



Best Practice: Telemonitoring

Medical Social Worker Track



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Medical Social Worker Track

MSW

This Best Practice Intervention Package is designed to educate and reinforce to medical social workers the value of telemonitoring in reducing avoidable acute care hospitalizations.

Objectives

After completing the activities included in the Medical Social Worker Track of this **Best Practice Intervention Package –Telemonitoring**, the learner will be able to:

1. Define telemonitoring and how this intervention can be used effectively by a home health agency
2. Describe how telemonitoring may reduce avoidable acute care hospitalizations
3. Describe two social worker actions or applications that support telemonitoring

Complete the following activities:

	Activity	Location	Estimated Time
<input type="checkbox"/>	Read the MSW Guide to Practical Application	Page 59	10 minutes
<input type="checkbox"/>	Listen to the podcast (audio recording): Telemonitoring for Clinicians	Page 60	15 minutes
<input type="checkbox"/>	View the patient vignette video	Page 60	15 minutes
<input type="checkbox"/>	Complete the MSW post-test and give to your manager	Page 61	10 minutes
	Total Time		50 minutes



Medical Social Worker's Guide to Practical Application Telemonitoring

Purpose: To assist social workers with understanding their role in telemonitoring as an intervention to support reducing avoidable hospitalizations

Definition: Telemonitoring includes the collection of clinical data and the transmission of such data between a patient at a distant location and a health care provider through electronic information processing technologies. The provider conducts a clinical review of the transferred data and provides a response relating to such data (*Home Telehealth Reference 2005*).

Simply stated:
Telemonitoring is the **remote care** delivery between a patient in his or her place of residence and a health care professional **using electronic technology**.

Telemonitoring technologies may include:

- Remote monitoring, including pulse oximetry, vital signs, EKG, weight and blood glucose
- Messaging
- Video transmission, such as a demonstration of a new procedure or a digital image of a wound

Practical Application:

- Assist with identification of patients that will benefit from telemonitoring; perhaps possible patients were not identified at start of care
- Consider patient's abilities for telemonitoring which include hearing and ability to talk clearly on a telephone
- Patients identified as high-risk for hospitalization often have concerns requiring social worker intervention and will also benefit from telemonitoring
- If needed, assist with finding an alternative capable caregiver to assist with telemonitoring
- Reinforce patient/caregiver education:
 - Purpose of telemonitoring
 - A telemonitor is not an emergency response system
 - Patient/caregiver responsibilities
 - Equipment safety
- Knowing which of your patients have a telemonitor and when the telemonitor is removed from the home
- **Support patient/caregiver acceptance of telemonitoring; be positive!**





Telemonitoring Multi-Media Activities Podcast* (Audio Recording)

Telemonitoring Audio Instructions:

Listen to the podcast (audio recording) to learn more about reducing avoidable acute care hospitalizations with telemonitoring.

Title	Description	Link
Telemonitoring for Clinicians	A 15-minute audio recording related to telemonitoring	The podcast (audio recording) link is located at www.homehealthquality.org/hh/ha/interventionpackages/telemonitoring.aspx

There are several ways to listen to the audio recording:

- Visit the link above and listen directly through the Web site.
- Download the podcast (audio recording) by right-clicking on the audio file and selecting “Save Target As...”. This will save the file to your hard drive. Once you have saved the file, you can listen to it on your computer or you can burn the audio file to a CD to listen to in your car or stereo.

*A podcast is a digital media file, often an audio recording, placed on by the Internet and made available to the listener on their home computer or personal digital recording device for convenience. There is no change from previous references to “audio recordings” except the name. You may continue to download and listen to recordings as you have in previous months.

Telemonitoring Patient Vignette

Title	Description	Link
Patient Vignette #3	This touching 10-minute video captures the essence and the value of telemonitoring through an interview with a patient.	www.homehealthquality.org Audio-Video page (in the blue box to the right)

Clinician name: _____

Date: _____



Medical Social Worker Post-Test Telemonitoring

Directions: Choose the ONE BEST response to the following questions. Circle your answer that identifies the ONE BEST response.

1. Telemonitoring includes all of the following **except**:
 - A. Clinical data collection
 - B. Data transmission between patient at a distant location and a health care provider through electronic information processing technologies
 - C. Patient self-monitors blood glucose and records results into a daily log that are reported to the clinician on the next visit
 - D. Provider conducts a clinical review of the transferred data and interprets the findings

2. Most home care patients could qualify as a candidate for telemonitoring. Structured, effective screening should be done to identify those patients who would benefit most from telemonitoring. Several key areas to assess are: the acceptance of telemonitoring; ability to perform self-monitoring activities; and ability to read, safely connect and utilize a telemonitoring unit.
 - A. True
 - B. False

3. Medical Social Workers can actively participate with telemonitoring by:
 - A. Reinforcing patient/caregiver education
 - B. Identifying potential candidates
 - C. Identifying alternative caregivers to assist with telemonitoring
 - D. Reporting any identified issues or barriers to supervisor or nurse
 - E. All of the above

4. Telemonitoring can promote enhanced self-management skill development by the patient/caregiver. The Medical Social Worker can encourage patients/caregivers to be more active in their care.
 - A. True
 - B. False

5. Patient education should include the following:
 - A. Purpose of telemonitoring
 - B. Telemonitoring is not to be used as an emergency response system
 - C. Specific patient/caregiver responsibilities
 - D. Equipment safety, care and use of equipment including cleaning
 - E. All of the above

Answers to Post-Test are located in the Leadership Section page 33.