Using 21st Century Technology for DNP Student Patient Interview and Interprofessional Care Coordination

Rene Love PhD, DNP, PMHNP-BC, FNAP, FAANP
Jane M. Carrington PhD, RN, FAAN
Background

- More than 300 million people suffer from depression, the leading cause of disability, with many of these people also suffering from symptoms of anxiety.
- Depression and anxiety disorders cost the global economy one trillion US dollars each year in lost productivity (WHO, 2017).
- 50% of the United States population suffers from one or more chronic diseases leading to more than 70% of deaths and approximately 75% of healthcare cost (Schaffer, 2012).
- Telehealth = Reduced health costs and improved access (Brown, 2013; Nelson, 2017).
- Nurses are actively participating in tele-healthcare on six of the seven continents (Bartz, 2017).
- Providers need to be educated in telehealth (Edirippulige & Armfield, 2017).
- Training in telehealth needs to be part of the NP education to prepare students (Rutledge et al, 2017).
Purpose

Educate Doctor of Nursing Practice (DNP) students to conduct patient interviews and collaborate interprofessionally using telehealth technology
Methodology

83 Doctor of Nursing Practice students completed the first offering of telehealth modules and simulation experience

- Adult Gero Acute Care Nurse Practitioners, Psych Mental Health Nurse Practitioner, Pediatric Nurse Practitioner and Family Nurse Practitioners
Methodology

• After completing the modules, students assessed a patient using ZOOM (telehealth platform)

• They contacted an NP faculty member and gave a report, simulating collaborating providers

• At the conclusion of the modules and simulated experience, the students were given
  • A six item survey using Likert structure responses
  • Five questions for free text responses

• 83 students completed module, 78 (94%) completed the evaluation survey
Survey Results

Of the student responses:
• 16% felt prepared to interview the patient
• 17.5% felt prepared to lead an interprofessional meeting

Open ended questions—consistently favorable for exposure to telehealth technology and potential application for future practice

Human factors or user-technology issues made up items liked least by students:
• Students had trouble with patient visualization
• Students were uncomfortable not performing a “hands-on” exam
• Comments included: “Need to use ‘all my senses’ for the exam”
• Uncomfortable relying on the patient’s senses for the exam
• Technical difficulties did emerge
Simulated Patient Findings

Simulated Patient “Actors” completed

- 13 item close ended question survey on students
- 4 open ended questions

Text responses suggested they too had technology issues but were very comfortable with the examination

They also saw the importance of using telehealth to improve access to care
Conclusion

• Evaluation from students and simulated patients indicate both
  • Appreciated the ease and convenience of interviewing patient through technology
  • Appreciated the need for this technology if providers were not available to them
  • Appreciated working through issues by connecting with each other visually instead of on a phone

• Both struggled with
  • Issues related to Technology itself
  • The need to have backup systems available be to support the process
Important considerations to be aware of regarding ethics when practicing Telehealth:

- The care of the patient should not be compromised.
  - This encompasses a broad range of issues including but not limited to confidentiality, image quality, data integrity, clinical accuracy and reliability
- Organizational values and ethics statements into administrative policy and procedures for Telehealth
- Be aware of professional discipline code of ethics
- Inform patient of rights and responsibilities, including right to refuse Telehealth
- Process to resolve ethical dilemmas

Review the Video lecture about ethics in Telehealth by clicking the Video tab at the top on the right.
Patient Interview

Important considerations to be aware of when practicing Telehealth:

- Identify the needs that need to be taken into account for the patient
- Be aware of the rules, regulations, and scope of practice for the state where you are located, as well as the state where the patient is located
- Understand the different types of consent
- Understand policies and procedures in effect regarding Telehealth practice (e.g., equipment cleaning)
- Determine comfort level of patient's ability to use technology
- Confirm patient's concerns

Review the video lecture about conducting patient interviews using Telehealth by clicking the Video tab at the top on the right.
Important considerations to be aware of when practicing Telehealth:

- Comply with legal and regulatory requirements when sharing patient history with another provider.

- Clearly identify the patient presented, describing the reason for care, patient medical past, evolution of patient's problem, description of the exam, diagnostic findings, plan of care, etc.

*Review the video lecture by clicking the Video tab at the top on the right.*
Thanks to our Team

Tom Tenney
Instructional Designer

Erin Coleman
E-Learning Specialist

Hyewon Shin
Administrative Associate
Contact Information

renelove@email.arizona.edu

janec@email.arizona.edu