

Clinical Site Readiness Assessment

BACKGROUND

This Clinical Site Readiness Assessment Tool will be used to determine your site's readiness to provide clinical telemedicine (TM) services as well as identify any gaps in your current clinical telemedicine program. It is based on best practices identified in Accreditation Canada Telehealth standards, the National Initiative for Telehealth Framework of Guidelines, (NIFTE), and the American Telemedicine Association (ATA) guidelines.

The Clinical Readiness Assessment evaluates your organization for:

- The level of Senior Leadership support for TM;
- Existing organizational TM policy and procedures
- The physical space being made available for the provision of clinical TM;
- Human Resource requirements to support clinical TM;
- The potential for TM program expansion.

The Clinical Readiness Assessment Tool will help identify the impact clinical telemedicine can have on your organization. This is not a pass/fail exercise and it is important to indicate areas not currently meeting the standard in order to identify opportunities for improvement. Please work with the clinical leadership and/or telemedicine team(s) at your organization as well as your OTN Regional Manager, to complete the assessment.

Organization Name: _____ Site Name: _____

Team / Persons completing: _____

Signature of Clinical Telemedicine Program Manager/Lead: _____

Print Name: _____ Position: _____

Date: _____
DD/MM/YYYY

LEADERSHIP	Yes	No	Unsure	Comments / Details
We are aware of our OTN Membership Agreement and Technical Service Level Agreement (TSLA) obligations.				
We have senior administration support for TM.				
We have organizational buy-in for TM.				
We have a communication strategy in place to promote our TM services to stakeholders.				
We have projected goals and a strategic plan for our TM services.				
We know our OTN Regional Manager and understand the support s/he can offer our organization with its TM program.				
We know how to access other OTN members.				
Comments:				

HUMAN RESOURCES	Yes	No	Unsure	Comments / Details
We currently have a designated clinical TM Coordinator (TMC).				
A back-up TMC is in place.				
We have an assigned Administrative contact (i.e. scheduler which may be the TMC or another admin support person).				
We have an assigned Technical contact.				
All staff supporting TM has had appropriate OTN training.				
We know that a regulated health professional should support all clinical events when a patient is present.				

Roles and responsibilities for TM resources are clearly defined.				
Our organization has a TM working group.				
Comments:				

INFORMATION MANAGEMENT	Yes	No	Unsure	Comments / Details
We understand that OTN provides a private and secure network environment to protect patient confidentiality and information exchanged during a TM event.				
The TMC has web access and email communication capability. The Technical contact has web access and email communication capability.				
The Administrative contact has web access and email communication capability.				
We understand that email cannot be used for the exchange of a patient's personal health information.				
Computers used for OTN on- line training have Flash loaded to accommodate OTN's D2L learning program.				
A protocol is in place to notify OTN of site contact information and email changes.				
The TM program is PHIPA compliant.				
Comments:				

ENVIRONMENT	Yes	No	Unsure	Comments / Details
The TM space creates a virtual clinic environment which mimics a standard face-to-face consultation environment.				
The clinical room/space identified has all the necessary equipment required for patient examinations.				
A waiting area is available for TM patients and families.				
The clinical room/space identified provides physical privacy for patient consultations.				
The TM clinical space is equipped with a call bell or other signaling device for staff or patients to access assistance				
There is appropriate directional signage in the organization to the TM space.				
Comments:				

ORIENTATION / TRAINING	Yes	No	Unsure	Comments / Details
The TMC will participate in OTN equipment training.				
The TMC will participate in OTN medical peripheral training as appropriate, including laptop connectivity.				
The TMC will participate in OTN clinical process training.				
The TMC will participate in Ncompass (OTN scheduling software) training.				
The TMC will participate in ongoing training as required for a clinical TM program.				
The TMC will participate in the TM Community of Practice.				
Comments:				

TECHNOLOGY	Yes	No	Unsure	Comments / Details
Warranties will be maintained on TM equipment.as per the OTN Membership Agreement and TSLA.				
Assets (make, model, serial number) must be confirmed & catalogued.				
Organizational capital refresh program will include TM equipment.				
Site has required medical peripherals for clinical events.				
Site has physical security for TM equipment.				
A communication plan is in place to inform OTN of any IT/technical changes that may affect TM services.				
Comments:				

SAFE AND EFFECTIVE SERVICE DELIVERY	Yes	No	Unsure	Comments / Details
Clinical activities appropriate for delivery via TM have been identified and prioritized.				
The TMC is aware of his/her roles and responsibilities before, during and post clinical events.				
The Administrative contact is aware of his/her roles and responsibilities before, during and post clinical events.				
The TMC has computer access in the clinical TM space.				
The TMC has convenient access to a FAX machine in close proximity to their clinical TM space.				
Barriers preventing access to patients, service providers and referring organizations have been identified and eliminated.				
TM services will continue to be promoted to all local primary care providers.				

TM services will continue to be promoted to local consultants.				
We have developed TM policies and procedures.				
We understand and will adhere to OTN policies and procedures for referring patients.				
We understand and will adhere to OTN policies, procedures and guidelines for scheduling clinical events.				
We have an internal process for reserving TM equipment & space including scheduling conflict resolution and outside agency use.				
A formal process for obtaining a patient's informed consent for receiving TM services including the right to refuse services or file a complaint is in place.				
We adhere to applicable legislation, organizational policies, and accepted standards of practice, when delivering TM services.				
We understand and will adhere to our internal policies for patient privacy issues (PHIPA) and how they apply to telemedicine events.				
We understand and will adhere to OTN privacy policies and procedures.				
We have an internal process for documenting client TM information and storing records.				
We have a secure process for sharing client records between sites/providers.				
We have an internal process for patient registration.				
We understand and will adhere to applicable policies & procedures for FAX or E-prescriptions.				
TM clinical Healthcare provider protocols will be developed/promoted and implemented.				

Comments: