Telehealth Nursing Practice Survey

May, 2014

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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

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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

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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%

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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,

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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.

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Organizations Thinking about using

- On-line patient portal - 70.4%
- Secure message exchange – 64.8%

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Q10: **What product or information would best support TH practice in your organization?** 112/181

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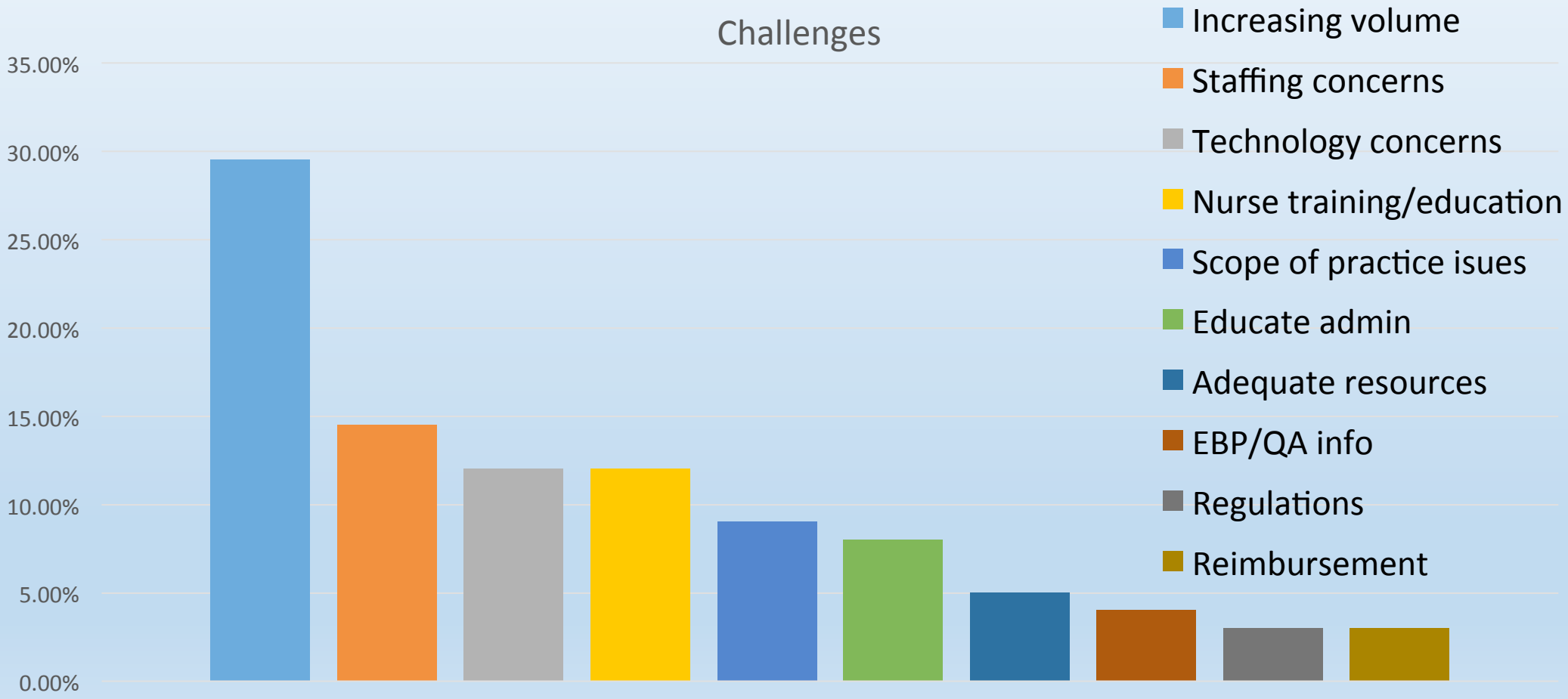
Q11: **What TH nursing practice challenges do you anticipate?** 193/207



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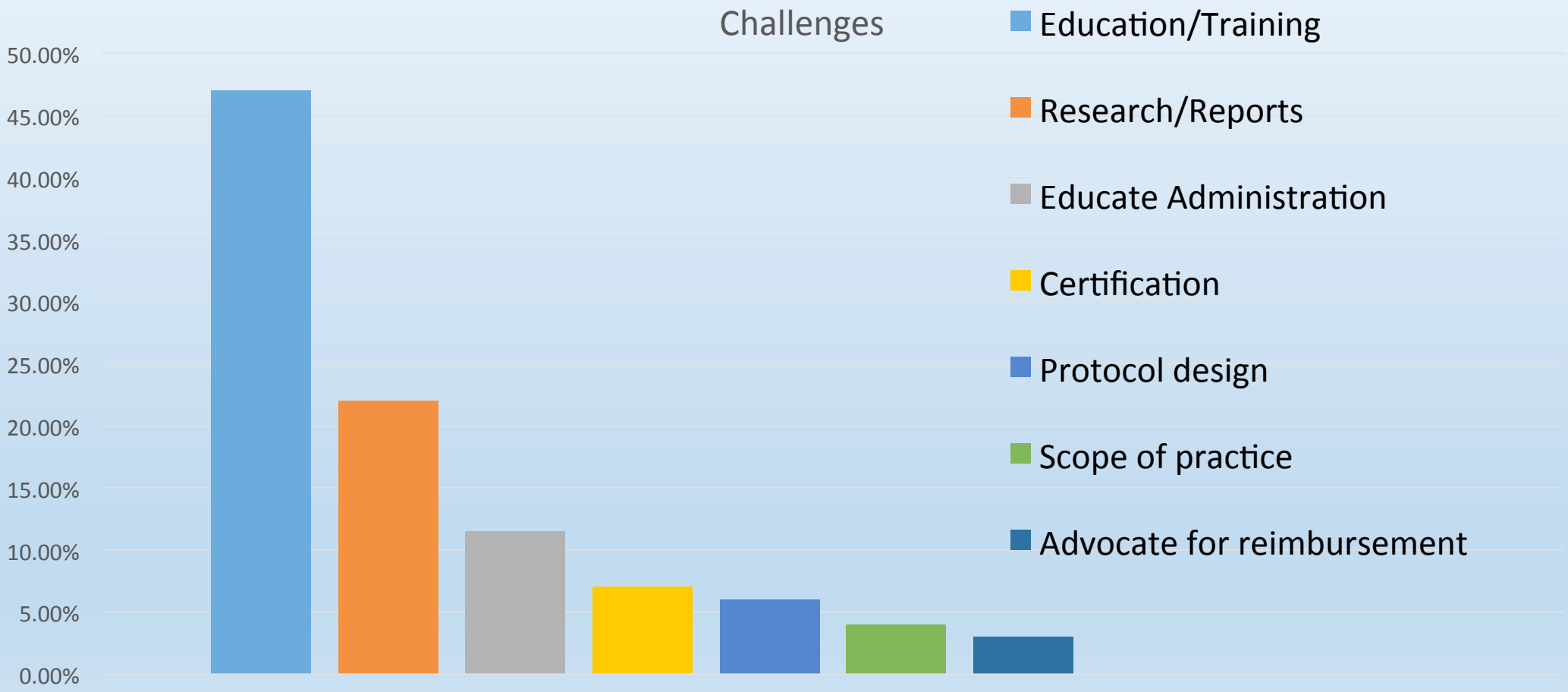
Q13: **What can AAACN do to help meet the challenges?** 139/166



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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.

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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

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