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LifeStream™ Remote Health Management helps individuals stay healthy at home by enabling support, clinical oversight, communications and care coordination.



Old Dominion University Case Study

Old Dominion Incorporates LifeStream Patient Monitoring Technology into its Telehealth Curriculum.



Students get hands-on experience with the Resideo Life Care Solutions remote patient monitoring technology.

Using remote patient monitoring (RPM) technology to serve patients in rural and underserved areas takes a special kind of healthcare professional. It's not just about the equipment. Even more important is knowing how to communicate effectively to patients when using the technology.

That's why Old Dominion University is teaming with Resideo Life Care Solutions and other healthtech providers to offer intensive two-week, hands-on role-playing sessions to help their nursing students learn both technical instructions and communications etiquette for telehealth devices.

The sessions are offered five times a year at Old Dominion's \$1.3 million Center for Telehealth, Innovation and Research (C-TIER) at the Higher Education Center in Virginia Beach, Va.

Unique Training Program

The training involves cross-functional teams including advanced practice nurses (nurse practitioners and clinical nurse specialists), graduate-level health professionals

(counseling, speech, athletic training, physical therapy, pharmacy, and fourth-year medical students), and undergraduate dental hygiene and social work students.ⁱ

Tina Gustin, DNP, CNS, is an assistant professor at Old Dominion University School of Nursing, and C-TIER Director. She is one of several faculty who started the program in 2012 as a way to address the Interprofessional Education Collaborative (IPEC)'s common core competencies for interprofessional collaborative practice (ICP).ⁱⁱ The focus of ICP is to train healthcare students to work in teams to create better patient experiences and outcomes.

"Our approach is unique in the United States. Both telehealth and ICP are often talked about in practice but not actually taught together in curriculum," she says. The program now involves four higher education institutions and has trained hundreds of professionals.

After going through online training, the students work with faculty members in mixed-level groups to both learn with and by each other while functioning as an interprofessional team.

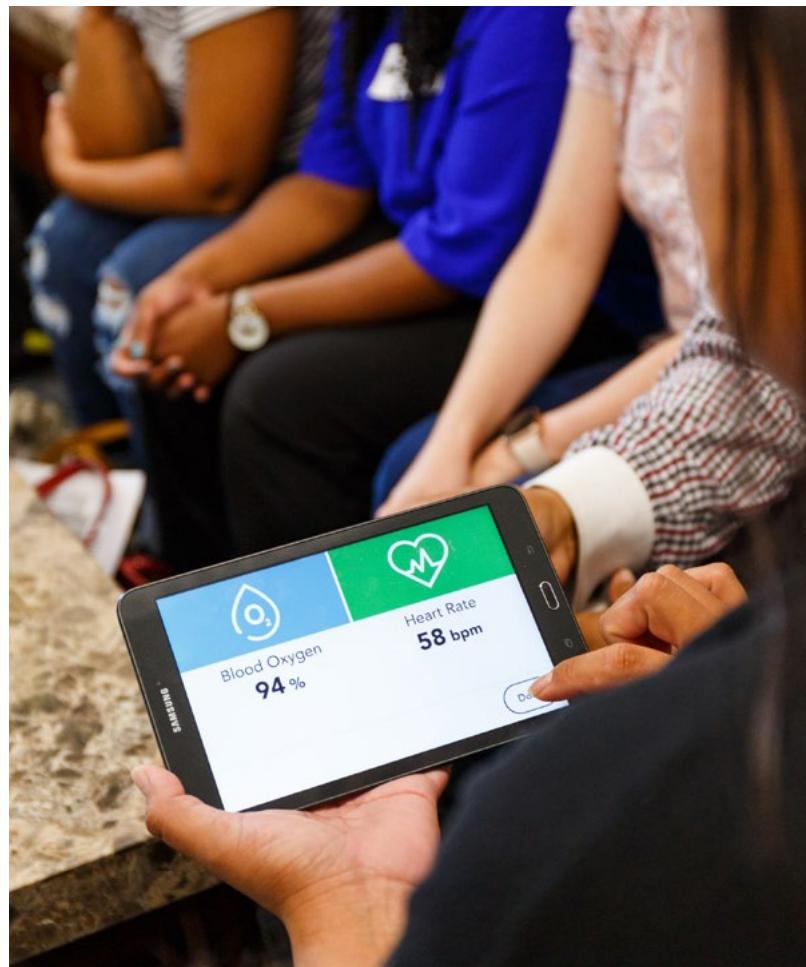
Students receive a realistic scenario, then practice in person with a "standardized patient," an actor who has been trained to portray a patient with a medical situation

in a rural setting. Old Dominion's center includes a simulated patient home to add a sense of realism.

"We encourage students to look at all the potential telehealth tools that they may work with one day. In this program, they get exposure to blood pressure, heart rate, thermometers, weight, oxygen saturation monitors and many others," says Michele Bordelon, MSEd, C-TIER Telehealth Manager at Old Dominion.

Teaming with Resideo

Students learn to use Resideo Life Care Solutions' LifeStream Genesis Touch® patient tablets, an interactive device that sends patient vitals to the LifeStream clinical software. The tablet enables the patient to communicate with clinicians and learn more about their diseases, health conditions and related treatments.



They also use the LifeStream clinical software to view and manage patient data. Program participants can simulate video visits with the patient and family members, assign questionnaires and educational videos, and generate reports from the dashboard.

"We're very pleased that Old Dominion's best-in-class program has chosen to use LifeStream to train the next generation of clinicians about remote patient monitoring," says Michelle Hirst, director of clinical operations for Resideo Life Care Solutions.

Today, RPM is often prescribed by a doctor, but the "aging in place" concept is growing more popular daily. Hirst says exposing clinicians to the patient technology at Old Dominion gives them familiarity with how the equipment is used in the home.

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— Tina Gustin, C-TIER Director





OLD DOMINION UNIVERSITY

School of Nursing

Tina Gustin (left), C-TIER Director, and Michele Bordelon, C-TIER Telehealth Manager, lead ODU's hands-on approach to teaching remote patient monitoring.



"They learn to understand what it feels like to use the technology, and they can experience firsthand how a video visit works from the patients' viewpoint," Hirst explains.

The students also learn about the LifeStream clinical software. When working in LifeStream, students experience how the data comes into the system, how other data points can be leveraged to make decisions about patient care and how the software can be customized based on patient population.

"The wide breadth of experiences provided by this program helps to create well-rounded clinicians," Hirst says.

Clear Communication

The students get time to practice with the Resideo Genesis Touch patient tablets, testing screen-side issues, such as camera work, lighting, and sound. Additionally, they learn about the importance of their verbal and non-verbal communications – a key lesson as research shows that most failures with telehealth uses are associated with human factors or soft skills.ⁱⁱⁱ

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It's so important that medical professionals learn to communicate respect for the patient over the device. We also show the significance of the presenter's appearance and distractors, along with addressing privacy and expressing empathy," explains Bordelon. They've even developed a telehealth etiquette checklist.

<http://bit.ly/OD-Etiquette>



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This type of training means that the technology will be used in the most advantageous way.”

— Michelle Hirst, RN,
Chief Clinical Officer

Age and perceived professional rank don't matter, Bordelon says. Young PT students often can handle technical situations as well as fourth-year medical students, but sometimes neither knows how to solve patient problems nor use the appropriate social skills.

Future of Telehealth

It's clear that use of telehealth will continue to grow, especially as Medicare and other insurance providers cover the service and see its benefits.

From 2016 to 2017 alone, private insurance claim lines for services rendered via telehealth as a percentage of all medical claim lines grew 53% nationally, more than any other venue of care, according to FH Health Indicators, a white paper published by the nonprofit FAIR Health.^{iv}

Resideo Life Care Solutions is working with Old Dominion to be sure students have the most updated technology.

“This type of training means that the technology will be used in the most advantageous way,” Hirst says. “It's not enough to just show someone how to turn on a machine. We're learning from Old Dominion's research and incorporating it into our work with other healthcare institutions. Everyone benefits in the end, especially the patients.”



Resideo Life Care Solutions

Resideo Life Care Solutions is a global leader in health management technologies and remote patient monitoring, providing the healthcare industry with integrated product and service solutions designed to improve the quality of patients' lives and reduce the cost of healthcare. For more information about the Life Care Solutions business, please visit www.lifecaresolutions.resideo.com.

About Resideo Technologies, Inc.

Resideo is a leading global provider of critical comfort and security solutions primarily in residential environments, and distributor of low-voltage and security products. Building on a 130-year heritage, Resideo has a presence in more than 150 million homes, with 15 million systems installed in homes each year. We continue to serve more than 100,000 contractors through leading distributors, including our ADI Global Distribution business, which exports to more than 100 countries from more than 200 stocking locations around the world. Resideo is a \$4.8 billion company with approximately 14,500 global employees. For more information about Resideo, please visit www.resideo.com.

About Old Dominion University

Old Dominion University, located in the coastal city of Norfolk, is Virginia's entrepreneurial-minded doctoral research university with more than 24,000 students, rigorous academics, an energetic residential community, and initiatives that contribute \$2.6 billion annually to Virginia's economy. For more information, visit www.odu.edu.

ⁱ Gustin, Tina Sweeney; Kott, Karen; and Rutledge, Carolyn. Telehealth Etiquette Training: A Guideline for Preparing Interprofessional Teams for Successful Encounters. *Nurse Educator*.

ⁱⁱ [IPEC Core Competencies for Interprofessional Collaborative Practice: 2016 Update](#). Accessed June 25, 2019.

ⁱⁱⁱ [Laff, M. Telemedicine can build bridge to expanded health care, say panelists](#). February 5, 2014. Accessed June 25, 2019.

^{iv} [FH Healthcare Indicators® and FH Medical Price Index® An Annual View of Place of Service Trends and Medical Pricing](#). 2019 A FAIR Health White Paper, April 2019. Accessed June 25, 2019.

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