



Telehealth Excellence: The Future of Work in Healthcare



COURSE DESCRIPTION

Certainly, COVID -19 pandemic has forever altered healthcare the way we always knew it. The pandemic was a huge push factor for technology adoption in healthcare. Telehealth, by consequence, is becoming an integral part of the future of work in clinical settings. Providers will need to demonstrate specific competence in optimization, ensuring patient safety, and excellence in patient experience using telehealth. This course uses the latest standards and evidenced based recommendations on the topic [Four P's of Telehealth framework (planning, preparing, providing, and performance evaluation)] to build the healthcare care practitioners' knowledge and know –how in implementing telehealth excellence in their practice setting.

TOPICS COVERED

This course is composed of two modules (4 hours each). It focuses on developing the knowledge and know-how of the participants in relation to the following areas: Overview of what telehealth is, examples of telehealth applications in clinical setting, telehealth workflow- care optimization design, Key considerations for safety and superior patient experience, practicing telepresence, and evaluating efficiency of telehealth program.

COURSE LEARNING OBJECTIVES

- Develop participants' knowledge in telehealth.
- Develop participants' know-how in competency elements needed for excellence in delivery of care via telehealth.
- Explore essential behaviors for successfully practicing telepresence.
- Explore ways for evaluating efficiency of telehealth programs.
- Explore emerging risks/ ethical considerations related to care via Telehealth.

TARGET AUDIENCE

- Point of care healthcare professionals

PARTICIPANTS EVALUATION

The following methods will be used to deliver the course and engage participants in the learning process:

- Powerpoint presentation
- Mental simulation by case study discussion
- Video vignettes
- Reflective practice exercises
- Brainstorming
- Behavioral competency sharing

PROGRAM SCHEDULE - 8 CONTACT HOURS / 2 DAYS

DAY 1

Program and Trainer introduction

Session 1

Telehealth current state across the care continuum: an overview

DAY 2

Session 2

Telehealth care provision : Safety and excellence standards

Course closure and evaluation

The Trainer



Dr. Rana Abdel Malak

PhD, GCNC, NEA-BC, FAAPM

A seasoned high profile healthcare consultant, executive, professional trainer, and educator; Dr. Rana Abdel Malak is based in Beirut, Lebanon and works on projects worldwide. PhD holder from the University of Texas, USA, with a research focus on healthcare leadership

and management, with a long standing experience in acute care practice, executive leadership, and consulting. Dr. Abdel Malak is highly credentialed academically and professionally. She is dually certified by the American Board as nurse executive advanced level (NEA-BC) and by the International Council of Nurses as Global Nurse Consultant (CGNC). Recipient of many awards and honors and featured as speakers in many national, regional, and international professional venues. She is the first recognized international appraiser by the American Nurses Association for nursing continuing professional development. Has an extensive operational experience in the implementation of tier one international designations and accreditations, and other breakthrough initiatives driving healthcare excellence in the Middle East.



About Osten Healthcare

Osten Healthcare is an ISO specialized training provider based in Ireland, created to provide holistic healthcare trainings and development courses to enhance the knowledge and skills of Healthcare Professionals, Consultants, and other stakeholders in the field.

Whether, online or onsite, Osten Healthcare's course objectives are unique.

We use systematic methods in transferring technical and managerial skills to participants and meticulously design our offerings to encompass the multifaceted experience of our consultants and experts.

Our team is made up of international teaching experts, characterized by their robust practical experience, specialized knowledge, and skills in designing high-quality courses that focus on providing participants with a fruitful and tailored learning experience. This would improve participants' competencies and equip them with valuable practical skills allowing them to thrive in their profession.

Osten Healthcare is remarkable when it comes to the follow-up & personalized support offered after the course completion, ensuring participants are satisfied with their learning outcomes.

In fact, our service extends beyond the workshop as our experts are always ready to answer any question.



For Registration

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