

# Televideo Consultation: An Innovative Approach to Distance Consultation

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Presenters: J. Katchaluba RN, BScN, GNC(C), CNC  
C. Harren RN CNC



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Centre for Mental Health Sciences

# Agenda for Today

- ✓ **Lesson 1: WHO?**
- ✓ **Lesson 2: WHAT ?**
- ✓ **Lesson 3: HOW?**
- ✓ **Lesson 4: WHY?**
- ✓ **Homework Assignment**



# Lesson One

## Who are we?



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# Who?

## Ontario Shores Center for Mental Health Sciences

Mental Health Tertiary Care public hospital

319 of beds

Additional programs – adolescent; forensics; dual diagnosis; general psychiatry



# Recovery Model

Self-help, mutual-help, self-determination, family involvement, resiliency, choice, justice, responsibility, skill building, a positive culture for healing, a focus on strengths and possibilities, community involvement, education and role development (Mental Health Commission, New Zealand, 2006)



# Program Vision

- Positioned to be a center of excellence in research and recovery
- Community identified need for access & expertise
- Staff identified need to access education and for knowledge translation
- To provide service in timely and comfortable location





# Geriatric and Neuropsychiatry Program

# Lesson Two

## What have we done?



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# Getting Started

**Start with a Shared Goal**



# History of Telemedicine

- Q: is it a new technology?
- Not viewed as appropriate for psychiatry

But

Did you know....



# How did we do this?

$$\left( \frac{\text{Expertise + Passion}}{\text{Demand}} \right)^2 + \frac{\text{Vision}}{\text{Business Plan}}$$

**= Telepsychiatry**



# Lesson Three

## How did we do this?



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# Definition

“the use of electronic information and communication technologies to provide and support health care when distance separates the participants”

Institute of Medicine: Telemedicine: A Guide to Assessing Telecommunications in health care.

Used in clinical consultations, educational events and for meetings.



# Moving forward...

In the GNP model of care:

Referrals may indicate 'telepsychiatry' request

Telepsychiatry is appropriate for: assessment and diagnosis, consultation, case conferencing, follow up and the provision of education utilizing a shared care model.



# Consent

- Consent should be obtained prior to the event
- Information for sole use of the consultation
- Consultation is not taped, video or audio
- Network is secure
- Describe equipment to be used and why
- How information will be transmitted after the event
- No repercussions for refusal



# Preparation

- At distant site, patient/client registration may be required
- Follow internal policies of distant site
- Review all pertinent documentation prior to on-line assessment
- Ensure equipment operating well
- Technical support available in case of equipment difficulties





# Setting the Stage

- At start of consultation, introductions
- Explain the process and limitations
- Clarify consultative nature of the process
- Ensure client and treatment team are aware that consultant is not assuming care ongoing
- Recommendations are made in writing to MRP for discussion with client/family and decision made at that time as to compliance with recommendations



# Lights, Camera, Action.....

- Initially, should be able to view entire room
- ID all persons in the room; ID client
- Pan, tilt, zoom options utilized as necessary
- Look into camera, not video screen, to establish eye contact/rapport
- Avoid extraneous noise: papers, pens etc
- Mute microphone until ready to begin
- Speak clearly; one person at a time; time lag
- Proper lighting, sound proofing

# Consider...

Client identifies risk to self/others:

Form 1

Form 2



# Lesson Four

## Why do this?



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# Why do this?

- Access to service
- Timeliness
- Safety
- Financial
- Comfort
- More privacy



# Why (continued)

- Transportation costs/time
- Stigma
- Societal norm; younger individuals especially comfortable with technology
- Non-threatening
- Capacity building for local health practitioners
- Ability to provide education and support
- Respond to questions in real time



# Challenges

- Cost of equipment
- Availability of equipment in LTC
- Availability of space
- Technological illiteracy
- ‘Lag’ time in verbalizations
- Tendency to look at screen not camera
- Lack of high speed wireless connectivity



# Consider...

- Is this appropriate for individuals who:
  - are hearing impaired?
  - are visually impaired?
  - have paranoid psychosis?
  - have advanced dementia?





# Consider...

- Guidelines provided by your regulatory college e.g. the College of Nurses of Ontario
- Guidelines currently being developed for the Canadian Psychiatric Association
- Telepsychiatry guidelines established by your facility
- Research on telepsychiatry, see resources



# Lessons Learned

- Obtain as much information as possible prior to videoconference
- Be alert to time allotted
- Provide thorough orientation to the modality
- Provide thorough orientation to the equipment to all clinicians



# Homework Assignment

Answer the following questions:

- 1) How could telepsychiatry be applied to your service?**
- 2) What other ways could this technology be adapted within your program?**
- 3) How do you see this technology changing the culture of caring in mental health nursing?**



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