Best Practices for Telehealth Visits to Home

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Today’s Presentation

Objectives for Presentation

• Discuss nursing best practices using telehealth for viewing patients in their homes
• Demonstrate best practice using the Comprehensive Patient Assessment using Telehealth in the Home (CPATH) to guide

Background

• Hospice/Palliative care patients
• Informatics to examine telehealth human factors
• Gerontology to explore older adult’s use of technology
• Usability and acceptability of technology
• Shared understanding required between home healthcare provider, patients and caregivers
• Conscious of task-oriented nature of “show time”.
• Intentional visualization due to narrow lens of camera
Visualization

**Human Eyes**
- Wide focal area with peripheral vision

**Camera lens**
- Narrow focal area with **no** peripheral vision
3 Levels of Telehealth

- Telehealth, defined simply as “the delivery of health care services over a distance by using telecommunication technology” (Finley and Shea, 2019)

- Level 1 – Remote Communication (RC)
  - Video

- Level 2- Remote Patient Monitoring (RPM)
  - Ability to collect and pass real-time biometric data

- Level 3- Remote Patient Engagement (RPE)
  - Predictive
  - Proactive
  - Preventative

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m.Care, (2020, Jan.) The three levels of telehealth. [Web log] Retrieved from: [https://m.care/blog/three-levels-of-telehealth/?utm_source=ata&utm_medium=newletter&utm_campaign=feb20](https://m.care/blog/three-levels-of-telehealth/?utm_source=ata&utm_medium=newletter&utm_campaign=feb20)
## Telehealth Compared to Clinic Visits

### Telehealth

- Rapid access to physical or psychological assessment of patient
- Traverses travel time and distances easily
- Can potentially see patients in their natural environment
- Provider preparation includes contemplation of indicators of risks related to illness
- More frequent visits without exposure to risks
  - Fall
  - Infection
  - Exhaustion
- Can’t touch or smell

### Clinic

- Symptoms can be heightened by anxiety/stress
- Travel is challenging for patients, physically and emotionally
- Time and travel can cause stress and costs time and money (possibly for 2 people)
- Ill patients tire easily
- Provider preparation before is overview of illness
- Questions to patient about home environment
- Travel, clinics, emergency rooms and hospitals visits increase exposure to infection
Use of advanced technologies

- American Nursing Association (ANA) – *Privacy and Confidentiality*- Position Statement- June 2015
- Call for Action: Nurses Lead and Transform Palliative Care (ANA & HPNA) March 2017
- ANA–Center for Ethics and Human Rights Advisory Board- Position Statement-
- Comments from Alliance of Nursing Informatics (ANI)- November 2019
- Centers for Medicare and Medicaid (CMS)
COVID 19---CMS New 1135 Waiver

Home Visit New Patient

- 99341 Low severity problem, 20 min.
- 99342 Moderate severity problem, 30 min.
- 99343 Moderate to high severity problem, 45 min.
- 99344 High severity problem, 60 min.
- 99345 Patient unstable or significant new problem requiring immediate physician attention, 75 min.

Home Visit Established Patient

- 99347 Self-limited or minor problem, 15 min.
- 99348 Low to moderate problem, 25 min.
- 99349 Moderate to high problem, 40 min.
- 99350 Patient unstable or significant new problem requiring immediate physician attention, 60 min.
Frontloading for Telehealth Visit

- Simplify Access
  - One click
  - Familiar with software
- Prepare the Technology
  - Audio
  - Video
  - Microphone
  - Signal
- Prepare your space
  - Minimize distractions
  - Lighting
  - Camera positioning
    - Eye contact
    - Distance
  - Background
- Risk review
  - Diagnosis
  - Comorbidity
  - Lack of care
  - Safety
- Prepare for the Flow
  - Items to discuss
    - Test results
  - Items to share
    - Educational
  - Questions
  - Critical CPATH items
Intentional Steps for Telehealth Visit

1. Small talk
   • Comfort
   • Relationship

2. Shared Understanding
   • Why the visit
   • Why looking around
   • What will do with information

3. Consent to use a camera along the way

4. CPATH visit
   a) Domains
      • Environment
      • Equipment
      • Medications
      • Patient Characteristics
      • Caregiver Characteristics
   b) Let domains drive additional views
Guide for Telehealth Visits

Comprehensive **Patient Assessment for using Telehealth at Home**

<table>
<thead>
<tr>
<th>Environment</th>
<th>Medication</th>
</tr>
</thead>
<tbody>
<tr>
<td>• fans, airflow</td>
<td>• types</td>
</tr>
<tr>
<td>• safety</td>
<td>• dosages</td>
</tr>
<tr>
<td>• bedding</td>
<td>• administration guidance</td>
</tr>
<tr>
<td>Equipment/treatments (as appropriate)</td>
<td>Patient characteristics</td>
</tr>
<tr>
<td>• urinary collection</td>
<td>• breathing</td>
</tr>
<tr>
<td>• oxygen delivery</td>
<td>• skin color or turgor or integrity</td>
</tr>
<tr>
<td>• feeding</td>
<td>• Non verbal gestures</td>
</tr>
<tr>
<td>• non-medical therapies</td>
<td>• positioning in bed</td>
</tr>
</tbody>
</table>

Caregiver/family Characteristics

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Case Study- You are the nurse on a Home Care Visit with Telehealth

- Steve – 75 year old male
- CVA 2018 with left side neglect
- COPD
- Experiencing shortness of breath and increasing dementia
- Lives with wife and son
What would you put into recommendations?

1. Wrap-up (5-10 minutes left)
   • Questions from patient/family
   • Recommendations from nurse
   • Patient-centered plans
   • Next visit
Dramatic Changes Since January

• No reimbursement for home as site of origin
• Limited parity with States
  • https://www.covid19.polsinelli.com/telehealth
• In-person is the gold standard
• HIPAA violations with software a concern
• Where will the compromise be after COVID 19?
Conclusions

- Telehealth enables access to healthcare and limits risks to patients.
- Video is useful for visualization, communication and hearing.
- Narrow camera lens limits what can be seen.
- Frontloading, intentional actions and CPATH viewing emulates in-person visit.
- The CPATH protocol provides a guide for intentional viewing and allows for a more comprehensive visit.
- Resources Telehealth Nationally Regionally and Locally.  
  https://telemedicine.arizona.edu/
  https://www.telehealthresourcecenter.org/
THANK-YOU to many who have contributed to this program of research!!

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References


THANK You for Attending

Questions?
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