Rural Telementoring Training Center: Utilizing telementoring to bolster the rural workforce

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What is telementoring?

Use of **telecommunication technology** to deliver training, education, and support that builds healthcare capacity

Shares **best practices** with rural and remote areas and increases the **capacity** of the health workforce

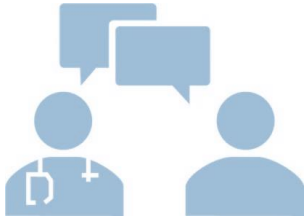
Why is a national rural telementoring training center needed?

- Rural populations have **limited access** to care
- Lack of solid evidence base or **common data elements** for measuring quality
- Need for **strong evidence** based on standardized quality measures
- **Tailored** training and technical assistance supports **replicability and sustainability**

What solutions does Telementoring offer?

Challenges	Solutions
01 Implementation of new protocols/practices (e.g. screenings, telehealth)	01 Operational guidance & technical assistance
02 Workforce Recruitment	02 Address lifestyle & professional development needs for rural health care workers
03 Workforce Retention	03 Ongoing mentorship, training & support that offers practical feedback & reduces isolation
04 Lack of access to specialty care	04 Task-shifting & guided practice to build local capacity for delivering care

Laura Potter – TTA Facilitator



One-on-One Consultation

ECHO

Adapted Community Health Club

Webinars

Online Modules and Curricula

Podcasts

6 Telementoring Models

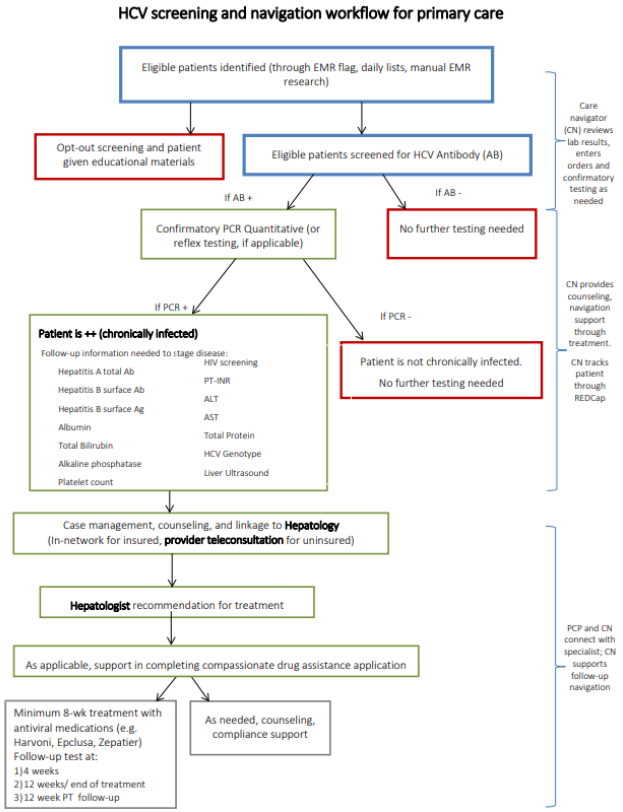
Telementoring -
One-on-one consultation

Phone or video conferencing for one-on-one consultation between specialists and health care workers.

Learning Partner Example: Screen, Treat, Or Prevent Hepatitis C Virus and Hepatocellular Carcinoma **(STOP HCV-HCC)**

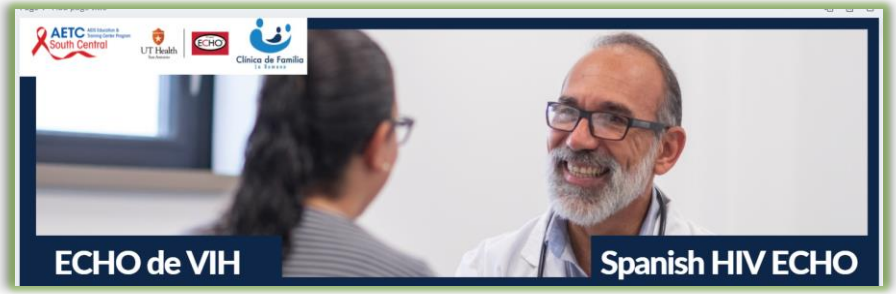
Telementoring -
One-on-one consultation

Learning Partner Example: Screen, Treat, Or Prevent Hepatitis C Virus and Hepatocellular Carcinoma **(STOP HCV-HCC)**



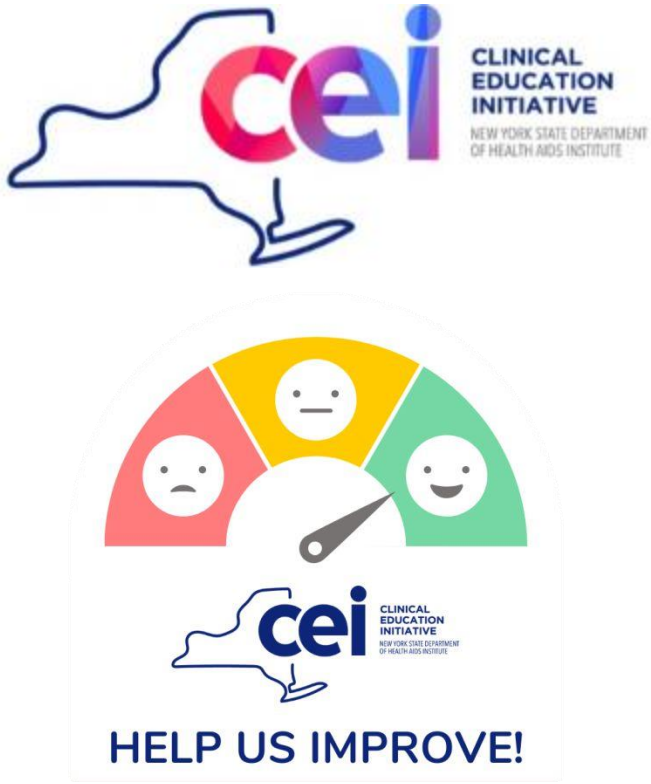
Telementoring-
ECHO

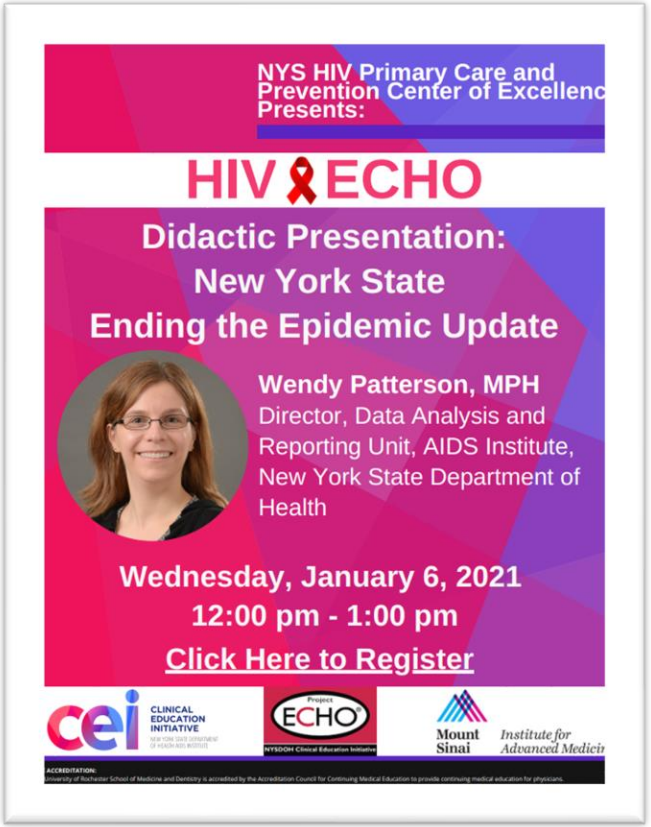
Hub-and-spoke model using videoconferencing to connect a team of subject-matter experts with community-based health care workers.



Telementoring Learning Partner- **ECHO**

Learning Partner Example: New York Clinical Education Initiative ECHO





Telementoring-
Adapted Community Health Clubs

Peer-to-peer support and learning through facilitated health clubs consisting of health care workers who meet regularly to build competencies and to discuss health care issues.

Learning Partner Example: Texas South Central Area Health Education Centers (AHEC)

Membership card" for RTTC CHC pilot involving South Texas CHWs

Telementoring Learning Partner - **Adapted Community Health Clubs**

Learning Partner Example: University of Oklahoma Community Health Worker Resource Library

Testimonial

"**Participating in this CHW program aligns perfectly with my passion for promoting health education and improving access to care in underserved communities. I am extremely eager to learn from the experts and gain hands-on experience that will allow me to make a positive impact as a Community Health Worker.**"

Terry Mote
Garfield County Health Department
Enid, Oklahoma

Telementoring Example - **Webinars**

Live audiovisual presentations delivered by an individual or panel with a discussion & interactive question & answer component.

Learning Partner Example: South Texas Oral Health Network (STOHN)

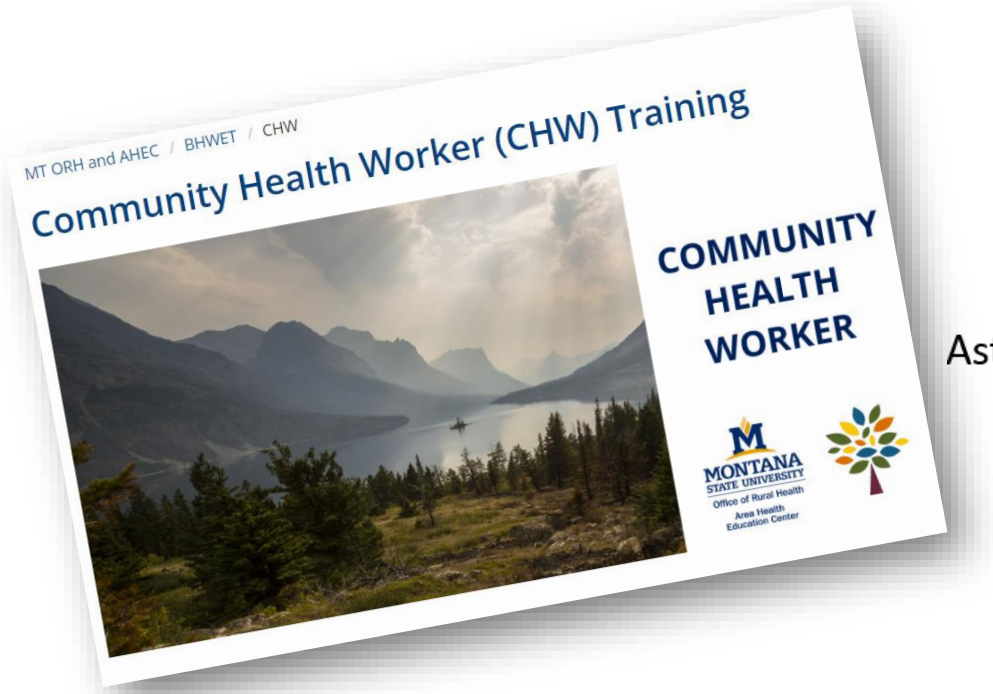
Telementoring Example - **Webinars**

Learning Partner Example: South Texas Oral Health Network (STOHN)

Telementoring-
Online Modules & Curricula

Self-paced learning via online modules and slides with or without audio.

Learning Partner Example: Montana Department of Public Health & Human Services & South-Central Area Health Education Centers



Telementoring Example-
Online Modules & Curricula

Learning Partner Example: Montana Department of Public Health & Human Services & South-Central Area Health Education Centers

Telementoring Example-
Podcasts

Audio (or audio with visual enhancements) broadcasts distributed through the Internet and able to be consumed via platforms such as web pages and handheld devices.

SCAN ME

Telementoring Learning Partner: **Podcasts**

Learning Partner Example: Montana Department of Public Health & Human Services

Two **NEW** Telementoring Models

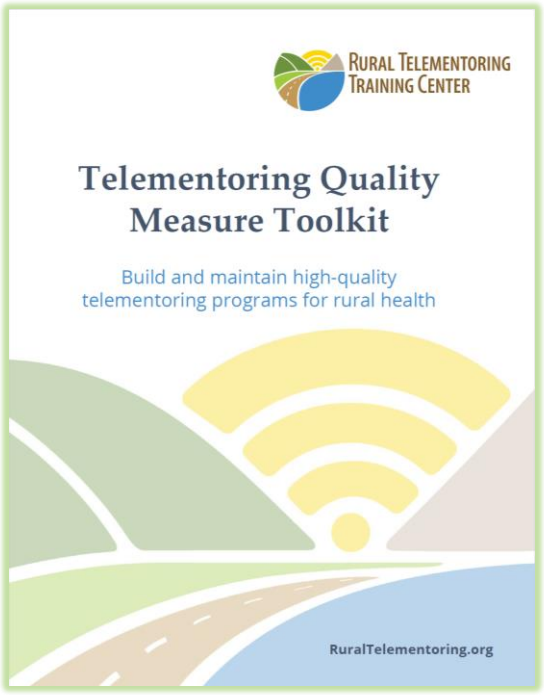
Virtual Preceptorship

Virtual UnConference

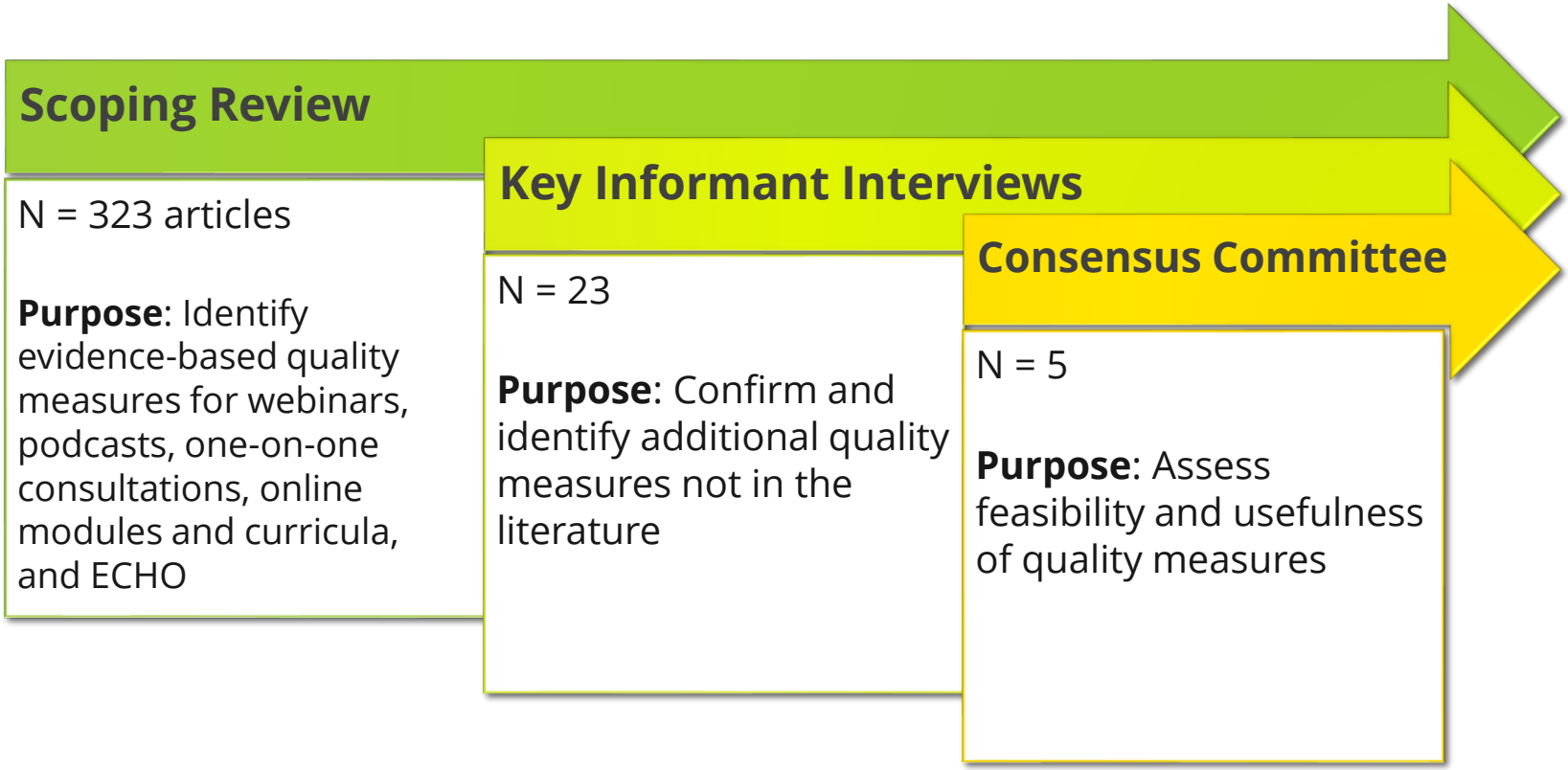
Trisha Melhado – Evaluation Lead

Telementoring Quality Measure Toolkit

- **Quality assurance** tool to assist implementation teams as they develop their telementoring programs
- Provides organizations with the tools needed to build, maintain, and sustain successful telementoring programs
- Interpret which aspects of the telementoring program are **strong** and which ones **need improvement**



TM Quality Measure Toolkit **Development**



TM Quality Measure Toolkit **Sections**

Section 1 – Introduction

- Toolkit Description
- Intended audience
- How to use the toolkit
- Telementoring Model Descriptions

Section 2 – Toolkit Instructions

- Choose telementoring model
- Have implementation team independently complete checklist
- Utilize plan, do, act, for continuous improvement

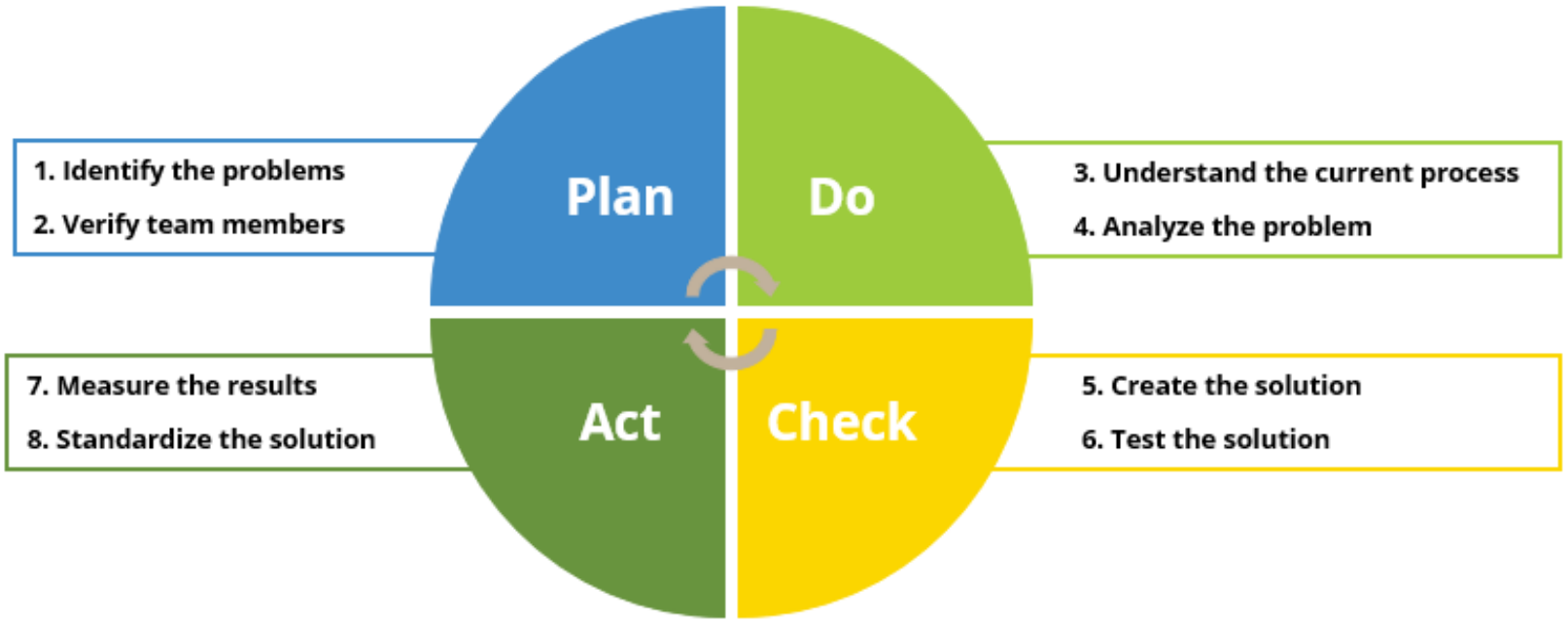
Section 3 – Quality Measure Checklists for each TM model

- Extension for Community Health care Outcomes (ECHO)
- Individual Consultations
- Online Modules & Curricula
- Podcasts
- Webinars

Appendix 1 – Development of Quality Measures

Appendix 2 – Evaluation Resources

TM Quality Measure Toolkit **Use**



TM Quality Measure Toolkit **Domains**

Domain	Domain Definitions
Staffing	Personnel engaged with the implementation of the telementoring program
Content	Didactic, case base presentations or subject matter
Technology	Equipment, network, and accessibility
Learner	Person engaging in the teaching and learning activities or mentee
Marketing	Activities done to promote the telementoring program
Sustainability	The ability to maintain or support the telementoring program continuously
Instructor^	Content expert providing instruction or mentorship to the learner
Impact*	Effects or influence of the telementoring program beyond the intended learner

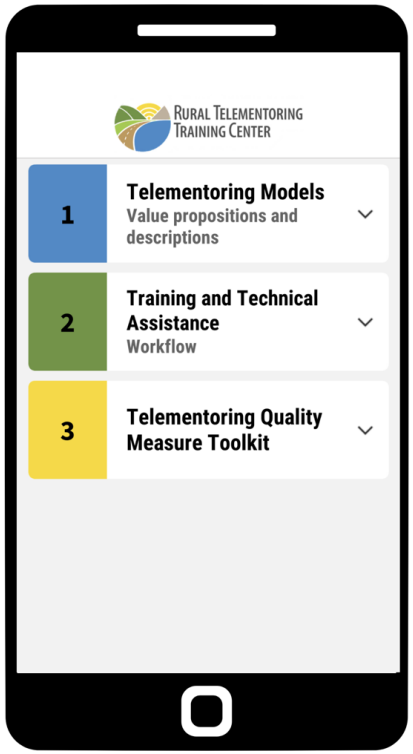
^individual consultations and online modules and curricula only
*individual consultations, online modules and curricula, and webinars only

TM Quality Measure Toolkit **Sample Checklist**

Webinar Checklist

2.0	Content	Yes	No	DK	N/A
2.1	Were there iterative review cycles conducted to assess what went well and what could be improved upon?				
2.2	Were the didactics and recommendations evidence-based^?				
2.3	Were audience engagement tools used (e.g. chat and polls)?				
2.0	Content Quality Score				
Total number of "yes" responses					
Total number of "yes" + "no" responses					
Overall Content Quality Score (yes/yes + no)					

Resource: **RTTC Mobile App**



- Introductions to **6 telementoring models**
- Guidance through the **Training and Technical Assistance (TTA) pathway**
- **Rural Telementoring Quality Measure Toolkit** to evaluate your telementoring program(s)

App Store

Google Play

Still not sure about telementoring?

- Have you identified a health access or health care gap in a rural community?
- What are the effects of that gap?
- Who can you partner with to address it?
- Who can you train, mentor, and support? (Who are the learners?)
- How can you best connect with and support those learners?

What we Provide – **Tools and Training**

- **Training & technical assistance**
  - Online content
  - Learning kits
  - Live trainings
  - Tailored support
  - Program design, launch, growth

- **Telementoring Quality Measure Evaluation Toolkit**

How to access our TTA Trainings & Tools

Course Catalog

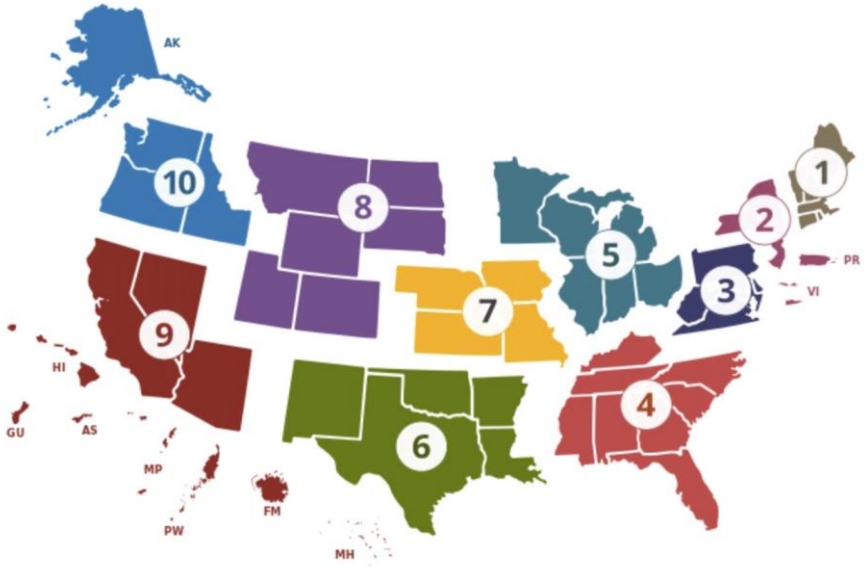
- Model Courses

TTA Request Form

- Submit Online

Who can participate?

10 HRSA Regions



We are a national program so any organization anywhere in the US can work with us (the telementoring program has to have a **rural connection**, not necessarily the organization)

How to become a **Learning Partner**

Three easy steps!

Submit a TTA Request online

Complete the RTTC Needs & Readiness Assessment

Begin your discovery phase

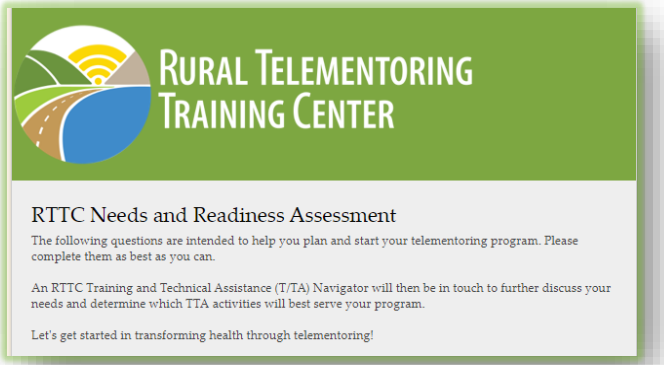
Step 1: Submit a TTA Request Online

Visit our website:

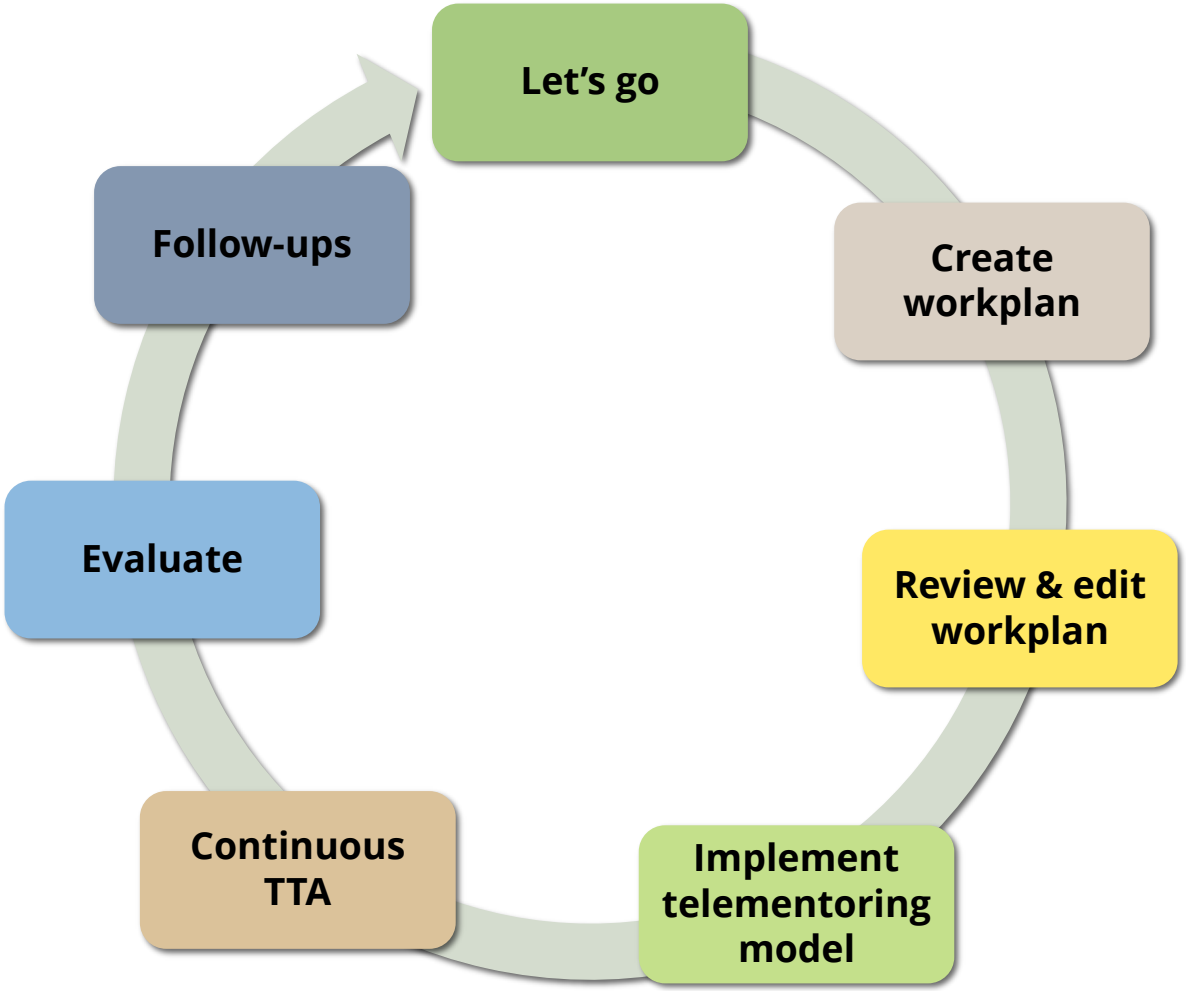
In our courses:

Step 2: Complete Needs & Readiness Assessment

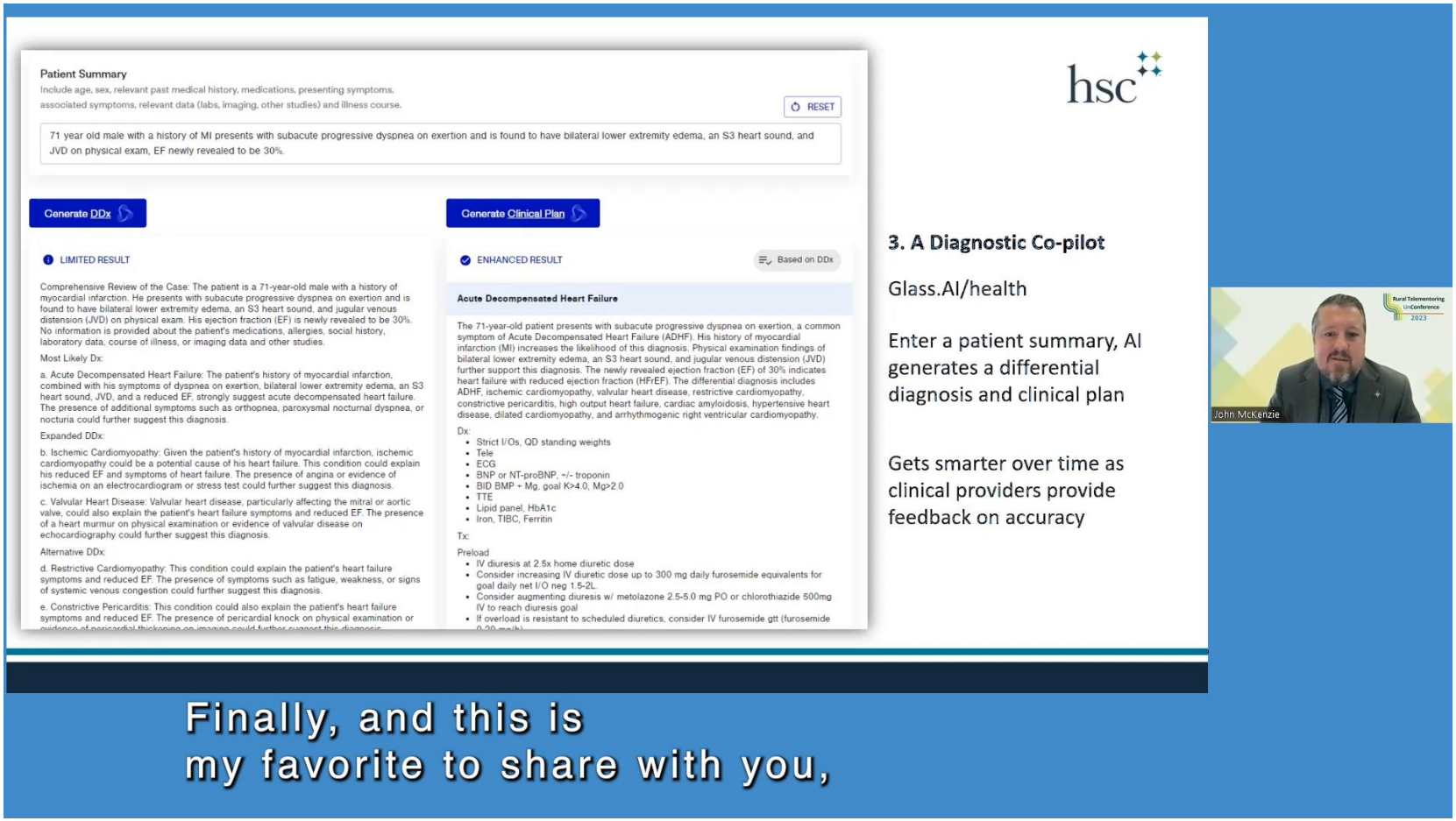
- Identify the health gap being addressed
- Determine your population of focus
- Identify existing resource capacity and partners
- Design a successful telementoring modality program



Step 3: Begin your Discovery Phase



Rural Telementoring **UnConference**



Program Goals

Goal 1

To deliver **nationwide training and technical assistance** to academic medical centers and other centers of excellence on telementoring (TM) that meets rural population needs for disease specific clinical practice, for health promotion and for workforce development.

Goal 2

To promote **telementoring best practices** to increase their viability in rural areas.

Goal 3

To utilize established RTTC infrastructure to support **evaluation of rural health TM** services by improving existing and developing new TM program evaluation tools.

Goal 4

To utilize established RTTC infrastructure to **disseminate information about TM programs** and **rural TM materials and resources** developed from meetings, training activities or workgroups.

Ways to stay connected

RuralTelementoring.org

RTTCinfo@unthscsa.edu

www.linkedin.com/in/rttc

bit.ly/RTTCYouTube

Upcoming Events

January 28th, 2025 - HTRC

- 2025 Telehealth Landscape - Critical Medicare Billing and Policy Updates *with Richelle Marting, JD, MHSA, RHIA, CPC, CEMC, CPMA*

Contact Us

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