



**SWEDISH**

**Telehealth**

# Our Story

True then. True now.

## 1910: A vision

Swedish immigrant Dr. Nils Johanson opens a 24-bed nonprofit, non-taxpayer supported hospital

## Today:

\$2Billion revenue

5 hospitals

2 Ambulatory Care Centers

~ More than 100 primary and specialty clinics

9500 employees

~ 800 research studies

\$145 million in annual community benefit activities

Affiliation with Providence Health and Services (PH&S) 2012



# Our Story

TeleICU 2004

Initiated Hub and Hub partnership with MGH 2007

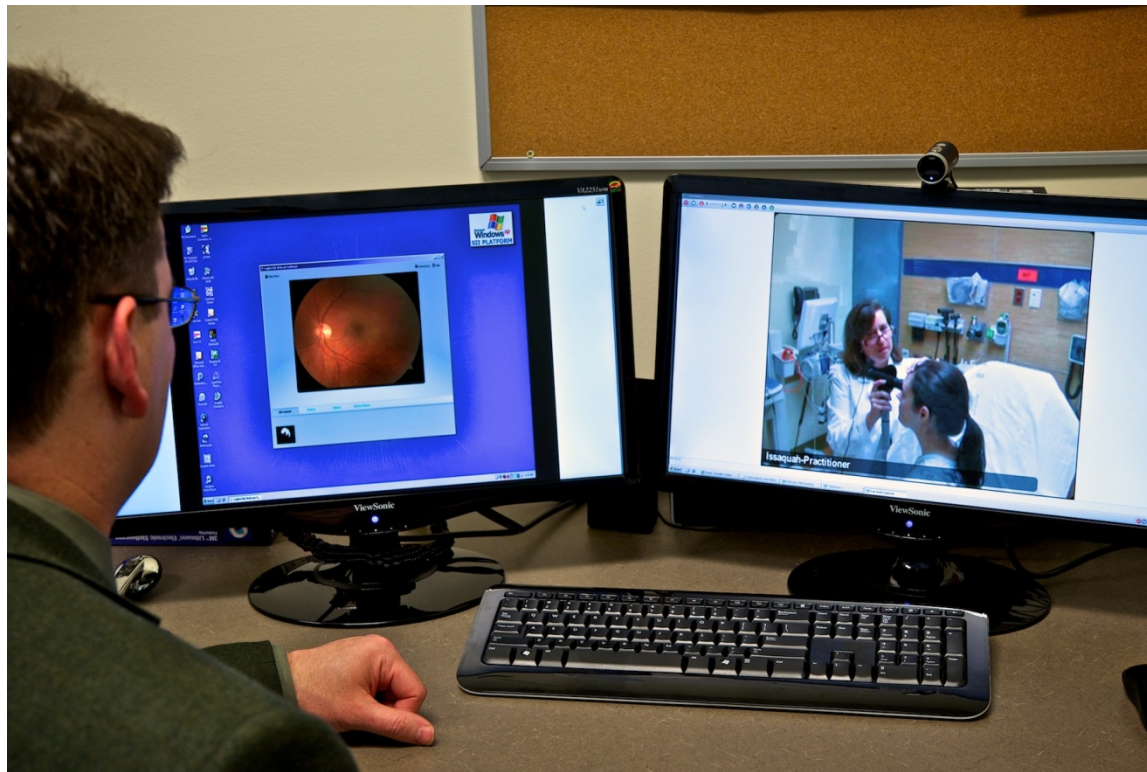
Adopted technology internally, developed workflows internally

Expanded to external community partners 2008

TeleStroke led to evolution of TeleNeurohospitalist

- Expanded capability to facilitated consultations utilizing TelePresenter and peripheral devices
- Developed over 30 programs

# Role of the Telepresenter



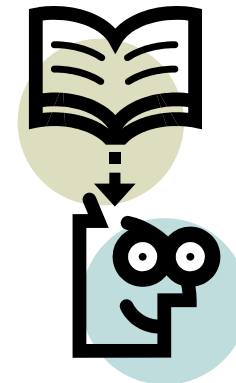
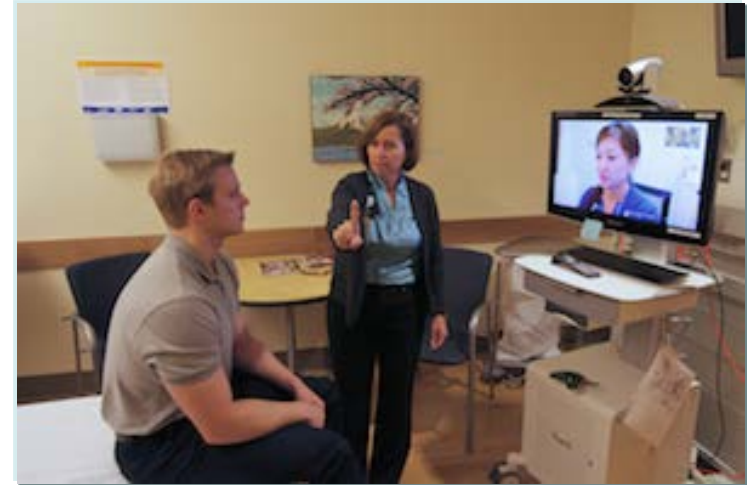
**Pita Nims, RN MN**  
**Telehealth Clinical Program Manager**  
**September 26, 2013**

# Objectives

- Role/Responsibilities of the Telepresenter
  - Why this role was adopted within Swedish
  - Who can act as a Telepresenter
- Background regarding adoption of this role in other areas of the country
- Training needs for Telepresenters
- Things to consider when selecting staff for this role

# Telepresenter

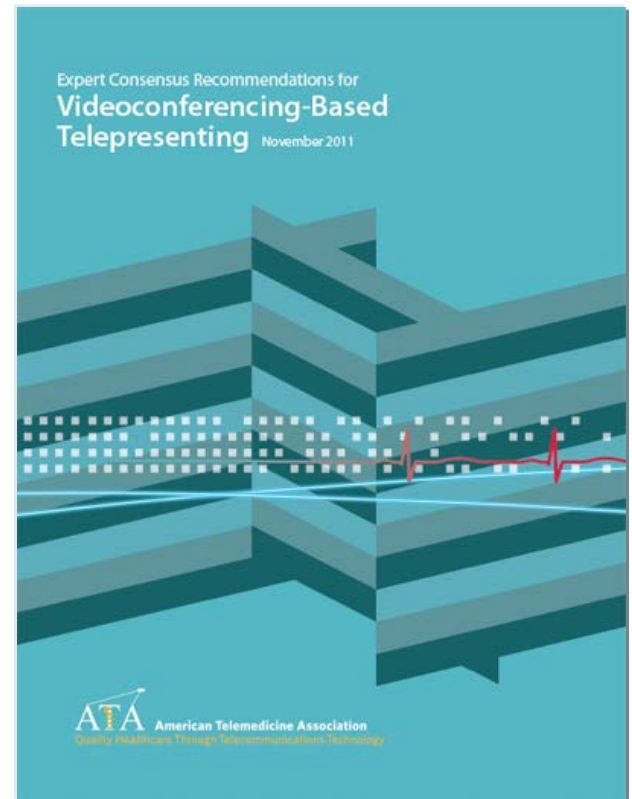
- Who?
  - Education level
  - Scope of licensure
- What?
  - Training
- Why?
  - Facilitated exams versus non-facilitated
- Where?
  - Acute care settings
  - Ambulatory care



# American Telemedicine Association

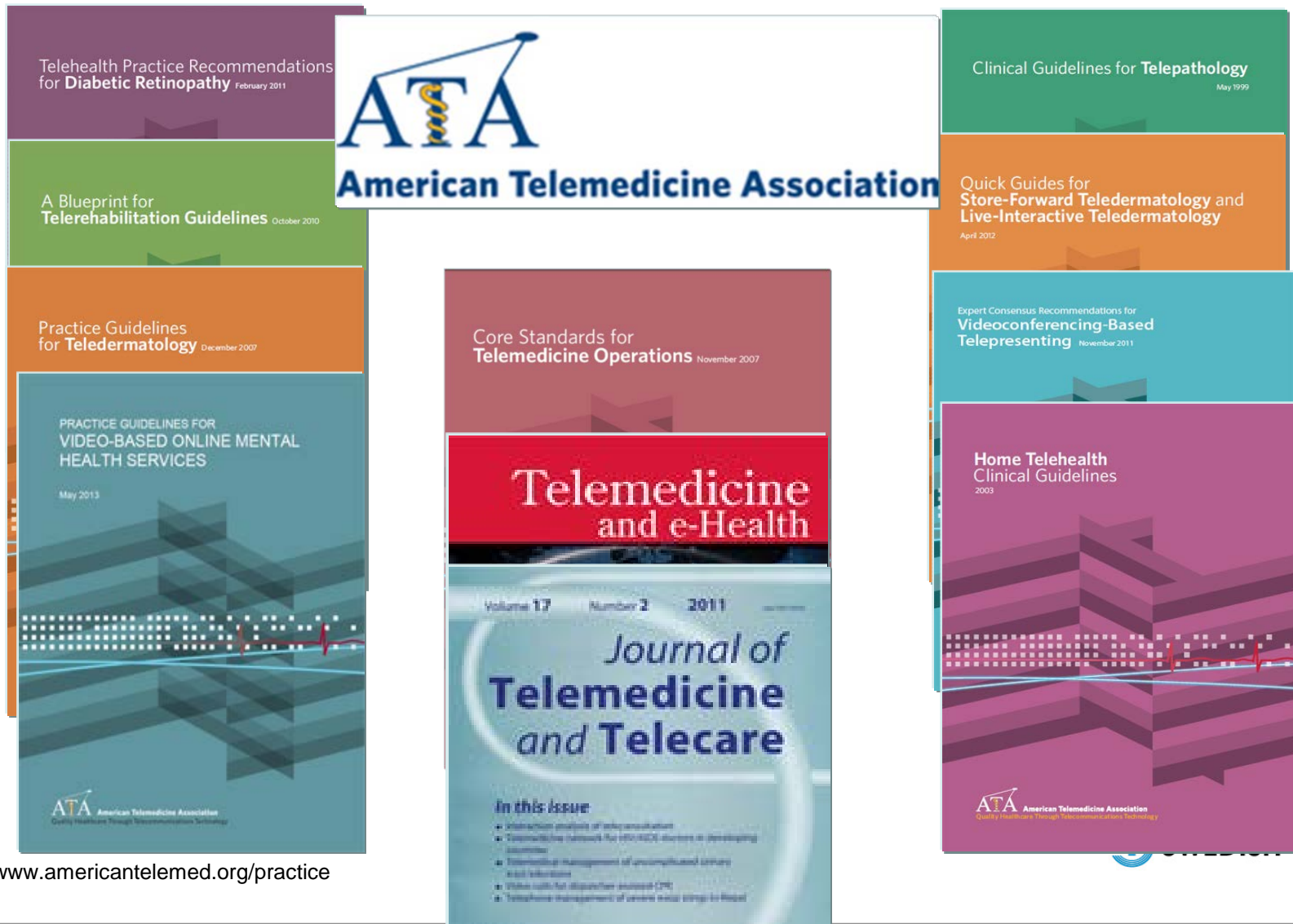
## National Guidelines

- Clinical Core Standards
- Technical Core Standards
- Preparing the patient



# Planning a TeleHealth Program

## Know your resources!



# TelePresenter Role

The role of the TelePresenter is to support and facilitate communication of both the patient and evaluating provider throughout the tele-encounter process (American Telemedicine Association, 2011)

- Clinical
- Verbal/non-verbal communication



# TelePresenter Responsibilities

## Responsibilities of TelePresenter

- Schedule telemedicine consultations
- Demonstrate clinical and technical competencies
- Prepare for telemedicine consultations
  - Patient
  - Room
  - Equipment
  - Medical records (external sites)
- Exam facilitation
- Follow up documentation & scheduling



# Technological Requirements



## Cart + Peripherals

- Digital ophthalmoscope
- Digital otoscope
- Digital stethoscope
- Digital exam camera



# Training

- Technology
  - Cart and peripheral devices
  - Troubleshooting
- Protocols
  - Specialty





# Etiquette

Facilitation

Body positioning

HIPAA

# Documentation

## Provider

- “This exam was initially conducted via secure 128-bit AES encrypted bi-directional video session”

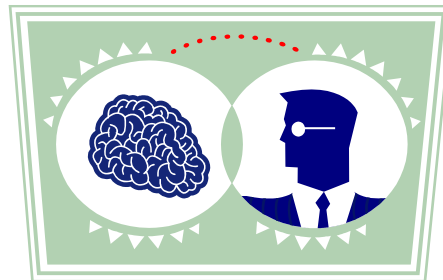
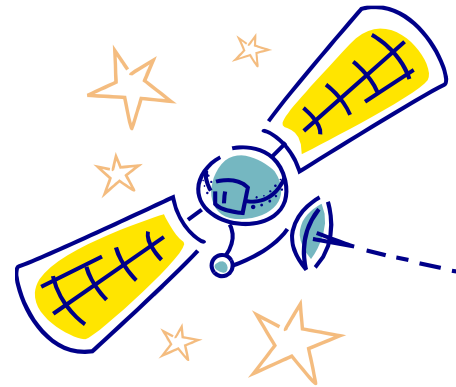
## Telepresenter

- What is used
- Who attended (provider and patient)
- Time of exam

# Staff Selection

## Skill sets

- Communication
- Technology
- Clinical expertise
- Soft skills
  - Emotional intelligence



# Department of Health - Washington

## Scope of Practice

“Facilitate remote physical assessment and clinical data transfer from remote patient setting, e.g. telepresenter is frequently present, to address the challenges that the consulting provider faces when conducting a physical examination using telemedicine and to ensure efficient information exchange. The presenter is located at the patient remote site and provides support to the patient and the telemedicine-consulting provider in completing the physical examination and/or telemedicine activity.”

(excerpt from draft, Department of Health Interpretative Statement, 2012)



# Scope

Inclusion of expanded RN role

Scope of Licensure

MA, ED Technician, Lay Person

# Inpatient TeleNeurology

Specialty neurology consultations-inpatient

Consulting service

Key elements

Mirroring in-person neurology exam remotely

Telepresenter

Technology



# TeleHospitalist

Hospital based admitting service – nighttime admissions

Key elements

Mirroring in-person internal medicine exam remotely

Telepresenter  
Technology



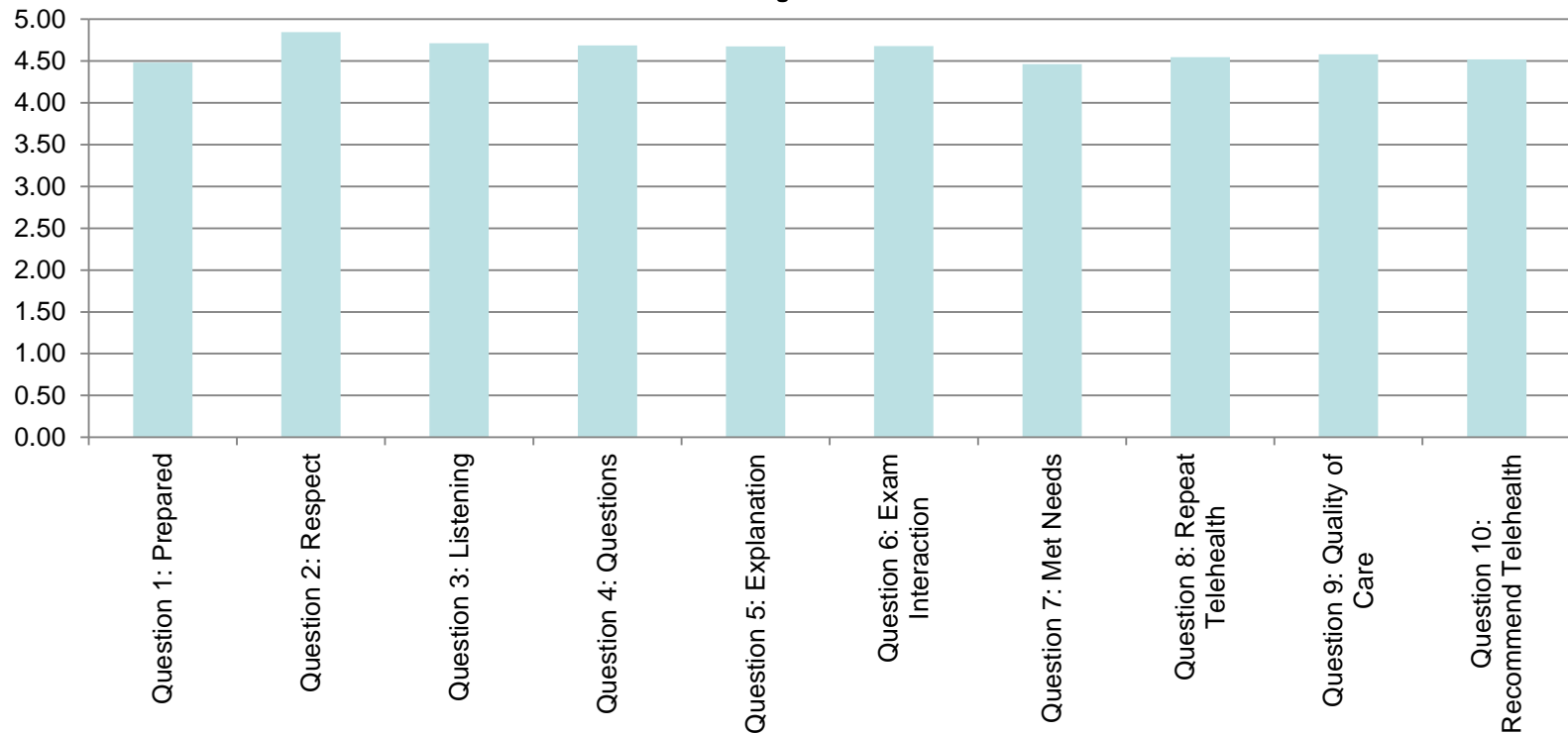
## Utilizing TelePresenter/Duration of Consult

Specialty	Avg Length of Consult (minutes)
TeleNeurology-hospital	40
TeleHospitalist-hospital	30
TelePediatrics-ED	20
TelePediatric Intensivist-ED and hospital	TBD
TeleWound-hospital	35
TeleMovement Disorders-clinic	TBD

# Patient Satisfaction

## ALL (Hosp, Neuro, Stroke) [N=80]

Total Avg as of 9/16/2013



# Swedish

- 30+ trained Nurses
- 30+ programs developed
- Facilitated
  - 300+ comprehensive exams



# References/Resources

- American Telemedicine Association  
<http://www.americantelemed.org/>
- University of Minnesota – Telepresenter Certification Course  
<http://cce.umn.edu/School-of-Nursing-Telehealth-Nurse-Presenter/>
- Northwest Regional Telehealth Resource Center  
<http://www.nrtrc.org/>
- Telepresenter Video  
[http://www.youtube.com/watch?v=n3\\_XPP0Qu6A](http://www.youtube.com/watch?v=n3_XPP0Qu6A)