

**Strategies for
Successful DSMT
and MNT
Telehealth
Implementation**



1



Allison Stetler
RD, CDE
Franciscan Health Lafayette
Lafayette, Indiana
Allison.Stetler@franciscanalliance.org
Office: 765-428-58-50

#AADE19

2



Brenda Jagatic
BScN, RN, CDE
Diabetes Education Coordinator
Indiana State Department of Health
Indianapolis, Indiana
bjagatic@isdh.in.gov
Phone: 317-671-6955

#AADE19

3

Disclosure to Participants

- Notice of Requirements For Successful Completion
 - Please refer to learning goals and objectives
 - Learners must attend the full activity and complete the evaluation in order to claim continuing education credit/hours
- Conflict of Interest (COI) and Financial Relationship Disclosures:
 - Presenter: Brenda Jagatic, BScN, RN, CDE – No COI/Financial Relationship to disclose
 - Presenter: Alison Stetler, RD, CDE – No COI/Financial Relationship to disclose
- Non-Endorsement of Products:
 - Accredited status does not imply endorsement by AADE, ANCC, ACPE or CDR of any commercial products displayed in conjunction with this educational activity
- Off-Label Use:
 - Participants will be notified by speakers to any product used for a purpose other than for which it was approved by the Food and Drug Administration.



4

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.



5

AADE 2019 Project Vision

- Technology *
- Related Conditions
- Integration
- Person-Centered
- Quadruple Aim
- Behavioral Health



6

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

#AADE19

7

Franciscan Healthy Living Center

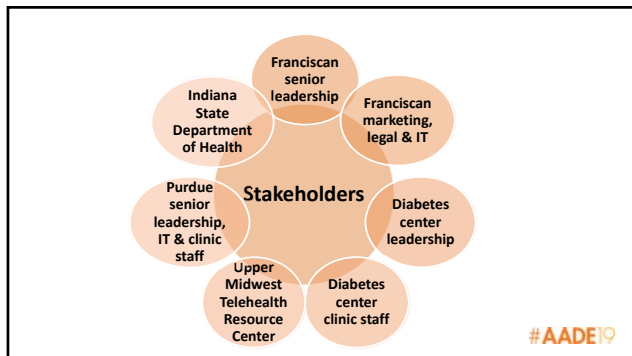


8

Purdue North Central Nursing Clinics



9



10

Medicare Telehealth Rules

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

#AADE19

11

Resources for Telehealth

- Technology
- Staffing and Staff Training
- Telehealth room design at originating and distant site

#AADE19

12

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



#AADE19

13

Staffing and Staff Training

- Who will be trained?
- Roles and responsibilities?
- Who will do the training?
- Reimagining the workflow



#AADE19

14

Telehealth Room Design

- Location and size of room
- Placement of equipment, furniture and camera
- Lighting and acoustics

#AADE19

15



16



17

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

#AADE19

18

Video Etiquette (cont'd)

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

#AADE19

19

Planning, Policies & Procedures

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

#AADE19

20

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

#AADE19

21

References

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

<https://www.telehealthresourcecenter.org/wp-content/uploads/2019/01/15-steps-Jan.2019.pdf>

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

<https://www.mdedge.com/endocrinology/article/105598/practice-management/video-etiquette>

#AADE19

22

National Consortium of Telehealth Resource Centers



23