

Telehealth 101

Developing Workflows & Processes

Lara Oktay

Operations Manager, Office of Telemedicine

University of Virginia Karen S. Rheuban Center for Telehealth
Charlottesville, Virginia



Developing Workflows & Processes

What
How
Who
When
Why



The banner features a dark blue background with a stylized orange and blue circular logo on the left containing a white starburst. To the right, the text '2019 CONVERGENCE' is displayed in large, bold, orange and white letters, with 'TELEHEALTH SUMMIT' in smaller white text below it. On the far right, there is a small inset image of a healthcare professional using a tablet. Below the main text, the dates 'March 31 - April 2, 2019' and the location 'Williamsburg Lodge, Williamsburg, VA' are listed in white. At the bottom right, the logo for the Mid-Atlantic Telehealth Resource Center is shown, featuring a circular emblem with a building and a person, and the text 'Mid-Atlantic Telehealth Resource Center'.

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March 31 - April 2, 2019
Williamsburg Lodge, Williamsburg, VA

Mid-Atlantic
Telehealth
Resource Center

Developing Workflows: What

- **Workflow:** the definition, execution and automation of processes where tasks, information or documents are passed from one participant to another for action.
- **Workflow Documentation:** outlines the steps necessary to complete a task or process.
- **Workflow Diagram or Process Flow Diagram:** a graphical representation depicting the flow of tasks or actions from one person or group to another. Typically consists of symbols representing actions connected by arrows indicating the direction.



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Developing Workflows: How

- **Type**

- Detailed
- Overview

- **Applications**

- Word
- Powerpoint
- Visio

- **Template**



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Developing Workflows: How Workflow Documentation

Originating Site (Patient Location)

- A. Consult Request:**
 - 1. Submit
- B. Consult Validation:**
 - 1. Remind patient of appointment
 - 2. Confirm with patient the week of the appointment
- C. Consult Preparation:**
 - 1. Patient Documentation
 - 2. Confirm equipment is on and operational
- D. Performing Consult:**
 - 1. Notification of Patient arrival
 - 2. Physician will connect when ready
 - 3. Requesting NP/Hospitalist should facilitate consult
 - 4. Contact Telemedicine with technical issues
- E. Consult Conclusion:**
 - 1. Schedule next appointment
- F. Consult Cancellation:**
 - 1. Notification of consult cancellation

Distant Site (Specialty/Clinician)

- A. Consult Request:**
- B. Consult Validation:**
- C. Consult Preparation:**
- D. Performing Consult:**
- E. Consult Conclusion:**
- F. Consult Cancellation:**

Telemedicine

- A. Consult Request:**
- B. Consult Validation:**
- C. Consult Preparation:**
- D. Performing Consult:**
- E. Consult Conclusion:**
- F. Consult Cancellation:**



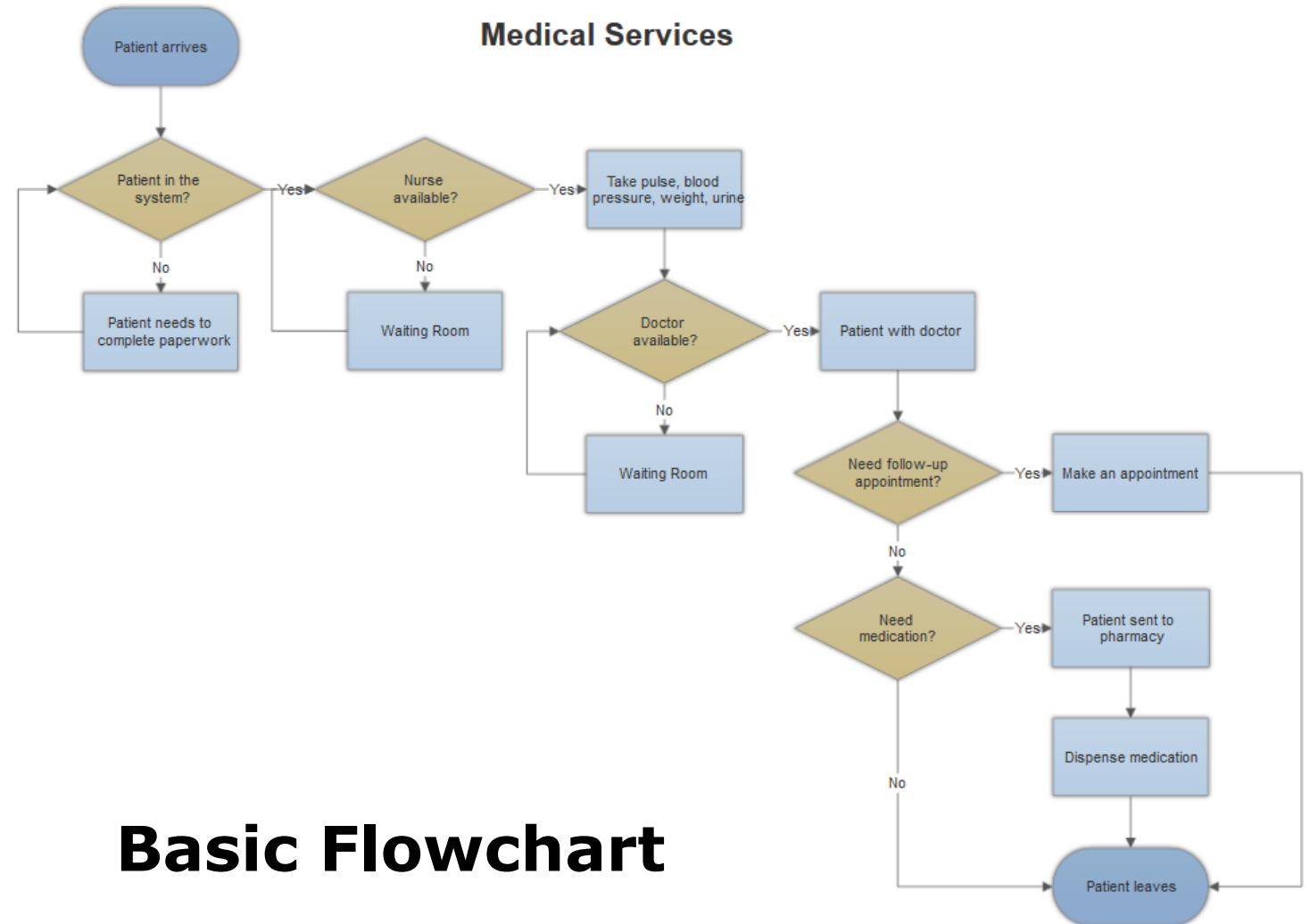
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Developing Workflows: How

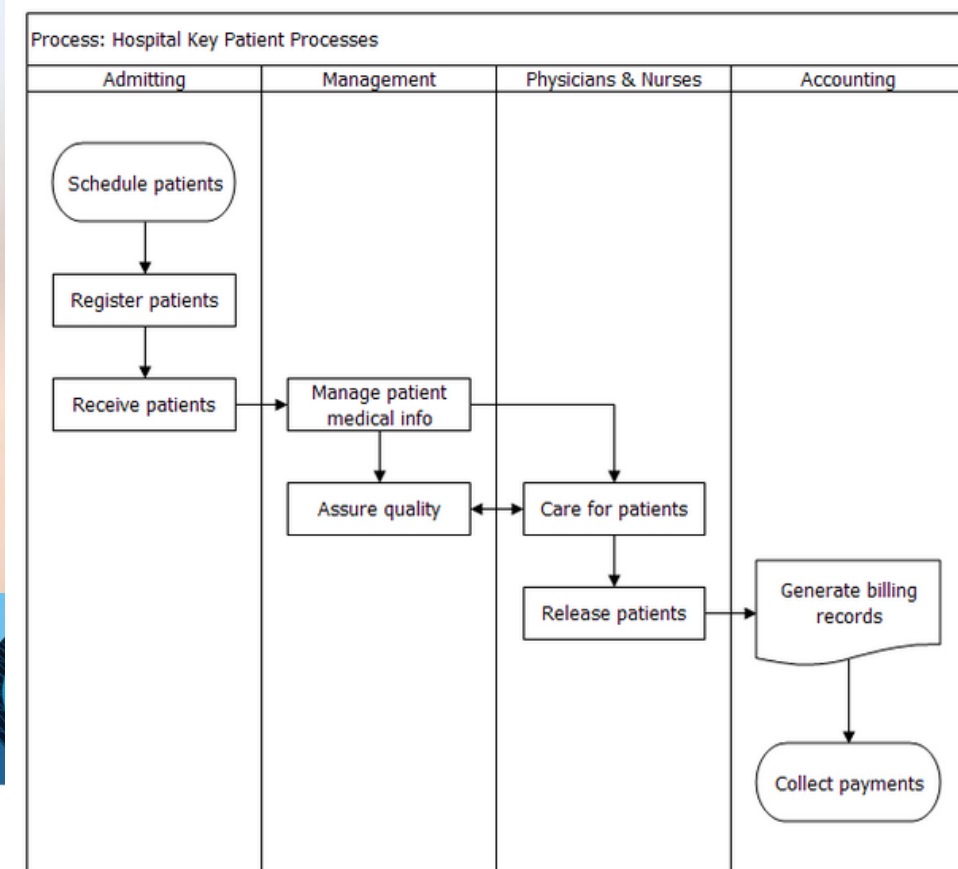
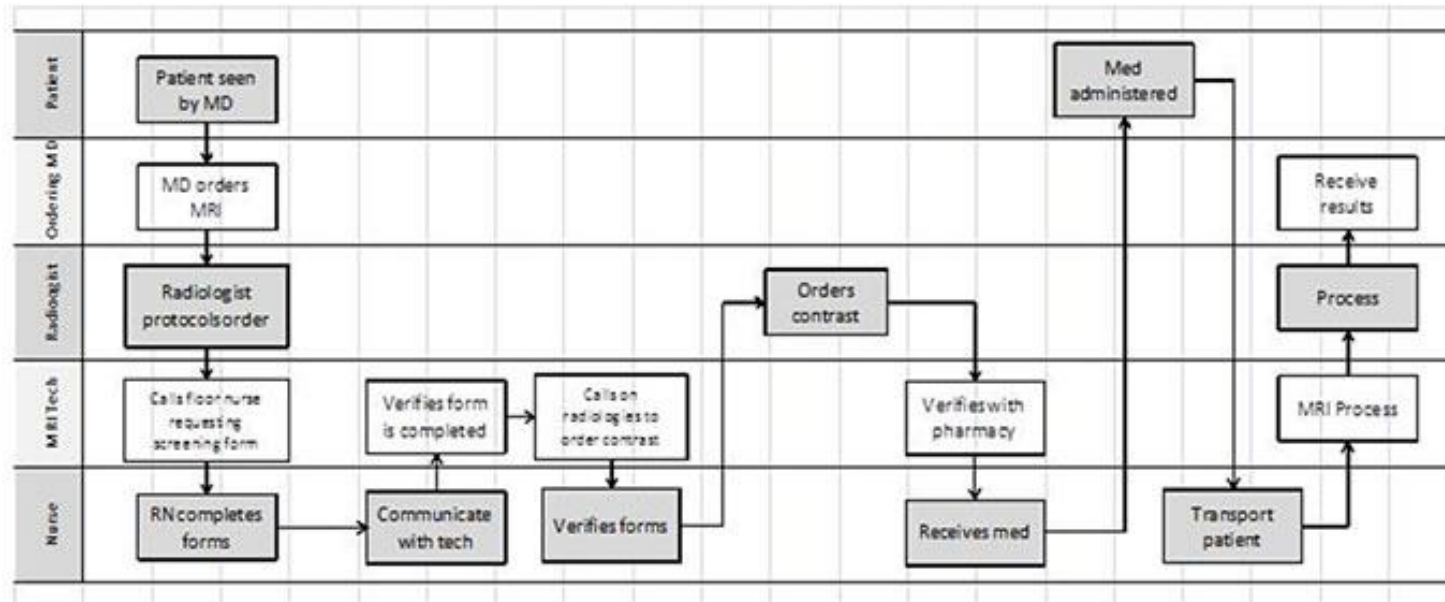
- **Flowcharts**

- Symbols
- Colors
- Detail



Developing Workflows: How

Swimlane Flowcharts



Developing Workflows: Who

- Skillset
- Subject Matter Experts
- Group vs Individual



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2019
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Developing Workflows: When

- Beginning
- Middle
- Never the End



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Developing Workflows: When

- **Project Management Process**

- Assess
- Prioritize
- Goals
- Accountability
- Evaluate & Review

- **Project Management Methodologies**

- Microsoft Project, Waterfall, Critical Path, Agile, PMI/PMBOK, Scrum, Kanban, Extreme Project Management, Lean, Six Sigma, Prince2, etc.



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Developing Workflows: Why

- Workflow or not to Workflow
 - Pros
 - Cons



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