

	Clinical /Administrative	Technical	
SYSTEM	<p><b>Troubleshooting.</b> Insure VA resources are appropriate for the type of telehealth activity among hospitals and clinics. Insure that telehealth is being evaluated to meet patient centered care coordination (e.g., 10% of patients have expressed concern about the privacy of their distant consults).</p> <p><b>Planning.</b> Awareness and understanding of telehealth capability and activity in the VA. Evaluate the clinical effectiveness and utilization. Plan the evolution of clinical applications and technology to meet the clinical needs of the VA (e.g., an increasing number of VA patients are experiencing the need for this specialty but it is unavailable in most sites).</p>	<p><b>Education Specific.</b> Ability to provide knowledge to other site level decision makers on new technologies and how those technologies can be used. Ability to describe site wide impacts of a particular technology (e.g., mobile videoconferencing capability has limited bandwidth capability).</p> <p><b>Planning.</b> Awareness and understanding of telehealth capability and activity at a specific hospital or clinic. Identify technology and other resources that are needed to meet the clinical objectives of a site (e.g., videoconferencing is currently using 60% of the network's capacity).</p>	<p>Upper Limit of Knowledge for:</p> <p>Telehealth: Training Centers Lead Telehealth Coordinators</p> <p>Clinical / Admin: Consulting / Examining provider with multisite responsibilities</p>
	<p><b>Goal: Manage, evaluate and plan the clinical and administrative aspects of Telehealth Encounters among the hospitals or clinics. Includes setting policies and procedures across the VA that govern the clinical aspects of telehealth. Plan and develop strategy at a site to acquire and enhance the use of telehealth to satisfy the clinical needs of patients.</b></p>	<p><b>Goal: Manage, evaluate and plan the technical aspects of Telehealth Encounters among the hospitals or clinics. at a particular hospital or clinic. Includes setting policies and procedures across the VA that governs the use of telehealth. Plan and develop strategy to integrate telehealth with other technology uses in the VA.</b></p>	<p>Technology: Lead Planning and designing telehealth systems to support the growth of telehealth</p>
SITE	<p><b>Troubleshooting.</b> Insure facility wide resources are appropriate for the type of telehealth activity at the site. Insure that clinical and administrative resources are maintained and that human resources are available and trained to meet the clinical needs (e.g., scheduling conflicts for videoconferencing equipment have increased, new clinical application into dermatology area indicates the general camera is not adequate).</p> <p><b>Planning.</b> Awareness and understanding of telehealth capability and activity at a specific hospital or clinic. Evaluate the clinical effectiveness as well as understanding and planning the evolution of clinical applications and technology to meet the clinical needs of the facility (e.g., schedule of all encounters during a day and type, most frequent type of clinical application).</p>	<p><b>Troubleshooting.</b> Insure facility wide resources are appropriate for the type of telehealth activity at the site. Insure that technology is maintained and upgraded appropriately and that human resources are available to meet the telehealth clinical needs (e.g., connections to videoconferencing have been tested, service request on peripheral device has been completed).</p> <p><b>Education Specific.</b> Ability to provide knowledge to other site level decision makers on new technologies and how those technologies can be used. Ability to describe site wide impacts of a particular technology (e.g., videoconferencing vendor has provided training on new integration device that allows all peripherals to be used simultaneously).</p> <p><b>Planning.</b> Awareness and understanding of telehealth capability and activity at a specific hospital or clinic. Identify technology and other resources that are needed to meet the clinical objectives of a site (e.g. general camera is not adequate for a new dermatology application, monitors on videoconferencing are too small).</p>	<p>Upper Limit of Knowledge for:</p> <p>Telehealth: Telehealth Coordinator</p> <p>Clinical / Admin: Local clinical champion Consulting / examining provider with site wide interest</p> <p>Technology: Planning and designing telehealth systems to support the growth of telehealth</p>
	<p><b>Goal: Coordinate, manage and plan the clinical and administrative aspects of Telehealth Encounters at a particular hospital or clinic. Includes setting policies and procedures at a site that govern the clinical aspects of telehealth. Plan and develop strategy at a site to acquire and enhance the use of telehealth to satisfy the clinical needs of patients.</b></p>	<p><b>Goal: Coordinate, manage and plan the technical aspects of Telehealth Encounters at a particular hospital or clinic. Includes setting policies and procedures at a site that govern the use and maintenance of the technology. Plan and develop strategy at a site to acquire and enhance the use of telehealth to satisfy the clinical needs of patients. Integrate telehealth into the other technology infrastructure of care coordination.</b></p>	
ENCOUNTER	<p><b>Troubleshooting.</b> Procedures to resolve issues that arise during the activities in a Telehealth Encounter. How to resolve – who to notify / contact if problems persist (e.g., schedule conflict, loss of network connection and impact on encounter).</p> <p><b>Technology Specific.</b> Understand and identify the technologies to be used in a particular Telehealth Encounter. Includes identifying the technology modality, clinical applications and therefore the corresponding peripherals and other technologies associated with real time or store and forward encounters (e.g., technology setup during Pre-Encounter, review of peripheral device and videoconferencing status at the beginning of the encounter).</p> <p><b>Encounter.</b> Identify the Pre-Encounter, Telehealth Encounter and Post-Encounter clinical or administrative activities that are to be completed for a specific Telehealth Encounter. Coordinate and identify other individuals to be involved in the Telehealth Encounter. Manage a specific Telehealth Encounter (e.g., others involved in a real time teledermatology encounter, post-encounter notes to be entered and by whom).</p>	<p><b>Troubleshooting.</b> Procedures to resolve issues that arise during their activities in a Telehealth Encounter. How to resolve – who to notify / contact if problems persist (e.g., white balancing an otoscope, re-initiating a session to test the network connection).</p> <p><b>Education Specific.</b> Ability to provide fundamental knowledge to a specific user regarding the use of technology during a specific Telehealth Encounter activity (e.g., white balancing an otoscope, storing a video session to a storage device to be emailed later).</p> <p><b>Technology Specific.</b> Identify, install and maintain the technologies used in the Pre-Encounter, Telehealth Encounter and Post-Encounter clinical or administrative tasks. This will include the knowledge needed to move technologies between locations at a particular site to insure proper working order of the equipment (e.g., videoconferencing equipment, peripheral devices, network connections, etc.).</p>	<p>Upper Limit of Knowledge for:</p> <p>Clinical / Admin: Originating Site Clinical Coordinator Consulting / examining provider with focus on individual use</p> <p>Technology: Telehealth equipment management and trouble shooting</p>
	<p><b>Goal: Manage, coordinate and identify the correct technology modality and clinical application to fit a particular Telehealth Encounter to meet the needs of a patient. Be able to “troubleshoot” a problem in a Telehealth Encounter by directing individuals to proper procedures and/or contacts who can resolve the issue.</b></p>	<p><b>Goal: Understand the process and patient centered mission of a Telehealth Encounter. Within the identified process understand the role technology will play. Implement operational plans to a Telehealth Encounter and “trouble shoot” technical issues that arise.</b></p>	
ACTIVITY	<p><b>Troubleshooting.</b> Procedures to resolve issues that arise during their activities in a Telehealth Encounter. How to resolve – who to notify / contact if problems persist (e.g., white balancing an otoscope).</p> <p><b>Technology Specific.</b> Understand and be able to perform the necessary technology related tasks associated with the user's responsible activities (e.g. setting up stethoscope, operation of the otoscope).</p> <p><b>Activity Specific.</b> Identify the Pre-Encounter, Telehealth Encounter and Post-Encounter clinical or administrative activity that is the responsibility of a specific user (e.g., how to schedule an encounter, explaining telehealth to the patient, initiating a videoconferencing session with the consulting provider).</p>		<p>Upper Limit of Knowledge for:</p> <p>Clinical / Admin: Clerk / Scheduling telehealth consult</p> <p>Technology: Telehealth equipment setup</p>
	<p><b>Goal: Understand the specific role of a given VHA clinical or administrative professional in the context of a specific Telehealth Encounter. Be able to “trouble shoot” a problem within the context of their role and/or identify who is required to resolve the issue.</b></p>		
FOUNDATION	<p>Three Step Telehealth Encounter Process. Understanding of the three step process in Telehealth Encounters, including Pre-Encounter, Telehealth Encounter and Post-Encounter activities.</p> <p>Care Coordination General Telehealth (CCGT) / Store and Forward (CCSF). Understanding of the technologies, techniques, policies and roles of individuals in performing and planning Telehealth Encounters.</p> <p>Patient Centered Care Coordination. Understanding of the VA model for Patient Centered Care Coordination including the basic concepts of health informatics, telehealth and disease management.</p>		<p>Upper Limit of Knowledge for:</p> <p>Clinical / Admin: ALL</p> <p>Technology: ALL</p>
	<p><b>Goal: Understand the role of telehealth in the overall context of the VA Care Coordination focus and the Patient Centered model of care.</b></p>		