Implement

Video Enabled Care

in your Service

This A-Z guide empowers the service Implementation lead to implement video within services in a structured format
Includes all necessary steps to support embedding & sustainability
Can be shared with all necessary stakeholders to support understanding, commitment & communication

For further information please email virtualhealth@hse.ie

eHealth Ireland

Implementation Stages

1. Engage & Plan

2. Review Processes

3. Where, What & How?

4. Training Go Live & Sustainability

Engage & Plan

"By failing to prepare, you are preparing to fail"
   Benjamin Franklin

Engage & Plan

1 Create Implementation Plan

- Complete project brief
- Stakeholder identification & engagement is essential
- Setup working group
- Nominate a lead/champion
- Identify an initial service area to begin
- Assess scope for video usage and scalability
- Include 'video' as a standing item on agendas
- Seek shared learning – similar services using video
- Consider digital inequity and inclusivity (tablet loan scheme)
- Identify potential risks & mitigation
- Share implementation ppt plan
- Capture data evidence (before and after) – impact of introduction of video
- Implementation schedule – 16 week roll out

Key Message: A nominated 'Champion' to advocate video is essential

Important – "The first thing you must do is engage positively with the people involved in the change**"**
Peoples needs for defining change - HSE Guide

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Engage & Plan

1 ### Change Management
Link to Change Guide Resources

- Implementing video is a 'change' which needs positive engagement with the people involved
  - Build a shared sense of purpose
  - Share power to tap into different voices, views and abilities
  - Assist people to take responsibility for designing a better future for your service

- Introducing a change prioritises engagement
  - People support the change they help to create
  - Identify & understand key stakeholders
  - Tailor engagement to key groups
  - **Think about how best to work with people who may be reluctant or anxious about the change**
  - Communication is key to success

- Define, design and deliver the change 'together'

Health Services Change Framework
www.hse.ie/changeguide
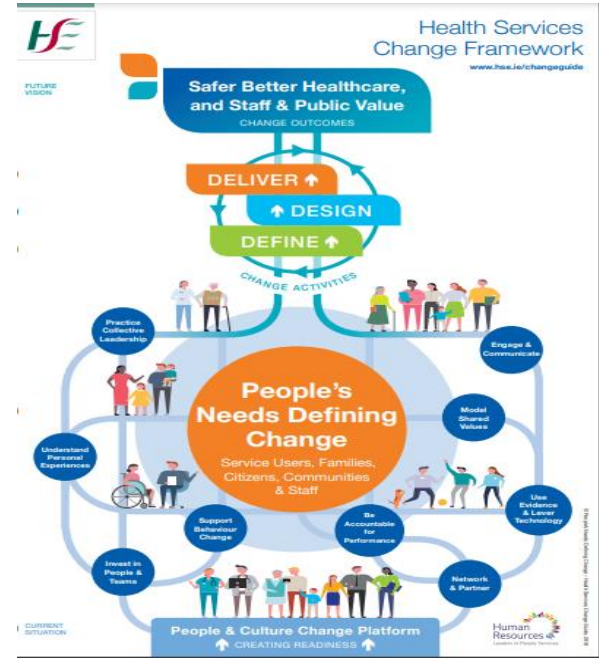
Important : People are at the centre of all our change initiatives

Review Processes

"A pessimist see the difficulty in every opportunity; an optimist sees the opportunity in every difficulty"
Sir Winston Churchill

Review Processes

2 **Review existing, new processes (Process Map)**

Review

- Are there existing processes on the steps taken to facilitate face to face appointments and/or group meetings?
- Review process and ensure offering a video option is as easy as offering a face to face. It should not become an additional task outside of the normal process
- It is important to engage with necessary stakeholders when reviewing existing processes and/or making adjustments to same
- If not written down yet this is the opportunity to document and review

Tip: use www.draw.io if you would like to map out your process on your PC

Tip: Useful tools to support the project*:* Link to Quality Improvement toolkit

Tip: while reviewing processes there is an opportunity to renew and update processes to gain efficiencies

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Review Processes

2 ## Eligibility and Consent

- Define suitable service users with predefined criteria e.g. follow up appointments, has access to video tool, clinically suitable, etc. Consideration and individual clinical judgment is needed on a case-by case basis as each appointment.

- Have you considered how to record patient consent? Review National Consent Policy. This may be verbal consent which should be documented. Service user logging in with assistance, verbal consent must be obtained at the start of the video appointment to ensure they are happy to proceed

- Seek informed consent from the service user for all participants attending e.g. an interpreter, family member

- Signpost patient/service user to the HSE national website, patient support page; patient information page link

- Patient communication and clinical notes relating to video appointment should be documented in the patients/service users record (like face to face apt)

Online Health Appointments Information Leaflet

Where, What & How?

"Technology Alone is not enough"
Steve Jobs

Where, what and how?

3 **Where**

Privacy and confidentially is important just like in a face to face appointment
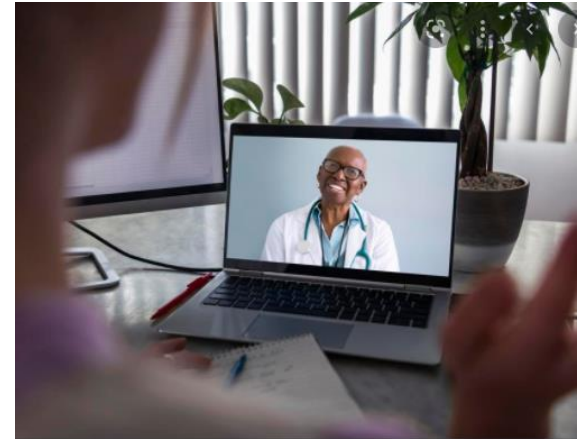
- **Identify where appointments will take place**:
  - room size, privacy, well-lit area
  - are there power points, ports, network access, internet (you need good internet)
  - limited posters/pictures and sound in the background
  - does not display personal material e.g. photographs
  - distraction free
  - Do you need to be mobile (tablet/laptop on trolley)

- **Review hardware and equipment available and required**
  - Order necessary hardware from to.requestdevices@hse.ie
  - Order necessary equipment:
    - Link to equipment catalogue
    - Link to equipment application form
  - Confirm video tool choice, apply for licences
  - Ensure all staff have an email address(some platforms require a managed email address e.g.@hse.ie)

Where, what & how?

3 **What**

Key Message: Use of video is to compliment NOT replace face to face appointments

- **Identify types of video communication/opportunities your service will use:**
  - one to one appointments
  - group appointments
  - Staff meetings
  - multidisciplinary team (MDT) meetings

- **Constraints and challenges**
  We are aware of some challenges that may exist;
  - Current physical IT infrastructure
  - Availability of hardware
  - Change management & stakeholder engagement
  - Institutional and organisational culture and not the technology itself
  Its about finding ways to overcome these…

possible

Tip: use www.draw.io if you would like to map out your process on your PC

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Where, what and how?

What to use

[Link to VEC Tool Comparison document](#)

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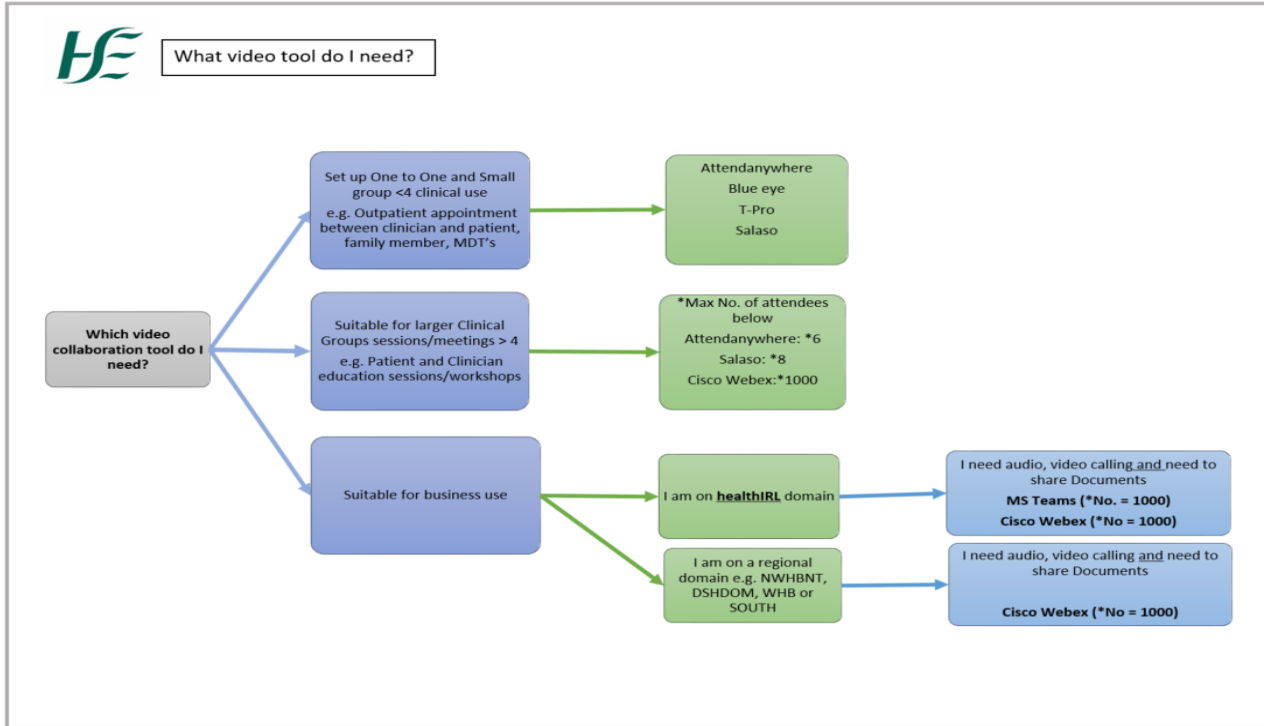
Where, what and how?

3 **How**

Update

- Written processes and SOPs to include new steps
- Letters/emails to include new video information
- Have you an approach to ensure that this activity/attendance is recorded appropriately
- Identify where new information will be stored e.g. consent, email addresses, second phone numbers
- Contingency Plans

Where, what and how?

3

How

- Have you considered how to communicate the use of video enabled care to your patients in a way that they will understand

- **Advertise** the availability of video enabled care:
  – Display posters & pull up stands- Online Health appointments Posters link
  – Circulate leaflets to patient/service users and family -Patient information leaflet link
  – Share details of information on your website

- Agree the information patients/service users should be given on receiving an appointment
  – patient information leaflet about video
  – signpost to the national website patient support page **www2.hse.ie/services/online-health**
  – video tool specific information

- Ensure any additional information normally given to the patient/service user before a consultation is provided

Online Health Appointments using video

Talk to your healthcare professional today about online health appointments

Now Available

For further information: www2.hse.ie/services/online-health

Key message: Don't forget the many potential uses of video within your service e.g. MTD sessions, staff meetings, family training sessions, staff training etc

Training, Go Live & Sustainability

"Learning is a treasure that will follow its owner"
Chinese proverbs

Training, Go Live and Sustainability

4 **Training and Go Live**

- Train small group of committed champions (super users) on selected platform/s to begin

- **Phased 'GO LIVE'**

    – **Phase 1** - Start internally within team i.e. team meetings, MDT sessions, tea breaks, etc. practice, practice, practice to build confidence with video. Normalise the use of video within your service

    – **Phase 2 -** Start offering appointments to small group of patients/service users that have been informed of the new service and are willing to participate.

    – **Phase 3** – Start utilising video communication in a blended care approach with all appropriate patients patients/service users.

    Have you thought about video communication with external colleagues e.g. GP's, pharmacies, other hospitals?

Tip –Practice is essential prior to initiating a video call with a service user – building confidence using video

Key message - Test everything before your call to ensure it is working correctly

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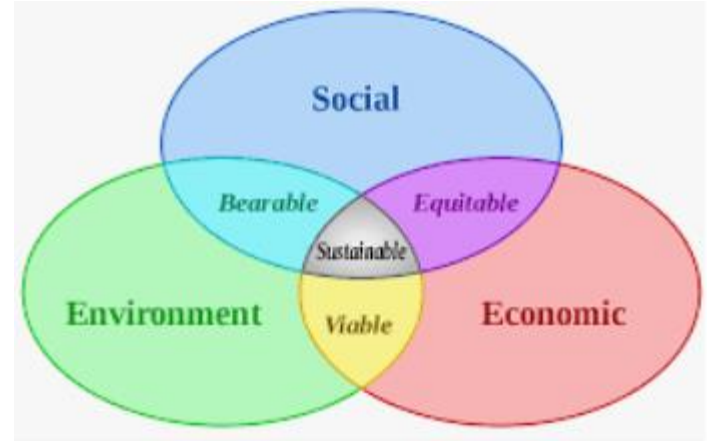# Training, Go Live and Sustainability

4 **Sustainability**

- When the process is running smoothly and the champions/working group are confident with video you are ready to expand to the rest of the team

- Champions train and roll out video to the rest of the team – train the trainer

- Lessons learned review & project evaluation should take place 3 months after each Go Live

- **Capture data evidence – measure e.g. less DNAs, decreasing waiting lists etc**

- Assess sustainability through 3 month and 6 month review

- Ongoing annual review

- Video should not be a burden, its is a support and needs to be embedded to allow for this

Contact virtualhealth@hse.ie for support

Key message: People support the change they help to create

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Implementation Complete

"If everyone is moving forward together, then success takes care of itself"
Henry Forde