

Telehealth Competencies

[site-assessed]

1. Planning
 - a. Define telehealth type(s) (e.g., videoconferencing, remote patient monitoring)
 - b. Identify personnel (champion, staff, clinicians, IT)
 - c. Identify telehealth requirements
 - i. Function
 - ii. Equipment at originating and distant sites
 - iii. Connectivity at originating and distant sites
 - iv. Regulatory
 - v. Information technology, privacy, security
 - d. Identify reimbursement opportunities
 - e. Describe potential benefits and limitations
 - f. Identify potential facilitators and barriers
2. Preparing
 - a. Prepare protocols for delivery
 - i. Safety
 - ii. Roles of personnel
 - iii. Connecting with patients
 - iv. Delivering program
 - v. Documentation and billing
 - vi. Consent
 - vii. Security and Privacy
 - viii. Patient requirements (device, access, digital literacy)
 - ix. Handling technical difficulties
 - x. Scheduling
 - b. Prepare setting for originating site
 - c. Skills
 - i. Telehealth etiquette
 1. Professional behavior
 2. Proficiency at use of technology
 - ii. Simulation
 1. Deliver expected service(s) in a simulated experience
 - a. Preparing patient for telehealth
 - b. Telehealth session
3. Providing
 - a. Follows protocols for delivery
4. Performance Evaluation
 - a. Measurement of program delivery
 - i. Access
 - ii. Process (number of visits, technical issues)
 - iii. Cost
 - iv. Experience
 - v. Outcomes

Adapted from Rutledge et al.⁵⁶