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Conference Abstract

Are you 'Ready, Steady, Go?': Development of a telehealth implementation toolkit

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Abstract

Introduction: Telehealth is considered to have great potential to support the ever increasing ageing population. In a drive to deliver better care many countries have invested in various telecare and telehealth initiatives. Telehealth services, however, are rare and many of the available services are either on a small scale or fail during the implementation process. Evidence suggests that this failure is due to a lack of understanding of the barriers surrounding implementation. In view of this the 'Ready, Steady, Go' telehealth implementation toolkit was developed by Brownsell and Ellis (2012) to assist all telehealth stakeholders in the implementation of large scale and sustainable telehealth services. It is available online at <http://www.clarhcsy.nihr.ac.uk/images/resources/RSG-Toolkit.pdf> and is embedded in the AHSN for Yorkshire and Humber business plan (2013) to support the implementation of two of the high impact innovations defined in 'Innovation for Health and Wealth' (Nicholson, 2011). The first version of the RSG toolkit was launched in September 2012 and is structured around the analogy of preparation for, undertaking and reviewing a race and is illustrated with photographs of people implementing telehealth technologies. The RSG toolkit is viewed as a "working" document, which means that it strives to continuously adapt and improve over time.

Aims: To refine and assess the usability of the current version of the 'Ready, Steady, Go' (RSG) toolkit in order to ensure that it is a valid document which can be deployed at a national level.

Objectives: To examine in depth the views and experiences of telehealth professionals on the usability of the RSG toolkit.

Methods: A qualitative design, incorporating semi-structured telephone interviews and focus groups, with a convenience sample of telehealth professionals will be used. This study will target telehealth professionals who have either read, used or are using the RSG toolkit. A non-random sampling strategy will be used to recruit a convenience sample of up to 20 users and 20 readers of the "Ready Steady Go" telehealth implementation toolkit. This sample will include NHS telehealth professionals and telehealth experts from industry and academia. This will enable a wide range of perspectives to be present in the dataset so that the issues of usability of the RSG toolkit can be considered from all angles before identifying the common themes evident in the data. Data will be

collected by individual-in-depth, semi-structured telephone interviews and from focus groups and transcribed verbatim. The interview transcripts will be analysed using a framework approach.

Results: Preliminary results will be presented. We anticipate that the data obtained from the combination of interviews and focus groups will lead to a more refined version of the RSG toolkit that is tailored for a target audience of national and international telehealth services.

Conclusions: The RSG toolkit is a usable working document which has the potential to improve the quality of care services for patients by supporting the successful and sustainable implementation of future telehealth services.

Keywords:

telehealth, implementation, toolkit

Presentation available at: <http://www.kingsfund.org.uk/events/third-annual-international-congress-telehealth-and-telecare>