

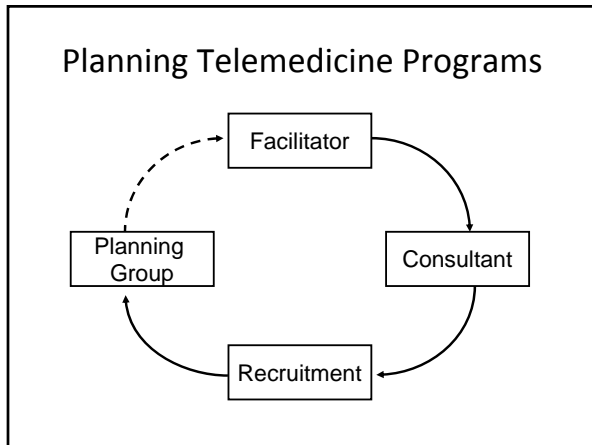


**ARIZONA
TELEMEDICINE
PROGRAM**



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Program



Planning Telemedicine Programs

<u>Phase</u>	<u>Goal</u>
1. Facilitator	Establishes outcome expectations
2. Consultant	Designs the program and list tasks
3. Recruitment	Leader, champion for the program
4. Planning & implementation	Move from concept thru start-up

Planning

- Shared Visions
 - Goals
 - Priorities
 - Strategies
 - Implementation

Planning

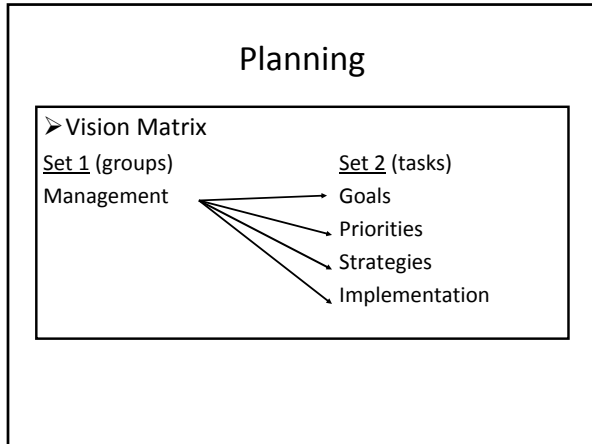
➢ Vision Matrix

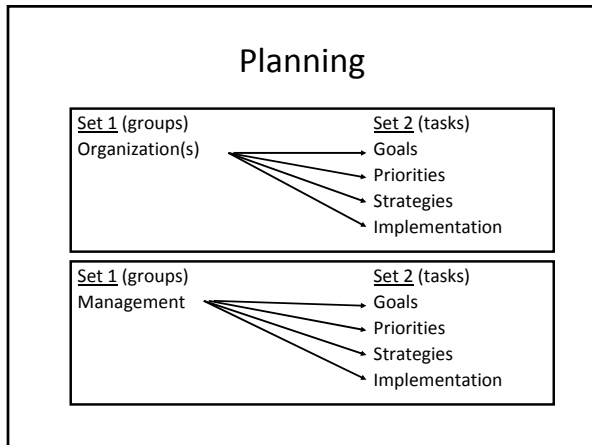
<u>Set 1 (groups)</u>	<u>Set 2 (tasks)</u>
Organization(s) Management	Goals Priorities Strategies Implementation

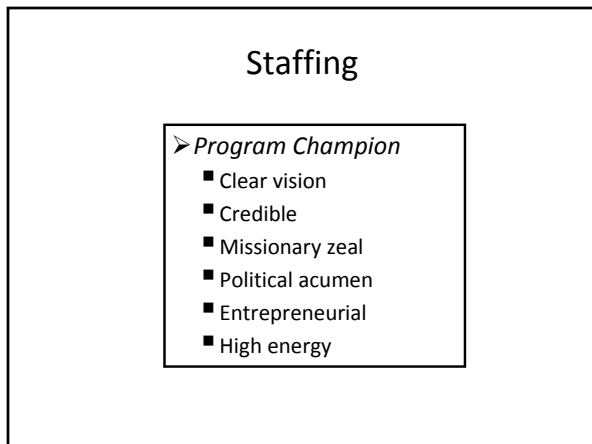
Planning

➢ Vision Matrix

<u>Set 1 (groups)</u>	<u>Set 2 (tasks)</u>
Organization(s)	Goals Priorities Strategies Implementation







Telemedicine Staffing

➤ *Program Managers*

- Experienced
- Team players
- Institutional support

Telemedicine Training

➤ *Comprehensive Plan*

- Core competencies
- Orientation / in-service
- Team building
- Outreach
- Culture of the “virtual corporation”

Outcomes

➤ *Measurements of Success*

- Meeting needs
- Patient outcomes
- User satisfaction
- Provider satisfaction
- Cost effectiveness
- Clinical outcomes

Financial Performance

- Costs and Benefits
- Coding Issues
- Reimbursement
- Accounts Receivables
- Bad Debt
- Network Utilization

Long-Range Strategic Planning

- Assessment
- Goal setting
- Updated Visions
- Discipline
