

Preparing for a more tele-operating model

Healthcare providers should start normalizing and optimizing their teleconference technologies by developing formal but flexible plans to integrate these technologies safely and efficiently into their business and clinical operations.

High-level steps include:

Inventory and assess current technologies and use cases

Due to speed and necessity, adoption and use of these technologies likely happened in an uncontrolled way. Begin by creating a complete inventory of the tools and technologies your organization and staff may have purchased, any free tools that have been pressed into service, and what workflows and use-cases they are being applied to.

Assess and correct immediate risks and security concerns

The rapid, uncontrolled adoption of these technologies may have created significant risk to your organization. Once an inventory of technology and use cases is available, quickly evaluate and remediate any glaring risks to system and information security and privacy.

Develop guidelines and operational models for teleconference and telehealth

Formalize the workflows and processes where teleconference and telehealth will be used. Document these in enough detail so that the technology features, capabilities, and constraints are understood.

Rationalize tools and applications

Match these workflows to the current technologies in use with the aim of reducing the number and variety. Where gaps exist, or if you require more than two different technologies are needed to cover the use cases, consider evaluating other available tools.

Deploy, re-deploy and tune for security and scale

Evaluate how the current and potentially new tools are deployed and configured. Will your current infrastructure support reliability and availability? Are they configured to balance security with ease-of-use? What support structures and capabilities will you need to make them a part of your everyday business?

Integrate and Optimize Workflows

Design and implement system and data integrations that will make the use of these tools more efficient and effective for your staff, your clinicians, and your patients. Remove cumbersome manual workarounds and administrative burden.

Create clear and agile governance for the future

Experience is the best teacher. As your organization uses these technologies, you will know more about what is working well and where improvement is still needed. The explosion of use of these technologies will drive innovation that create new challenges and opportunities. By establishing a clear process where changes can be evaluated, prioritized, and launched will allow your organization to evolve in a planned way.