

“High Touch-High Tech” Palliative Telecare During Covid



Affirming life at every step of your journey with illness and loss.

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Introduction

In the fall of 2019, TRU Community Care opened a small Telecare program for its palliative care patients. As the COVID pandemic began ramping up, it was apparent that a robust telecare program was essential. To meet the increasing demand for alternative methods to provide care, TRU deployed the following telecare modalities:

- 1) Capabilities for hospitals and LTC facilities to connect directly to TRU clinical staff.
- 2) Ongoing connection to patients via monitoring and patient education
- 3) Delivering services to patients through a telecare app on their devices

Method

The COVID pandemic required TRU’s palliative care team to grow an effective telecare service line rapidly. This process began with the identification of clinical services that were impacted by pandemic restrictions. Deployment of the telecare systems focused on these critical areas:

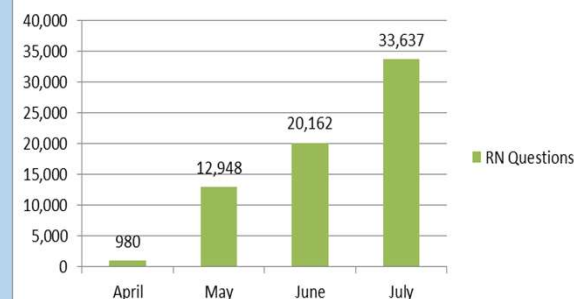
- Patient and family education
- Provider to provider consultations
- Socialization for isolated patients
- Remote admission process
- Grief/emotional support
- 1:1 patient/provider visits

“I love my new routine responding to my questions every day. I can request a tele-call at any time to request different educational pathways. The automated reminders to drink more fluids and take my medication are so helpful.”

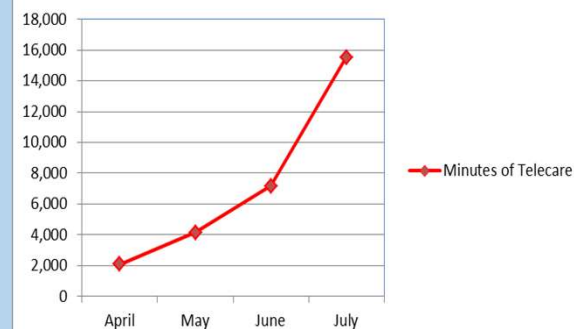
-TRU Palliative Telecare Patient

Results

RN Remote Monitoring Questions 2020



Minutes of RN Telecare 2020



DISCUSSION

COVID forced organizations to implement "telecare" services quickly. Unfortunately, offering telephone calls and simple video visits failed to meet patients and their families' needs. TRU's addition of monitoring and education pathways facilitated a more personalized patient experience. As a result TRU's palliative care program grew by 101% in 9 months.

Check out this poster along with our other evidence based contributions here

Or email us directly at lean@trucare.org

