



Implementation of TeleHealth to Surgical Services

Tess Barnhart BSN, RN
XAVIER UNIVERSITY

PURPOSE

- To educate physicians and medical staff at a Midwest hospital surgery center on the implementation of TeleHealth to the surgical services division.
- To allow patients to have a consult for surgery, receive pre and post-operative care, follow-up as an established surgical patient, or seek the need for further testing or treatment.
- To open up a greater quality of care for the patient and allow them to have full access to their physician without coming into the office.
- The role of the student in this project is to serve as a nurse who works in the surgical services division to implement TeleHealth in those specific departments using MyChart and EPIC which is the patient's electronic health records (EHR).

OUTCOMES

- This project has shown to meet its objectives due to the fact that TeleHealth is still being utilized and will not be something that vanishes entirely throughout this division or even organization.
- The project conforms with the literature review that was discovered during the research of this project and address the problem this hospital was facing prior to the pandemic.
- Physicians are using the TeleHealth services daily to limit the amount of patients that are still coming in the hospital during the pandemic.

BACKGROUND

- TeleHealth is using medical information that is being exchanged through electronic communication to improve the quality of care given to a patient (Tuckson, Edmunds, Hodgkins, 2017).
- 60% of all health care organizations currently use some form of TeleHealth (Tuckson, Edmunds, & Hodgkins, 2017).
- Trends that will influence the growth of TeleHealth care delivery:
 - increasing community expectations for convenient and real-time access to their health care, continuous advancement in EHR's.
 - Integrating the TeleHealth into the process makes healthcare more accessible to the community and more efficient to the physicians (Tuckson, Edmunds, & Hodgkins, 2017).

CONCLUSIONS

- The purpose of this project was to educate physicians and medical staff on the implementation of TeleHealth and implement these services into the surgical services division at a Midwest hospital surgery center.
- Based on the outcome of the project, one could conclude that TeleHealth is successful in hospitals but particularly a surgical services division.
- Physicians, staff and more importantly patients are becoming adjusted to the new way that their medical care is being delivered and are appreciative that surgical consultations are still an option for them.
- The clinical team which included the "Tech" team and the "Rooming" team are able to run their TeleHealth visits very smoothly.
- If the organization ever did have to resort back to not being able to perform elective surgeries due to a pandemic or for any other reason, they would be more prepared and educated for the situation.

METHODS

- Surgical patients without a specific cap of age, therefore any age group has access to TeleHealth.
- Active MyChart account, any patient that had access to a video communication platform, and any patient that was able to complete the E-Check-in process once the TeleHealth appointment was made.
- The "Tech" team
 - consists of medical assistants and nurses that feel they have more knowledge of computers and would be the most appropriate at navigating through technical difficulties that the patients and physicians may experience along the way.
- The "Rooming" team
 - consists of medical assistants and registered nurses who are doing similar tasks to their already performed duties in the office but from a technology standpoint.

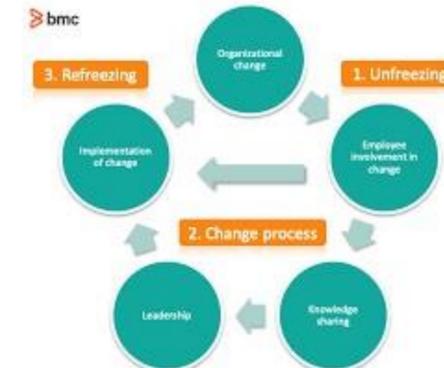
MyChart- TeleHealth Access (The Christ Hospital, 2020)



RELEVANCE TO NURSING

- TeleHealth can be used by nurses to provide care in their community outside of the surgical services division.
- Services such as monitoring blood pressure in a primary care physicians office, monitor blood glucose levels for a diabetic patient, respond to personal alarms by the patient to inform the nurse that something may be wrong show that TeleHealth is not generalized to one specific population or setting (Houwelingen et al., 2016).
- Important competencies for nurses that provide TeleHealth are expected to exhibit are communication skills, clinical knowledge, being able to bring communication and clinical skill set together and ethical awareness (Houwelingen et al., 2016).

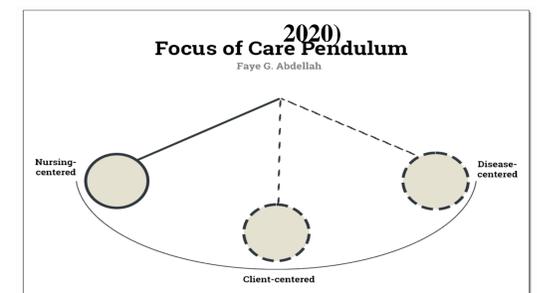
FRAMEWORK



Lewin's Change Theory of Nursing
(Hussain et al., 2018)

- Nurses use the change theory to improve the quality of care to their patients daily.
- Unfreezing allows people to let go of old ways, change is seeking alternative ways, and refreezing is implementing and making these changes a habit (Wojciechowski et al., 2016).
- Lewin's change theory is also tied into many literature reviews related to change management (Hassan, 2018).

Faye Abdellah's Nursing Problem Theory (Nurseslabs,



- Faye Glenn Abdellah's nursing theory focus' on a patient-centered approach to nursing which is the framework of this project (Petiprin, 2016).
- Abdellah's theory is described as a model that identifies nursing as helping profession that consists of doing something for a patient, intention of meeting needs, and helping patients become more healthy (Petiprin, 2016).
- With this project, it was determined that there still needed to be a patient-centered approach to meeting all needs during the pandemic.