Strategies for Successful DSMT and MNT Telehealth Implementation

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Learning Objectives

1. Increase interest in Telehealth as a strategy to improve access and reimbursement for DSMES services.
2. Understand the value of the collaboration and partnerships necessary to successfully implement Telehealth.
3. Empower diabetes programs to initiate the delivery of DSMES via Telehealth.

AADE 2019 Project Vision

• Technology *
• Related Conditions
• Integration
• Person-Centered
• Quadruple Aim
• Behavioral Health
Benefits of DSMT/MNT via Telehealth

- Increased access
- Convenience
- Cost-effective
- Increased sustainability of a DSMES program
- Improved service and diabetes outcomes for rural populations
Medicare Telehealth Rules

- Interactive telecommunications system
- Furnished by RD at distant site
- Furnished to an eligible patient who is located at an originating site

Resources for Telehealth

- Technology
- Staffing and Staff Training
- Telehealth room design at originating and distant site
Technology
• Assess existing infrastructure
• Electrical and telecommunications connections
• Service level agreements for broadband access
• IT/technical plan and support
• Security and privacy: HIPPA compliance
• Franciscan and Perdue already had a business agreement

Staffing and Staff Training
• Who will be trained?
• Roles and responsibilities?
• Who will do the training?
• Reimagining the workflow

Telehealth Room Design
• Location and size of room
• Placement of equipment, furniture and camera
• Lighting and acoustics
Video Etiquette

- Light source in front of you (windows behind you often puts you in a shadow)
- Best place for camera: on top of computer
- Be sure entire head and upper torso are in the frame
- Look directly at patient by looking directly at the camera
Video Etiquette (cont’d)

- Ideally use a headset with a microphone
  • Helps you and your patient hear better
- Also give the patient a sense of privacy
- Have a code word your patient can use if having technical difficulties

Planning, Policies & Procedures

1. Marketing Strategy
2. Staffing
3. Scheduling
4. Goals, Objectives, Outcomes and Tracking

Planning, Policies & Procedures (cont’d)

5. Patient Handouts and Documentation of Telehealth Visit
6. Implementation and Monitoring
7. Evaluation and Feedback
8. Continuous Quality Improvement Process
References

15 Keys Steps for Creating a Business Proposal to Implement Telemedicine.

Benabio J. Commentary: Abide by these easy rules of video etiquette.