

Abstract

As the U.S. healthcare system began to experience significant strain from escalating COVID-19 infections in late March, 2020, **many providers pivoted to offer services via telemedicine, with no experience and little support.**

This poster describes a **rapidly developed series of interactive educational sessions, *Telemedicine Now! (and How!)***, and present results from pre- and post-session surveys of attendees.

Funding for this project was provided by the California Health Care Foundation.

Objectives

- Summarize contents and format of six online, interactive training sessions on telemedicine
- Compare results from pre-session and post-session surveys assessing goals, learning experience, and effects
- Appreciate the effectiveness of "hands-on" training in telemedicine in the delivery platform in response to crisis

Format, Frequency, Goals, Assessment Tools

Format: 1-hour, "live" sessions, ZOOM meeting. Opening comments by facilitators and guests; moderated open forum of Q&A.

Frequency: 1/week, Thursdays, from April 9 to May 11, 2020

Goals

- Enable clinicians of all disciplines across settings to quickly implement telemedicine and conduct patient visits during a global healthcare crisis.
- Alleviate fears and concerns about the new modality of care.
- At least 250 total registrations

Assessment tools: Brief pre- (required) and post- (optional) session surveys, including demographics.

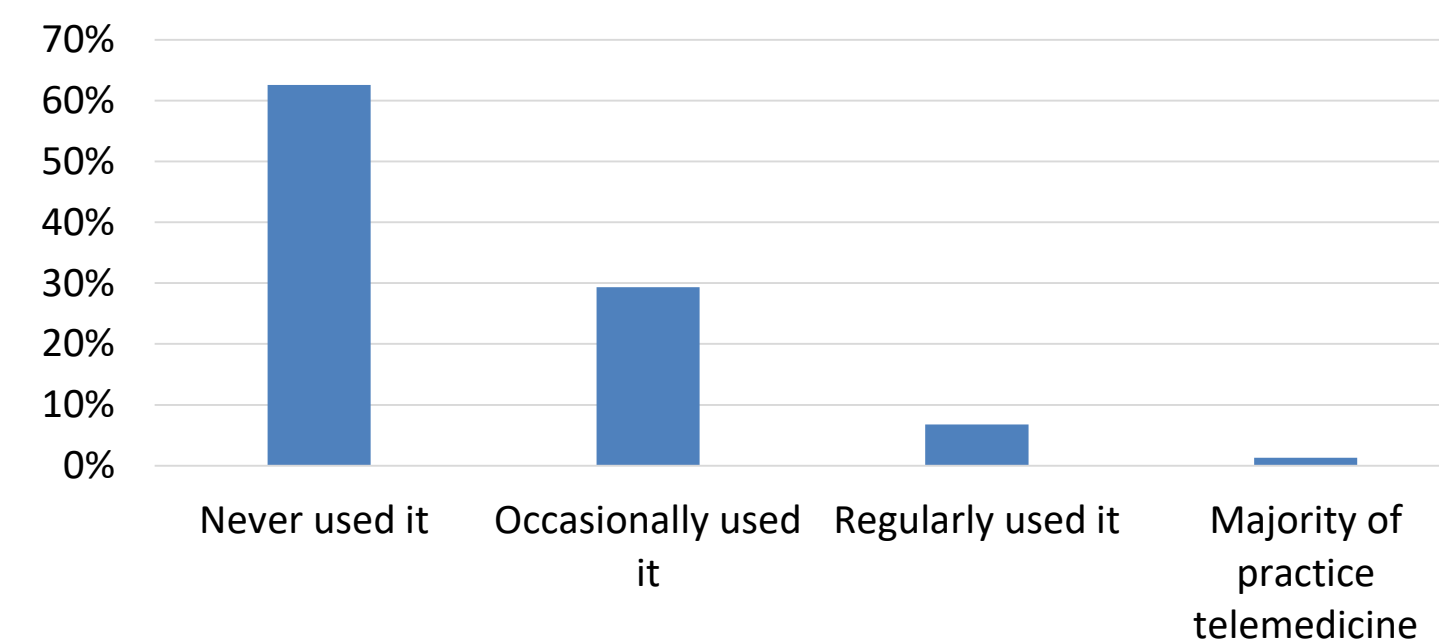
Participation Results

Session, Guest	# Registered	# Attended*	% Attended	# Pre-Survey**	# Post-Survey**	% Completed Post-Survey
1	203	122	60%	121	64	53%
2, Michael Rabow, MD	156	85	54%	75	43	57%
3, Dana Lustbader, MD	193	83	43%	68	32	47%
4, Brook Calton, MD	120	71	59%	60	33	55%
5, Judy Long, MA, MS	194	96	49%	88	54	61%
6, Claritza Rios, MD	139	67	48%	55	27	49%
Total	1005	524	52%	467	253	54%

*All who logged in and attended for >15 min; **Excluding Institute staff, presenters

Unduplicated Pre-Session Responses

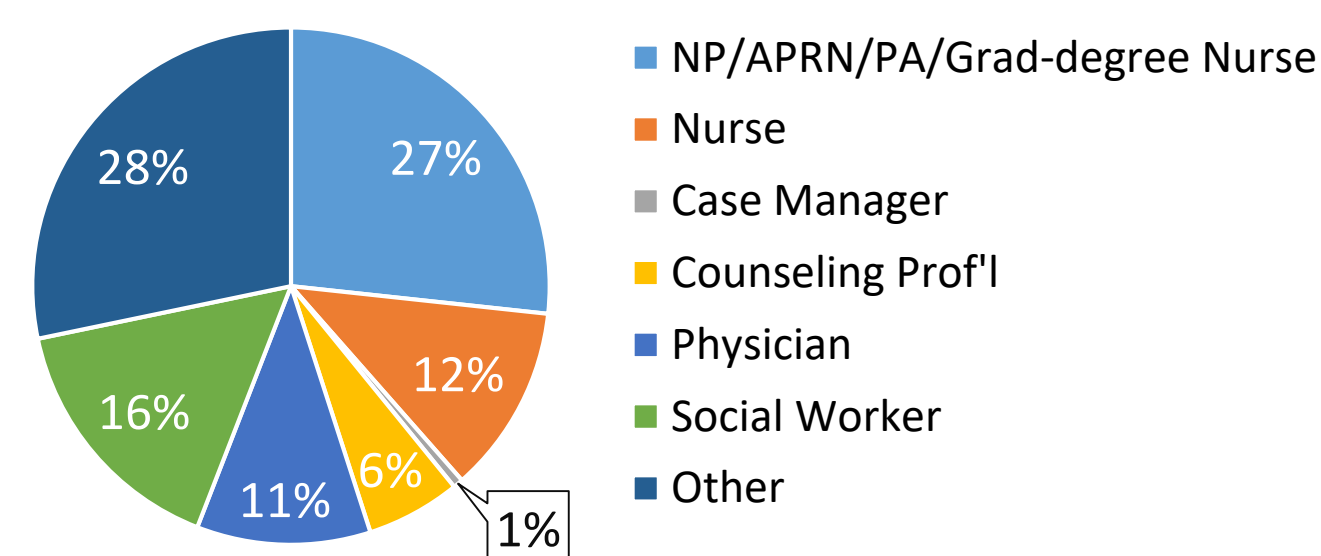
Prior to the COVID-19 crisis, please rate your previous experience with telemedicine for patient encounters (n=310*):



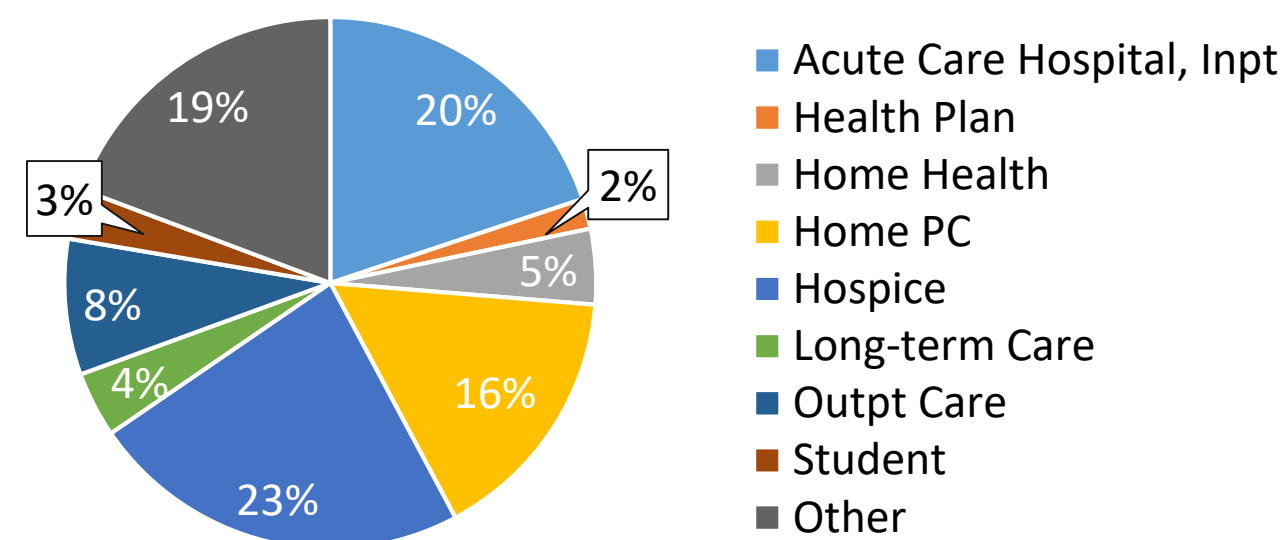
*Some attendees participating in more than one session gave different answers for different sessions; the answer given for the earliest session the attended is used here.

Unduplicated Demographics

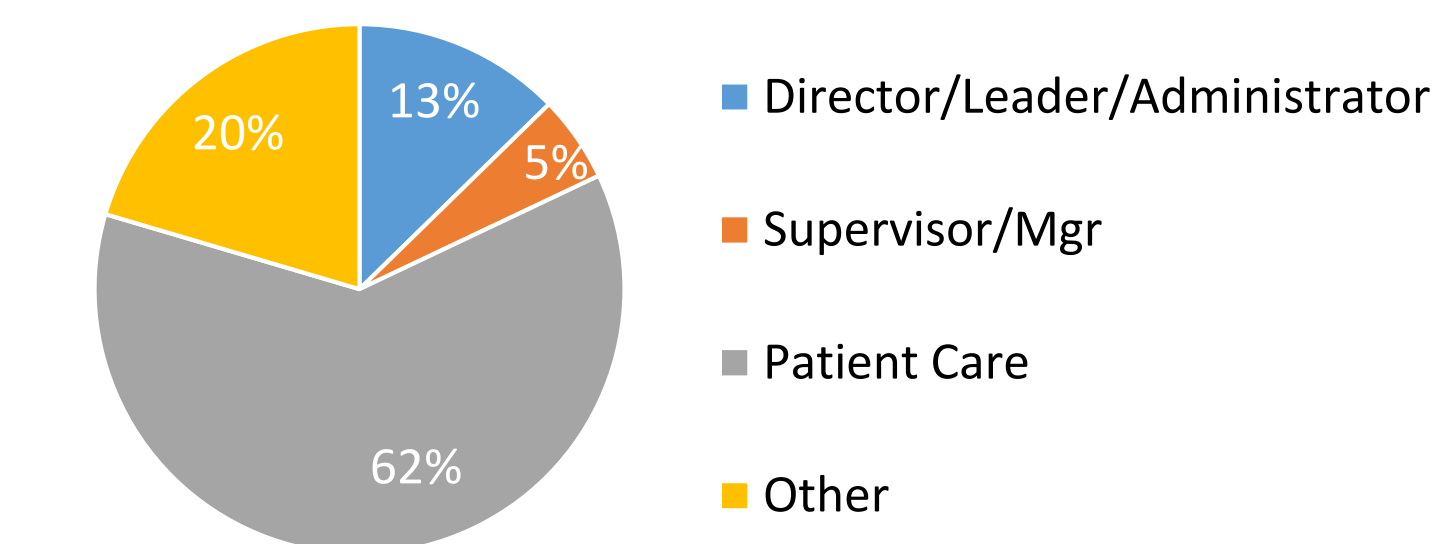
Credentials/Discipline (n=322*):



Primary Clinical Setting (n=327*):



Primary Role (n=323*):



*Some attendees participating in more than one session listed different responses for different sessions; the "n" captures all responses

Conclusion

The "Before" and "After" scores from the forums are not definitive "pre- and post-tests." That said, they can be taken as indicating a general effect of the sessions, which across the board, is from low confidence in clinical and technological skills to higher confidence.

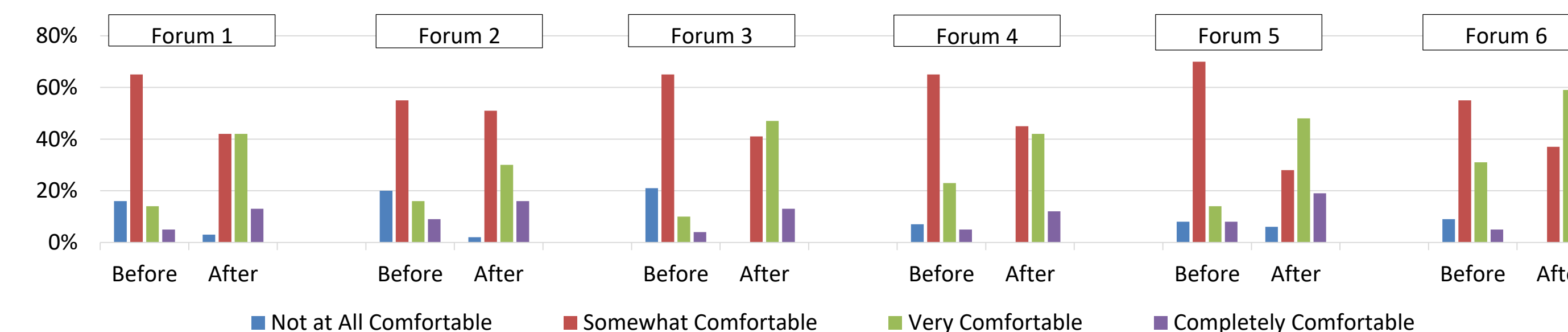
Overall, scores on the "Not at All Comfortable" or "Somewhat Comfortable" sides of the scale in the "Before" surveys decreased, while scores on the "Very Comfortable" or "Completely Comfortable" side increased.

This is especially marked and consistent in the clinical skills, where percent increases in the "Very Comfortable" response ranged from 83% to 370% across the 6 forums. Comments provided by participants echoed this theme:

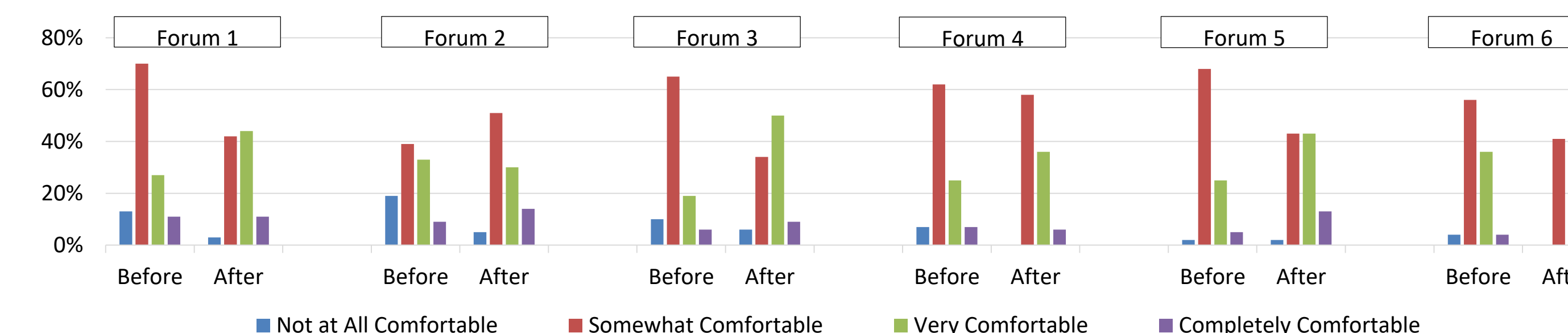
The modeling of the tech and personal presence by the moderators and guests significantly eased anxieties and increased confidence in dealing with the unfamiliar medium. Based on stated goals and results, the forums were highly successful.

Comparative Post-Session Responses

How would you rate your comfort level with the clinical skills required in telemedicine patient encounters? (Before n=467; After n=253):



How would you rate your comfort level with the technological skills required in telemedicine patient encounters? (Before, n=467; After, n=253):



Educational Sessions and Guest Presenters

- Effectiveness and Connection via Telemedicine: Getting Past the (Real and Imagined) Hurdles** Michael Fratkin, MD, Brian Mistler, PhD, and Jennifer Ballentine, MA
- Expert Q&A on Symptom Management and Patient Education at a Distance** With Mike Rabow, MD, FAAHPM, Professor of Clinical Medicine, Division of Palliative Medicine at the University of California, San Francisco (UCSF).
- Virtually Anything in COVID-19: The Many Uses of Technology for Caring** With Dana Lustbader, MD, FAAHPM, Division Chief of Palliative Medicine at ProHEALTH, NY.
- Best Practices for Hosting Sensitive Conversations by Video** With Brook Calton, MD, MHS, UCSF Division of Palliative Medicine
- Boundaries and Intimacy: How We Can Connect Deeply at a Distance** With Judy Long, MA, MS, palliative care chaplain, UCSF's Symptom Management Service and UCSF's Parkinson's Disease Supportive Care Clinic.
- Emergency Medicine, Nursing Home Residents, and Tele-Palliative Care: Past, Present, and Future** Featuring Claritza Rios, MD, physician leader in Northern California with extensive experience in emergency medicine, telemedicine, and palliative care.

Recorded sessions available at <https://csupalliativecare.org/covid-19-resources/>

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CSU Shiley Institute for Palliative Care is a premier provider of online education for healthcare professionals in palliative care and care management. Established in 2012 as a workforce initiative of the California State University system, the Institute has educated more than 20,000 professionals via rigorous but engaging, evidence-based online courses ranging in length from 1 hour to 9 months. Most are self-paced; longer, comprehensive certificate-level courses are instructor-led but still in an asynchronous format. Visit www.csupalliativecare.org for more information.

ResolutionCare Network, based in a rural and under-resourced region of Northern California, has pioneered telehealth techniques in the delivery of community-based palliative care since 2014. Having served 1000s of patients and families across all of California and continuing to grow, ResolutionCare is led by Dr. Michael Fratkin, founder, physician, and CEO, along with Dr. Brian Mistler, co-founder, healthcare administrator, and COO/CFO. Visit www.resolutioncare.com for more information.