

Telehealth Technology Matrix (Mobile Clinical Cart)

What is this matrix?

This guide is designed to help you determine your skill level and reduce anxiety with using the *mobile clinical cart*. It may be used in a self-directed or preceptor led program.

There are three skill levels:

- **Novice:** Just starting out with Telehealth technology.
- **Intermediate:** Have been using Telehealth technology for some time and have been successful with using the technology but with some issues.
- **Super User:** A expert using Telehealth technology; Most of my Telehealth events have been successful. Can help others troubleshoot most issues while using the technology.

Why do I need it?

No matter what your current skill with Telehealth technology, there is always room for improvement. The purpose of this guide is to help you identify where you are successful and what skill you might need to improve upon.

How can I use it?

1. Review each of the areas and check off the things you are currently doing.
2. Add your score after every section.
3. Write notes about what you can do to improve that particular skill set.
4. Complete the action plan at the end of this guide.
5. Make modifications.
6. Re-evaluate your progress.

I'm now a Super User - what's next?

Now that you are a pro, go forth and save lives! Oh...and be sure to help the novices around you!



Stage 1: *(Equipment)*

NOVICE

- Identify the clinical cart.
- Locate power and data on back of unit.
- Locate the Display(TV Screen) power.
- Plug unit in.
- Power on all devices.

INTERMEDIATE

- Connect peripherals.
- White balance cameras.
- Identify each component
- Describe use of each component.

SUPER USER

- Troubleshoot when there is no image on screen.
- Troubleshoot when the camera is not working

/ 5
SCORE

/ 4
SCORE

/ 2
SCORE

Things I can do to improve my skill level:



Stage 2: (Connecting)

NOVICE

- Plug the Ethernet Cable into the wall jack.
- Ensure the power is on if the unit has a battery backup.

INTERMEDIATE

- Connect a call using a unit's IP address or alias.
- Resolves technical issues live.
- Resolves technical issues through support phone #.

SUPER USER

- Arrange for a multi-site call.
- Troubleshoot when the far side can't hear me.
- Troubleshoot when I can't hear the far side.
- Troubleshoot if video source is not set on TV.

/ 2
SCORE

/ 3
SCORE

/ 4
SCORE

Things I can do to improve my skill level:



(Interaction Management)

NOVICE

- Connect microphone to the unit.
- Places microphone in proper place for interaction
- Unmute/mute microphone using the remote.
- Locate the two different volume controls.
- Check volume on screen or unit.
- Informs all participants of what to expect during call.
- Obtains consent for video conference.
- Introduce patient to far side participants.

/ 8
SCORE

INTERMEDIATE

- Switch between different views on the camera. (Layout or self-view)
- Toggle between video sources.
- Toggle between peripherals.
- Knows the technical support phone number
- Resolves technical issues through support phone number.

/ 5
SCORE

SUPER USER

- Resolves technical issues live.

/ 1
SCORE

Things I can do to improve my skill level:

Self - Assessment

How did you do?

Add up your scores from the previous sections and circle your skill level for each stage.

EQUIPMENT	CONNECTING	INTERACTION
Novice / Intermediate / Super	Novice / Intermediate / Super	Novice / Intermediate / Super

My Skill Level is: _____

Three things I can do to improve my skill level with the Mobile Clinical Cart:

1)

2)

3)