Applying International Guidelines for Telehealth Services – a Case Study
ISO/TS 13131:—, Health informatics — Telehealth services — Quality planning guidelines

Role of guidelines
- Why telemedicine should have guidelines and standards?
- What are guidelines and standards used for?
- What Standards strategy works best for telehealth?
- Add credibility, standardise approaches and decrease liabilities
- Starting a new program, training staff and usage in clinical practice
- Flexible, general guidelines that support innovation in healthcare

International standardisation
- HL7, CDISC(Clinical Data Interchange), IHT(terminology), IHE, mHealth Alliance, DICOM, IEEE, ISO/TC50, IEC/TC62, ITU and the Continua Alliance
- National Standards Bodies - Standards Australia (IT14-Health Informatics)
- ACRRM, RACGP, AHPRA

The scope of ISO/TS 13131
- Quality guidelines for telehealth services.
- Methods & examples of quality objectives and procedures
- Assists quality management processes

Audience for ISO/TS 13131
- Healthcare organisations
- Healthcare professionals
- Health and safety assessors

ISO/TS 13131:—, Health informatics — Telehealth services — Quality planning guidelines is due to be published by ISO.
Order from: http://infostore.saiglobal.com/store/
Successes and Failures in Telehealth
2014

Out of Scope for ISO/TS 13131
- National and regional requirements
- Wider eHealth agenda
- General purpose ICT services
- Manufacturing, design and use of medical devices

Examples of Telehealth quality characteristics
- Telehealth services aim to support quality characteristics that improve:
  - quality of life
  - quality of care

Examples of Quality & safety in healthcare
- Australian NSQHS Standard
  - ISO 9001:2000, Quality management systems
  - ISO 9001:2008, Quality management systems
- ISO 9001:2000, Risk management
  - Australian NSQHS Standard
  - Governance & quality systems
  - Current best practice
  - Right skills
  - Patient safety & quality incidents
  - Patient rights & engagement

Examples of Quality and risk in telehealth
- ISO/TS 13131 Guidelines
  - Quality management
  - Financial management
  - Service planning
  - Workplace planning
  - Healthcare planning
  - Healthcare responsibilities
  - Facilities management
  - Technology management
  - Information management

The FTH Pilot
- Action-research impact of telehealth services on:
  - Home-based palliative care
  - Patients & carers
  - Self-reporting & video reviews
  - Home-based rehabilitation services for the elderly
  - Extent of recovery support
  - Residential aged care services for the elderly
  - Monitor & stabilise frailty

Service planning
- Accessible, appropriate and inclusive telehealth services
- Patient and provider access to computers or telecoms
- Service support hours
- Knowledge of what to do when technology fails
- Fall back plan - telephone or face to face
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Workforce planning
- Right qualifications, skills to provide safe, high quality healthcare
- Competency to deliver effective services
- Transfer from in-person to remote delivery

Responsibilities
- Telehealth extends the range of responsibilities that require consideration
- Written patient consent & information provided for ethical reasons.
- Ensure patient competence to use telehealth devices
- Some patients lacked confidence or too ill to attain competence

Facilities management
- A suitable environment and equipment for:
  - Healthcare workers
  - Patients and family

Financial management
- Have a business case and implement a financial plan
- Analyse costs, benefit, affordability & sustainability
- Small scale telehealth implementations are useful, but are not sustainable in the longer term.
Alan, put the axes labels onto the graph
Joanne Pech, 27/10/2014
Information Management

Telehealth services depend on privacy, identity management, security and record management.

The quality of telehealth data must safely support healthcare.

Extending safety and quality standards

New risks introduced by telehealth. New emphasis is needed when applying existing criteria:

- Service planning to account for the physical environment
- Workforce planning to ensure telehealth related competencies
- Consideration of shared patient care, & process changes
- Telehealth appropriateness by the health care professional

Four new telehealth risk areas

1. Financial management for sustainable telehealth delivery
2. Facilities management to provide an appropriate environment
3. Technology management to underpin telehealth service delivery
4. Information management to safeguard information privacy, security and health information.

Opportunities

- The ISO/TS 13131 specification provides useful guidelines to assist the development of telehealth services,
- It remains the job of each organisation to develop appropriate guidelines for each health service.

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