



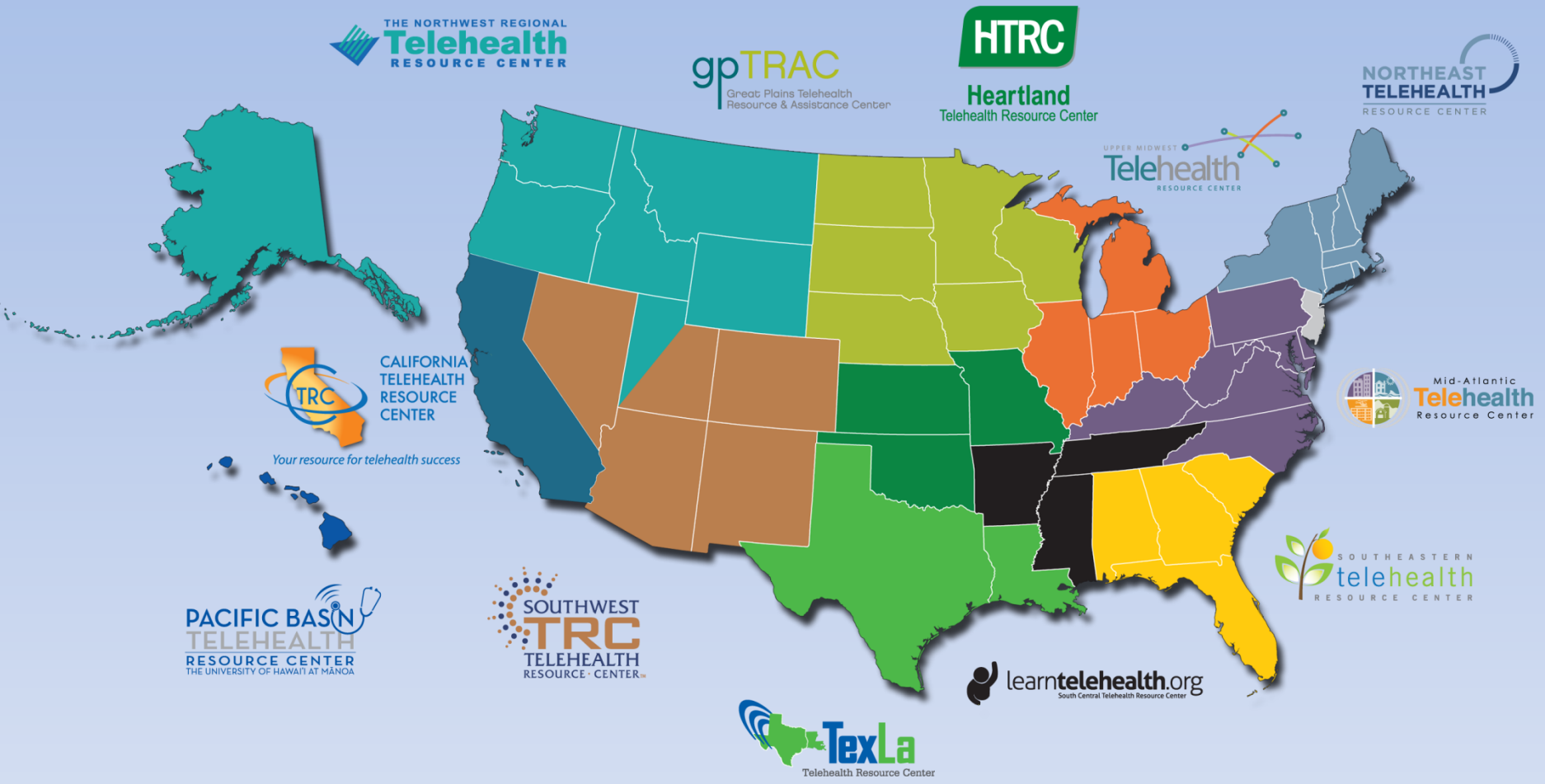
Telehealth
Resource Centers



The National Telehealth Webinar Series

Presented by
The National Network of
Telehealth Resource Centers

TelehealthResourceCenters.org




NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

2 National Resource Centers

12 Regional Resource Centers



Telehealth
Resource Centers



Practice Guidelines for Telemedicine

Elizabeth A. Krupinski, PhD
Southwest Telehealth Resource Center

November 21, 2013

(9:00AM HST, 10:00AM AKST, 11:00AM PST, 12:00PM MST, 1:00PM CST, 2:00PM EST)

Why Need Guidelines?

- Supply health care professionals with needed support & information
- Improve health care quality & encourage more efficient use of limited health care resources



Guidelines & Policy

- **Federal & state government**
 - General healthcare policy
 - Medicare & Medicaid
 - Liability standards
- **FDA (especially medical devices)**
- **Professional societies**
 - Daily practice
- **Funding opportunities**
 - NIH



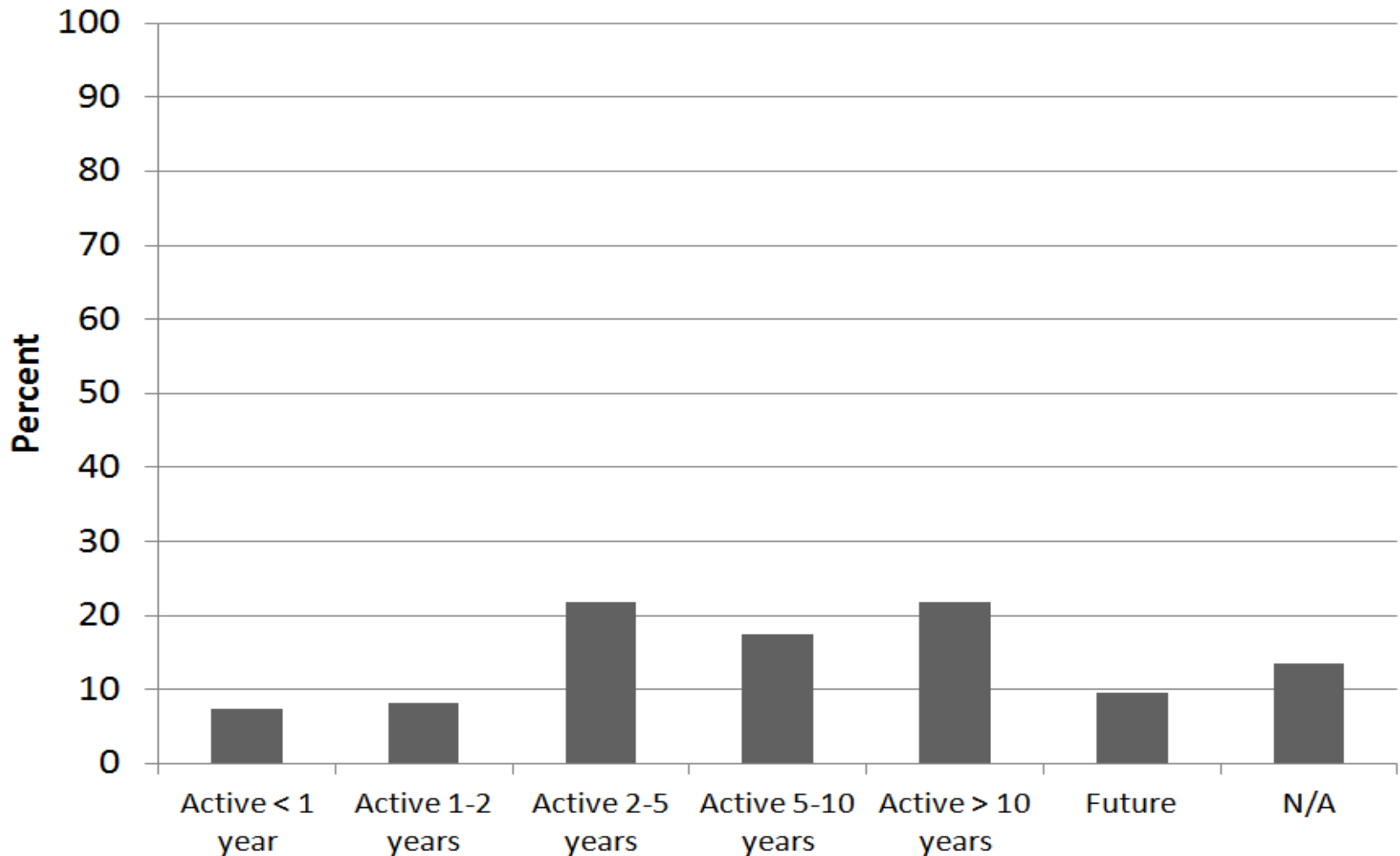
TM Guidelines

- **Telemedicine rapidly evolving & technological advancements impact scope & extent clinical practice**
- **Rigorous evaluation key to developing guidelines, shaping policy, growing & promoting practice**
- **When research lacking, assessment based on clinical consensus & review existing data performed**

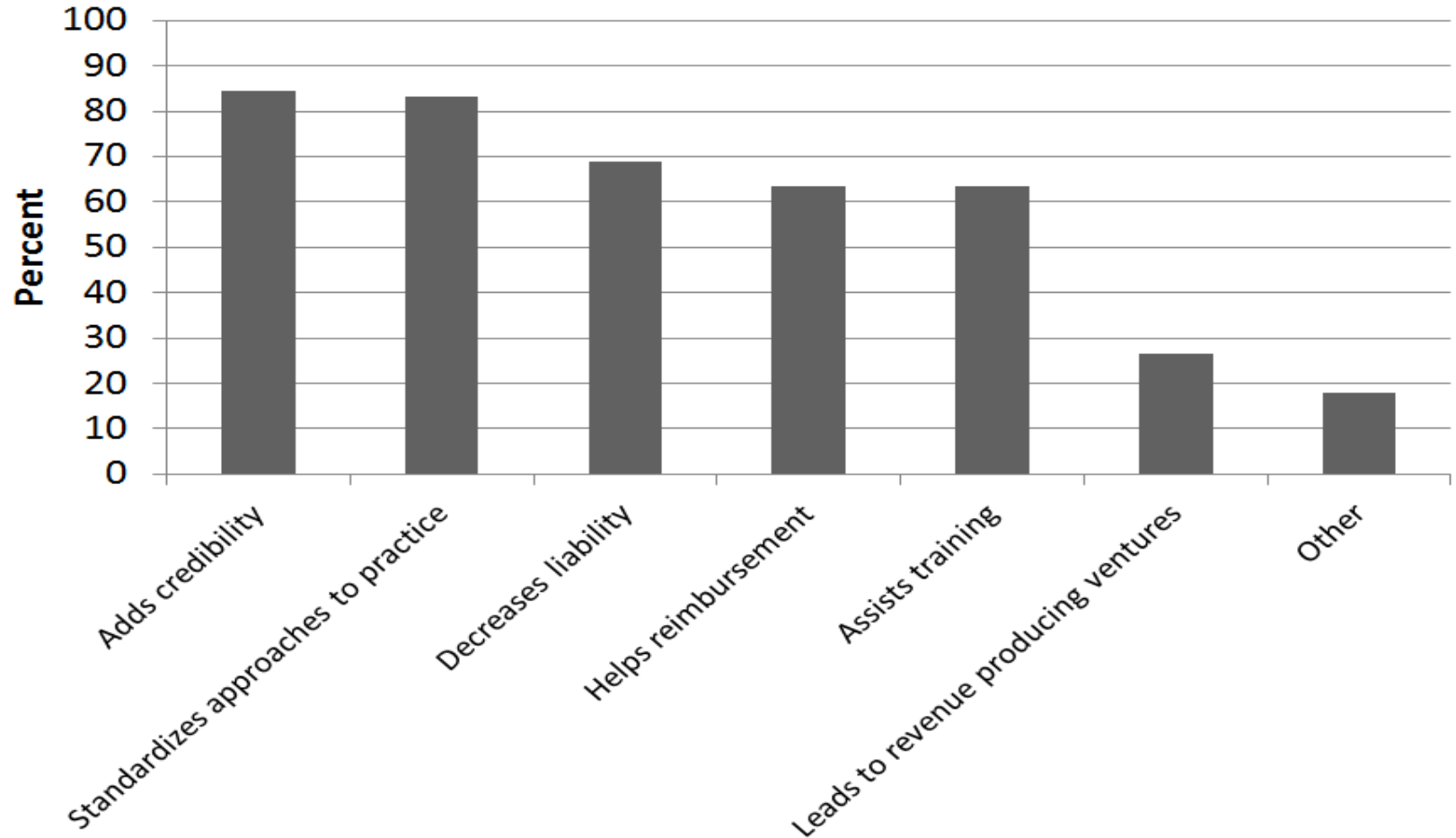
ATA Study

- **Logic-branching survey 26 questions**
- **Email blast 13,177 ATA members & non-members November 2011**
- **SurveyMonkey 90-day open period**
- **538 responses with 449 complete**
- **73% ATA members**
- **96% US**
- **31% providers, 24% admin + variety others**

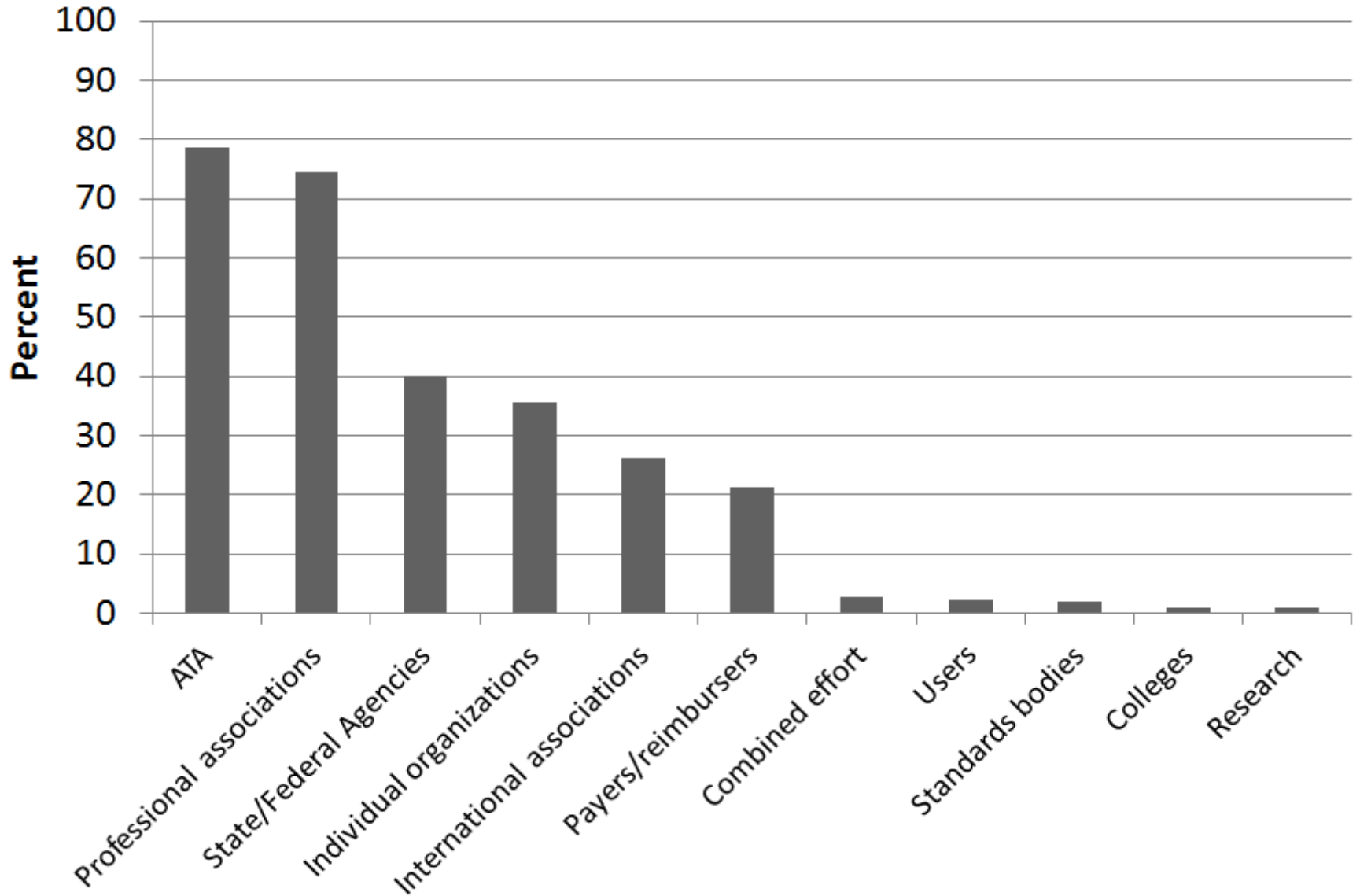
Active in Telemedicine



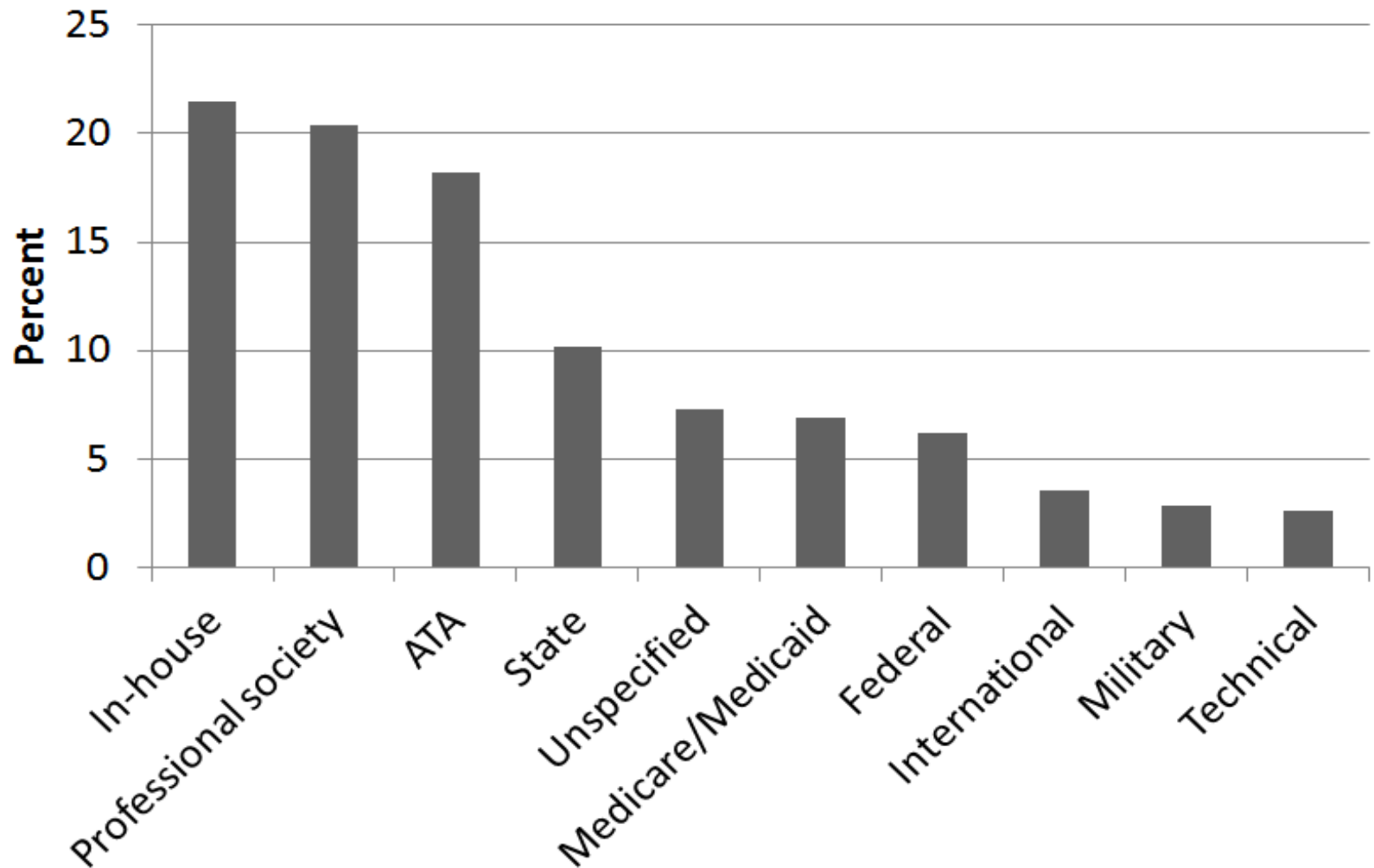
Why Should There Be Standards



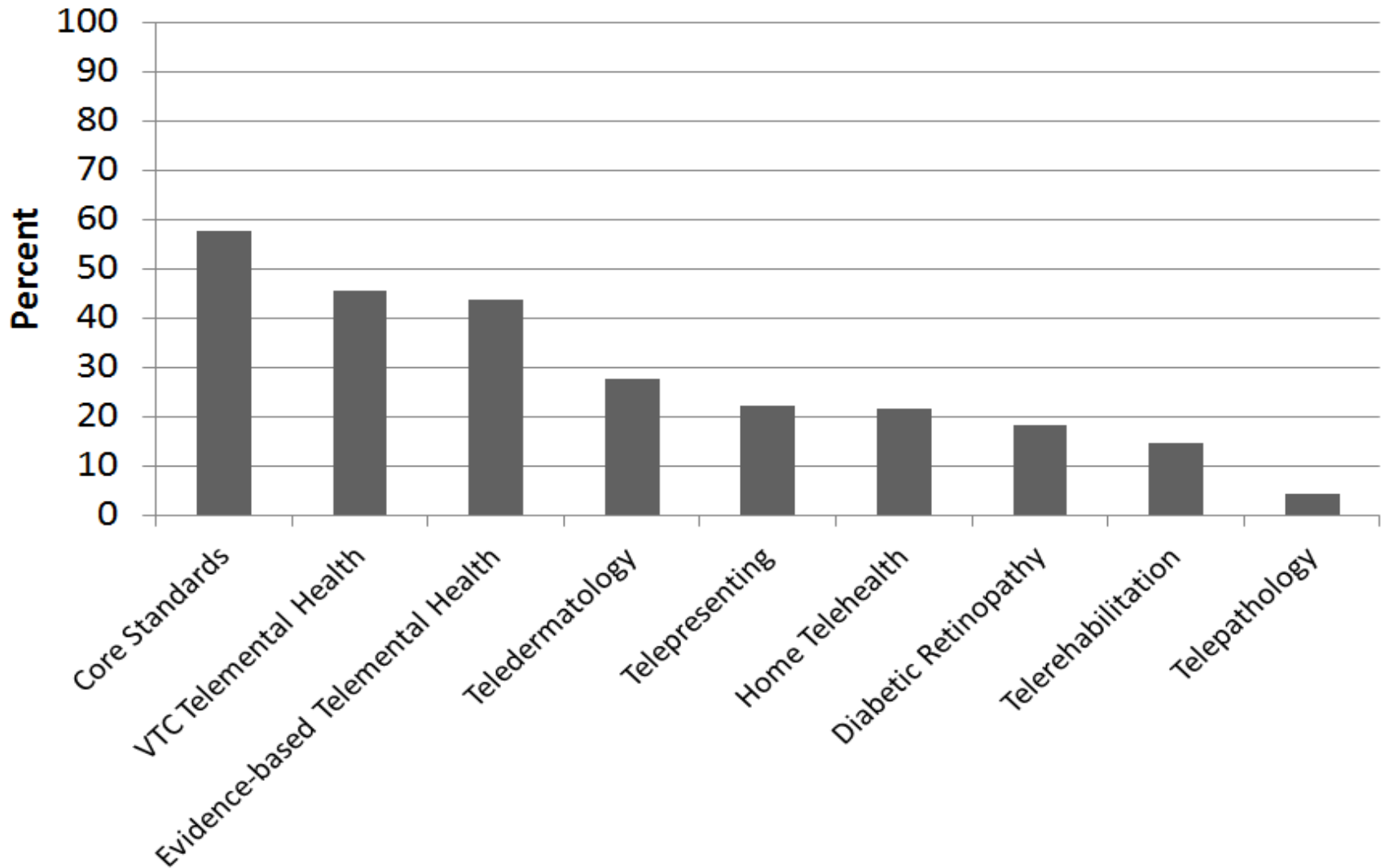
Who Should Develop



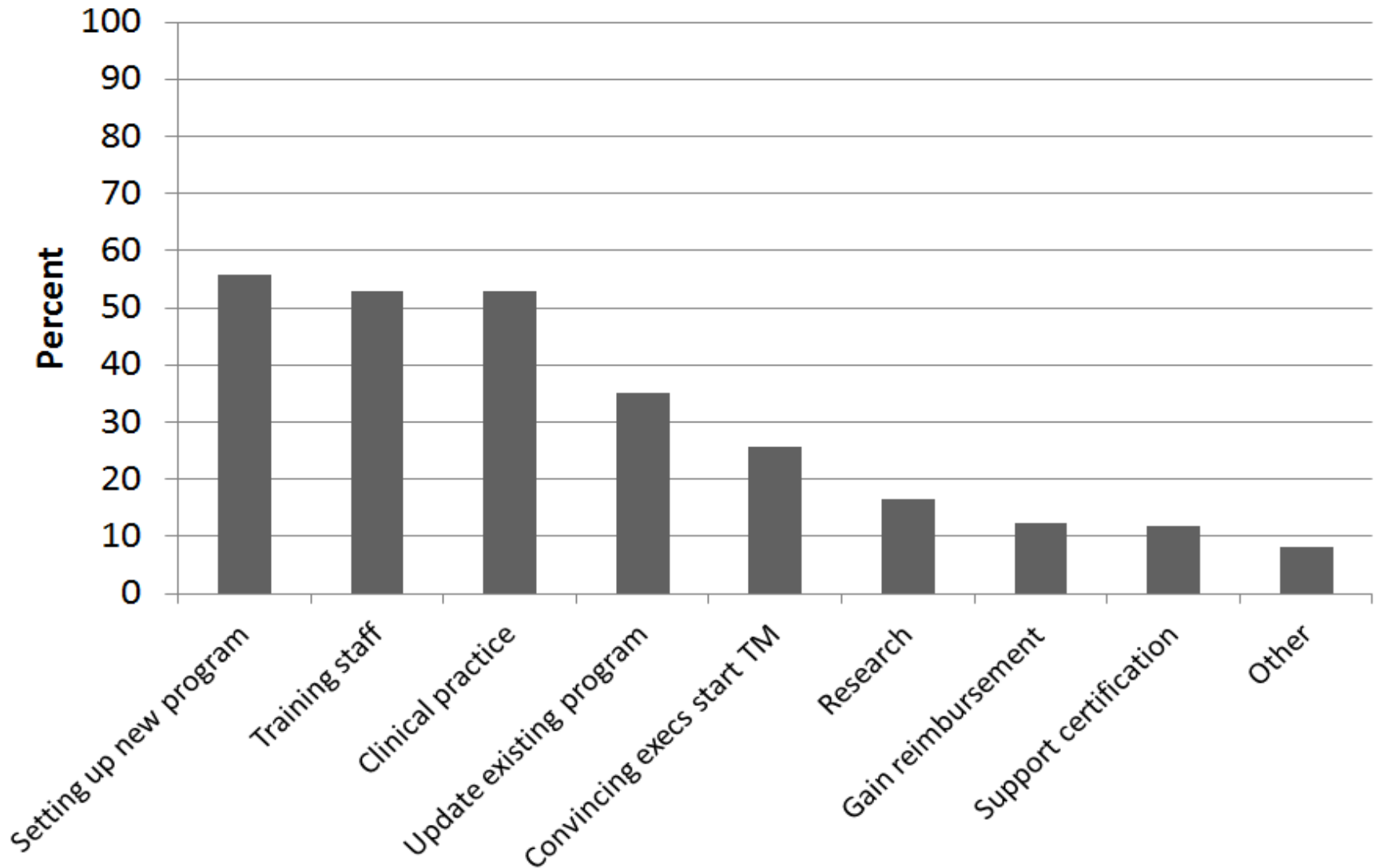
What S&G Using Now



Which ATA S&G Being Used



Why S&G Helpful



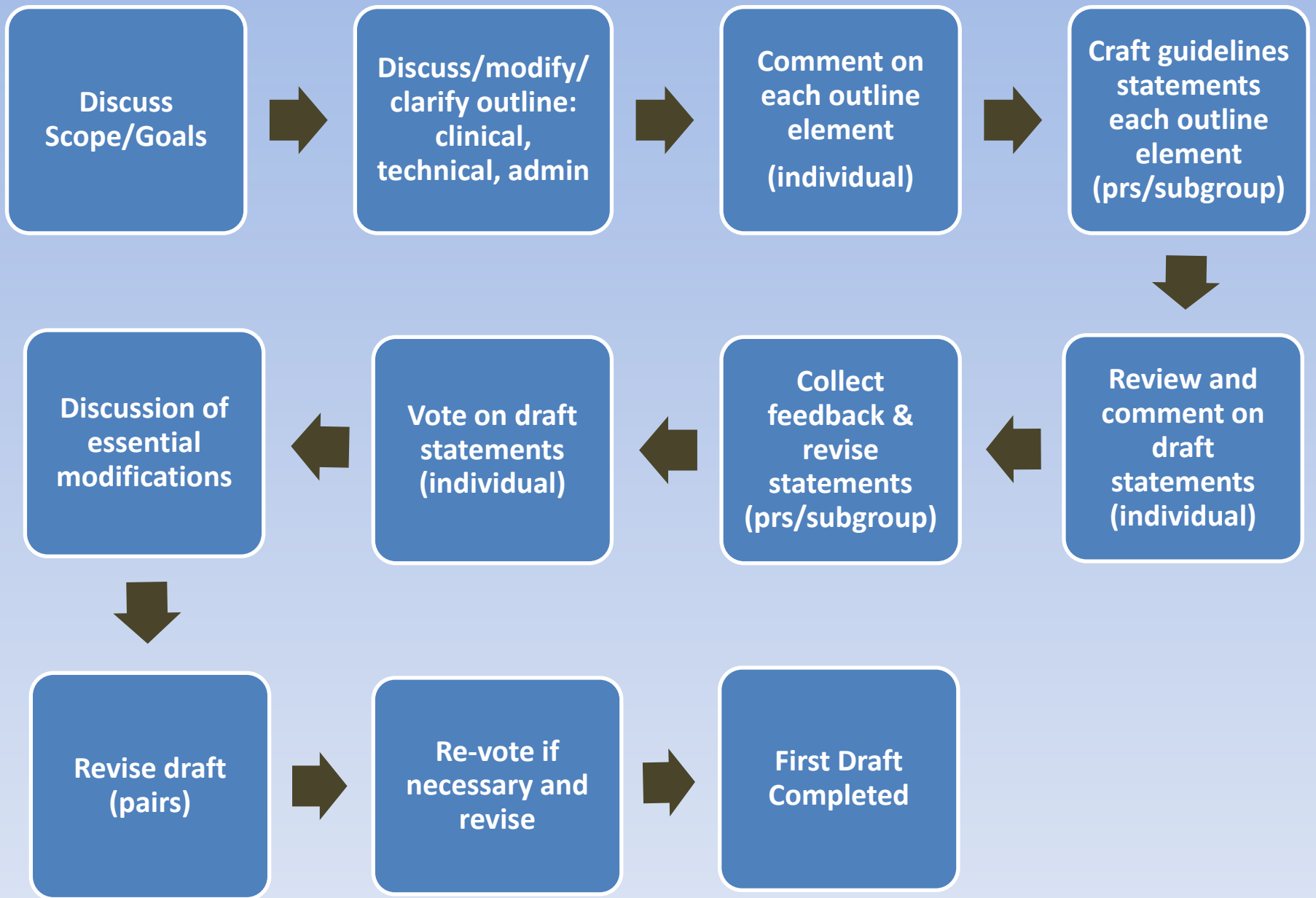
Step 1: Identification of Practice Guideline Subject Area	<ul style="list-style-type: none"> • Topic Identified (Standards & Guidelines Committee or Member request) • Board review/approval
Step 2: Planning Phase	<ul style="list-style-type: none"> • Appointment of a stakeholder work group • Plan and refine project scope • Assign work group member roles into subgroups: clinical, technical, administrative
Step 3: Assessment of Validated Outcomes and Best Practices	<ul style="list-style-type: none"> • Develop outline for guidelines sections: clinical, technical and administrative • Develop plan/revise as needed for literature search • Conduct literature search • Filter references • Assemble articles and resources • Conduct assessment • Prepare reports and analyze data
Step 4: Drafting Guidelines	<p>Subgroups draft guidelines (in-person workshop where funds are available) for clinical, technical, administrative areas</p>

Step 5: Reviews	<p>Draft guidelines reviews/revisions by work group</p> <p>Review 1: Work group</p> <p>Review 2: Chair Standards & Guidelines Committee/ATA staff</p> <p>Review 3: Standards & Guidelines Committee (full)</p> <p>Review 4: Open Public Comment</p> <p>Review 5: Board of Directors</p>
Step 6: Dissemination and Adoption	<ul style="list-style-type: none"> ● Promotion ● Training ● Adoption
Step 7: Impact Assessment	<p>Evaluate and measure impact of practice guidelines</p>
Step 8: Periodic Updates and Revisions	<p>Periodic review of guidelines to update and revise</p>

Collaborative Writing Workshops

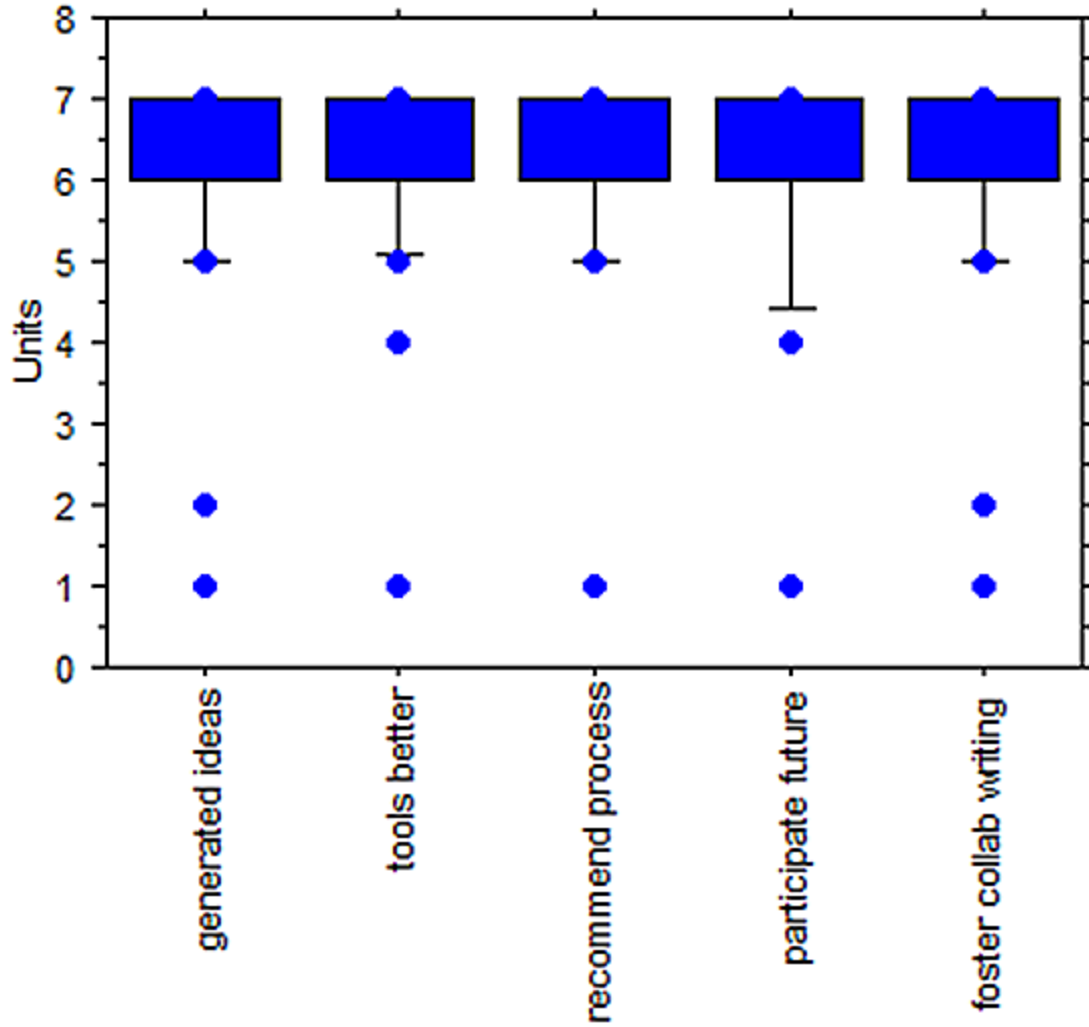
- ❖ **TeleMental Health SIG Consensus – Sep 2012**
- ❖ **Primary & Urgent Care – Mar 2013**
- ❖ **TeleICU – Mar 2013**
- ❖ **TelePath – October 2013**
- ❖ **Gert-Jan de Vreede, PhD facilitator**
 - ❖ **Univ NE Omaha College Info Science & Technology Managing Director Center for Collaboration Science**
- ❖ **Supported by NIST grant**



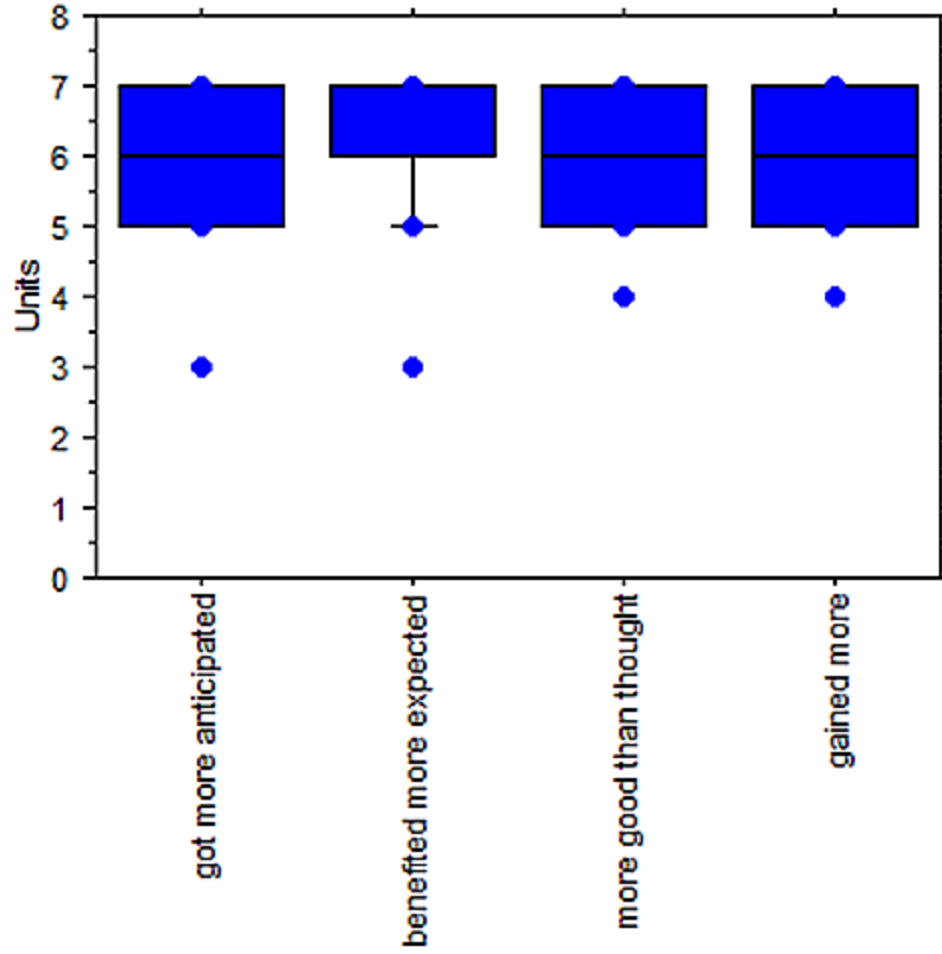


Slide courtesy of Jordana Bernard ATA

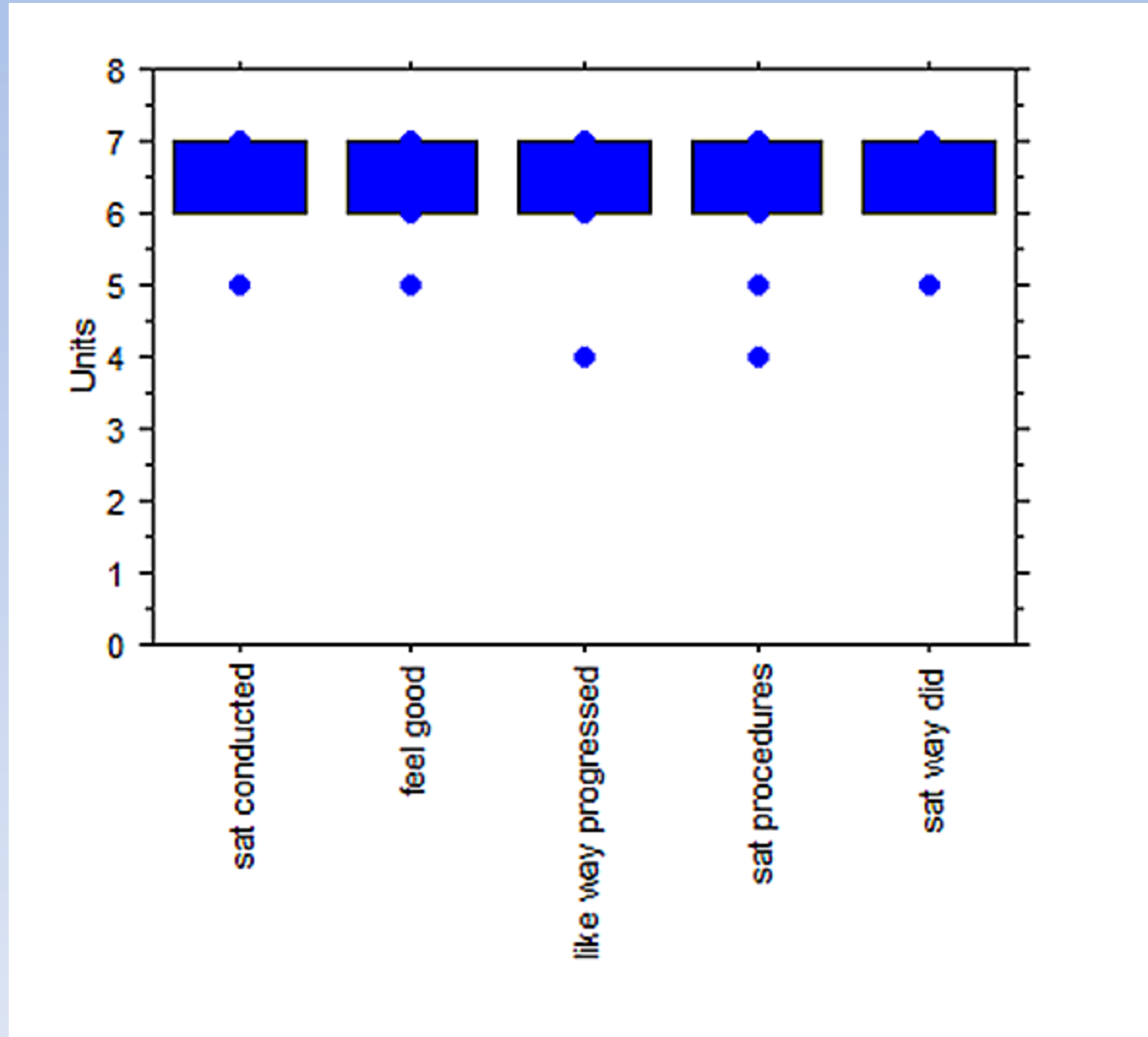
Performance



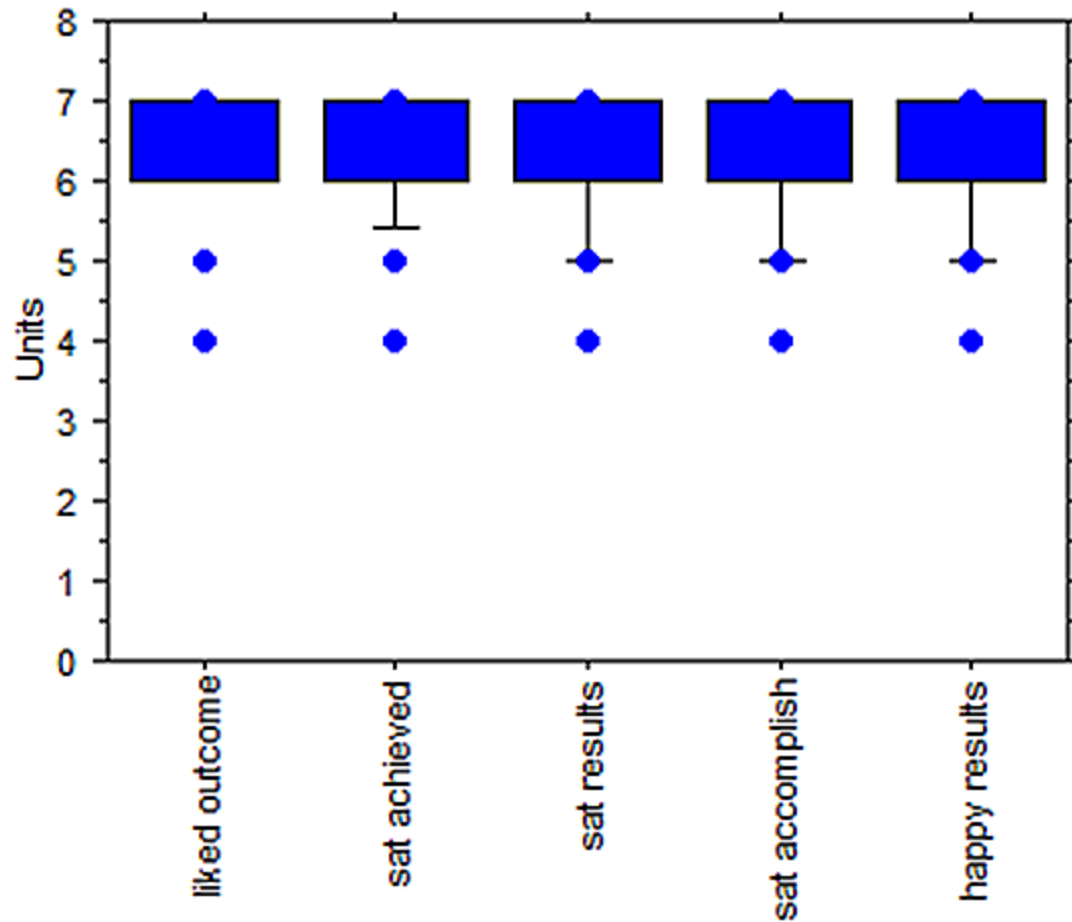
Goal Attainment



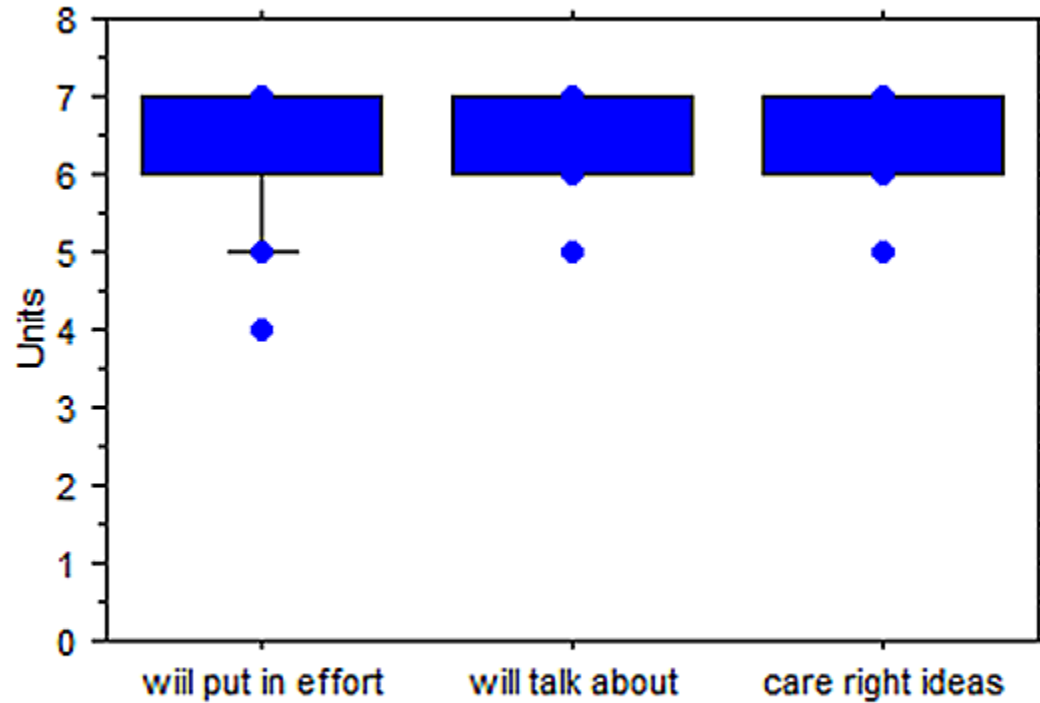
Satisfaction With Process



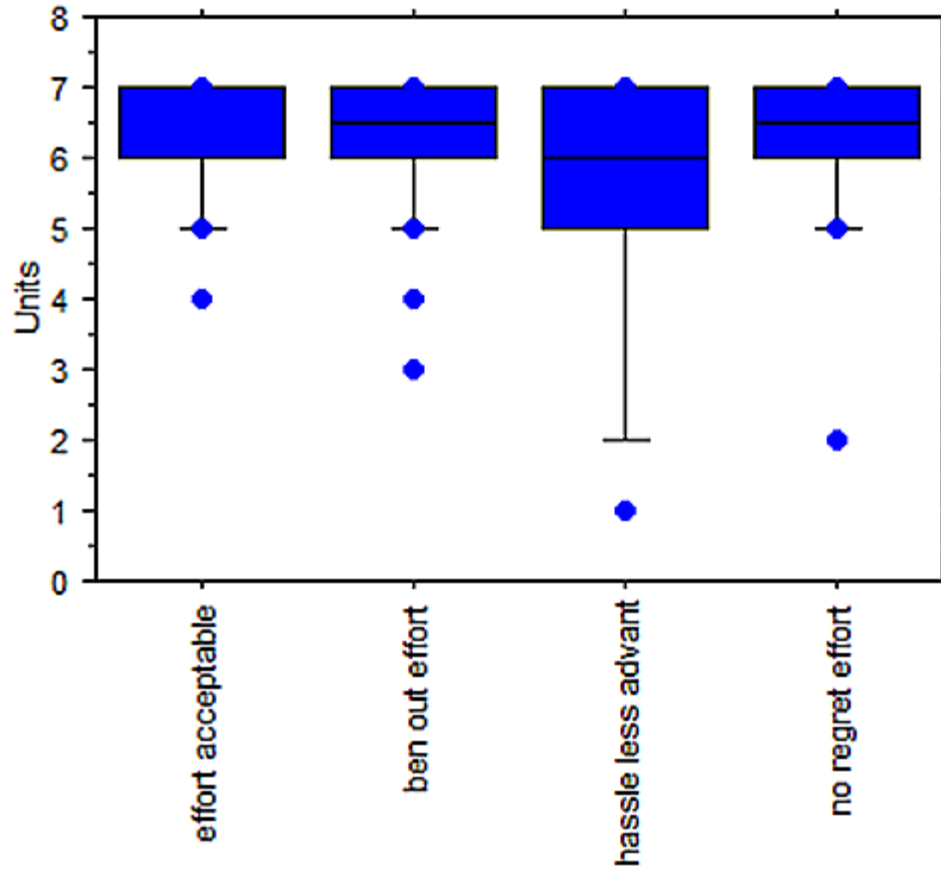
Satisfaction With Outcomes



Commitment



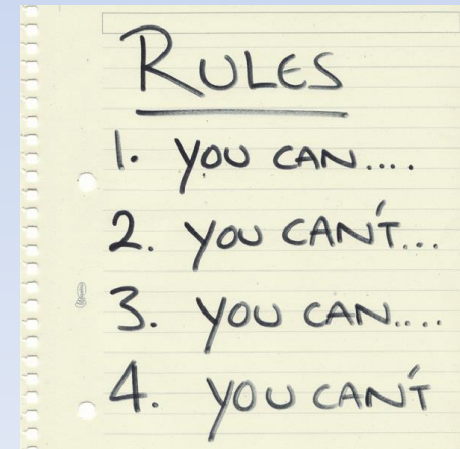
Cost Transition



The practice of medicine is an integration of both the science and art of preventing, diagnosing, and treating diseases. Accordingly, it should be recognized that compliance with these guidelines alone will not guarantee accurate diagnoses or successful outcomes. The purpose of these guidelines is to *assist practitioners in pursuing a sound course of action to provide effective and safe medical care that is founded on current information, available resources, and patient needs*. The guidelines recognize that safe and effective practices require specific training, skills, and techniques, as described in each document.

If circumstances warrant, a practitioner *may responsibly pursue an alternate course of action* different from the established guidelines. A divergence from the guidelines may be indicated when, in the *reasonable judgment of the practitioner, the condition of the patient, restrictions or limits on available resources, or advances in information or technology occur* subsequent to publication of the guidelines. Nonetheless, a practitioner who uses an approach that is *significantly different from these guidelines is strongly advised to provide documentation*, in the patient record, that is adequate to explain the approach pursued.

- **“Shall”** indicates a required action whenever feasible and practical under local conditions.
- **“Should”** indicates an optimal recommended action that is particularly suitable, without mentioning or excluding others.
- **“May”** indicates additional points that may be considered to further optimize the healthcare process.



ATA S&G

- Telehealth Practice Recommendations for **DR**
- Blueprint for **Telerehabilitation** Guidelines
- VC-based **Telepresenting** Expert Consensus Report
- Practice Guidelines VC-based **Telemental Health**
- Evidence-based Practice **Telemental Health**
- Practice Guidelines **Teledermatology & Quick Guides**
- Core Standards Telemedicine **Operations**
- **Home Telehealth** Clinical Guidelines
- Clinical Guidelines **Telepathology**
- **Video-Based Online Mental Health** Services

Developing ATA S&G

- TM Practice **Primary Care & Urgent Care**
- Tele-**ICU**
- Tele-**Burn Care**
- **Remote Monitoring Data Management**
- Updated **Telepathology**
- Tele-**Audiology**
- **mHealth**

<http://www.americantelemed.org/practice/standards/ata-standards-guidelines>

Dissemination

- ❖ > 500 downloads/month!
- ❖ Published in TMEH Journal
- ❖ Seek endorsement by other professional societies & organizations
- ❖ Regular update panels @ ATA Annual Meeting
- ❖ Committee members encouraged include in presentations @ meetings etc.
- ❖ Encouraged use in research



Other S&G

- ACR Standard **Teleradiology**
- AAD Position Statement **Telemedicine**
- APA Statement on Services by **Telephone**
- AMA Physician-Patient **Electronic Communications**
- Medem's eRisk Physician-Patient **Online Communications**
- Guidelines **Surgical Practice Telemedicine**
- ACR Guidelines Electronic Medical Information **Privacy & Security**
- FDA **Telemedicine Guidance**
- CMS **e-Prescribing Guidelines**

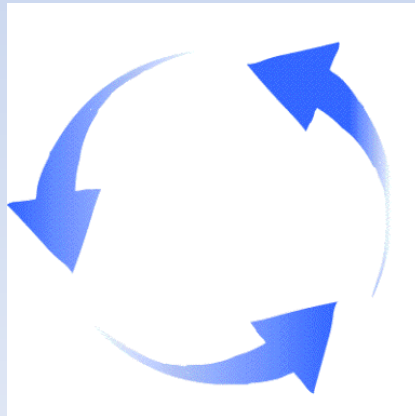
International Standards

- Accreditation **Canada** & National Initiative for Telehealth Framework of Guidelines
- Telehealth Services Code of Practice for **Europe**
- **Australian** College of Rural & Remote Medicine
- Standards **Australia** e-Health
- **WHO**



Summary

- Practice guidelines do exist – use them!
- Increase confidence ability to use & “legitimacy” TM → promotes adoption
- Helps reimbursement & other legislative efforts
- Promotes research → more evidence → improved guidelines → more adoption



Thank you!
Questions?

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The National Telehealth Resource Center Webinar Series

3rd Thursday of every month

Next Webinar:

Telehealth Topic: Cloud-based Services in Healthcare Organizations

Presenter: Garret Spargo Director, TTAC

Date: Thursday, December 19, 2013

Times: 9:00AM HST, 10:00AM AKST, 11:00AM PST, 12:00PM MST, 1:00PM CST, 2:00PM EST



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Please participate in this brief perception survey:

<http://www.surveymonkey.com/s/NationalTRCWebinarSeries>

TRC activity is supported by grants from the Office for the Advancement of Telehealth, Office of Health Information Technology, Health Resources and Services Administration, DHHS