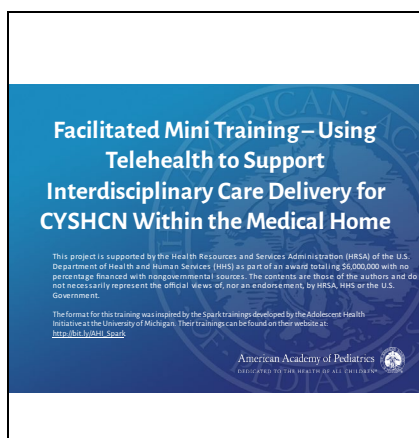
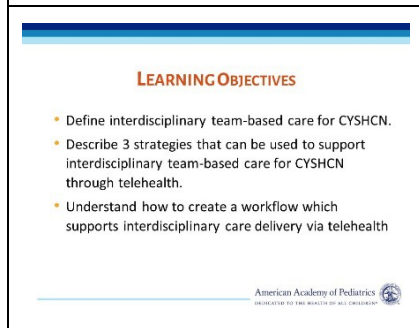
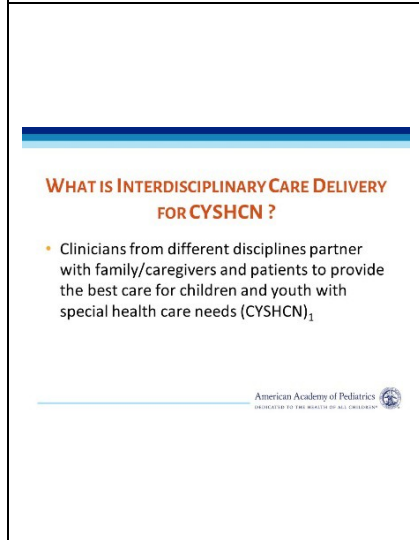
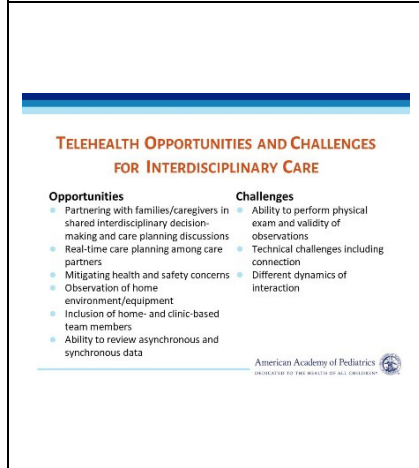


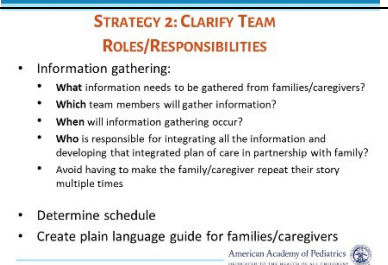

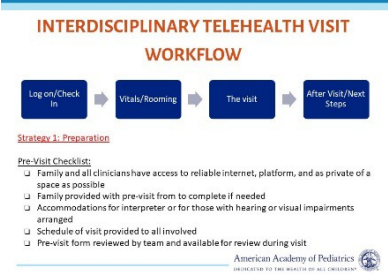


# Facilitated Mini Training - Using Telehealth to Support Interdisciplinary Care Delivery for CYSHCN Within the Medical Home

## Speakers Notes

	<p>Slide 1&gt;&gt;</p> <p>Today we are going to do a facilitated mini training on interdisciplinary care. The idea is to encourage discussion around this topic. In this training we will explore best techniques and strategies as it relates to <b>Interdisciplinary Care Delivery for CYSHCN</b> through telehealth.</p> <p><b>As we get started, what words come to mind when you hear the phrase “Interdisciplinary Care”? Who can describe some of the components of Interdisciplinary Care?</b></p> <p>&lt;wait for responses/discuss responses&gt;</p>
	<p>Slide 2&gt;&gt;</p> <p>The learning objectives for this session are to:</p> <ul style="list-style-type: none"> <li>• Define interdisciplinary team-based care for CYSHCN.</li> <li>• Describe 3 strategies that can be used to support interdisciplinary team-based care for CYSHCN through telehealth.</li> <li>• Understand how to create a workflow which supports interdisciplinary care delivery via telehealth.</li> </ul>
	<p>Slide 3&gt;&gt;</p> <p>The needs of children with special healthcare needs and their families are unique and ever-changing and depend on a variety of support systems. Therefore, an interdisciplinary care approach in which clinicians from different disciplines partner with family/caregivers and patients to provide the best care for CYSHCN, can ensure an effective support system to address the needs of the child and family in the context of their home and community.</p> <p>An interdisciplinary approach to care builds on the foundation of the medical home by reaching out to a potentially broad array of participants in the life of a child and incorporating them into the care provided. Consistent with the medical home model, interdisciplinary care includes families as equal members of the care team and emphasizes the importance of fostering strong family professional partnerships.</p>
	<p>Slide 4&gt;&gt;</p> <ul style="list-style-type: none"> <li>• There are several Opportunities and Challenges that Telehealth poses for providing interdisciplinary care.</li> <li>• For example, this approach allows for partnering with families/caregivers in shared interdisciplinary decision-making and care planning discussions, real-time care planning among care partners and mitigating health and safety concerns. Other opportunities are to be able to observe the home environment/equipment, include other home- and clinic-based team members, as well as the ability to review asynchronous and synchronous data.</li> <li>• Telehealth for interdisciplinary care can present some challenges. For example, performing physical exams and validity of observations via</li> </ul>

	<p>telehealth. There may also be a change in the dynamics of remote vs. in-person interactions and possible technical challenges.</p> <p><b>What are some opportunities that Telehealth presents for Interdisciplinary Care in the populations that you serve?</b></p> <p>&lt;wait for responses/discuss responses&gt;</p> <p><b>What are some challenges?</b></p> <p>&lt;wait for responses/discuss responses&gt;</p>
	<p>Slide 5&gt;&gt;</p> <p>There are 3 main strategies for Using Telehealth to support Interdisciplinary Care Delivery:</p> <ol style="list-style-type: none"> <li>1. Preparation – what can be done prior to the telehealth visit.</li> <li>2. Team Roles – how to designate specific roles and responsibilities for your team members.</li> <li>3. Team Communication – what are some strategies for improving communication and ensuring a smooth interdisciplinary care telehealth interaction.</li> </ol> <p>We will take a closer look at each of these next....</p>
	<p>Slide 6&gt;&gt;</p> <ul style="list-style-type: none"> <li>• In advance of an interdisciplinary team telehealth appointment, it is important to prepare <b>and set expectations</b> with the family. Consider if the visit is appropriate for telehealth. Does the family need to be able to share specific views of the child to maximize the visit – what prep does the family need for a telehealth PT assessment or ASD assessment? Is this shared beforehand?</li> <li>• You should also clarify who else will be in attendance during the visit and perform a <b>tech check</b> to ensure families have access to the telehealth platform, reliable internet access, and as private of a space as possible prior to visit.</li> <li>• Find out if there is a need for interpreter services or other accommodations.</li> <li>• Pre-visit forms can be a very helpful tool to enable caregivers and patients to establish their goals for the visit and what concerns are most pressing from their perspective. Broad review of systems forms can be helpful for both clinician and family to screen for underlying issues and then narrow to important topics needing to be addressed during the visit.</li> <li>• These types of forms can also help prioritize care team members who will engage with the family during the telehealth appointment.</li> <li>• It is also very beneficial for the various members of the care team to have communicated among themselves in a team huddle prior to meeting with the patient/family to discuss any concerns.</li> </ul> <p><b>&lt;What preparation challenges may the care team face prior to a telehealth appointment?&gt;</b></p> <p>&lt;wait for responses/discuss responses&gt;</p>
	<p>Slide 7&gt;&gt;</p> <p>Setting clear team roles and responsibilities is another important factor to help ensure a smooth interdisciplinary telehealth interaction.</p> <ul style="list-style-type: none"> <li>• Start by considering with <b>what</b> information needs to be gathered from families/caregivers?</li> <li>• Ask and decide <b>Which</b> team members will gather information?</li> <li>• And finally make a plan about <b>When</b> will information gathering occur?</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Who</b> is responsible for integrating all of the information, whether telehealth or in-person, and developing that integrated plan of care in partnership with family?</li> </ul> <p>Avoid having to make the family/caregiver repeat their story multiple times.</p> <ul style="list-style-type: none"> <li>• Determine most appropriate schedule for different clinicians and clinician teams (see example on next slide)</li> <li>• Create plain language guide for families/caregivers to understand purpose of the visit, who they may interact with in the telehealth environment, and what to expect.</li> </ul> <p><b>&lt;What challenges may the care team face in terms of clearly identifying team roles for a telehealth appointment?&gt;</b>  <b>&lt;wait for responses/discuss responses&gt;</b></p>
 <p><b>STRATEGY 3: DISCUSS TEAM COMMUNICATION</b></p> <ul style="list-style-type: none"> <li>• Synchronous or asynchronous</li> <li>• Communication method: <ul style="list-style-type: none"> <li>• Electronic health record</li> <li>• Email</li> <li>• Secure messaging</li> </ul> </li> <li>• After visit care plan</li> <li>• Required accommodations (language interpreter)</li> </ul> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 8&gt;&gt;</p> <p>In the virtual space, considering ways to communicate to the whole team is critical. Consider each step in the process.</p> <ul style="list-style-type: none"> <li>• Is the visit Synchronous or asynchronous?</li> <li>• Identify secure method for communication: Electronic health record, Email or Secure messaging?</li> <li>• Identify how best to communicate care plan to family/caregiver after the visit.</li> <li>• Identify how to incorporate any required accommodations (language interpreter) as part of communication strategy.</li> </ul> <p>It can be helpful to picture how your team communicates during an in-person interdisciplinary clinic. When we are together, we are often communicating in a number of ways without necessarily thinking.</p> <p><b>&lt;What are some common communication challenges your care team faces during and after a telehealth appointment?&gt;</b>  <b>&lt;wait for responses/discuss responses&gt;</b></p>
 <p><b>INTERDISCIPLINARY TELEHEALTH VISIT WORKFLOW</b></p> <p>Log on/Check In → Vitals/Rooming → The visit → After Visit/Next Steps</p> <p><b>Strategy 1: Preparation</b></p> <p><b>Pre-Visit Checklist:</b></p> <ul style="list-style-type: none"> <li>❑ Family and all clinicians have access to reliable internet, platform, and as private of a space as possible</li> <li>❑ Family provided with pre-visit form to complete if needed</li> <li>❑ Accommodations for interpreter or for those with hearing or visual impairments arranged</li> <li>❑ Schedule of visit provided to all involved</li> <li>❑ Pre-visit form reviewed by team and available for review during visit</li> </ul> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 9&gt;&gt;&gt;</p> <p>Now we can go over an example of a workflow that incorporates these 3 strategies....</p> <p>For the preparation stage, consider what pre-visit activities need to be accomplished and include them in the pre-visit checklist. These can include:</p> <ul style="list-style-type: none"> <li>• Family and all clinicians have access to reliable internet, platform, and as private of a space as possible.</li> <li>• Family provided with pre-visit form to complete if needed.</li> <li>• Accommodations for interpreter or for those with hearing or visual impairments arranged.</li> <li>• Schedule of visit provided to all involved.</li> <li>• Pre-visit form reviewed by team and available for review during visit.</li> </ul> <p><b>What preparation needs to be done prior to patient's check in? Who on the team is responsible for each task?</b>  <b>&lt;wait for responses/discuss responses&gt;</b></p>

<p><b>Strategies 1 and 2: Preparation and Roles</b></p> <ul style="list-style-type: none"> <li>Did someone remind the family/caregiver and patient and all other parties about appointment time, verify telehealth link, and ensure connectivity?</li> <li>Will someone greet the family/caregiver and patient when they log on?</li> <li>How will interpreter connect to visit? What is the number to call if difficulty getting interpreter connected?</li> <li>How will someone know the family/caregiver and patient are connected and ready to be seen?</li> <li>What if the family/caregiver and patient are having issues connecting? Will they have IT help desk number to call or call into clinic?</li> </ul> <p>Log on/Check in</p> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 10&gt;&gt;</p> <p>For the log on/check in portion of the visit, here are some important questions to consider about roles and responsibilities when setting up an effective workflow.</p>
<p><b>Strategy 2: Team Roles</b></p> <ul style="list-style-type: none"> <li>Who will review the pre-visit form (if available)?</li> <li>Who will do medication reconciliation?</li> <li>Who will take the chief complaint?</li> <li>Who will update the family/caregiver if there are delays in clinician(s) logging on?</li> <li>Will someone ask the family/caregiver and patient for home based vital signs/measurements?</li> </ul> <p>Vitals/Rooming</p> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 11&gt;&gt;</p> <p>Here are some important questions to consider about roles and responsibilities when vitals/rooming needs to be done.</p> <p><b>How will the vitals/rooming be done? Who on the team is responsible for each task?</b></p> <p><b>&lt;wait for responses/discuss responses&gt;</b></p>
<p><b>Strategy 2: Team Roles</b></p> <ul style="list-style-type: none"> <li>Who is doing the planning/coordination between the providers?</li> <li>Which clinician will speak first? Will any clinicians present/speak together?</li> <li>Will there be any trainees present in the visit? What will their role be?</li> <li>What structured assessments will be done and by whom?</li> <li>Will there be an opportunity for the patient/family to clarify their answers on the pre-visit form, review goals, ask questions?</li> <li>Who will keep clinicians on track according to schedule?</li> <li>Will there be an interpreter needed? How will the interpreter be involved during the visit?</li> </ul> <p>The Visit</p> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 12&gt;&gt;</p> <p>Next, here are some questions and considerations during the visit itself.</p> <p><b>What will the flow of the visit look like? Who on the team is responsible for each task?</b></p> <p><b>&lt;wait for responses/discuss responses&gt;</b></p>
<p><b>Strategy 3: Team Communication</b></p> <ul style="list-style-type: none"> <li>How/when do the providers discuss the differential diagnosis or the pros and cons of various treatment options?</li> <li>How will the family/caregiver and patient receive resources/next steps? Patient portal?</li> <li>Who will set up follow-up?</li> <li>Who does family/caregiver call if they have questions?</li> <li>Open access notes available for family/caregiver to review? If so, what considerations may be needed for adolescent patient confidentiality?</li> </ul> <p>After Visit/Next Steps</p> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 13&gt;&gt;</p> <p>And finally, here are some of the important questions to consider for after the visit.</p> <p><b>What needs to be done after the visit? Who on the team is responsible for each task?</b></p> <p><b>&lt;wait for responses/discuss responses&gt;</b></p>
<p><b>CASE STUDY</b></p> <ul style="list-style-type: none"> <li>How can Using Telehealth to Support Interdisciplinary Care Delivery for CYSHCN be Implemented in Practice?</li> </ul> <p><b>*Refer to the Case Study*</b></p> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 14&gt;&gt;</p> <p><b>[Go over the case study]</b></p> <p>Discussion Questions:</p> <ul style="list-style-type: none"> <li>How do you determine utility/appropriateness of telehealth to provide care in between in person visits?</li> <li>In thinking through the three strategies we just discussed, what types of activities would you engage in?</li> <li>What additional support do you need?</li> <li>What barriers or challenges to consider?</li> <li>How can [your/our] practice use telehealth to support interdisciplinary care delivery for CYSHCN?</li> <li>Do you anticipate any changes to processes or workflow?</li> <li>What are some barriers you might encounter, and how could those barriers be mitigated?</li> </ul>

<p><b>REFERENCES &amp; RESOURCES</b></p> <p><sup>1</sup> <a href="#">Guiding Principles for Team-Based Pediatric Care</a></p> <p>American Academy of Pediatrics Resources:</p> <ul style="list-style-type: none"> <li>• <a href="#">Guiding Principles for Team-Based Pediatric Care</a></li> <li>• <a href="#">Guidance on the Necessary Use of Telehealth During the COVID-19 Pandemic</a></li> <li>• <a href="#">Caring for Children and Youth With Special Health Care Needs During the COVID-19 Pandemic</a></li> <li>• <a href="#">Supporting the Emotional and Behavioral Health Needs of Children, Adolescents, and Families During the COVID-19 Pandemic</a></li> <li>• <a href="#">AAP Telehealth Playbook</a> - <a href="https://www.aap.org/telehealth">www.aap.org/telehealth</a></li> <li>• <a href="#">Telehealth Promotional Toolkit</a> - <a href="https://HealthyChildren.org">HealthyChildren.org</a></li> <li>• <a href="#">Pediatrics On Call Podcast: Telehealth During COVID-19</a></li> </ul> <p>Other Resources:</p> <ul style="list-style-type: none"> <li>• <a href="#">National Consortium of Telehealth Resource Centers</a></li> </ul> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 15&gt;&gt;</p> <p>Here are some additional resources related to telehealth and interdisciplinary care.</p>
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<p><b>Thank you!</b></p> <p>American Academy of Pediatrics DEDICATED TO THE HEALTH OF ALL CHILDREN</p>	<p>Slide 17&gt;&gt;</p> <p>To keep this conversation going over the next month, I will share small posters that relate to this topic. I will post these around the office in places that you all can easily see them. Thank you for your time and participation today!</p>

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