SACME conference for continuing professional development

TOPIC: Education Technology Innovation

Excellence in Telehealth Training through the Application of SimZones

Purpose / Problem Statement
Provide telehealth training to address communication and technology barriers, and to maintain the interprofessional team.

Approach
Training is organized by SimZones to introduce topics one at a time, prior to their integration and application. The training includes an introductory module, a skills workshop, and a telehealth OSCE. Prior to training, residents participate in a simulated telehealth encounter for baseline assessment. A training module introduces the technology, virtual communication skills, and components of a warm hand-off; the virtual workshop consists of 3-stations to apply each skill. The simulated telehealth encounter is assessed by faculty and includes a standardized patient and an embedded simulated professional. When training is complete, a telehealth clinical encounter is assessed. The residents' complete surveys to evaluate opinions and use of telehealth.

Findings/Discussion
This training was established as a need prior to COVID-19 restrictions. The original training consisted of readings. Despite the increased time commitment, programs were receptive to the new structure when presented with the concept of SimZones.

Barriers / Facilitations
Telehealth systems inability to record sessions for assessment were overcome with a software**.** The inclusion of attending, research, and simulation faculty on the project facilitated delivery. As a program improvement project, data collection, delivery, and CME credit were made available.

Impact/Relevance to the advancement of the field of CME/CPD
Increased demand for use has led to additional training requests. This training can easily be adapted to serve residents and physicians of various backgrounds.