

Nurses & Informatics: Transforming Healthcare Conference

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calgary health region

Cardiac Surgery Post-Op Telehealth Outreach Project

Partnerships:

Region 3, Southern Alberta, Referral areas
outside of Region 3, including Eastern B.C.

September 2005

Forecast for Discussion

- **Background/History of Telehealth**
- **Project mission, design and implementation**
- **Next Steps: Evaluation and Integration**



Definition of Telehealth

Telehealth

is using computer and telecommunications technology to bring people in different locations together without traveling long distances

Telehealth in Canada

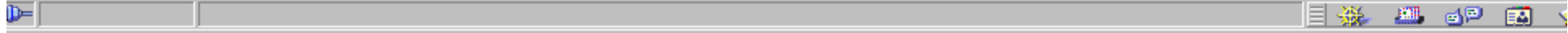
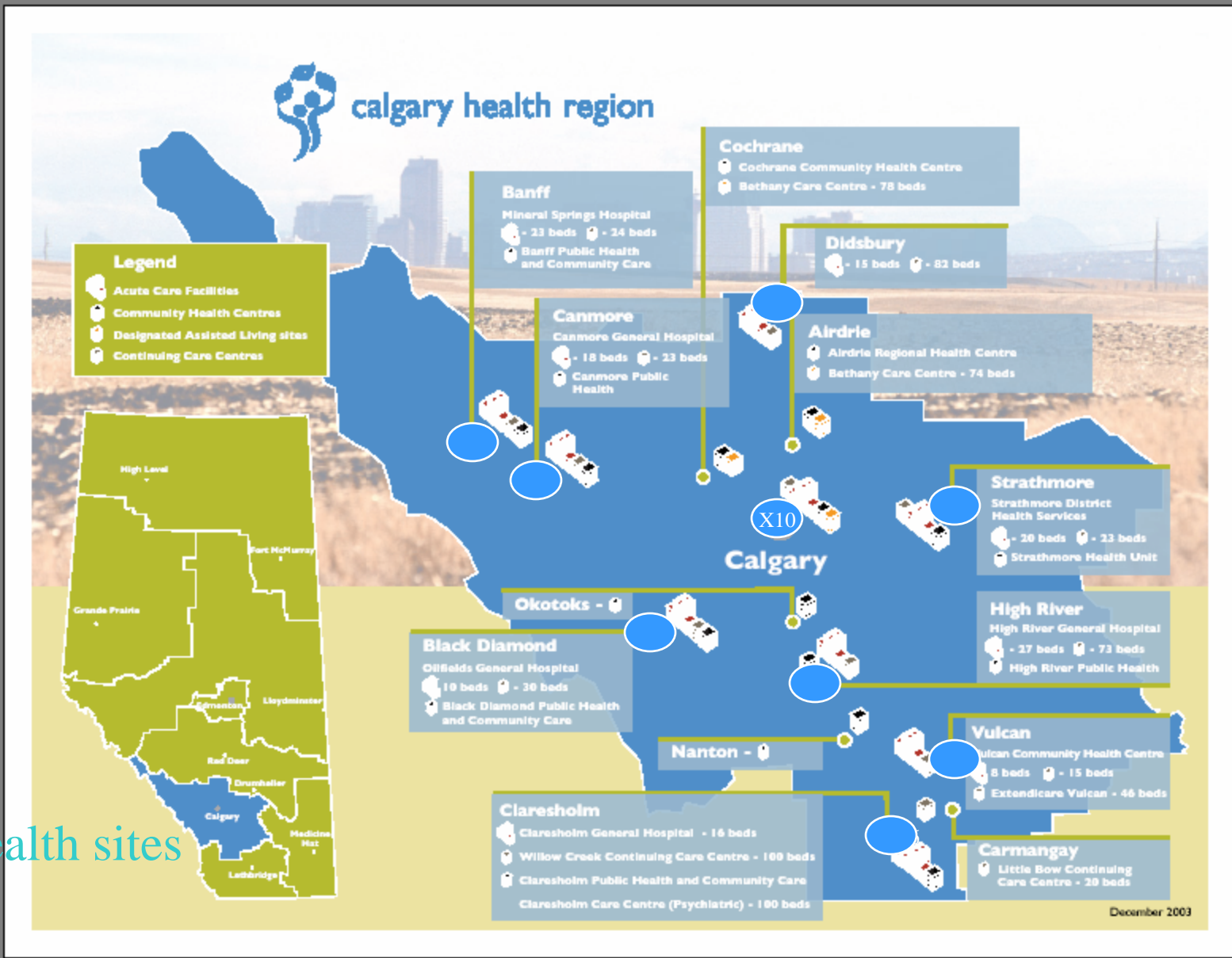
“Telehealth has been described as one of the most promising aspects of the Canadian health care system. The report of the Commission on the future of Health Care in Canada highlighted telehealth as a mechanism for improving access to health care services for rural and remote communities”

Romanow, 2002

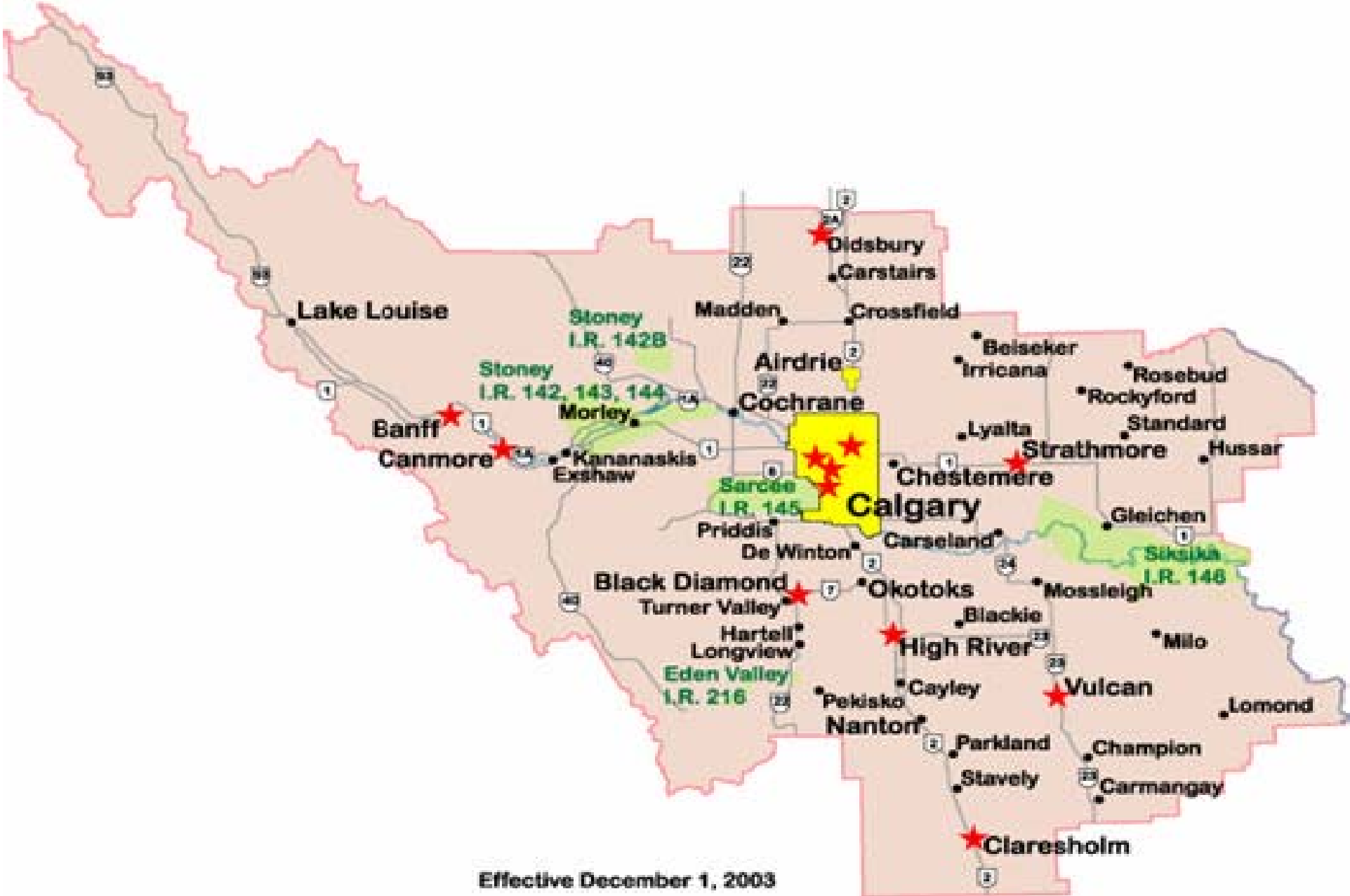


Telehealth Across Canada





Calgary Health Region



Types of Telehealth sessions

- Clinical
- Administrative
- Education



Definition of Nurse Practitioner

Is a registered Nurse with Advanced academic and clinical experience, which enables him or her to assess, diagnose, and manage health problems either independently or a collaborative component of a health care team.

CNA, 2002



Nurse Practitioner Role

Practice settings:

- Acute Care
- Primary Care
- Long Term Care

Requirements:

advanced knowledge of nursing gained through additional practice and educational experience, most with a masters or graduate degree



Nurse Practitioner Role in Telehealth

- **Locus of Accountability**

AARN

Clinical assessment tools

Telehealth technical training/etiquette

- **Documentation**



Nurse Practitioners in Cardiac clinic



Clinical set up



Cardiac Surgical Clinical Project

Mission

To develop telehealth approaches for the follow up and management of geographically isolated patients who require further post-operative care



Project Objectives

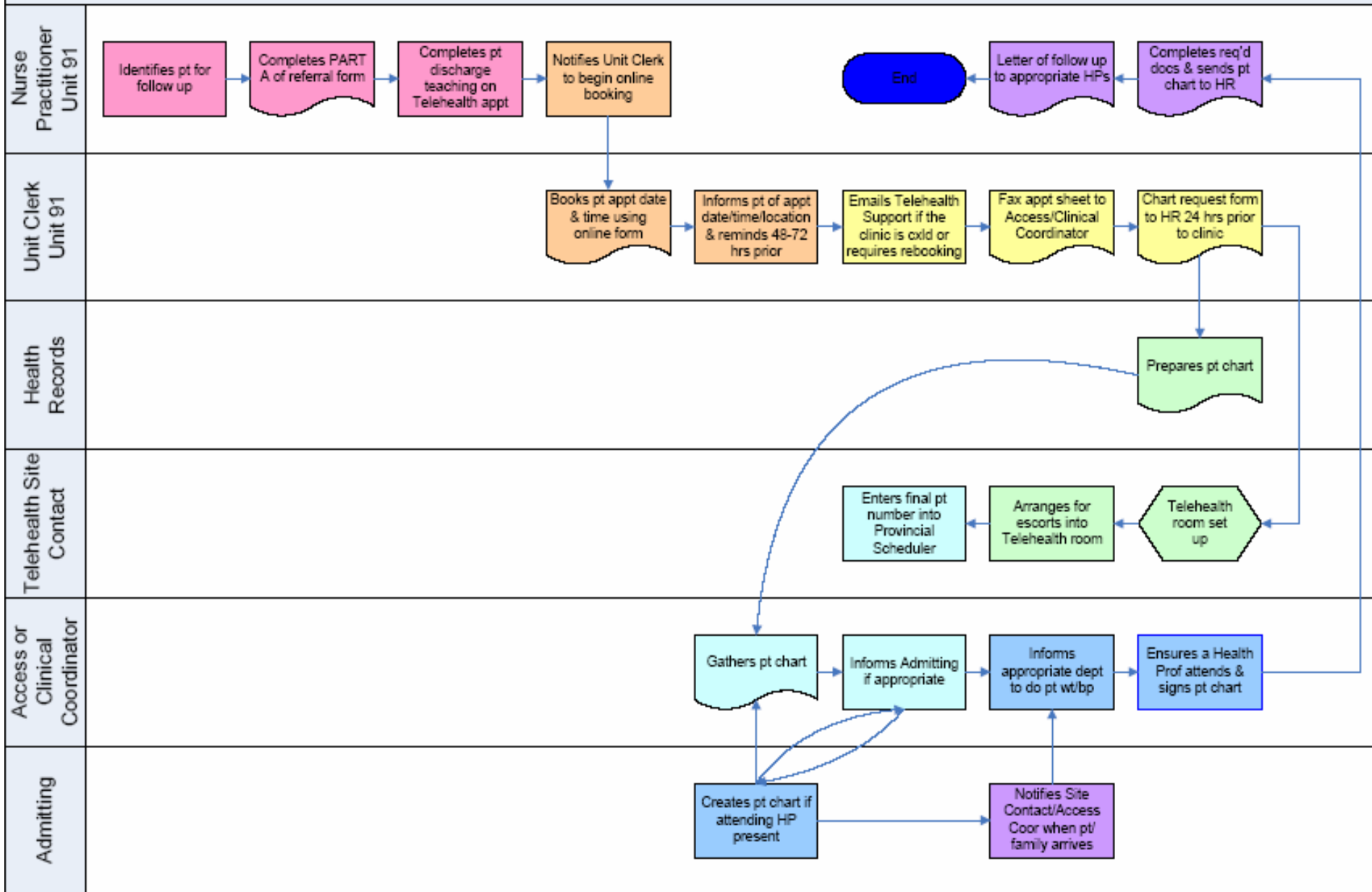
- Improve the care of patients in rural Calgary and out of region sites
- Minimize complications and reduce readmissions
- Reduce need and cost for patients to travel
- Timely assessments in the patient's Home Community



Clinical Process and Design



Tele-Cardiac Post Op Follow Up Clinics



Patient Selection Criteria

Pt at discharge with:

- wound healing problems
- Multiple medical problems with difficult post - op course
- Possible poor coping behaviours
- Patients transferred to Home Hospital



Patient Brochure

**Cardiac Surgery Follow Up
Care in Your Community**



Cardiac Surgery Telehealth

... no matter where you are,
the care you need, when
you need it

Referral and Booking Process

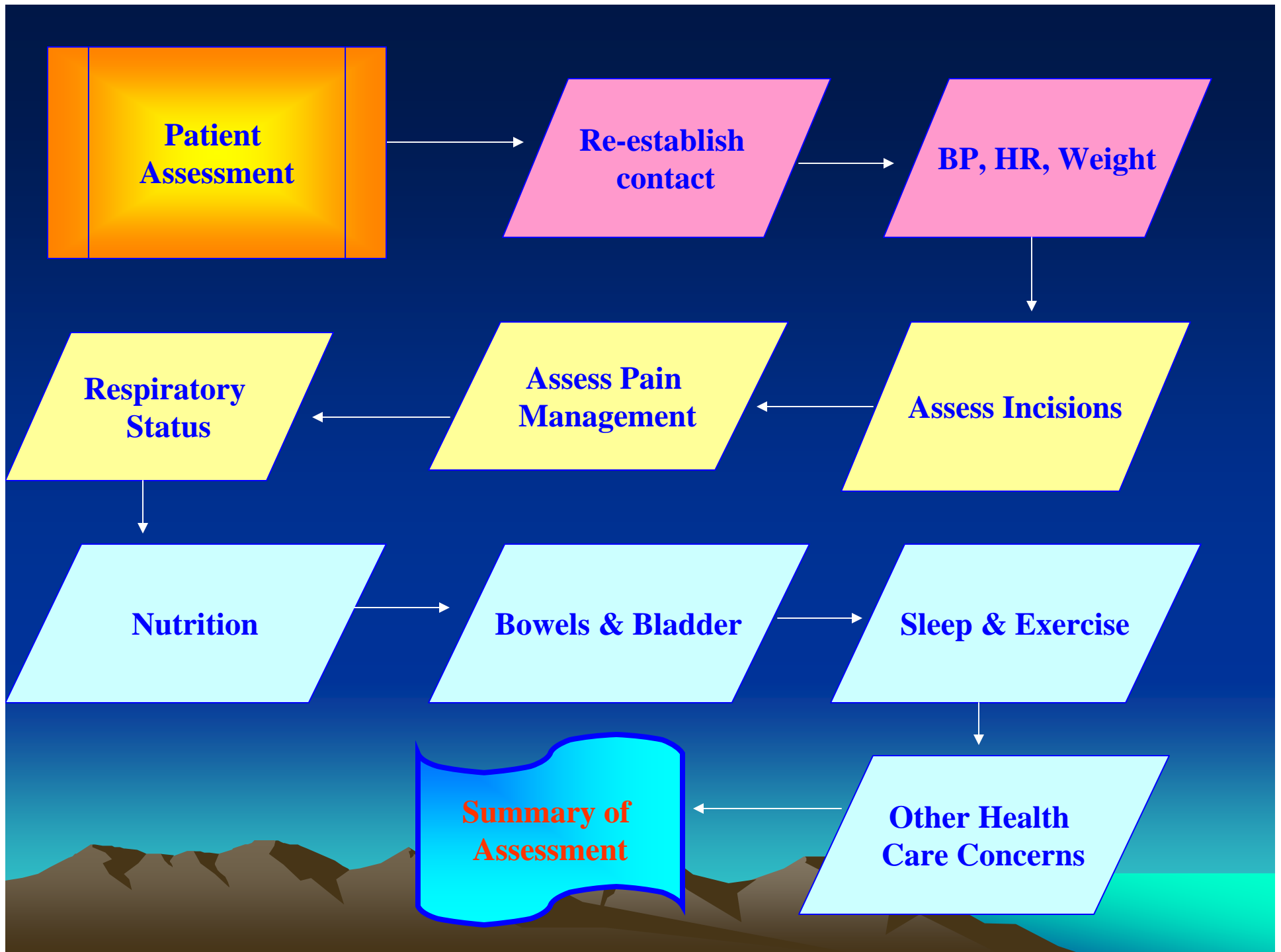
- On line central scheduling
- Referral forms faxed to appropriate delegates at the far site
- Confirmations of room and equipment availability
- Patient appointment sheet completed for NP



Cardiac Clinic Patient Consultation process

...a day in the life of....





Summary of Assessment

Emergency?

Yes

Go to the local emergency department

No

Follow up with Family physician

Treat as necessary

Patient consultation: Finale



Clinical Patient Highlights

Lethbridge Patient:

- infected radial graft site / treatment initiated

Medicine Hat Patient:

- atrial fibrillation / ER treatment

Red Deer patient:

- suggestive GI bleed / family MD notified and pt admitted



Building blocks for a successful clinical project includes:

- ✓ Service Level Agreements
- ✓ Business Case
- ✓ Centralized Scheduling
- ✓ Technical installation, training and support for users and admin



Building Blocks Cont'd

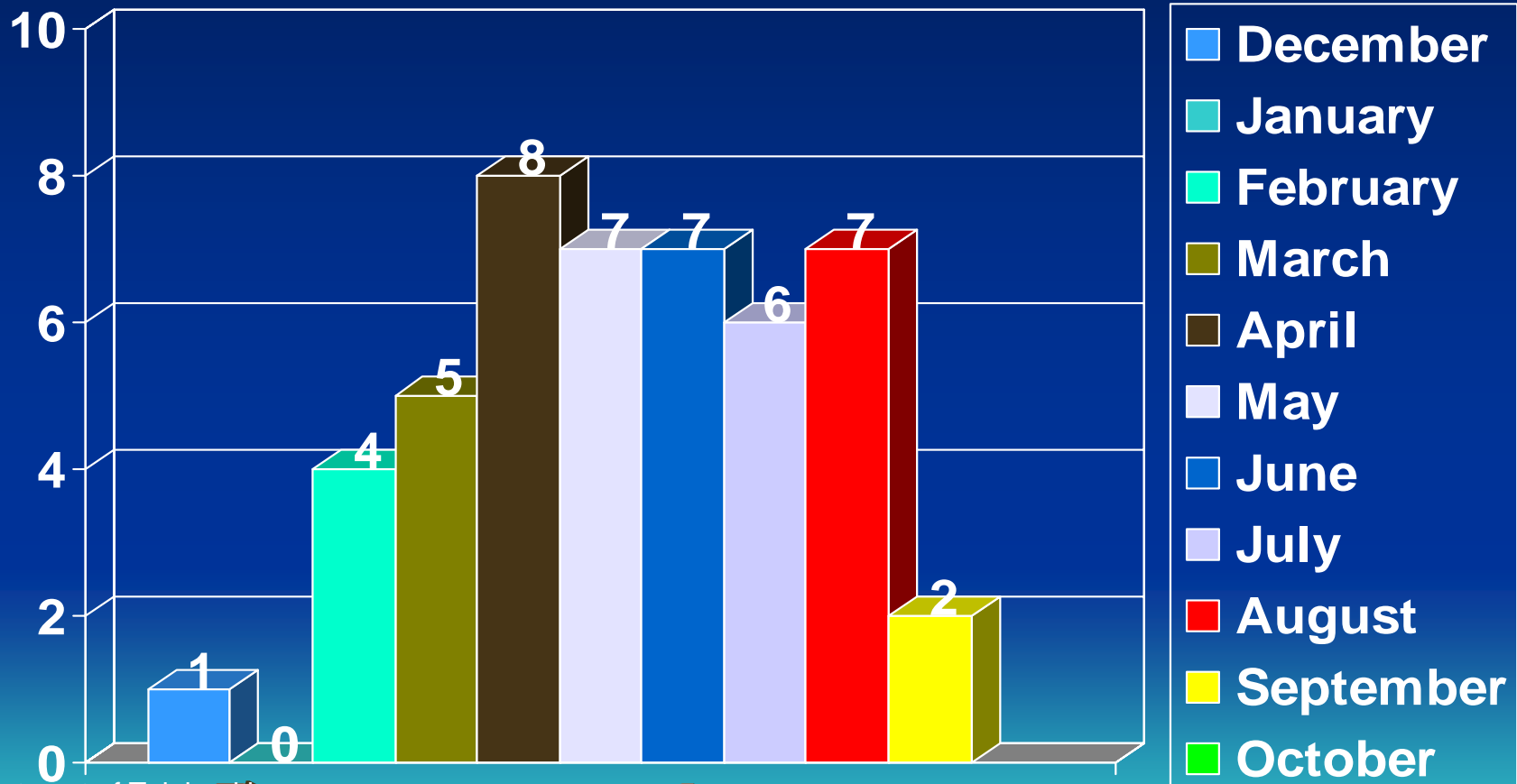
- ✓ Use of existing referral and booking processes
- ✓ Clinical skills training, Admin support training
- ✓ Individual community needs assessments
- ✓ Marketing



Results/Outcomes

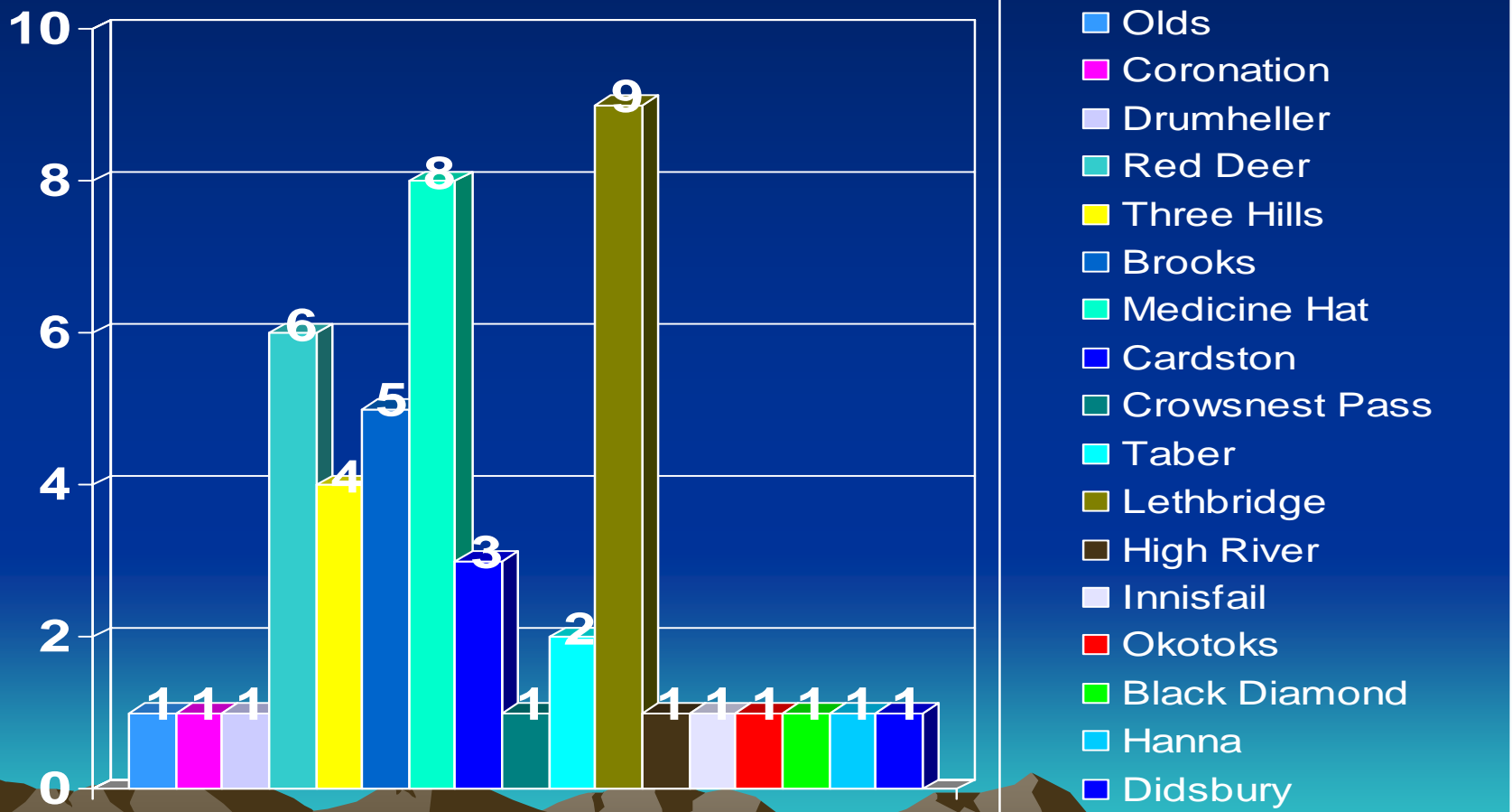


Cardiac Post Op Follow Up Clinical Telehealth Consultations per month December 2004 – Sept 01 2005

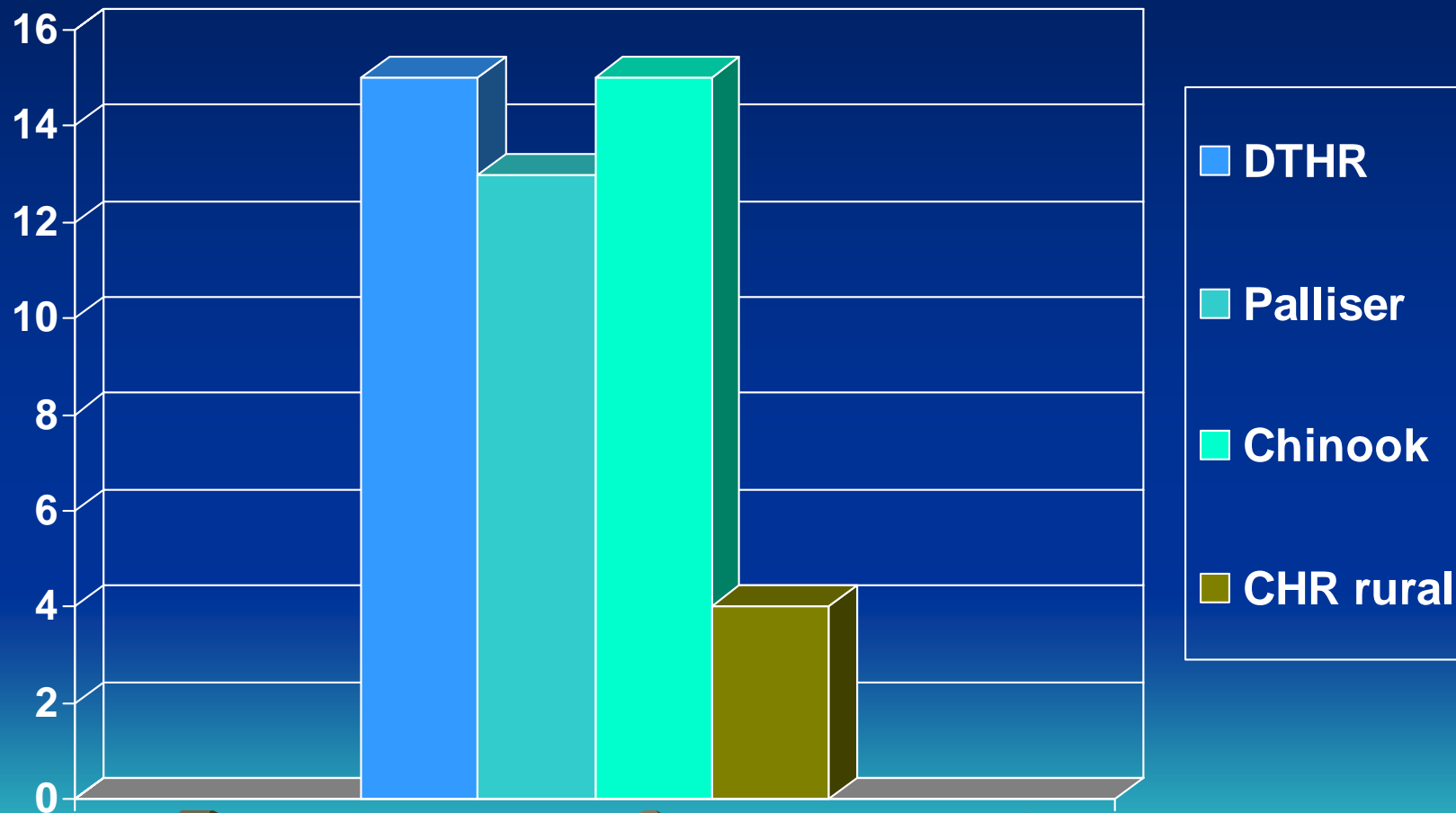


Department of Telehealth
Calgary Health Region 2005/09/07

Cardiac Post Op Follow Up Clinical Telehealth Consultations by Community December 04 – Sept 01/ 05

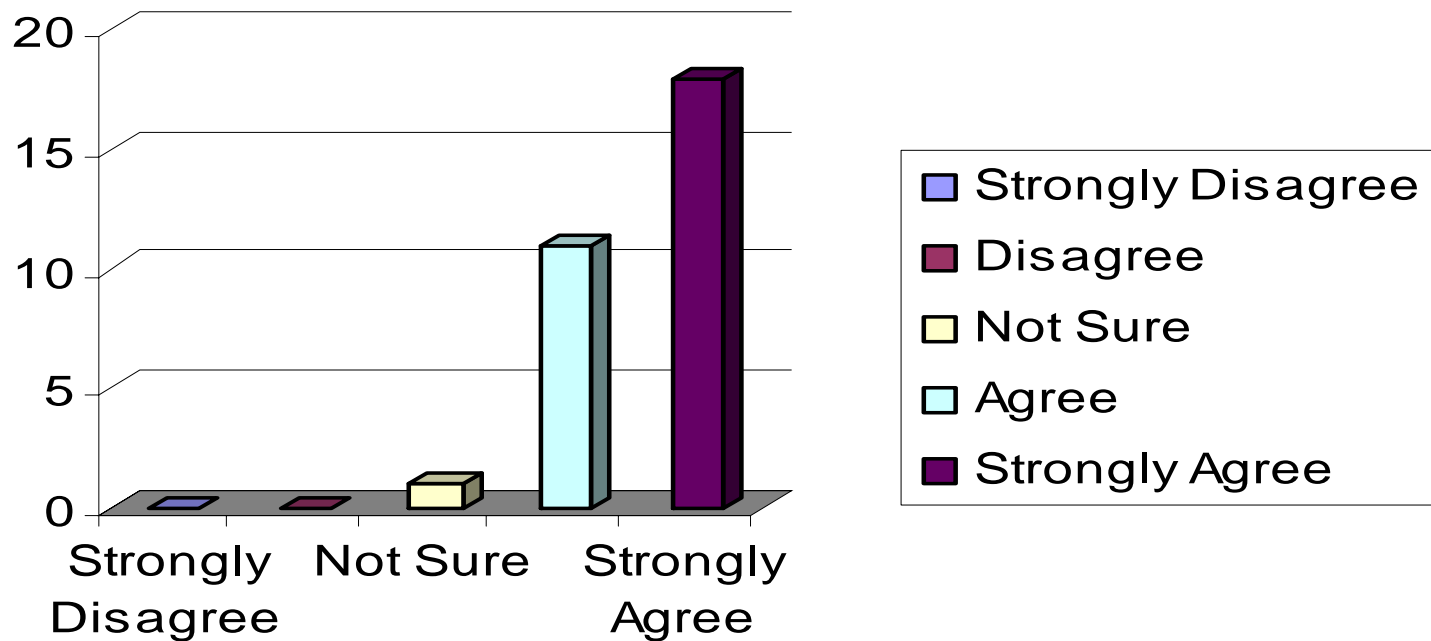


Cardiac Post op Clinical Telehealth Consultations by Region December 04 – Sept 01 05



Patient and Clinician Satisfaction

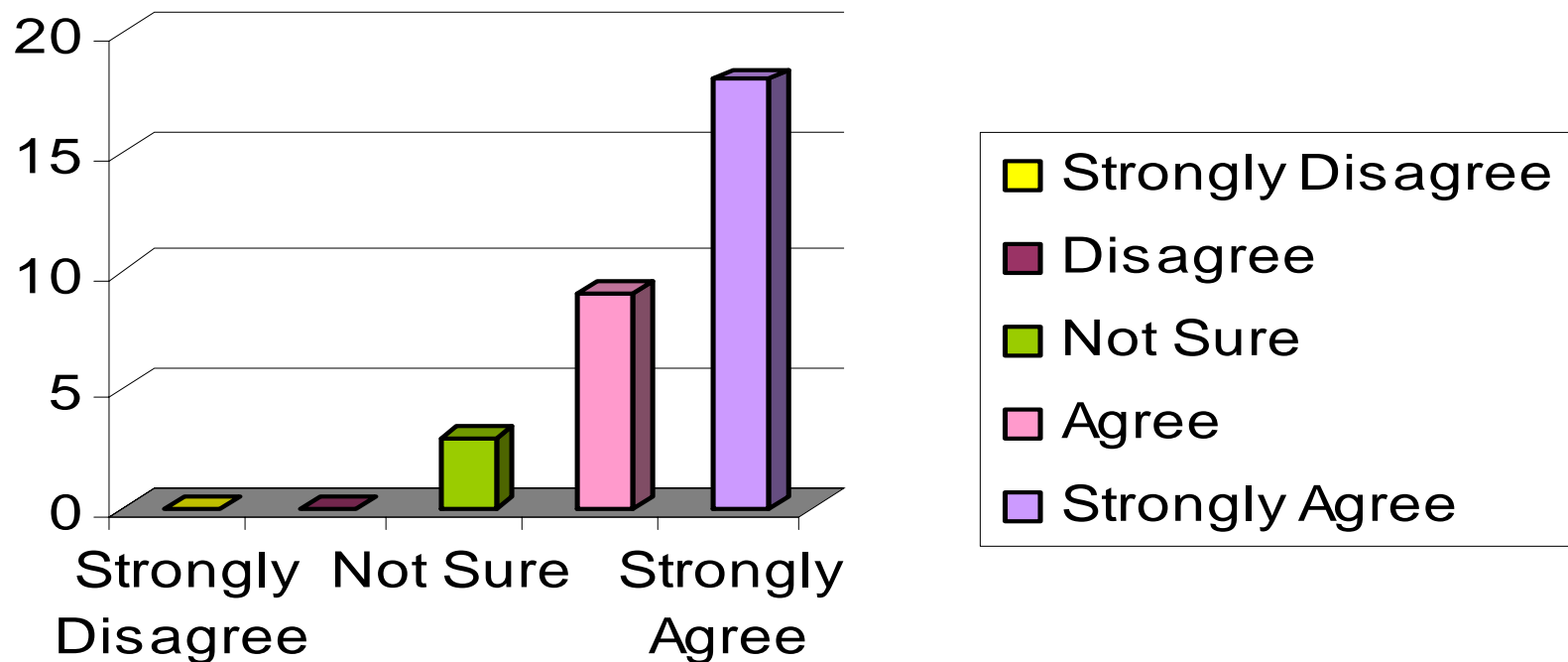
Ease of Communication



30 patients

Patient Satisfaction

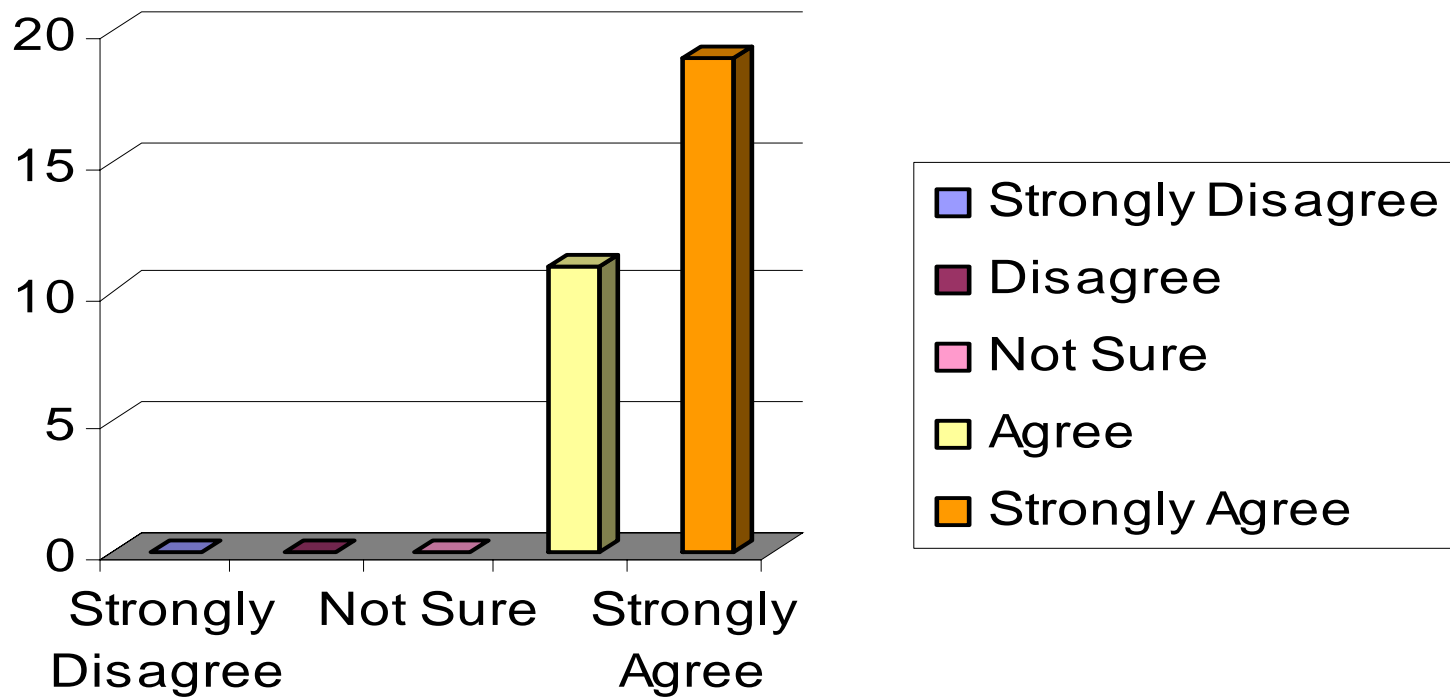
Prefer Telehealth to Traveling to Calgary



30 patients

Patient Satisfaction

Would use Telehealth again



30 patients

...thank goodness for Telehealth!



Lessons learned

- SLA's completed early in project planning
- Identify and recruit champions/users early
- Incorporate the use of existing clinical referral algorithms
- Phone call reminders are essential for patient attendance



Lessons learned

- Make sure patient's privacy is maintained.
- Ensure that patient or care giver is able to communicate problems to the clinician.
- Checking appropriate technical applications



Next Steps



Innovations

- Expansion to B.C
- External Referral process
- Medical Peripherals



Innovations cont'd

- Refining/ Standardizing patient education materials
- Publications: AARN, CNA, Journal of Cardiovascular Nursing, Journal of Advanced Nursing



Sustainability/Integration

- Human resources recruitment: Super users/Champions on both ends
- Funding: Department dedicated support
- Patient workflow processes integrated



Sustainability/Integration cont'd

- Region wide support :Corporate and Dept
- Patient Benefit realization
- Technical and scheduling infrastructure
- Service need driven not technology - lead



Questions?

