Telehealth Coordinator Training Course

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Agenda

- Provide a history of the development of the telehealth course
- Give an overview of what the course covers
- Describe students' experiences during the program and after
- Deliver registration information for upcoming courses

Telehealth Coordinator Description

- Telehealth coordinators manage telehealth programs in remote and urban settings.

- Telehealth coordinators serve as the liaison between healthcare provider, information technology services and the patient.

- Telehealth coordinators manage administrative and technical functions.

- Telehealth coordinators contribute to continuous improvement in patient care.

LCCC/Wyoming Telehealth Network Collaboration

TAI BAKER, M.S
Senior, Program Manager

CANYON HARDESTY, M.S
Director, Community Education

- LCCC/Wyoming Telehealth Network at UW

  - Tai Baker - Telehealth Coordinator training with LCCC, Spring 2022

  - Meetings to discuss the curriculum and delivery

  - UW created video interviews with Wyoming telehealth providers

  - Students invited to the monthly Wyoming Telehealth Collaborative meetings

    - Learned about new initiatives like telehealth booths in libraries in rural Wyoming

Good Timing for the Course

▶ In 2022, transformation in healthcare delivery due to the COVID-19 pandemic

▶ Federal Public Health Emergency funding

▶ Telehealth addressed the barriers of providing healthcare in Wyoming

▶ Allowed patients continuity of care with providers

▶ *Healthy People 2030* objective to increase population level broadband access

▶ Insurance expanded services eligible for reimbursement – telephone and video

Telehealth Coordinator Training

Telehealth Coordinator Training

- On-line training course
- 16-week course, 3 credits
- Textbook and four-month subscription of EHRGo included in tuition
  - *The Fundamentals of Telemedicine and Telehealth*, Sashi Gogia, MD
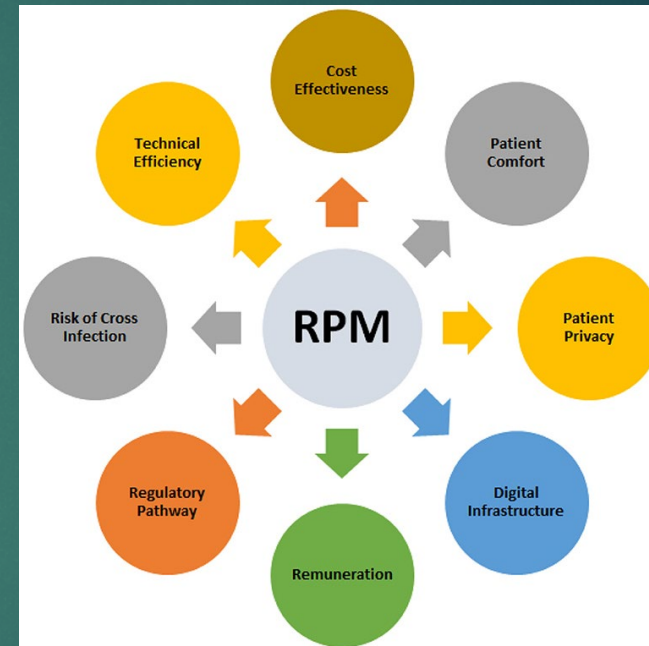
Prerequisites

- No pre-requisites
- Basic knowledge of medical terminology and Microsoft suite are recommended
- Entry-level to experienced students welcome

Excellent Resources

- Activities, simulations, discussion and assessments in each Module
- Instructors provide online feedback
- Comprehensive final exam
- ***Nuts and Bolts of Telehealth*** Video, developed by WyTN

Contents of "Nuts and Bolts" Video

- **What is Telehealth?**
  - Live video
  - Store and forward
  - Remote patient monitoring
  - Mobile health

- **Best Practices in Telehealth**
  - Continuity of Care
  - Licensure
  - Legal Considerations
  - Forming a team, defining goals and assessing your program

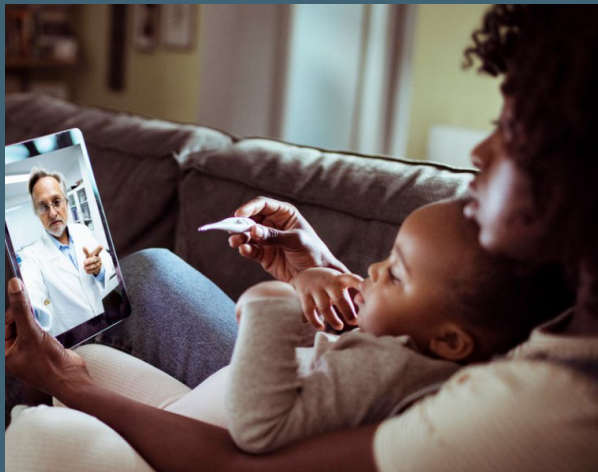Advantages of Remote Patient Monitoring

Contents of "Nuts and Bolts" cont'

- ▶ Designing the Workflow
- ▶ Patient Resources
- ▶ Connectivity and Access in Wyoming
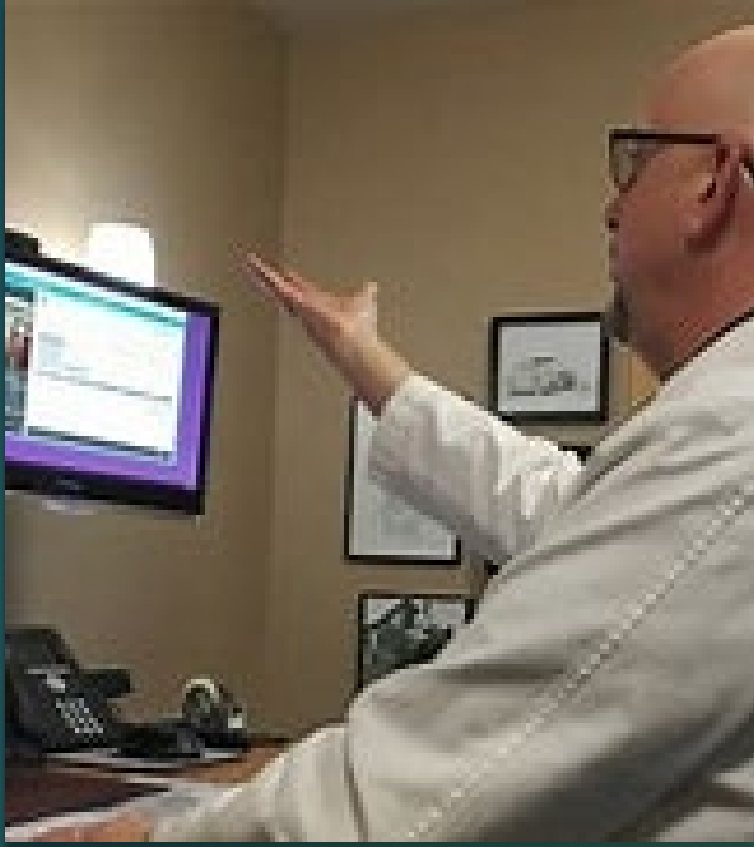

Telehealth Mental Health Visit

Sample Syllabus

Module	Module Outcomes	Assessments
Module 2: Key Indicators in Telehealth Operations	• Identify technological advances • Explain preparation for a telehealth visit • Employ efficient telemedicine workflows • Use EHRs in telehealth • Understand Wyoming reimbursement policies *Fundamentals of Telemedicine and Telehealth,* Chapters 4 & 5	-EHRGo simulation -Telecare Workflow -Quiz 2

Topics Covered in the Course

- Other major topics in the course
  - Administrative and clinical healthcare settings and specialties
  - Patient access, set up, delivery of care, and troubleshooting
  - Reconciling telemedicine applications in the medical record
  - Monitoring and communicating data analytics to leadership
  - Compliance with telemedicine law, ethics and HIPAA Privacy/Security
  - Disruptive and emerging technologies

Interviews with Wyoming Telehealth Providers

David Wheeler, MD, Telestroke, Casper, Wyoming

Kevin Smith, Retired Telehealth Program Manager, CRMC

Sample of David Wheeler Interview

Student Experiences

- Students were enthusiastic during and after the course
- Most students wanted to expand into telehealth coordination
- Students felt the interviews were exceptional
- Video interviews near the end of the course worked well
- Students attending the course:
  - Healthcare administrators
  - Physicians
  - Healthcare attorney, Wyoming
  - Nurses
  - LCCC students/alumni

Student Feedback

- Quotes from students:
  - "The telehealth coordinator needs to be good with technology, networking and PC support…have patience, passion and persistence to bring telehealth to their facility."
  - "Kevin Smith traveled to 23 counties in Wyoming, imparting knowledge to physicians."
    - "He provided equipment to clinics to create change."
  - "Dr. Wheeler collaborated with 10 hospitals to bring his ***Telestroke*** program to life."
    - "He trained his own staff on encounters, data entry and software."
  - "The interviews made me very hopeful for the future of telehealth."

Student Success in the Field

▶ 96% of HITM graduates work in healthcare within six months

  ▶ Students with Telehealth certification work earlier

  ▶ Many HIT job descriptions require telehealth experience/knowledge

Telehealth specialties:

  ▶ Virtual healthcare receptionist

  ▶ Telehealth revenue cycle management

  ▶ Telehealth Speech pathologist

  ▶ Telehealth licensed mental health counselor

  ▶ RN telehealth educators and forensic nurse examiners

  ▶ Urgent care telehealth medical director

  ▶ Academic telehealth emergency radiologist

Expanded Future Telehealth Curriculum

- Job opportunities for certified Telehealth Coordinators in Wyoming on a job board
  - Offer a complete package for students upon certification

Academic Course Next Semester

- In fall 2025, academic 3 credit elective course open to all majors
  - Pairing the Telehealth Coordinator course with a Cybersecurity elective for strong technology background
  - Add Telehealth to the Medical Office Essentials certificate in HITM program to broaden skills

Telehealth Coordinator Training Course

- Next outreach course Spring 2025
  - January 21 to May 16, 2025
- Cost: $300
  - Includes text and EHRGo software subscription
- Offered asynchronously, online (no on-campus requirement)

- To Register:

  Contact Darlene Kaelin

  Laramie County Community College

  Outreach and Workforce Development

  Phone: 307-778-4381

  or email: dkaelin@lccc.wy.edu

  Contact Ann Howard: ahoward1@lccc.wy.edu