Executive Overview

1. **Technology-Enabled Health**
   Upon completion of this course, participants will be able to:
   - Understand the rationale for the use of advanced IT in healthcare
   - Identify elements of a technology-enabled health care system
   - Learn of the legal, regulatory and ethical issues

2. **Integration of mHealth Technologies**
   Upon completion of this course, participants will be able to:
   - Describe mHealth
   - Identify related security and privacy measures
   - Discuss new mHealth developments and methods for integration

3. **Technology Solutions and Design to Support Telehealth**
   Upon completion of this course, participants will be able to:
   - Discuss technology solutions and technical requirements for different types of telemedicine applications
   - Identify distinctions between synchronous and asynchronous technical applications
   - Describe bandwidth and understand variations in telehealth applications

4. **Establishing a Successful Telehealth Program Infrastructure: Partnerships, Preparation and Politics**
   Upon completion of this course, participants will be able to:
   - Discuss strategic, clinical, operational and technical preparation details necessary when developing a telehealth program
   - State strategies to assist in gaining clinician acceptance of telehealth
   - Identify entities that may play a role in internal and external politics
   - Learn strategies for developing a successful telehealth program

5. **Outreach and Development**
   - Identify the distinction and synergy between outreach and development
   - State the benefits of outreach
   - Discuss the transition from outreach to development
   - Communicate strategies for achieving success

6. **Organizational Change for Specialty Telehealth Service Integration**
   - Identify the common barriers to successful telehealth integration
   - Understand the underlying problems that need to be addressed in order to eliminate the barrier
   - Become familiar with actual organizational and cultural change strategies employed by telemedicine coordinators to resolve the problems and overcome the barriers

7. **Telehealth: Legal and Contracting**
   Upon completion of this course, participants will be able to:
   - Discuss legal matters that are important in telehealth program development
   - List key components of a telemedicine contract

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Telehealth Education Program

- Identify the scope and types of telemedicine services included in contracts
- Discuss clinical, technical and legal considerations when contracting for telemedicine services

8. **Telemedicine Reimbursement and Financial Considerations**
Upon completion of this course, participants will be able to:
- Identify key components of Medicare, Medicaid and Private Pay Reimbursement
- List resources on telemedicine reimbursement
- Name potential revenue sources
Clinical Operations and Administration Track

1. **Team Composition: What Makes a Great Team**
   Upon completion of this session, participants will be able to:
   - Identify telemedicine team players, and the key job functions of a Medical Director, Instructor, and Site Coordinator
   - Review a patient-site case study as justification for an established site coordinator

2. **Clinical Operational Logistics: In and Out-Patient Care**
   Upon completion of this session, participants will be able to:
   - State operational components to consider when developing a telemedicine clinic.
   - Describe operational differences between inpatient, outpatient and emergent telemedicine services.
   - Identify factors that should be considered with regard to confidentiality and consents in an inpatient emergent care setting.

3. **Finances: Business Planning and Budgeting**
   Upon completion of this session, participants will be able to:
   - List key components of business planning and budgeting
   - Name fixed expenses commonly associated with a telemedicine program
   - Name variable expenses commonly associated with a telemedicine program

4. **National Telehealth Resource Center**
   - Become aware of the resources available across the nation in addressing various subject matter from legal and regulatory issues, to the effective implementation of telehealth operations
   - Identify opportunities for networking with other health care organizations, health care networks, and health care providers in the implementation of cost-effective telehealth programs

5. **Telemedicine Hands-On Experience**
   Upon completion of this session, participants will be able to:
   - Demonstrate their telemedicine clinical, operational and technical proficiency by playing the following roles:
     - Remote site clinic coordinator, referring physician and patient during a live telemedicine consultation
     - Specialty site consulting physician during a live telemedicine consultation
   - Identify and apply basic troubleshooting techniques to connection, audio, picture, and call quality problems
   - Troubleshoot and resolve common network and telecommunications problems

6. **Alternative Solutions and Outcomes**
   Upon completion of this session, participants will be able to:
   - List types of evaluations
   - Describe the value of outcomes in meeting the needs of the rural community
   - Discuss the reasons for re-evaluating and gathering new outcome data
   - Identify alternative clinical and non-clinical applications for use of telemedicine technology
Day Two

Technical Track

1. **Course overview and skills assessment: Class survey**
   Upon completion of this session, participants will be able to:
   - Measure the amount of information participants gained from the course. The same survey is taken at the end of the day and reviewed as a group to facilitate questions and feedback about the class.

2. **Technical Needs Assessment**
   Upon completion of this session, participants will be able to:
   - Perform a site assessment to assess current technology, space and telecommunications availability.
   - Learn how to make system and equipment purchase decisions based on needs assessment; complete a thorough telecommunications order form and oversee proper installation.
   - Create a proper protocol for equipment deployment and testing.

3. **System Components**
   Upon completion of this session, participants will be able to:
   - Gain a thorough understanding of the different display types and resolution standards available.
   - Learn how to choose the best audio and video equipment for your application.
   - Enhance your understanding of H.323 components and how they fit together.

4. **Hands-on Lab: End-points features**
   Upon completion of this session, participants will be able to:
   - Learn how to operate and configure a variety of end-points including Polycom HDX 8000, Tandberg 1700 MXP and their web control interface.

5. **Network Communications 101**
   Upon completion of this session, participants will be able to:
   - Gain a deeper understanding of local area networks, wide area networks, and dedicated wide area links vs. the internet.
   - Understand basic videoconferencing protocols and equipment.

6. **Skills Assessment: Class survey**
   Upon completion of this session, participants will be able to:
   - Designed to measure the amount of information participants gained from the course, participants will review information through questions, answers and feedback.
Center for Health and Technology
Telehealth Education Program

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