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Chapter 9

Telehealth Nursing

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OBJECTIVES – Study of the information in this chapter will enable the learner to:

1. Define telehealth nursing practice.
2. Discuss the scope of telehealth nursing practice, its purpose, and its role within ambulatory care nursing.
3. Describe the core dimensions fundamental to telehealth nursing practice.
4. Discuss the use of decision support tools for assessment and care management.
5. Describe the professional competencies of telehealth nursing practice.
6. Identify risk management strategies that support the safe practice of telehealth nursing.

KEY POINTS – The major points in this chapter include:

1. Telecommunication technology in health care includes telephones (including telephony), computer, the Internet, interactive video, and teleconferencing.
2. A relationship is created between the consumer and the nurse with each telehealth encounter, and the nurse has a duty to provide safe and effective care.
3. Telehealth nursing follows the nursing process with emphasis on assessment and communication skills.

This chapter will describe telehealth nursing and its support of improved access, quality, and cost-efficiency of health care delivery, regardless of whether the setting is a centralized call center, decentralized ambulatory practice setting, or remote from home. Consumers seek assistance in making health care decisions, finding answers to their health care questions, learning more about self-management of specific conditions, and receiving emotional support. Proactive contact with consumers by telehealth nurses supports health management, health promotion, and transitional care strategies. Telehealth nursing practice supports the endeavors of the Institute of Medicine (IOM), which is partnering with the Robert Wood Johnson Foundation to investigate transformational improvements in the practice of nursing in the reformed health care system (IOM, 2008). Today, telehealth nursing practice is recognized as a nurs-

ing subspecialty by the American Academy of Ambulatory Care Nursing (AAACN) and the American Nurses Association (ANA) (AAACN, 2010a, 2010b).

I. Telehealth Nursing Practice Defined

- A. Definitions approved and adopted by the Telehealth Nursing Practice Special Interest Group (AAACN, 2011).
 1. *Telehealth*: The delivery, management, and coordination of health services that integrate electronic information and telecommunications technologies to increase access, improve outcomes, and contain or reduce costs of health care (AAACN, 2011). *Telehealth* is used as an umbrella term to describe the wide range of services delivered across distances by all health-related disciplines.

Chapter 11

Evidence-Based Practice and Performance Improvement

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OBJECTIVES – Study of the information in this chapter will enable the learner to:

1. State the meaning of evidence-based practice and performance improvement, and their applicability to ambulatory care nursing and quality outcomes.
2. Describe the key steps of evidence-based nursing practice, discuss the quality and strength of the evidence, and identify strategies for facilitating the use of evidence-based clinical practice guidelines within an organization.
3. Develop an understanding of the importance of conducting nursing research using scientifically sound methodologies that contribute to the science of nursing and nursing theory, and provide the foundation for professional and ethical nursing practice.
4. Discuss the differences between quality assurance and performance improvement models.
5. Define the Institute of Medicine's (IOM) Six Aims and how they are used to enhance patient-centered care.
6. Identify different types of performance indicators and provide an example of when each would be used in measuring outcomes of processes and care.
7. Describe the P-D-C-A performance improvement model and how it is used to develop, monitor, and improve processes and outcomes of care.
8. Outline key performance indicators typically measured in an organization and displayed on a report card or dashboard.

KEY POINTS – The major points in this chapter include:

1. Evidence-based nursing practice and continually improving practice performance are two key components of professional nursing practice in all ambulatory settings.
2. Evidence-based practice and performance improvement are the cornerstones of safe, effective, efficient, timely, and appropriate patient-centered clinical practice.

Evidence-based nursing practice and continually improving practice performance are two critical components of professional nursing practice in all ambulatory care settings. Evidence-based initiatives are often central to the performance improvement process, and the improvement process is a cornerstone of total quality management programs. This chapter is designed to provide nurses with a basic understanding of evidence-based practice and performance improvement, and the naturally occurring link between the two processes. Used together, evidence-based practice and performance improvement can impact the quality of care delivered in ambulatory care settings.

Nursing research has its roots in the work of Florence Nightingale. Nightingale's *Notes on Nursing* (1860) described early nursing research, which demonstrated how a healthy environment can promote a patient's physical and mental well-being. Using data to document the improved outcomes, and statistical analysis to prove validity, Nightingale reported data in easy-to-read tables and pie charts. Nightingale's interventions resulted in decreased mortality from 43% to 2% during the Crimean War (Burns & Grove, 2009).

I. Evidence-Based Practice

- A. Definitions of evidence-based nursing.

Chapter 14

Application of the Nursing Process In Ambulatory Care

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OBJECTIVES – Study of the information in this chapter will enable the learner to:

1. Outline the steps of the nursing process and how the steps promote critical thinking.
2. Identify the skills necessary for application of the nursing process in ambulatory care.
3. Apply the nursing process in ambulatory care.
4. Explain how to determine if outcomes are achieved.

KEY POINTS – The major points in this chapter include:

1. Collaborative and multidisciplinary approaches significantly impact the role of the nurse in the provision of nursing care.
2. Critical thinking is an essential nursing competency, and is applied to every step of the nursing process.
3. Planning and implementation are based on scientific principles that are congruent with the overall plan of care.
4. One goal of patient/family education is to empower the patient and family to be involved in the management of their care.
5. Outcomes are based on the established goals of care and are measured in the evaluation portion of the nursing process.

Health care in the 21st century involves the integration of knowledge, skills, and evidence to deliver care in a timely, efficient manner. It involves the interdisciplinary collaboration of health care professionals to provide patient- and family-centered care that is both cost effective and of high quality. Nursing care provided is captured in and communicated through the use of the nursing process.

The nursing process is a purposeful, problem-solving approach to meeting the needs of patients. It uses scientific reasoning and critical thinking to guide the plan of care. According to the American Nurses Association (ANA) (1980), the nurse uses the nursing process to diagnose and treat human responses to health and illness. Guided by professional standards and a code of ethics, the nursing process relies on cognitive, interpersonal, and psy-

chomotor skills. All steps of the nursing process are interrelated, interdependent, and cyclical (see Figure 14-1).

I. The Nursing Process

- A. Definition of the nursing process:
 1. Is guided by critical thinking.
 2. Leads to accurate and thorough data collection.
 3. Involves the integration of data and information at every step.
 4. Provides an organized framework for the delivery of nursing care.
 5. Is theory- and research-based.
 6. Is not static, fixed, or linear.
 7. Provides a feedback loop until the diagnosis is resolved.