Telehealth Nursing Practice Survey

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Telehealth Nursing Practice Survey

• Response 381/2298 (17%)
• 9 questions 5 open ended

• 4 settings - 79% of responses:
  • Academic Health System
  • Group Practice/Health Center
  • Managed Care/HMO/PPO
  • VA
  • Public health/Community health, Free standing call center, Military, University, Ambulatory surgery center
Most Frequently used Telehealth Technology

75% respondents report spending 51-100% of their time using telehealth technology

Most used
1 - Telephone - 61.5%
2 - EMR - 31.8%
3 - Fax - 23.6%, Health/patient portal - 21.2%
4 - Secure messaging - 27.6%

Other – home monitoring, video, TTY & Language lines
Nursing Services Provided using Technology

1 = Most frequently provided      8 = Least frequently provided

1- Triage and advice - 67.7%
2- Care coordination – 24.7
3- Care management – 23.9
4- Patient follow-up – 23.7
5- Patient education/support – 24.7
6- Referrals – 30.6%
7- Interdisciplinary communication – 25.5%
Resources that Guide/Impact Telehealth Nursing Practice in their Organization

• Most used
  • Nurse State Practice Act – 40.5%
  • Organization or unit policy – 38.7%

• N/A
  • AAACN scope and standards of practice for professional telehealth nursing - 36.1%
  • AAACN scope and standards of practice for ambulatory care nursing – 32.1%
  • AAACN telehealth nursing practice essentials – 41.2%
  • AAACN telehealth nursing practice core course – 57.2%
  • The art and science of telephone triage: How to practice nursing over the phone – 47.3%

• Other: Protocols (77/135), Training/CEUs, on-line references, URAC standards,
Telehealth Nursing Practice

• **Degree of formalization** (eg, guided by policy, protocols, & special training/orientation)
  - 46.9% of respondents report **76-100% formalized**
  - 16.6% of respondents report **51-75% formalized**
  - 36.5% of respondents report **0-50% formalized**
  - Comments indicate awareness of formalization in progress, recognition as need and area of concern

• **Disseminated** throughout organization - 50.7%
• More **centralized** – 38.6%
• Other – comments suggest intentional mix of centralization of some services and dissemination of others throughout organization.
Organizations Thinking about using

• On-line patient portal - 70.4%

• Secure message exchange – 64.8%
Q10: What product or information would best support TH practice in your organization?

112/181

Resources

- Training/education
- Competencies/standardized practices
- Technology
- Educate administration
- Standardized protocols
- Specialty protocols
- Certification

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Q11: What TH nursing practice challenges do you anticipate?

- Increasing volume
- Staffing concerns
- Technology concerns
- Nurse training/education
- Scope of practice issues
- Educate admin
- Adequate resources
- EBP/QA info
- Regulations
- Reimbursement

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Q13: What can AAACN do to help meet the challenges?

Challenges:
- Education/Training
- Research/Reports
- Educate Administration
- Certification
- Protocol design
- Scope of practice
- Advocate for reimbursement

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Considerations

• What is AAACN role in regard to Telehealth Practice and Standards?
• Do current Telehealth Guidelines and Standards reflect current and future state?
• Where do Telehealth Standards “fit” with current core of ambulatory care and care coordination?

Recommendation

Identify a team to charter a Task Force to:
• Examine current nursing practice standards, legislation, literature and experience.
• Recommend strategy and action plan to address opportunities.
Potential Recommendations for Task Force Charter

- Provide webinar series with CEU’s
- Offer webinar in risk management for administrators
- Offer nursing practice series as chapters of *The art and science of telephone triage: How to practice nursing over the phone* (Rutenberg & Greenberg, 2012).
- Develop on-line courses for self-study and CEU’s
- Leadership meeting focus/input at AAACN 2015
- Town hall to investigate solutions at AAACN 2015
- Telehealth preconference