

# Refining Your Telehealth Service Delivery Strategy

May 24, 2022

# Learning Objectives

By the end of the webinar, participants will be able to:

- Articulate why defining a vision and/or goal for integrating telehealth is important to long-term sustainability for your clinic.
- Describe your family planning agency's goal(s) for telehealth as part of your family planning services.
- Identify potential access issues that impact a client's ability and/or interest in accessing family planning services via telehealth.
- Describe how client-specific needs and preferences can be integrated into your telehealth strategy.

# NYSFPTC Team



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# Speakers

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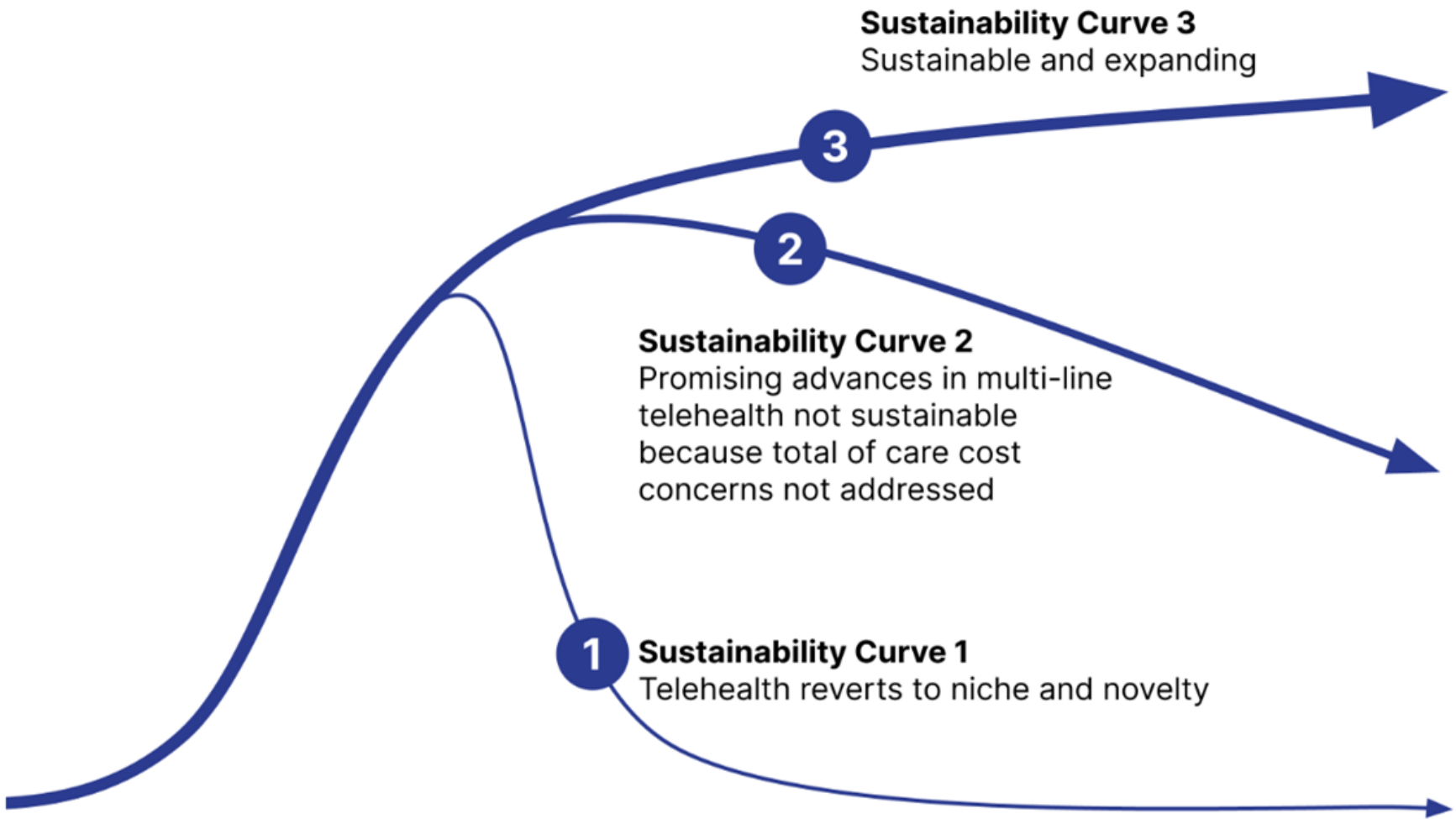
# Mentimeter Polls

What do you see as your main concerns regarding long term telehealth integration?

Where do you see telehealth fitting into your service delivery in the future?

*Please go to [menti.com](https://www.menti.com) and use the code 5793 2183*

# Sustainability – Which Curve Will We Be On?



Source: [Telehealth Playbook, Maturity Model](#)

# Goals for Telehealth

- Developing a Telehealth Strategic Plan
  - Why it is important?
  - What are access issues for patients?
  - How might access be improved by telehealth?
  - For whom does it improve?
  - Are there are other key challenges or issues you want to address?
- Using data to understand access
- Patient choice

# Telehealth and Workforce

- How your colleagues feel about telehealth (excited, ambivalent, questioning, not sure?)
- Ways staff may benefit from telehealth
- Ways telehealth delivery may be challenging for staff
- How to better understand staff perceptions of telehealth



# Drivers of Success

- Leadership engagement
- Designated Team: Operational leadership, clinical champion(s), staff, technology staff
- Virtual care financial planning
- Established measures of success and continuous quality improvement
- Telehealth assessment, gap analysis, and improvement plan

# What is required for any telehealth?



## Access to Internet

Patients need access to the internet through broadband internet or cellular data. This may be in the home or through other available means (such as public wi-fi).



## Access to Device

Patients need access to a device capable of audio/ visual exchange or other information exchange. This may be smartphone, tablet, or computer likely with a webcam.



## Skill to Use These

Patients need to have knowledge of how to use the device and data access that they have available to them. This includes how to connect to a network, open a message, enter or open a URL, and so on.



## Willingness

Patients need to be willing to give telehealth a go, and navigate the challenges that are likely to arise and take the steps that will be needed to have success.

# Hear From You

*What comes to mind for you when you consider why access to family planning services is important via telehealth and in-person?*

# Hearing from patients to inform strategy

## Opportunities to align with your CPEP plans

- What existing mechanisms do you have?
  - Patient satisfaction surveys
  - Community outreach activities
- What other ways can you gather information and feedback?
  - Focus groups
  - Community forum discussing telehealth specifically
  - Adding patient representation to telehealth strategy development group

# Advancing Your Telehealth Strategy

- What are action steps you can take in the next 30, 60, 90 days to advance/push forward your telehealth strategy?

# Questions?

# Resources

- [Telehealth Playbook](#) (developed for federally qualified health centers)
- [Brief Telehealth Needs Assessment](#) (HITEQ)
- [Driver Diagram](#) (RHNTC)
- [Telehealth: A Tool to Support your Integrated Care Approach](#) (JSI, Podcast)
- [Assessing Telehealth Maturity in Health Centers: A report out on the progress of Massachusetts health centers in advancing telehealth during a pandemic](#) (HITEQ)

# Thank you!

**Contact:**

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