







Objectives

- ★ The participants will be able to define the numerous aspects of Telehealth in the medical community.
- ★ The participants will be able to identify the role of the Registered Dietitian in Telehealth.
- ★ The participants will be able to describe strategies to suggest change in health care self-efficacy.



What is Telehealth?

Telehealth lets doctors examine and treat patients remotely, in real time, using online streaming video technology and interactive tools.



Technology Solutions

Clinical need drives the solution

The block contains three images. The first image shows a person at a computer screen with the caption 'Examination Needed (Psychiatry versus Child Development)'. The second image shows a close-up of a medical image on a screen with the caption 'Image Sharing'. The third image shows a person at a computer workstation with the caption 'Mobile vs Fixed'.



Why not Telehealth?



UMMC MEDICAL CENTER
Center for Telehealth

UMMC Medical Milestones

- 1955 → The Medical Center Opens
- 1956 → Dr. Guyton published first edition of the Textbook of Medical Physiology
- 1958 → Nursing Dept. granted school status
- 1963 → Dr. Hardy performed the first lung transplant
- 1964 → Dr. Hardy performed the first heart transplant



UMMC MEDICAL CENTER
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UMMC Telehealth Timeline

- 1990s → Diagnostic test interpretation
Adult and Pediatric Cardiology
- 2003 → First videoconferencing of telemedicine
Emergency Medicine
- 2008 → TelePsychiatry underway
- 2011 → Full-time staff assigned to Telehealth
- 2013 → Center for Telehealth formed
24/7 Telehealth Call Center



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Why is Telehealth important?

Currently, 53 of Mississippi's 82 counties are more than a 40-minute drive from specialty care.

UMMC CENTER FOR TELEHEALTH

Provides specialty care that is convenient for patients	Offers vital support for primary care physicians	Helps decrease the cost of care and improve patient outcomes	Supports population health in underserved areas	Provides interactive distance education for providers to improve quality of care
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Telehealth Scope of Services

Telemedicine: Live (Audio-Video) Interaction

- Scheduled and unscheduled
- Specialty consults, Primary Care, Employee & Student Health,
- Prison Health
- Ancillary Health and Wellness Services



Store & Forward & Diagnostic Tests Interpretation

- Cardiology, Radiology, Neurology, Audiology
- Dermatology, Pathology, Ophthalmology

Remote Patient Monitoring

- Chronic disease management
 - Hospitals- at risk population, cost avoidance/reduction
 - Clinics- ACOs, Private practice, hospital owned
- Post Acute monitoring



UMMC Center for Telehealth Offerings

UMMC Telehealth offers more than 35 kinds of specialty care through a local doctor's office, clinic or hospital, or even your own home.

These specialties, often not available in rural communities, include:

Emergency Services	Urgent Care
eICU	Psychiatry and Psychology
Remote patient monitoring for chronic disease management	Plus a wide range of additional adult, pediatric, and ancillary services



UMMC Center for Telehealth in Mississippi

- Community Hospitals & Clinics
- Mental Health Clinics
- FQHC's
- Schools & Colleges
- Mobile Health Vans
- Corporations
- Prisons
- Patient's Homes





Sustainable Change: Engaging the Patient

Knowledge + Engagement + Support



What is Remote Patient Monitoring?

- ✓ A program used to help patients with chronic conditions better manage their disease.
- ✓ Patient receives an iPad mini with Bluetooth peripherals such as: glucometer, bathroom scale, blood pressure cuff, peak flow meter, and an O2Sat meter.
- ✓ Patient receives short disease specific education sessions daily.
- ✓ If needed, a nurse can text message or have a live, two-way audio-video consult with patients through the iPad!



U MEDICAL CENTER
Center for Telehealth

Empowering Patients with Technology

"Education is not a building...it is learning and I've learned so much!"

"This program works. I have learned more in this program than I did when I was in a hospital."



"I never thought to look into my shoes"

"I have learned more in the few months of being in this program than I have in 17 years of having diabetes"



U MEDICAL CENTER
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Remote Patient Monitoring (RPM)

Chronic disease management in the patient's home including:



Daily Health Sessions	Personalized Interventions	Targeted Education
Health Coach	Behavior Modification	Patient Empowerment

U MEDICAL CENTER
Center for Telehealth

MS Diabetes Telehealth Network

HbA1c ↓ 1.7%	Medication Compliance 96%	Health Session Compliance 83%
Retinopathy Found 9 cases	Weight Loss 71 pounds	Miles Saved 9,454.11

No Hospitalizations or ER visits for DM
Preliminary results on first 100 patients



UMMC 2 You

The Center for Telehealth provides an urgent care plan for employees to provide access to healthcare via Telehealth at work.

- Access to a healthcare provider when you need one
- Healthcare cost savings
- Unlimited visits
- No lost wages due to leaving work for healthcare
- No long distance travel to seek medical care
- Early treatment for urgent care needs before becoming more serious
- Eliminates time in a waiting room full of sick people
- Prescriptions ready for same day pick-up



Most Commonly Treated

- ❖ Upper respiratory infections
- ❖ Stomach aches
- ❖ Sore throats
- ❖ Rashes
- ❖ Headaches
- ❖ Flu-like symptoms
- ❖ Other minor illnesses
- ❖ Medical questions or opinions



TelEmergency



25% reduction in rural emergency room staffing costs

20% reduction in unnecessary transfers

Produces patient outcomes in rural hospital that are on par with those of the academic medical center

- Connects 15 emergency departments in rural hospitals with UMMC's Level One Trauma Center
- Uses real-time video and audio connections



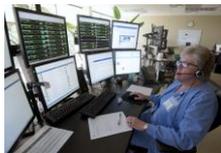


Doctor's visits by videophone in the Jetson home (1962)



eICU

The Center for Telehealth at the University of Mississippi is dedicated to expanding access to critical care specialists.



- Expert critical care nurses remotely monitor high acuity patients using advance technology providing a second layer of attention.
- Enables a team of healthcare professionals to provide around the clock care for critically ill patients, monitoring data trends, observing subtle changes in patient conditions and providing decision support and assistance for bedside care givers



eICU Proven Clinical Benefits

- Reduce severity-adjusted mortality rates resulting in more lives saved
- Reduce severity-adjusted length of stay, helping to reduce costs & increase revenue
- Patients who received their ICU care from a hospital utilizing an eICU Program were:
 - 26% more likely to survive the ICU
 - Discharged from ICU 20% faster
 - 16% more likely to survive hospitalization and be discharged
 - Discharged from the hospital 15% faster





Evidence-Based Patient Information

- ✓ Essential that we provide current national practice guidelines for each specific chronic disease condition
- ✓ Critical to use expert knowledge for food choices with the various chronic disease illnesses
- ✓ Registered Dietitians have the experience and knowledge to provide patients evidence-based information on both of these crucial aspects of care?



What is the role of the Registered Dietitian for UMMC?



Health Care Self-Efficacy

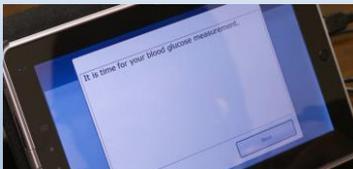
Definition

“Self-efficacy is the extent to which people believe they are capable of performing specific behaviors in order to attain certain goals.”

National Institutes of Health
<https://chirr.nlm.nih.gov/self-efficacy.phpational>



Remote Patient Monitoring



How does a patient qualify for RPM?

- Diagnosis of one or more chronic conditions:
 - Diabetes
 - Congestive Heart Failure (CHF)
 - Hypertension
 - Chronic Obstructive Pulmonary Disease (COPD)
- Two or more hospitalizations, including emergency room visits in the last 12 months
- Provider recommends disease management via RPM
- Cognitive to operate equipment
- Cannot have duplicative services for disease management



Patient Experience



How does the Registered Dietitian Impact Remote Patient Monitoring



- ✓ Provided expert knowledge on current national practice guidelines for each specific chronic disease condition.
- ✓ Provided knowledge for food choices with the various chronic disease illnesses.
- ✓ Registered Dietitians have the experience and knowledge to provide both of these crucial evidence-based patient information.

Pediatric Diabetes



Pre HbA1c	Post HbA1c	Duration
10.7	9.6	5 months
9.6	8.2	4 months
>18.9	8.6	6 months
14	12.1	4 months
13	11.5	1 month





Telehealth And Health Care Self-Care Efficacy

Communication



37



Motivational interviewing is...



- ...a client-centered, goal-oriented method of engagement, refinement and empowerment to obtain and to strengthen motivation
- ...designed to bolster personal motivation and commitment to a specific goal
- ...eliciting and exploring the client's own reasons for change within an atmosphere of acceptance and compassion



If you talk to a man in a language he understands, that goes to his head. If you talk to him in his language, that goes to his heart.



Nelson Mandela
Former President of South Africa
(Born 1918)
QuoteHD.com

The Spirit of Motivational Interviewing

The Spirit is utilized in the development of rapport between the RN Care Coordinator and the client by creating a supportive atmosphere.

The four major principles of the Spirit are:

- **Collaboration** -
 - Partners with client
 - *Sees client as an expert*
 - Asks for permission
 - Focuses on mutual understanding

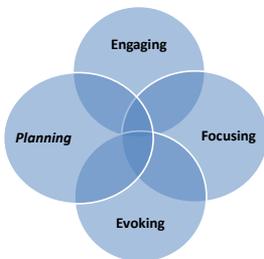


The Spirit of Motivational Interviewing (cont'd)

- **Acceptance** -
 - Allows client to make own decisions to change
 - Respects client's autonomy
 - Informs and encourages choices without judgment
 - *Sees ambivalence as normal*
- **Evocation** -
 - Evokes the client's own motivation and resources for change
 - Trusts client to be motivated for something
 - *Asks versus telling*
- **Compassion** -
 - Empathizes genuine care and concern
 - *Understands and validates struggle*



MI processes



There are different stages along the continuum.

Where the patient is on the continuum determines what process and what techniques make the most sense!

Oftentimes, the processes overlap, so use **what works** with a given patient at a given time..

MI Processes continued...

- **Engaging:** empathetic listening; establishing a helpful, collaborative partnership
- **Focusing:** targeting change; developing and maintaining a specific goal in the conversation about change
- **Evoking:** eliciting the client's own motivation for change (the heart of MI)
- **Planning:** developing the client's commitment to change and formulating a concrete plan of action



Goals for MI Processes

- | | |
|---|---|
| <ul style="list-style-type: none"> • Engaging <ul style="list-style-type: none"> - Instruct client to RN Care Coordinator's role and function - Establish rapport, build trust - Provide guidance and clinical expertise - Explore and validate client's concerns - Engage in reflective listening - Support decisions - Foster autonomy - Technique: OARS | <ul style="list-style-type: none"> • Focusing <ul style="list-style-type: none"> - Clarify client's priorities and readiness - Use more of a following and guiding versus "to tell what to do" approach - Collaborate on the conversation - Address what is important to the client - Techniques: Top 3; Informing and Advice Giving; DARN CAT; and, FRAMES |
|---|---|

Goals for MI Processes (cont'd)

- | | |
|---|---|
| <ul style="list-style-type: none"> • Evoking <ul style="list-style-type: none"> - Explore client's motivation, goals, and ideas - Help client justify need for change - Identify and resolve ambivalence - Focus on past successes - Identify barriers to change - Techniques: Exploring Pros and Cons; Rulers | <ul style="list-style-type: none"> • Planning <ul style="list-style-type: none"> - Bridge to change - Clarify when the client is willing, able and ready to: <ul style="list-style-type: none"> • Change talk (in favor of change) • Diminish Sustain talk (ambivalent about change) • Take steps • Ask questions about change - Focus on how it will be accomplished - Collaborate incremental goals - Develop a plan |
|---|---|

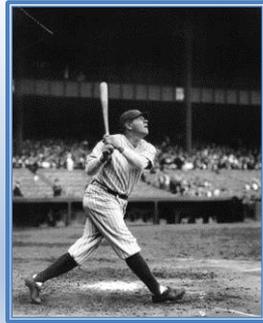
OARS



- ✓ Open-ended questions
- ✓ Affirmations
- ✓ Reflective Listening
- ✓ Summaries

BABE RUTH

Re: Focus simple ideas to help you thrive by Simon Sinek



BABE RUTH

"In 1923, Babe Ruth broke the record for most home runs in a season. That same year, he also broke the record for highest batting average. There is a third record he broke that year that most people don't know about. In 1923, Babe Ruth struck out more times than any other player in Major League Baseball. Babe Ruth was not afraid to strike out. And it was this fearlessness that contributed to his remarkable career. He was the first player to hit 60 home runs in one season, a record he held for 34 years until Roger Maris hit 61 in 1961. He also held the lifetime total home run record of 714 for 39 years until Hank Aaron broke it in 1974. He held other records too. He had 1,330 career strike outs - a record he held for 29 years until it was broken by none other than the great Mickey Mantle."

Simon Sinek

“How do you know you’re doing MI right?”

- ✓ Client is doing most of the talking
- ✓ Client is making a lot of “change talk” statements
- ✓ Resistance is minimized
- ✓ Client is doing most of the work toward change



Role Play Motivational Interviewing
 “Good Cop.....Bad Cop”

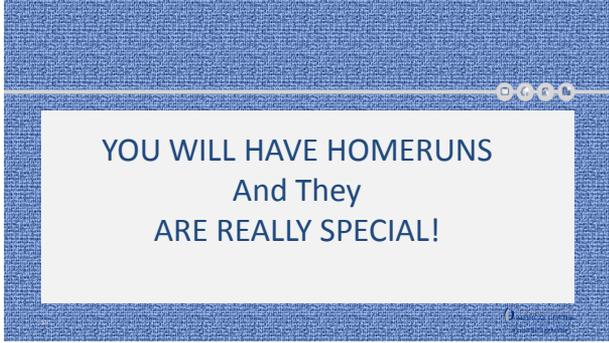


Leave you with this challenge ...

KEEP THE FAITH

YOU NEVER KNOW how what you do or say will impact that individual.

It is worth ALL the strike outs you may have with other patients!



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