

TELEHEALTH PROJECT SUMMARY TEMPLATE

Please provide information on all major projects in the last ten years (1998-2008) and any planned future projects

SUMMARY WRITER: **Jaclyn Griffin, NP**

PROJECT NAME: **Telehealth Patient Education Clinic**

ORGANIZATION/AGENCY (and primary contact): **Department of Veteran's Affairs**

FUNDING (source and amount): **VA**

START UP FUNDS: **N/A; utilizing existing VTC equipment at all clinics**

REIMBURSEMENT (submitted/not submitted): **N/A**

DURATION (start time and date): **State date: 4/08 with Hilo and Maui CBOC; 10/08 with Kauai, Kona, American Samoa**

PURPOSE/INTENT (100 words maximum):

Provide 1:1 patient education on various pertinent health problems with provider(s) located at the Honolulu VA and patient at CBOC. Staff shortages, time zone differences, and limited user training have posed challenges to providing this service to both the American Samoa and Guam CBOC.

MAJOR CRITICAL ACCOMPLISHMENTS:

Establishment of provider lead patient education clinic for all CBOCs

CRITICAL SUCCESS FACTORS:

Provides patient education done by provider on an individual basis to address various health problems.

CRITICAL BARRIERS (overcome or not):

Staff shortage, time zone differences between sites, limited user training regarding the use of a telehealth clinic to include equipment, proper documentation, note title, encounter information

MAJOR LESSON LEARNED:

Each clinic, originating and distant sites, must be set up properly, note titles in place, and staff available and trained prior to commencement of the clinic.

CURRENT STATUS (active, planned, dormant, completed, other?): **Active**

PARTNERING ORGANIZATIONS: **none**

IS THERE A CLINICAL CHAMPION OR A COMMITTEE OVERSEEING THE TELEMEDICINE PROGRAM?

Yes: PIHCS Telehealth Team: Dr. Reese Omizo, Jaclyn Griffin, NP, Myrel Baptiste, MA

TECHNOLOGY USED: **real time VTC equipment Tandberg HCS III or Tandberg MXP**