

# 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.

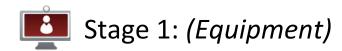
#### How can I use it?

- 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?

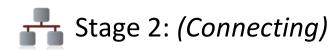
Now that you are a pro, go forth and save lives! Oh...and be sure to help the novices around you!





	NOVICE	INTERMEDIATE	SUPER USER
	Identify the clinical cart.	Connect peripherals.	Troubleshoot when there is no image on screen.
	Locate power and data on back of unit.	White balance cameras.	Troubleshoot when the
	Locate the Display(TV Screen) power.	☐ Identify each component ☐ Describe use of each	camera is not working
	Plug unit in.	component.	
	Power on all devices.		
	/ 5 SCORE	/ 4 SCORE	/ 2 SCORE
_	Things I can do to improve my	skill level:	
_			
_			
_			





	NOVICE	INTERMEDIATE	SUPER USER
	Plug the Ethernet Cable into the wall jack.  Esnure the power is on if the unit has a battery backup.	Connect a call using a unit's IP address or alias.  Resolves technical issues live.  Resolves technical issues through support phone #.	<ul> <li>☐ Arrange for a multi-site call.</li> <li>☐ Troubleshoot when the far side can't hear me.</li> <li>☐ Troubleshoot when I can't hear the far side.</li> <li>☐ Troubleshoot if video source is not set on TV.</li> </ul>
_	/ 2   SCORE   Things I can do to improve my	SCORE Skill level:	/ 4 SCORE
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	NOVICE		INTERMEDIATE	SUPER USER
	Connect microphone to the unit.		Switch between different views on the camera.	Resolves technical issues live.
	Places microphrone in proper place for interaction		(Layout or self-view)  Toggle between video sources.	
	Unmute/mute microphone using the remote.		Toggle between peripherals.	
	Locate the two different volume controls.		Knows the technical support phone number	
	Check volume on screen or unit.		Resolves technical issues through support phone number.	
	Informs all participants of what to expect during call.			
	Obtains consent for video conference.			
	Introduce patient to far side participants.			
	/ 8 SCORE		/5 SCORE	/1   SCORE
_	Things I can do to improve my	/ skill	level:	
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_				
_				



# 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 Loyal is:						
My Skill Level is:						
Three things I can do to improve my skill level with the Mobile Clinical Cart:						
1)						
2)						
3)						