

### Smart Goal

Standardize telehealth equipment and training to enhance the **efficiency** and **effectiveness** of telehealth appointments as well as provide a seamless experience for patient and providers. This includes implementing a standardized checklist, equipment catalog, and recurring training schedule.

### Drivers

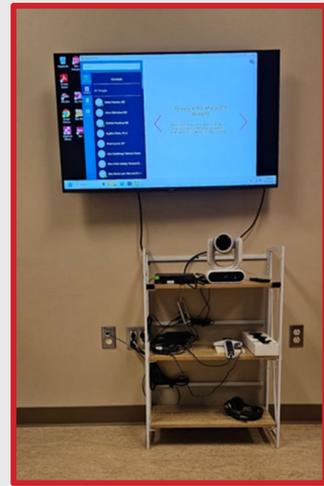
1. Outdated and inconsistent telehealth equipment across sites.
2. Lack of standardization made staff support between rooms difficult.
3. Patients experienced varying levels of care during telehealth visits.
4. Competing job duties limited staff ability to stay current on training and tip sheets.

### Standardization Process

- ✓ Compiled a comprehensive inventory of all telehealth rooms by collaborating with clinic and department managers.
- ✓ Evaluated existing equipment capabilities, prioritizing multifunctional options to improve efficiency.
- ✓ Purchased and piloted one new model within a department to assess functionality and user experience.
- ✓ Developed standardized rooming sheets for each department to ensure consistency in patient encounters.
- ✓ Established a clear, data-driven process for selecting and standardizing telehealth equipment.

### Early Findings

- ✓ The standardized equipment has led to an increase in **staff confidence** and **efficiency** across all telehealth rooms.
- ✓ Updated rooming guides have created a more **seamless & consistent** experience for patients systemwide.
- ✓ Enhanced camera quality has improved the **clarity** and overall **quality** of the virtual visits.
- ✓ The combination of updated equipment and standardized workflows has strengthened staff adherence and consistency in telehealth delivery.



Room	Aver MD 330U	Riester Multi-Functional HD Camera Kit	PCP-USB Telemedicine Stethoscope	Headset	TV	Williams Sound PKT D1 H26 Pockettalker Ultra with Rear-wear Headphone	200 Pieces Sanitary Headphone Ear Cover Disposable Earpad Covers for Headphones	4MM 3 tiers no assembly Book Shelf	Total Cost
	\$2596.31	\$2,173.04	\$489.00	\$25.00	\$559.86	\$175.34	\$17.99	\$109.99	
<b>Altru Crookston</b>	23	Aver MD 330U	Riester Multi-Functional HD Camera Kit	PCP-USB Telemedicine Stethoscope	6 Headsets	TV	Pockettalker	Amazon Shelf	
	27	Aver MD 330U	Riester Multi-Functional HD Camera Kit	PCP-USB Telemedicine Stethoscope	TV			Amazon Shelf	
Cost	\$5,193	\$4,346.08	\$978.00	\$150.00	\$1,119.72	\$175.34	\$17.99	\$219.98	\$12,200
<b>Altru Devils Lake Completed 8/15</b>	2601 (room 1)	Aver MD 330U	Riester Multi-Functional HD Camera Kit	PCP-USB Telemedicine Stethoscope	3 headsets	TV	Pockettalker	Headphone ear covers	not needed
	2607 (room 2)	Aver MD 330U	Riester Multi-Functional HD Camera Kit	PCP-USB Telemedicine Stethoscope	Already has a new TV- so not needed	not needed	not needed	Amazon Shelf	
Amber wants to keep the cart that is already in room 3. We would just need the Aver, stethoscope.	1622 (room 3) is keeping the cart	Aver MD 330U	Riester Multi-Functional HD Camera Kit (this one is going to Jessica Piseno for training); they already have one	PCP-USB Telemedicine Stethoscope	TV not needed since they are leasing the cart 3/10/25	not needed	not needed	not needed	

### Future Directions

Each piece of equipment will have a **troubleshooting guide**, as well as a listing of who to contact if that piece of equipment fails to launch during a visit.

Create a **new training plan** to meet future needs ( staff turnover etc.).

Create and implement a plan to have **front desk staff** become a part of the telehealth process ensuring a **seamless experience** for patients.

### Key Challenges

- Setup has faced challenges requiring IT support across multiple sites and cities, with each room varying in size and some serving multiple purposes.
- Significant time was required to work with each department and/or clinic to update rooming sheets and standardize them.

Pre-visit preparation: Rural nurse responsibilities		
Verify lab orders resulted	Notify patient prior to visit of lab orders and adjust time of arrival with patient to allow completion of lab results prior to appointment time.	The provider requires that the labs be within the Epic System. Schedule labs to guarantee completed and resulted. May be run the day before.
Contact patients 3 days prior to the upcoming appointment with a reminder for time and process.	Patients may need <b>echo</b> prior to appointment.	
Check with the provider's nurse for specific requirements.		

#### Rural Site Preparation:

- Turn on equipment
- Zoom in and center the patient location
- Ready connections with stethoscope, hand camera- if available.
- Have patient gown available
- Room patient: follow expected clinic routine visit (as in- person), perform ID check, obtain Vital signs.

#### Process Flow:

- For Non-Altru Facilities: If the provider's nurse hasn't contacted you to report vitals and medications, please reach out to them. **Contact the provider directly on Vidyo.**
- For Altru Facilities: **Contact the provider directly on Vidyo.**

Reassess the transmission picture and sound. Adjust as necessary

#### Present patient to Provider:

- Identify yourself and location
- Identify the patient to Provider
- Identify all other people in the room (non-family members will need patient permission to watch the visit)
- The provider will review the Epic chart and assess patient. They will review labs with **patient**.
- Use camera control to zoom in on sites as requested.
- Engage stethoscope- Tell the provider where you are positioning the stethoscope (he can't see the back of the patient). They will want heart and lung sounds.
- Ask for feedback from the provider and change the patient or position accordingly
- The telemed nurse is an important piece in relaying information between patient and provider. Assist as needed. Include family/caregivers as appropriate.

#### Receive care plan:

- The provider may state new orders; read back to him/her for clarification. If patient education or teaching caregiver with patient regarding new dressing change plan, **this** will be done when on camera visit concludes.

#### Visit follow-up:

- Please bring patient to Clinic desk to schedule next appointment or call to make follow-up appt for telemed MD visit, coordinating rural site availability, and make sure **patient gets** handwritten **card** or AVS for this future appt. Instruct them to arrive early for labs or echo.

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