

The Virtual World Meets Healthcare: What Nurses Need to Know

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Presenter Disclosure

- **Faculty/Speaker: Diane Genyk RN**
- **Relationships with financial sponsors:**
 - None

Mitigating Potential Bias

- Not Applicable

Equity Commitment

In preparing for this presentation, I have considered the Health Equity Resource for Presenters provided by the conference planning committee.

Land Acknowledgment

The College is located on original lands of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

Learning Objectives



Describe the risks and benefits of telepractice



Recognize what is included in effective telepractice



Recognize what should be considered prior to engaging in telepractice



Identify what practice expectations they are required to meet

What is Telepractice/Virtual Care

Telepractice is the use of telecommunications technology to deliver health-care services at a distance

- Telephone
- Video conference
- Email

Occurs in many practice settings (client homes, call centres, ambulatory care clinics, hospital in-patient units, public health branches)

Registered Nurses remain professionally and legally accountable for the care they provide

Telepractice

Telepractice has the potential to:

- improve access to care for Canadians living in remote or rural locations
- Reduce costs for health systems and clients
- Provide more timely access to health care

Telepractice is not a new approach but there has been a renewed interest/application since the COVID 19 Pandemic

Metrics

College of Registered Nurses of Manitoba

- 2019-Approximately 20 Practice Consultations
- 2020-2022- Approximately 50 Practice Consultations

Canadian Health Infoways 2021 Digital Health Survey

- 73% of Canadians had at least one virtual health care interaction in 2021
- 90% of those respondents were satisfied with the care they received

Risks

- Identify when telepractice is not appropriate- Cannot expose the client to a higher risk than other service deliver options
- Informed Consent
- Privacy Concerns
 - Security of IT platform
 - Is your interaction taking place in a private location
- Observation
 - An increased reliance on client's ability to describe problems and the nurse's ability to appropriately assess visually and physically
- Communication
 - Reduced ability to read non-verbal cues from the client
 - Documentation

Mitigate Risks

- Stay within your scope of practice
- Develop and maintain effective communication skills
- Prepare accurate, complete documentation
- Avoid conflicts of interest

Benefits

- Timely access to care (Initial and Follow-up)
 - Rural, Remote and Underserved Populations
 - Frail Elderly
- Reduced financial burden to client and system
 - Travel time (client and registrant)
 - Work Absenteeism
 - Child Care
- Client satisfaction

Effective Telepractice

Knowledge, skills and
ability to safely and
effectively engage in
telepractice

Applying current
evidence to inform
nursing advice

Knowledge of the
client population

Advanced
assessment skills

Judgement to make
safe, effective and
appropriate
recommendations

Effective Telepractice

Policies and Procedures

- Client Identification
- Safety Events
- Documentation
 - Protects client records

Informed Consent

- Receive services via telepractice delivery
- For video taping, recording
- Transmission of information via telepractice technology
- For participation of other health care providers or client family members
- Limitations that telepractice imposes on service



Telepractice Considerations

Is telepractice the most appropriate way to provide service

Can I meet CRNM Requirements

Do I have appropriate Liability Coverage

How will I obtain Informed Consent

What Privacy Expectations exist

- Client (crowded location, shared housing)
- Audio or Video Recording

How will I complete quality Documentation

How will I manage Safety Considerations and Adverse Events

- Medical Emergency
- Failure of Communication Technology
- Significant Other

CRNM Requirements

Knowledge, skill and judgement to provide safe, ethical, competent care*

- Regulated Health Professions Act(RHPA), CRNM Regulation, General Regulation
- Practice Expectations for RN(s), RN(NP)s and RN(AP)s
- Scope of Practice
- 2017 Code of Ethics
- Interprofessional Collaborative Care
- Jurisdiction


Resources

- College of Registered Nurses of Manitoba
 - Practice Direction: Practice Expectations for RNs
 - Telepractice
 - Guidance on Telepractice
 - practice@crnm.mb.ca
- Canadian Nurses Protective Society

Take Home Messages

- Telepractice can be an effective way to deliver health care services
- Registrants must have the knowledge, skill and judgment to provide safe, ethical, high-quality care
- Telepractice is no longer an extension of traditional care delivery models

Thank you



SOMETIMES I INSPIRE MY
PATIENTS; MORE OFTEN
THEY INSPIRE ME

UNKNOWN



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