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
  o Why this role was adopted within Swedish
  o 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?
  o Education level
  o Scope of licensure
• What?
  o Training
• Why?
  o Facilitated exams versus non-facilitated
• Where?
  o Acute care settings
  o Ambulatory care
American Telemedicine Association

National Guidelines

- Clinical Core Standards
- Technical Core Standards
- Preparing the patient
Planning a TeleHealth Program
Know your resources!

http://www.americantelemed.org/practice
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
  o Cart and peripheral devices
  o Troubleshooting

• Protocols
  o 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
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

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Avg Length of Consult (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TeleNeurology-hospital</td>
<td>40</td>
</tr>
<tr>
<td>TeleHospitalist-hospital</td>
<td>30</td>
</tr>
<tr>
<td>TelePediatrics-ED</td>
<td>20</td>
</tr>
<tr>
<td>TelePediatric Intensivist-ED and hospital</td>
<td>TBD</td>
</tr>
<tr>
<td>TeleWound-hospital</td>
<td>35</td>
</tr>
<tr>
<td>TeleMovement Disorders-clinic</td>
<td>TBD</td>
</tr>
</tbody>
</table>
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