Pushing the Boundaries to Expand Access and Quality of Telehealth

Emma Ansara and Leah Baker | March 12, 2024

JSI

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Speakers

Leah Baker, MPH

Emma Ansara, RN, MS, MA, FNP-C

Learning Objectives

- Identify one innovation or opportunity to expand the menu of virtual services offered to family planning patients

- Describe one resource available to support to expand the reach of telehealth services in family planning agencies

- Describe one strategy from a peer that is supportive of ensuring access to high-quality, equitable family planning services

Section 1: Telehealth Terminology and Timeline

Telehealth Terminology

- Telehealth includes not only real-time audio video visits, but also digital check-ins, eConsults, store-and-forward, electronic messaging between patient and clinic, digital outreach, etc.

- Does NOT include audio-only visits

Telehealth Timeline

Pre-2020: Digital health fairly limited, telehealth visits were in clinic, using telemedicine carts and peripherals. Some portal use and digital outreach.

March 2020 through the End of the Year: Rapid adoption that opened new possibilities and exposed digital divide.

Around 2021: Return to in-person care, while trying to maintain digital access begun during pandemic.

2022 through Today: Moving to alignment with strategic goals, centering equity and value, with a focus on sustainability. Considering the role of new tools like AI, direct-to-consumer telehealth, and remote patient monitoring (e.g., mHealth).

Why Telehealth Today?

- Research suggests that telehealth visit quality is the same or better than in-person visits

- Pay parity

- Patient preference and satisfaction

- Provider recruitment and flexibility

Baughman et al. (2022)
https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2796668

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Section 2: Enhancing Team Collaboration in Telehealth

Hybrid Teams and Telehealth

What are the benefits of this?

Provider recruitment

More flexible use of the clinic's available physical space

Increasing access?

What are the challenges of this?

More challenges with team building or relationship building.

Potential burden on other team members in a team-based care environment

Unequal access?

Team Dynamics

Communication

Clear, effective, and timely communication is critical to patient safety and care.

Communication is also the foundation for interpersonal relationships and trust, which are needed for team collaboration.

Address the importance of clear communication channels in remote teams.

Structures

Intentional strategies to maintain team cohesion/ morale.

Need a unified team with the patient at the center (as opposed to the most powerful team member)

Information shared across the care team, without gatekeeping

Responsibility for crisis situations, patient follow-up, etc. is clear and assigned.

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Scenario:
Role of other team members with remote family planning

Scenario

Dr. Emily Thompson is a remote family planning provider. She's based at program in New York City, but works remotely from her home two days a week.

One of her patients, Lilly, a 22-year-old woman, is suffering from heaving bleeding after switching to a new oral contraceptive.

What should Dr. Thompson do?

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Considerations

- **Medication Management**

- **Adjustments and Refills**

- **Monitoring and Feedback**

- **Educational Support**

- **Outcome**

Section 3: Moving your Telehealth Strategy Forward

Telehealth Domains

Real-time Audio Video Visits

- Traditional 1-1 patient and provider visit
- Site-to-site (e.g., nurse at outreach and referral satellite site brings in provider via telehealth to see patient with a positive STI screen)
- Virtual visits with health educators and care managers
- Provider supervision/education

Asynchronous Telehealth (Store and Forward)

- Self scheduli ng in portal
- Messaging in portal
- Filling out questionnaires in portal
- Texting applications

eConsults (e.g. family medicine provider consulting with an OB/GYN)

Provider-to-Provider Communication (e.g., remote provider utilizing Jabber or Teams to communicate with team in office)

Hear From You

Which of these components are you interested in using and/or expanding in your program?

How do you plan to move it forward?

Telehealth Resources

- Follow the [Northeast Telehealth Resource Center](#) for free webinars, eLearning, etc.
- [National Consortium of Telehealth Resource Centers](#) have ongoing webinars and in-person conferences
- [American Telemed Association (ATA) National Conference](#), May 5-7, 2024 in Phoenix, AZ

Thank you!

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