



Telehealth and Connected Care: An Advanced Course

3 Credit Graduate Course – Fully online and asynchronous

40.50–40.75 CE credit

August 23–October 16, 2021

For more information: IEHP-Info@jefferson.edu | [Jefferson.edu/ConnectedCareCertificate](https://jefferson.edu/ConnectedCareCertificate)

COURSE DESCRIPTION

This course takes a deep dive into telehealth and connected care. It explores the different technologies and applications within healthcare and components of creating a telehealth program. It also explains the technical, regulatory, legal and practical aspects to conducting a telehealth visit. This course prepares the learner to successfully deliver, evaluate and advocate for telehealth.

By the end of the course, the learner will:

- Describe telehealth and its corresponding technologies
- Define the applications, benefits and challenges of telehealth delivery,
- Understand the various roles within a telehealth team,
- List and employ common telehealth technologies with technical and operational proficiency,
- Describe general set-up, physical exam and troubleshooting tips during telehealth encounters,
- Identify the ethical, legal, and regulatory considerations of telehealth
- Summarize programmatic issues and ways to improve system

This course is designed for all physicians, psychologists, pharmacists, nurse practitioners, nurses, physician assistants and other health professionals as well as leaders and managers interested in broadening their knowledge in the rapidly changing and exciting field of connected care and telehealth.

INTERACTIVE COURSE STRUCTURE

The course features 8 Modules that include a myriad of asynchronous learning tools, video and audio presentations, articles and, peer-to-peer Discussion Boards.

Hands-on practical assignments will enable students to acquire key knowledge and skills needed for telehealth and connected care.

CONNECTED CARE: TELEHEALTH AND DIGITAL HEALTH INNOVATION GRADUATE CERTIFICATE

This course is part of a 9-credit, 3-course graduate certificate that explores the convergence of technology and health care. Students will learn strategies designed to improve healthcare delivery and outcomes, engage patients, create and mine new data repositories and support positive health behaviors.

HOW TO APPLY

To register for this individual course as a non-degree student please visit [Jefferson.edu/NonMatriculated](https://jefferson.edu/NonMatriculated).

To enroll into the Connected Care graduate certificate please visit [Jefferson.edu/ConnectedCareCertificate](https://jefferson.edu/ConnectedCareCertificate).

COURSE FACULTY

Shruti Chandra, MD, MEHP

Course Instructor

*Program Director, Digital Health and Telehealth Education, IEHP
Assistant Professor, Department of Emergency Medicine, SKMC*

Dr. Chandra is a Telehealth practitioner and the program director for Telehealth and Digital Health graduate certificate programs and the Telehealth Facilitator Certificate Program. She is part of the AAMC advisory committee for creating Telehealth competencies. She has presented telehealth topics various conferences such as at HIMSS, SEARCH, CORD. She has participated in Telehealth webinars through AAMC and SAEM. She is invested in education and research in Telehealth.

Dr. Chandra is an Assistant Professor of Emergency Medicine at Thomas Jefferson University. She obtained her MD at Jefferson Medical College and completed her Emergency Medicine residency and Medical Education fellowship at Jefferson. She received a Master's in Education for Health Professions at Johns Hopkins University. Dr. Chandra is the Phase 3 Director for the expanded fourth year curriculum for Sidney Kimmel Medical College.

Alexander Kleinmann, MD

Course Instructor

Clinical Assistant Professor, Department of Emergency Medicine

Dr. Kleinmann is one of the original telemedicine physicians at JeffConnect. He is a graduate of SUNY at Buffalo School of Medicine and completed internship and residency in Emergency Medicine at Thomas Jefferson University Hospital. He has been fulltime clinical faculty since 2012 at Sidney Kimmel Medical College/Thomas Jefferson University and has been involved in medical education at the undergraduate, graduate, and allied health levels.

GUEST SPEAKERS

The course will feature a variety of speakers reflecting a multi-disciplinary cross-section of telehealth practitioners and managers with experience in all modalities of telehealth.

DESIGNATED CONTINUING EDUCATION CREDITS

- Physicians: 40.75 AMA PRA Category 1 Credits
- Physician Assistants: 40.75 AMA PRA Category 1 Credits
- Nurses: 40.65 CNE
- Pharmacists: 40.65 CE
- Psychologists: 40.50 CE
- PA Patient Safety and Risk Credits: 40.50



COURSE CONTENT

<p>Module 1</p> <p>Introduction to the Telehealth Landscape</p> <p>Definition of telehealth</p> <p>History of telehealth</p> <p>Successful applications of telehealth</p> <p>Traditional healthcare vs telehealth</p> <p>An enterprise-wide approach to telehealth</p> <p>Importance of telehealth</p>	<p>Module 2</p> <p>Telehealth Modalities</p> <p>Modalities of telehealth</p> <ul style="list-style-type: none"> • Synchronous telehealth • Asynchronous telehealth • Remote monitoring • mHealth/Applications <p>Challenges of telehealth</p> <p>Interpersonal considerations</p>	<p>Module 3</p> <p>Monetizing Intellectual Healthcare Applications – Outpatient and Preventive Care</p> <p>Outpatient and ambulatory use of telehealth</p> <p>Chronic care management and primary care telehealth</p> <p>Telehealth use in specific patient populations</p> <p>Occupational therapy, rehabilitation and speech therapy</p> <p>Telehealth and pharmacy</p>	<p>Module 4</p> <p>Healthcare Applications – Inpatient and Disaster</p> <p>Inpatient telehealth uses</p> <p>Telehealth and critical care</p> <p>Hospice and palliative care</p> <p>Teletriage at Jefferson</p> <p>Telehealth and disaster</p> <p>Jefferson and telehealth in the Covid pandemic</p> <p>Specialty specific telehealth use in COVID-19</p>
<p>Module 5</p> <p>The Telehealth Visit: Practical Approach</p> <p>Telehealth technologies and devices</p> <p>Telehealth Room setup and specifications</p> <p>Troubleshooting</p> <p>Telehealth etiquette and webside manner</p> <p>Behavioral components of telehealth</p> <p>Communication strategies for specific patient populations</p> <p>Difficult conversations over telehealth</p> <p>Diversity and Inclusion</p> <p>Practical tips for performing physical exams through telehealth</p>	<p>Module 6</p> <p>Telehealth Program, Data and Quality</p> <p>Creating a program</p> <p>Marketing plan</p> <p>Creating a telehealth team</p> <p>How to pick a telehealth platform</p> <p>Telehealth and quality assurance</p> <p>Reporting and data collection</p> <p>In-office workflow</p>	<p>Module 7</p> <p>Legal and Regulatory Approach</p> <p>Telehealth laws and policies in the US</p> <p>Telehealth and nursing</p> <p>Global telehealth laws and policies</p> <p>HIPPA in telehealth</p> <p>Current telehealth landscape</p> <p>What happens to telehealth after COVID-19?</p>	<p>Module 8</p> <p>Research and Education</p> <p>Research and program development in telehealth</p> <p>Role of telehealth in education</p> <p>Role in Provider burnout</p> <p>Approach to telehealth education at Jefferson</p>