. For this session, we look through the lens of the supporting role of the nurse in delivery of this modality of health care.

## Learning and session objectives:

* Articulate the difference between telehealth and virtual services
* Appreciate the full range of remote services for health care service delivery in the primary care setting, including for FQHCs and RHCs
* Make the case for telehealth and virtual service to sustainably achieve the quadruple aim
* Embed improvement science in your telehealth journey

Join us **Thursday November 19, 2020 from Noon to 1:15 p.m. MT.**

**Register here:** <https://comaginehealth.zoom.us/meeting/register/tJ0qdeCsrjMpG9fnRR4DQAq9Dh_GP3rHPcf0>

*Comagine Health is accredited by the New Mexico Medical Society to provide continuing medical education for physicians.* Comagine Health *designates this [Live ECHO Session] for maximum of [1.25] AMA PRA Category 1 Credit(s) tm. Physicians should claim only the credit commensurate with the extent of their participation in the activity.*

For more information contact Trudy Bearden at tbearden@comagine.org

# Second ECHO Session

# Mastering the Techno-Human Aspects of a Telehealth Visit

**Date: Dec 8, 2020 Noon – 1:15 pm**

Session description: During this session, we will discuss and highlight best practices for interacting with and leveraging the technology in ways that are person-centered for both staff and patients alike. Attendees will also consider the key elements of team-based approaches to telehealth, focusing on the role of the nurse. The target audience for this session includes any staff at in the outpatient setting that is likely to support or participate in telehealth or virtual service delivery. Patients, families and caregivers may be invited to this session. However, the session is focused on elevating role of the nurse in delivering high quality remote health care services.

## Learning and session objectives:

* Walk through a telehealth visit from scheduling to follow-up, capturing best practices
* Explore leverage points for nurses to optimize key elements of the telehealth visit from initiation, patient preparation and documentation to care plans and effective/safe communication
* List best practices to ensure safety, quality and patient/staff experience
* Consider strategies to leverage telehealth to optimize population health management (in-reach and outreach)

# Third ECHO Session

# The Nuts and Bolts of Telehealth Regulations, Billing and Revenue Capture

**Date: Jan 14, 2021 Noon – 1:15 pm**

Session description: During this session, we will provide a broad overview of relevant telehealth regulations, billing and revenue capture, recognizing the important role nurses can play in helping their health care organization successfully comply with regulations and ensure solvency. The target audience for this session includes any staff at in the outpatient setting that is likely to support or participate in telehealth or virtual service delivery. Those involved or interested in the revenue capture aspects of remote health care service delivery may benefit with attending this session. However, the session is focused on elevating role of the nurse in delivering high quality remote health care services.

## Learning and session objectives:

* Explore the nurse-specific contributions to tele-compliance to ensure HIPAA rules are followed and risk management is optimized to keep patients safe
* Appreciate the contributions nurses can make to billing correctly and capturing revenue while expanding access and options for patients through telehealth
* Consider how to advocate for and elevate nurse responsibilities to drive top-of-licensure performance in the realm of telehealth and virtual services
* Apply improvement science to bolster advocacy for the nurse role in telehealth