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PURPOSE

The OTN Terms of Service outlines the need for Members to assign a resource who shall act as the primary OTN contact and will dedicate the appropriate amount of time required to fulfill this role. The role may be shared amongst more than one individual. ⁱ

In the NIFTE 2003 Guidelines for Telehealth, it is suggested that Organizations providing Virtual care services should have a human resource plan to ensure the right supply and mix of appropriately trained staff based on the needs of the program. ⁱⁱ

OTN recognizes that each Member's approach to Virtual Care will reflect their unique service delivery. These Staffing Guidelines can be used to inform the development of Member job descriptions for virtual care-video visits specific roles and responsibilities. The Guideline also suggests the personal attributes and knowledge/experience that would be valuable for staff to possess to advance a virtual care program within an organization.

To facilitate the delivery of high quality services within an organization, OTN recommends that Members take the time to analyze their organization's virtual care services or programs (clinical, educational and/or administrative) and use this Guideline to develop their virtual care position(s).

STAFFING REQUIREMENTS FOR VIRTUAL CARE – VIDEO VISITS

A strategic/operational plan outlining the type of virtual care activities (clinical, education, administrative) that an organization will be participating in should be in place prior to determining staffing requirements. This will help to ensure that the staffing model aligns with operational needs of the Virtual Care Program.

Depending on the organization's size and human resource complexity, Members should consider the following when determining the personnel required for supporting videoconferencing activities.

CONSIDERATIONS FOR RECRUITMENT OF STAFF

Attributes, Skills, Knowledge, Experience

- Self-starter with an entrepreneurial spirit comfortable working in a rapidly changing environment
- Collaborative
- Comfortable working within the healthcare environment and with health care partners
- Interest in application of technology in health care environment
- Ability to advocate for the integration of virtual care across the organization
- Excellent interpersonal skills
- Strong communication skills; verbal, presentation, and writing
- Innovative with the ability to problem solve quickly, strategically, and creatively
- Superior organizational skills and ability to set priorities

- Experience working with physicians and other healthcare professionals
- Basic understanding of the field of virtual care, or a willingness to learn
- Basic computer skills

ROLES & RESPONSIBILITIES FOR PROVIDING VIRTUAL CARE - VIDEO VISITS

Strategic	Clinical	Operational
<ul style="list-style-type: none"> ▪ Provide Leadership for the Virtual Care program. ▪ Responsible for the delivery of high-quality virtual care services within the organization. ▪ Observe organizational obligations with respect to Personal Health Information Protection Act (PHIPA) in all virtual care activity. ▪ Prepare/oversee internal organizational requirements for video activity statistics and reporting. ▪ Discuss new opportunities for virtual care services with OTN staff. 	<ul style="list-style-type: none"> ▪ When performing direct patient care activity, health professionals in virtual care (as in all other clinical areas) must be fully licensed and registered with their respective regulatory/licensing body. • The clinical role is most often filled by a Registered Nurse or Registered Practical Nurse. • The College of Nurses of Ontario's Telepractice Practice Guideline indicates that nurses facilitating virtual care consultations "must possess current and in-depth knowledge in the clinical care(s) relevant to the role." ⁱⁱⁱ • Familiarity in the development of clinical services, clinical policies/procedures and clinical workflow processes • Understanding of organizational policies, procedures and protocols relevant to the provision of clinical services • Understanding of organizational systems and associated departments required to support clinical services • Liaise with healthcare providers and/or patients in the region to identify needs for clinical services • Field queries from internal sources re: clinical service opportunities • Coordinate and/or participate in internal stakeholder meetings to develop services • Develop protocols for video consultations in collaboration with Consultants • Act as a resource for the organization when undertaking the Accreditation Canada Telehealth Services program 	<ul style="list-style-type: none"> ▪ Serve as the organizational administrator for virtual care services, managing users' access and permissions. • Facilitate on-boarding of staff. • Train/mentor others in the organization on virtual care processes and technology (as required) • Develop expertise in the use and care of the equipment • Troubleshoot minor technical problems. • Comply with technical service standards as set out in Technical Service Level Agreements. • Maintain up-to-date knowledge of Policies and Procedures, abide by such, and ensure awareness by other video visit users. • Receive communiqués re: updates for network, policies, contact information, etc. and disseminate internally (as necessary) • Participate in training sessions or review training materials (as necessary) • Participate in site readiness assessments (as applicable) • Attend and participate in meetings including Community of Practice events.

Strategic	Clinical	Operational
	<ul style="list-style-type: none"> • Understand internal policies and processes with respect to organizational support systems for clinical events, i.e., medical records, admitting/registration, privacy, patient consent, etc. • Work with organizational support systems to develop or revise processes for the integration of video visits into clinical service delivery • Engage organizational clinicians for participation in video visits • Coordinate organizational scheduling requirements for participation in teleconsultations (space, equipment, clinicians, etc.) • Ensure information, materials and equipment required for video visits are available • Prepare the patient and / or the Consultant for the clinical event • Assist with patient presentation and examination (as required) • Facilitate use of equipment during clinical event • Prepare space to facilitate clinical event • Participate in training sessions, or review training materials (as necessary) • Participate in site readiness assessments (as applicable) • Attend and participate in meetings including Community of Practice events 	

REFERENCES

ⁱ OTN Membership Agreement

ⁱⁱ National Initiative for Telehealth- NIFTE Framework of Guidelines, 2003 (NIFTE) page 42

ⁱⁱⁱ College of Nurses of Ontario Telepractice Practice Guidelines