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A Needs Assessment of Telemedicine Implementation in Skilled Nursing Facilities

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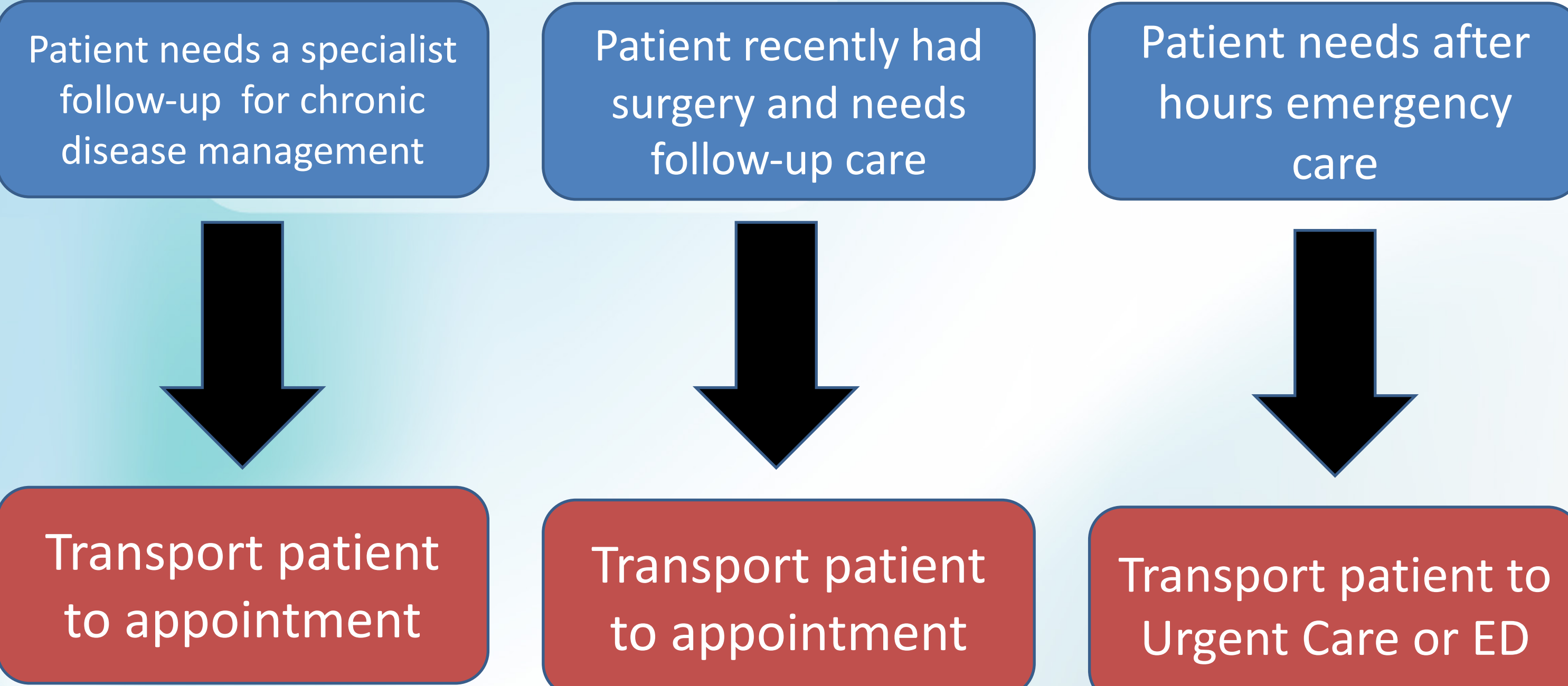
Lehigh Valley Health Network, Allentown, Pennsylvania

INTRODUCTION

- COVID-19 Pandemic caused lockdowns in Skilled Nursing Facilities (SNFs) worldwide, resulting in a new dependence on virtual care and telemedicine
- iPads and telemedicine devices placed in nursing homes with limited current use in Skilled Nursing Facilities
- Barriers include nursing staff workload change, troubles adapting patients to technology and billing
- LVHN named Regional Response Health Collaboration Program Leader in SNFs- increase in telemedicine

CURRENT PROBLEM

What steps should be taken to increase telemedicine use in Skilled Nursing Facilities?



Telemedicine can help reduce these transports and potentially avoidable hospitalizations by directly connecting Skilled Nursing Facilities to Care Providers virtually

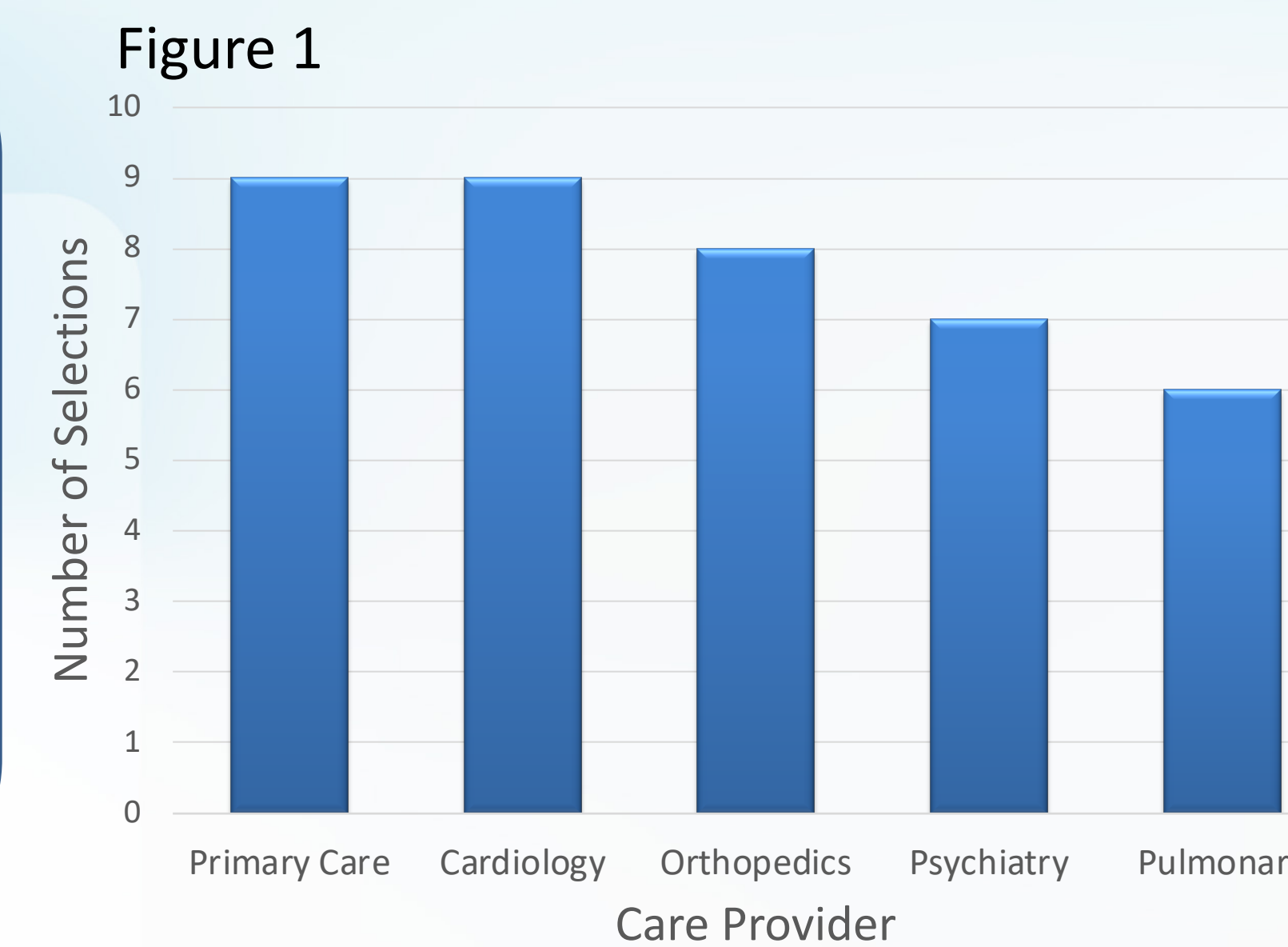
SURVEY & METHODS

- A brief needs assessment survey was created and distributed to 13 SNFs utilizing REDCap™
- Designed for Nursing Directors and Administrators and included statements where the participants ranked to what level they agreed regarding telemedicine usage
- The survey included questions about basic attitudes towards telemedicine and its potential to reduce transports, costs and hospitalizations through its utilization

RESULTS & OUTCOMES

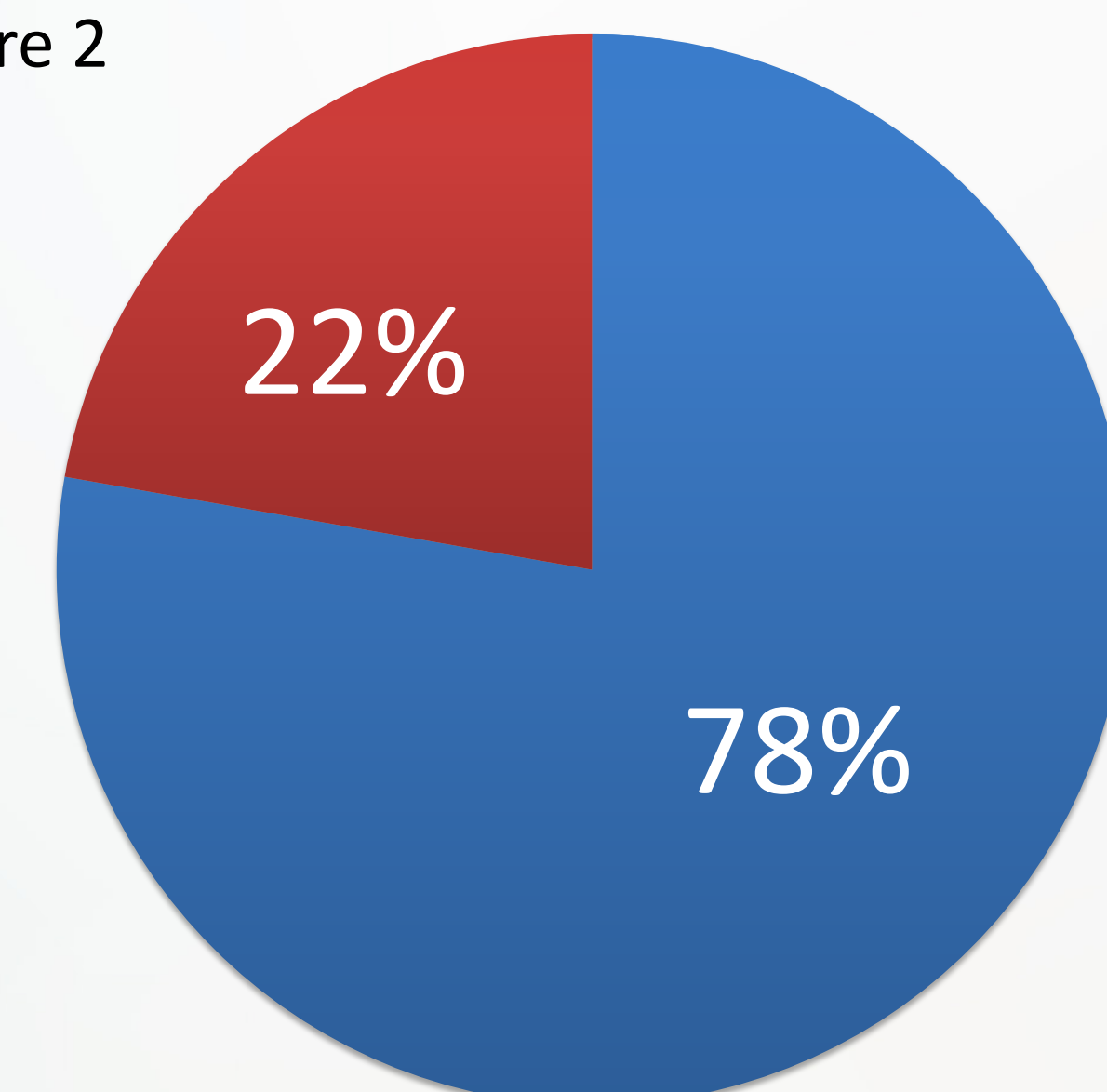
Top Care Providers Requested by SNFs

Primary Care- 100% of Participants
 Cardiology- 100% of Participants
 Orthopedics- 89% of Participants (Fig 1)



All Participants Stated That Nurses will be the Primary Staff to Implement Telemedicine, and 33% Selected Nurses Aides as well

Figure 2



■ To a Great Extent ■ To Some Extent

The Majority of Participants Strongly Agree that Regular Access to Telemedicine Will Reduce Hospitalizations, and 100% Agree to at Least Some Extent (Fig 2)

Would your facility benefit from regular virtual access to specialists?

- Yes
- No

reset

To what degree do you agree with the following statement?

- To a great extent
- Somewhat

"Hospitalizations could be avoided by using virtual evaluations while the patient is still present in your facility"

- Very Little
- Not at all

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NEXT STEPS

- Implement Primary Care, Cardiology and Orthopedics now
- Create Pre-Visit Checklists for Nurses in SNFs
- Work with Nurses and Physicians to increase virtual appointments
- Increase Telemedicine Support Between 7AM-5PM
- Implement Psychiatry, Urology and Neurology in Phase II

- Skilled Nursing Facilities show positive attitudes towards telemedicine and its potential benefits
- Next steps are directly based on survey data to best meet needs and demand for care
- Targeted approach for Connected Care & Innovation to increase implementation in SNFs
- Limitations: Eight out of Thirteen SNFs responded

REFERENCES & ACKNOWLEDGEMENTS

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