

TELEHEALTH IN THE NORTHEAST

FIELD REPORT: SAMPLE STAKEHOLDER CHALLENGES, SOLUTIONS, & LESSONS LEARNED

NORTHEAST TELEHEALTH RESOURCE CENTER (GRANT GA5RH37459)

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QUESTIONS? PLEASE CONTACT DANIELLE LOUDER, PROGRAM DIRECTOR (DLOUDER@MCD.ORG)

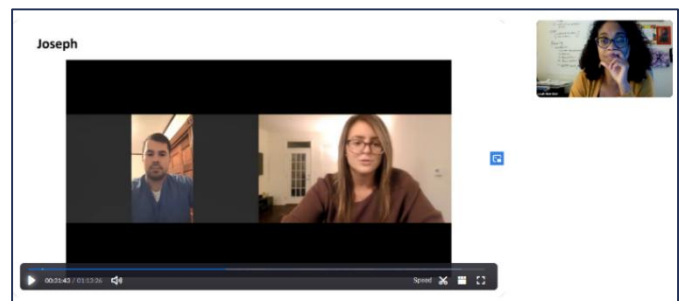
UMASS BOSTON FAMILY NURSE PRACTITIONER TELEHEALTH INTENSIVE

In September and October, the Northeast Telehealth Resource Center developed and implemented a “Telehealth Intensive” for the University of Massachusetts Boston (UMB) Family Nurse Practitioner program. UMB faculty reached out to NETRC with concerns that their students will have trouble securing clinical internships and fellowships if they are not able to demonstrate telehealth proficiency. Although most UMB clinical faculty have provided some telehealth services in their practices as a response to COVID-19, they expressed that they also have not received in-depth training and did not feel comfortable developing a program for students themselves.

“I spoke with a placement coordinator from a major hospital yesterday and she said providers are concerned students don't know how to use telehealth. When I told her about our intensive she was excited and said she would share this with potential preceptors...”

Leah Gordon, DNP, RN, FNP-C
Clinical Assistant Professor, Track Coordinator
University of Massachusetts Boston

The UMB “Telehealth Intensive” became a 3-part, 3-hour virtual didactic program designed to address telehealth competencies described by the [National Organization of Nurse Practitioner Faculties \(NONPF\)](#). The curriculum provided an overview of telehealth with common definitions and use cases, a review of technology and understanding of privacy and security considerations, documentation and billing, the use of peripheral devices, “webside” etiquette, and clinical best practice considerations. Leveraging recommendations from colleagues at the Mid-Atlantic Telehealth Resource Center, the NETRC Team and UMB faculty developed a telehealth assignment that required students to practice, record, and submit a mock telehealth session. UMB faculty reviewed the recordings and select samples were shown during class with structured discussions of best practices, challenges, and lessons learned. After completing the program, UMB provided 54 students with certificates to present to prospective preceptors and employers. The NETRC team has published a [Mock Telehealth Visit Assignment Template](#) available for re-use. UMB and NETRC are also planning strategies to permanently integrate the Telehealth Intensive content into UMB’s curriculum.



UMB faculty watch a recorded mock student session

The NETRC team continues to see a variety of requests from academic institutions, health system CME offices, government agencies, payers, and others for support in developing telehealth training initiatives for students and current practitioners. For example, NETRC was a key contributor to the HHS Telemedicine HACK series that reached over 15,000 participants. Multiple NETRC team members served as speakers, Q&A support, and planning committee contributors for the duration of the series. We look forward to sharing significant contributions to additional training initiatives, including an open-access New York State Telehealth Training Portal we are currently co-creating and hope to replicate across the region.

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