The Teaching & Mentoring Academy Presents

Best Practices in Telehealth: Conecting with Critically Ill Patients and Their Families Through Telehealth

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Telehealth Benefits

- Efficiency
  - Accomplish more with less time
- Ease of connection
  - Less burdensome
- Flexibility
  - Timeliness, urgent meetings
  - Ability to involve family far and wide

Telehealth Challenges

- Connectivity
  - Varying technology skills
- Communication
  - Non-verbal cues, body-language
  - Supportive touch to convey empathy
  - Reviewing scans, EMR
- Risk for complicated grieving

Telehealth Tips

- Beginning the Visit
  - Create a transition. Acknowledge the strangeness of the moment we're in, and check in on how the family is feeling
- Clear verbal communication and body language
  - Maximize visual and voice connections
- Problem-solving
- Allow silence!
- Get creative!

Telehealth: clinical and ethical considerations

- Confidentiality
- Respecting the right to self determination
- Documentation
- Consider culture, age and impact on utilizing technology
- Acknowledge feelings of helplessness, lack of connection to their loved one

Telehealth Resources

- Vital Talk's COVID Ready Communication Playbook
- Center to Advance Palliative Care's COVID-19 Response Resource
  - Virtual office hours, courses
- Social Work Hospice & Palliative Care Network COVID-19 Resources

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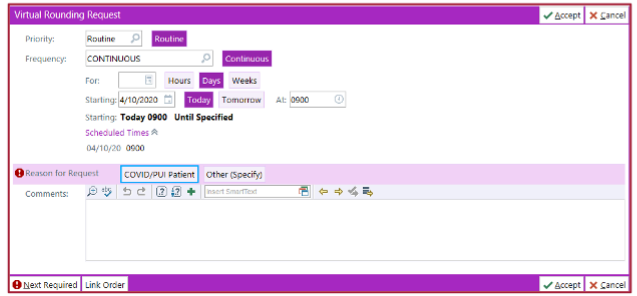
Remote Telemonitoring for COVID+/PUI patients in K4

Virtual Health Care - Inpatient

Use Zoom on iPad

Virtual in-room engagement with the patient for care team, translators or others, and patient family members, deployed to isolation rooms and other Med/Surg areas.

Allows for virtual check-ins and consultations.

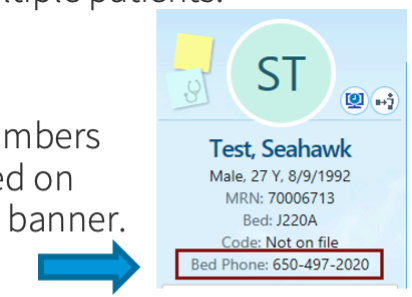


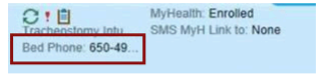
AvaSys / Avasure

A device for virtual in-room viewing and communication between providers / nurses and patients using real-time, continuous video (one-way) and audio monitoring for patients in ICU/CCU.

Allows providers to check-in, collaborate “over the shoulder” and continuously monitor multiple patients.

At 300P & 500P, phone numbers for patient rooms are listed on the Storyboard or patient banner.





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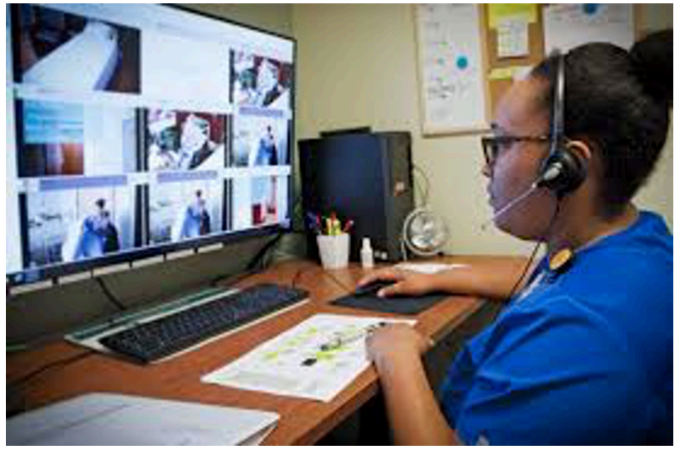

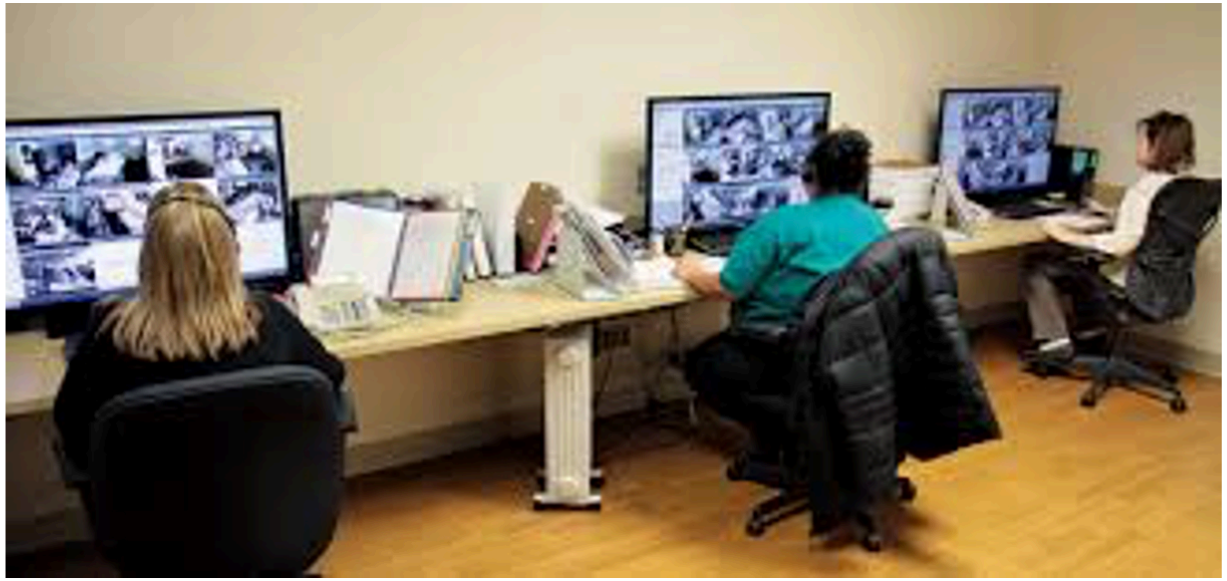

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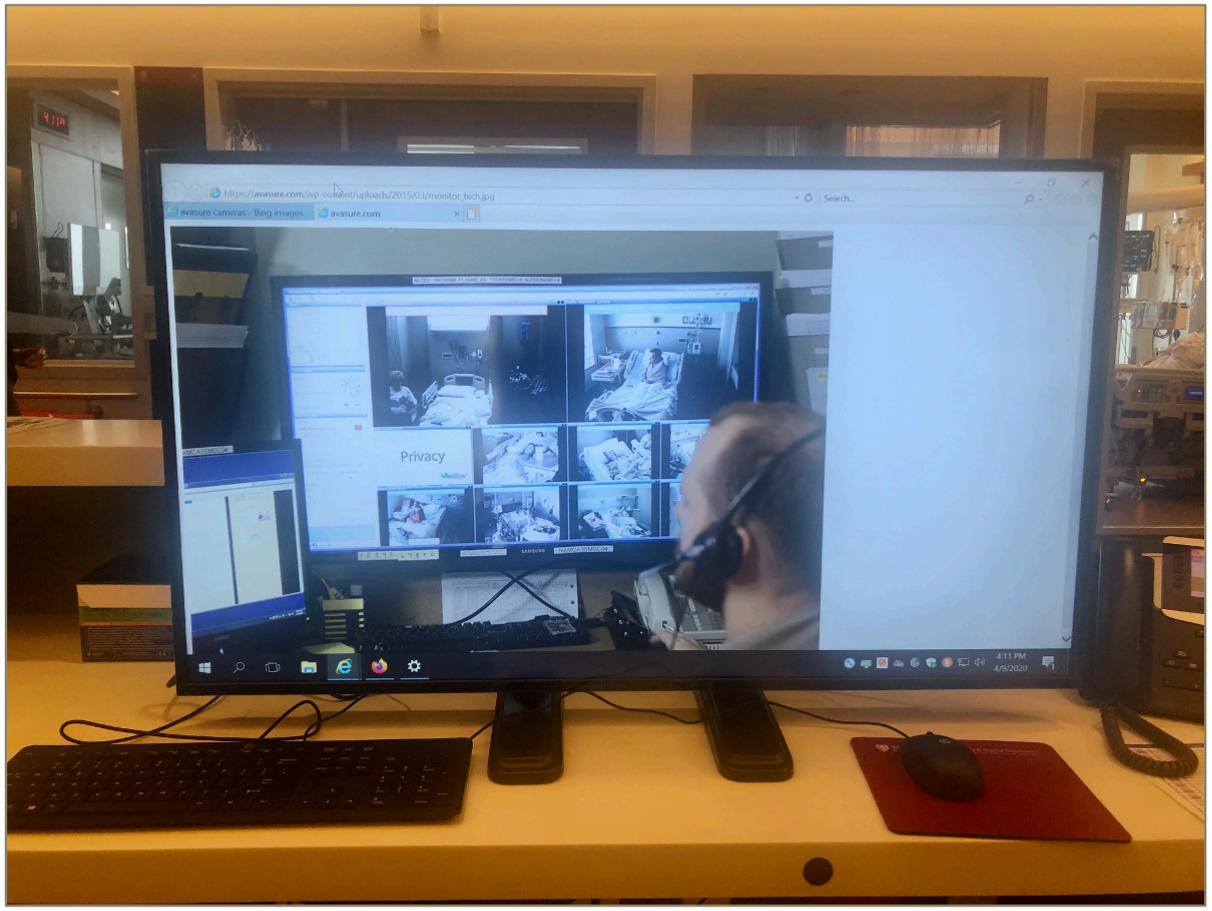
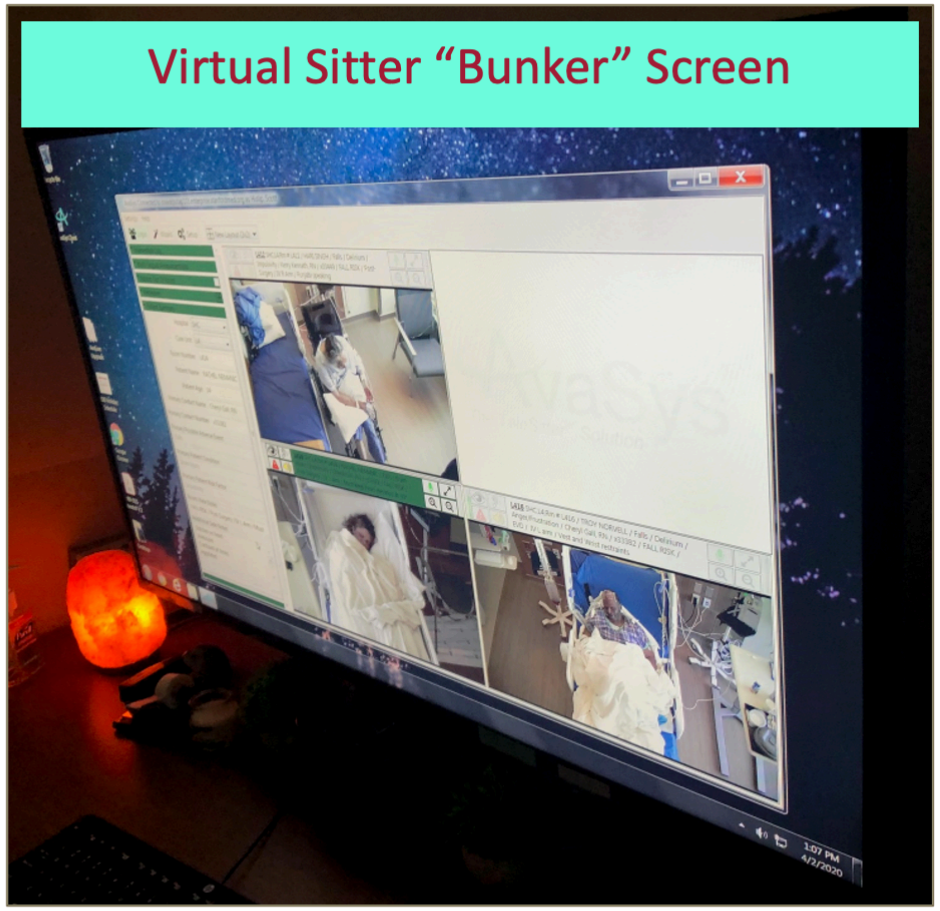
K4 Central Monitoring Station





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QUESTIONS

Thank you!

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