SP Telecommunication at the Time of COVID-19

April 6th, 2020 ASPE Webinar

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Disclaimer

The presenters have no potential conflicts of interest or financial disclosure associated with this presentation.

Agenda

- Different telecommunication formats

- Pros and cons of 4 telecommunication modalities

- Applications of telecommunication (including SP training, debriefing) and lessons learned

- Approaching formative and summative assessments with telehealth

- Challenges in telecommunication practices

- Q+A / Where and how to begin?
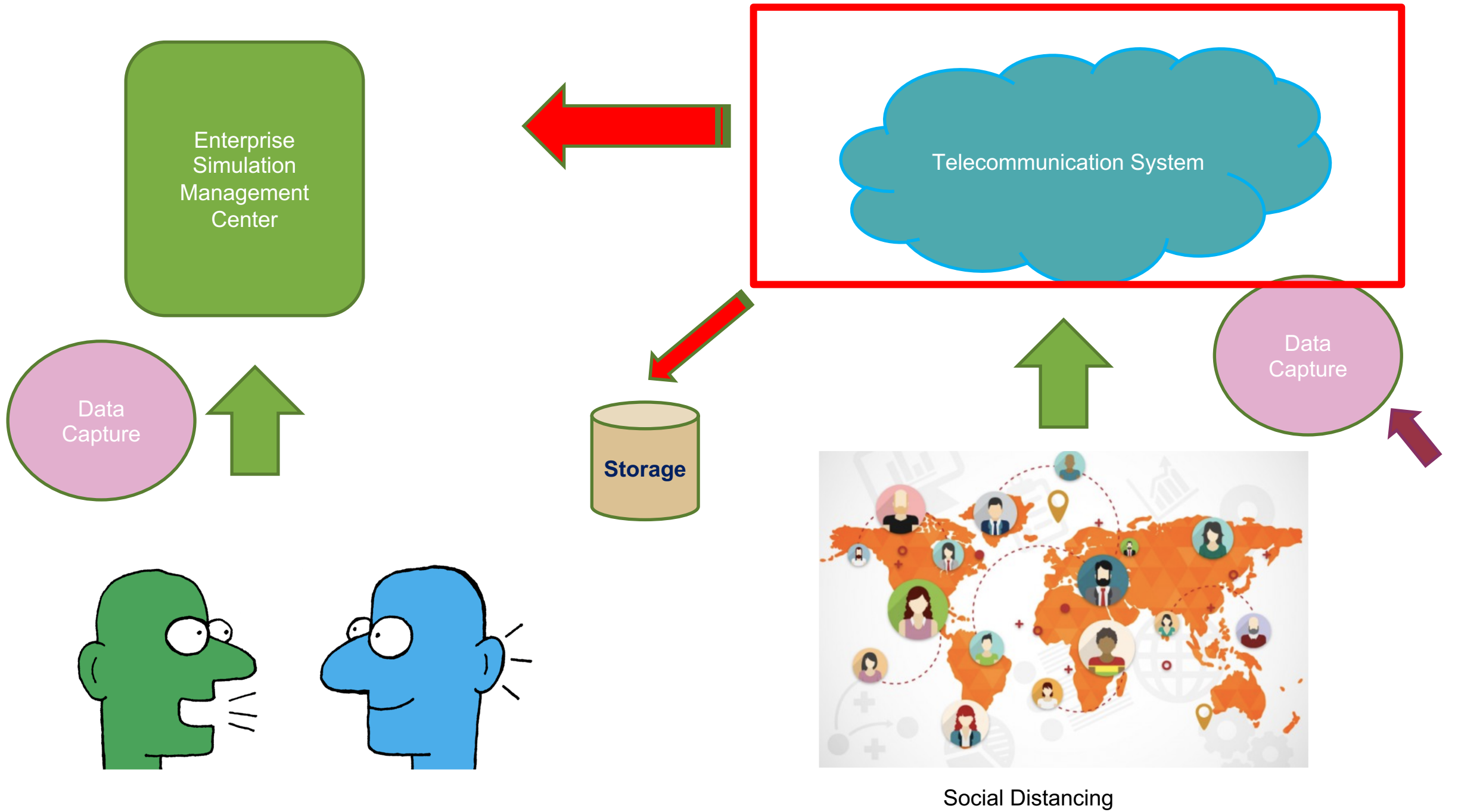
Enterprise Simulation Management Center
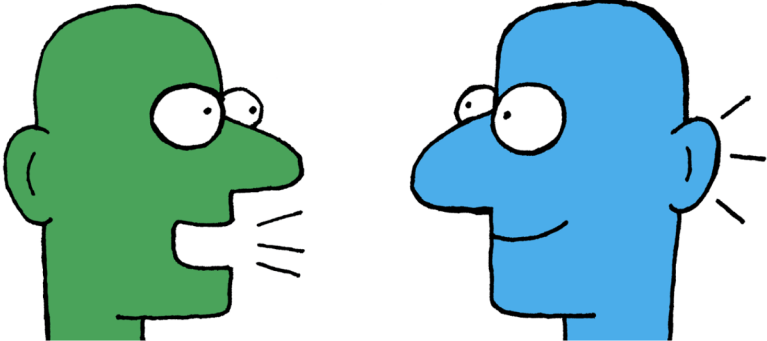
Data Capture

Telecommunication System

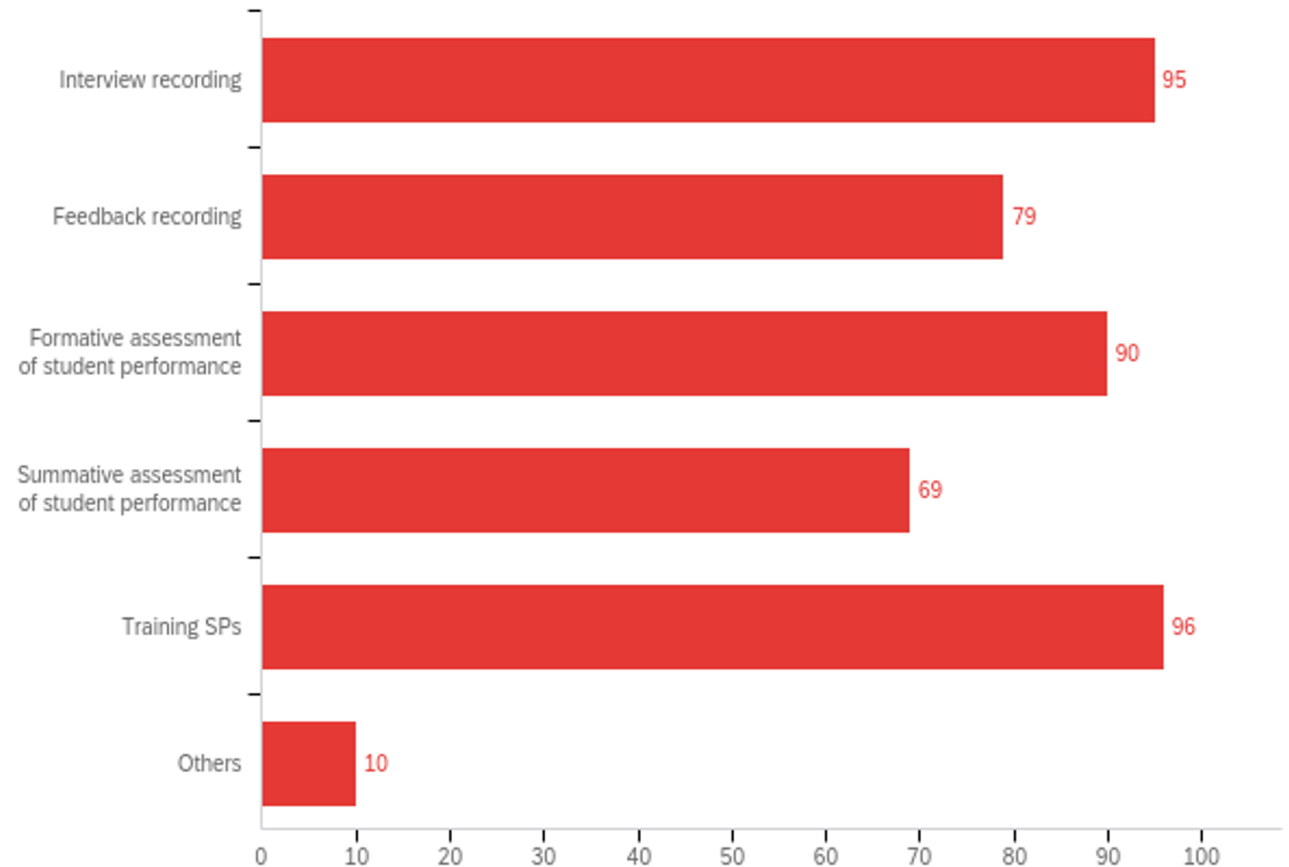Data Capture

Storage

Social Distancing

Data Capture

- Recordings (Yes/No)
  - Interview or Feedback
- Assessment
- Training
  - SPs
  - Faculty

Telecommunication Formats

- Phone
- BlueJeans
- Google Meet
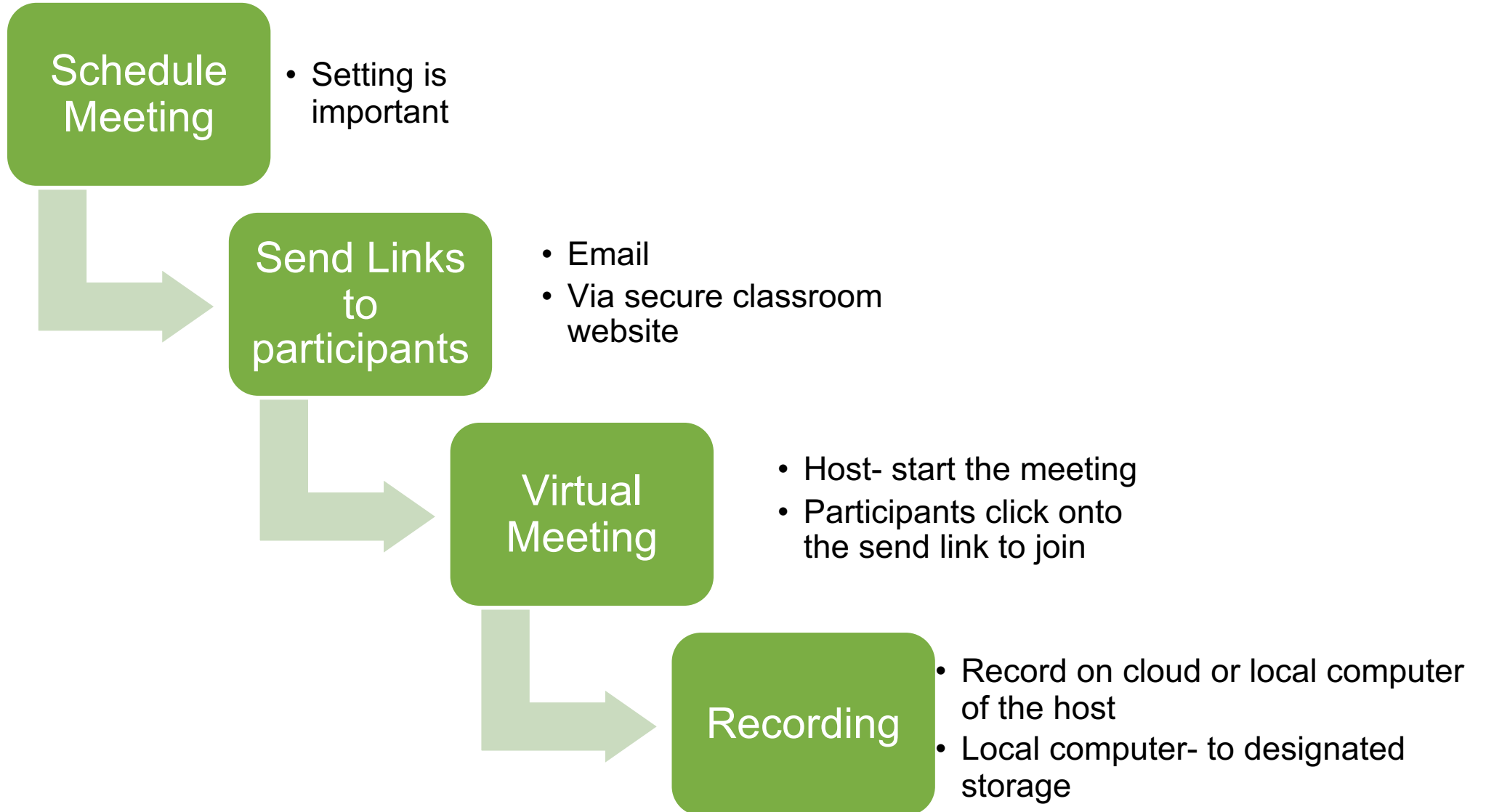- Facetime

- Google Form
- Qualtrics
- ExamSoft

- Adobe Connect
- WebEx
- Zoom

- SIMULATIONiQ

Where to Start with Remote Sessions?

Schedule Meeting
- Setting is important

Send Links to participants
- Email
- Via secure classroom website

Virtual Meeting
- Host- start the meeting
- Participants click onto the send link to join

Recording
- Record on cloud or local computer of the host
- Local computer- to designated storage

Meeting Recording and Assessment

Recording

Meeting recording may be stored in:

- Cloud
- Local computer
  - Recording can be transferred to more permanent location- BOX, Dropbox or Enterprise Simulation System

Assessment

- Google Form
- Qualtrics
- ExamSoft

-Set up questions
-Send SP survey assessment links

Low Tech - High Concept

Inter-professional & inter-institutional telepharmacy counselling:

- Polypharmacy cases involving BScN students interviewing SP (in-person) and seeking advice from PharmD students via telephone

- First run in January 2020

WATERLOO REGIONAL
SIMULATED PATIENT PROGRAM
A Partnership of McMaster University and the University of Waterloo

The Original "Tele" Medicine

Is face to face communication a requirement of my session?

Is it required to meet our learning objectives?

Potential Pros & Cons:
- PRO: Less "tech-y" modality, cost
- CON: Less ability to control, fidelity

The Quick-And-Dirty

- SP encounters in a third year PharmD advanced patient self-care course.

- Summative activity involving peer, instructor, and SP feedback.

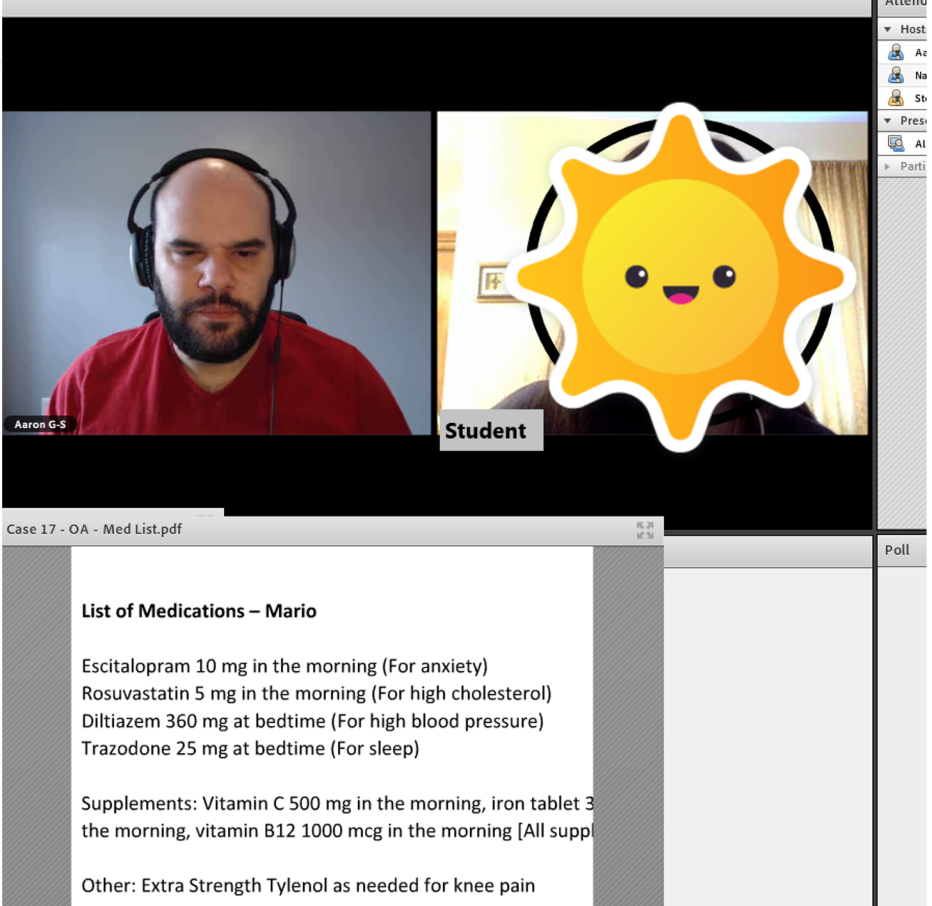- Moved virtual encounters in less than a week due to COVID-19

The Quick-And-Dirty

- Used what was "easily" accessible and available - Adobe Connect. Speed (in moving to a virtual environment) was most important factor.

- Students had a scheduled time to login to a "room". SP, instructor, and TA/tech support were in the room for the full session.

- Used tech dry-runs the day before for students and SPs

Adobe Connect

- Pros:
  - Easily share and access files in the room.
  - Recoding function.

- Cons:
  - High technological requirements.
  - Students had to be set as "presenters".

- Lesson learned: use the right tool for the right job

Multi-format: WebEx, LCMS+, Bline
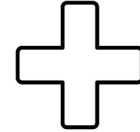
**We pay for and utilize these companies, but are not being compensated and are in no way advocating for their use.

Thinking Outside of the Box with a Small Staff

Rachel Older
Simulation/Clinical Skills Center Manager

Sophie Watters
Simulation/Standardized Patient Program Coordinator

Jocelyn Steffke
Standardized Patient Training Coordinator

M3 Psychiatry Telemedicine Sessions

1. Remote session delivered utilizing WebEx, Bline, and LCMS+:
   a. 3rd year medical students in their psychiatry rotation
   b. Running since July 2019
   c. Our SPs report to our simulation center

M3 Psychiatry Telemedicine Sessions

- Session directions for students, logistics, and WebEx training link (see handout)

- Door Note, Bline, and LCMS+

- Formative assessment
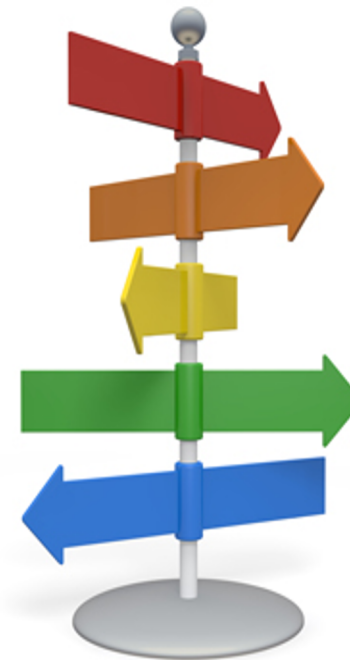
M3 Psychiatry Telemedicine Sessions

- Pros: Flexibility, security, and telehealth experience

- Cons: Technical issues, using 3 systems:
  WebEx, Bline, and LCMS+ to achieve our objectives

- Cost: Difficult to determine

Remote Summative Assessment for a Clinical Skills Exam

- 1st year medical student physical exam

- WebEx with its recording feature.

- No SPs

Remote Summative Assessment for a Clinical Skills Exam

- Facilitators to give student directions (in lieu of a door note) and share screen images

    i.   Cardiac Exam

    ii.   Pulmonary Exam

    iii.   ENT

    iv.   Facilitators to flag students in need of remediaito

- This was originally a 3 station OSCE

    i.   In the fall, the students will complete a didactic portion

Remote Summative Assessment for a Clinical Skills Exam
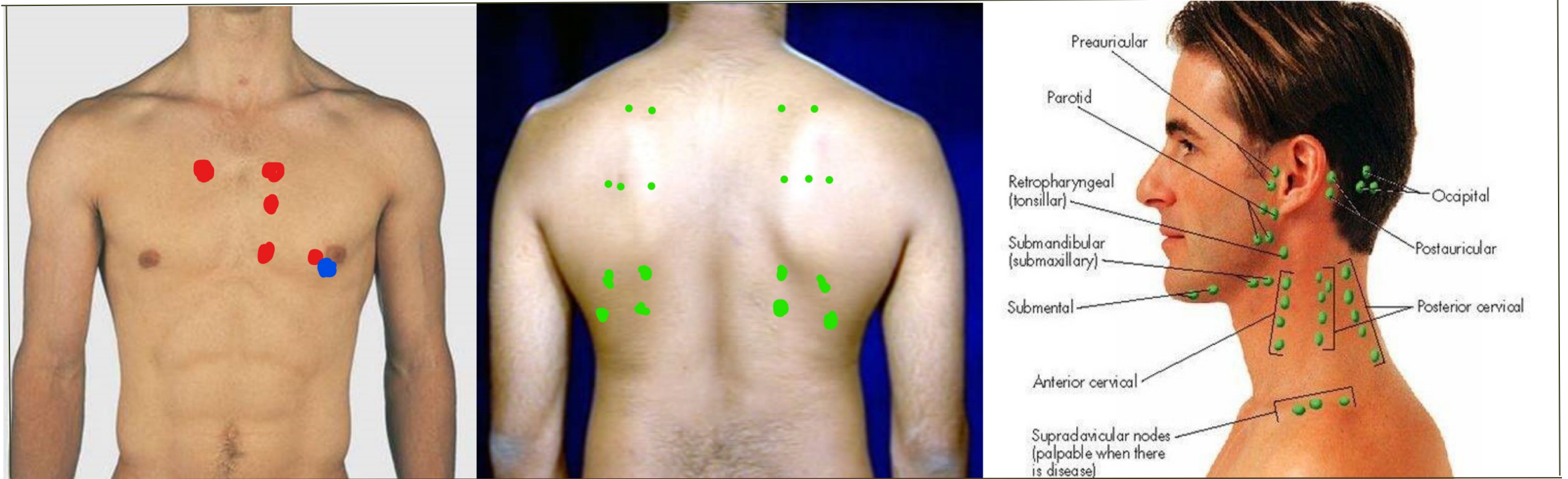
Remote Summative Assessment for a Clinical Skills Exam

- Pros: Technique correction, security, and student engagement

- Cons: rescheduling physical demonstration

- Cost: saving on SPs

Confirmed cases in the United States
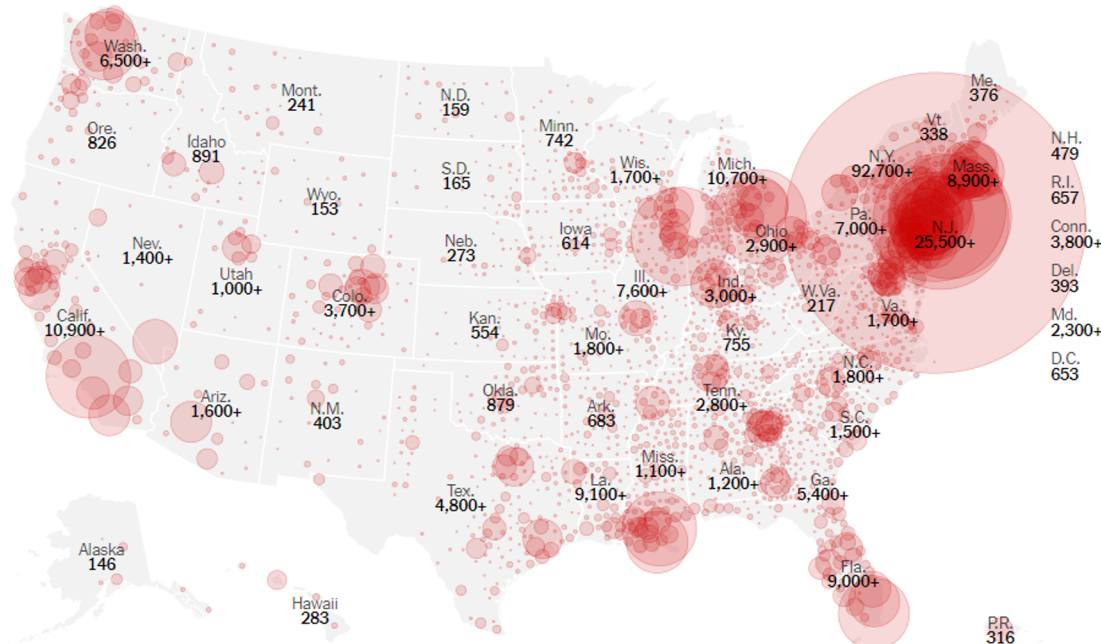
Source: New York Times, 4/3/2020

ICC Team Effort

SP Educators : Lisa Culen, MS & Jamie Colvell, MPH

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Standardized Patient Educator

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Simulation Facilitator

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Administrative Assistant

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Utilizing Zoom for Distant Learning

- February 2016 Telemedicine OSCE

  - 6 participants [2 cases]
  - Physical exam results delivered in email
  - History, Communication, English Language skills, SOAP assessed
  - Summative exam scored Pass/Fail
  - SimIQ used for SP assessments, pre/post encounter exercises

Utilizing Zoom for *SOCIALLY* Distant Learning

3/9/2020 Simulated patient programs were shut down and we have been working to deliver 100% virtual alternatives with for:

- <u>OMS1, OMS2 OSCEs</u>   629 participants [2 Zoom + 1 online case],
- <u>OMS3 OSCE / 2PE Board Prep</u>   84 participants [6 cases w/feedback],
- <u>PA Program</u>   50 participants [1-2 cases]
- <u>Doctor Patient Continuum</u>   (small group learning) labs,
- <u>Doctor Patient Relationship</u>   (faculty led groups) labs,
- <u>BLS skills</u>   (ultimately used 3rd party provider),

How to start?

- Accept the "new normal" - **how you did things in the lab may simply not work in a virtual environment**

- **Re-examine your objectives** and look for creative ways to complement simulation

- Find out what telecommunication services are institution- supported.

- Plan carefully and practice. Lesson learned : Run betas at all stages, every discovery is meaningful.

Where to Start with Zoom

- Create a profile at zoom.us FREE for 40 minute basic call
- Play with basic functions - make calls, join calls
- Look at settings for options and ideas
- Access tutorials to learn more

- Practice, practice, practice, and more practice

Scheduling in Zoom

Profile

Meetings

Webinars

Recordings

Settings

Account Profile

Reports

Attend Live Training

Video Tutorials

Knowledge Base

Profile

Meetings

Webinars

Recordings

Upcon

Sche

Schedule a Meeting

Topic	Webinar Planning Meeting-4-6-2020
Description (Optional)	Finalize presentation details

When	04/06/2020	8:30	AM

Duration	1 hr	0 min

Time Zone	(GMT-4:00) Eastern Time (US and Canada)

☐ Recurring meeting

Registration	☐ Required

Meeting ID	⦿ Generate Automatically ⦿ Personal Meeting ID 483-747-0260

Meeting Password	☑ Require meeting password 437082

Scheduling in Zoom

Meeting Password   ☑ Require meeting password   437082

Video

Host   ⦿ on   ○ off

Participant   ⦿ on   ○ off

Audio   ○ Telephone   ○ Computer Audio   ⦿ Both

Dial from **United States of America**   Edit

Meeting Options

☒ Enable join before host

☐ Mute participants upon entry ▨

☑ Enable waiting room

☐ Only authenticated users can join

☐ Breakout Room pre-assign

☐ Record the meeting automatically on the local computer

Alternative Hosts   Example: mary@company.com, peter@school.edu

Sending Zoom Link to Participants

Copy Meeting Invitation

Meeting Invitation

Margaret Kim Liu is inviting you to a scheduled Zoom meeting.

Topic: Webinar Planning Meeting-4-6-2020
Time: Apr 6, 2020 08:30 AM Eastern Time (US and Canada)

Join Zoom Meeting
https://umich-health.zoom.us/j/565652722?
pwd=SkU0TTV3cGhRTFZLL1V6NEVMWFl3UT09

Meeting ID: 565 652 722
Password: 437082

One tap mobile
+13126266799,,565652722# US (Chicago)
+16465588656,,565652722# US (New York)

Click onto the click on the date of the meeting

Enter password

Select a Camera
✓ FaceTime HD Camera

Choose Virtual Background...

Video Settings...

Join Audio | Stop Video | Invite | Manage Participants 1 | Polling | Share Screen | Chat | Record | Closed Caption | Breakout Rooms | Reactions | End Meeting

Preparing the SP for Virtual Encounters w/Zoom

1. Identified SPs comfort level/experience with technology through Google Form survey (handout) - sent to 44 SPs

NB: self-reporting was not entirely accurate!

2020 Technology Survey

Please fill out the following survey based on your experience with mobile technology and video conferencing.

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Preparing the SP for Virtual Encounters w/Zoom

2. Supported with technology / loaner laptops from campus
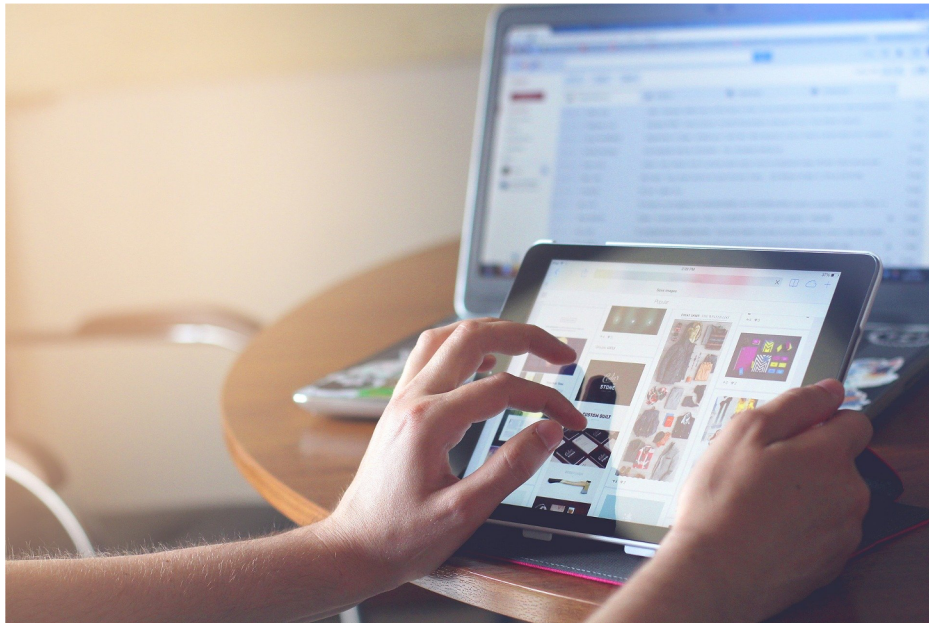
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Preparing the SP for Virtual Encounters w/Zoom

3. Provided **<u>paid basic training</u>** to 37 SPs

- Resources already available:
    - Institutional videos created for Zoom
    - Zoom's own tutorials
    - Telehealth etiquette videos (YouTube)
    - AMAZING Academic Technologies Group (ATG)

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Preparing the SP for Virtual Encounters w/ Zoom

- Live "work-through" meetings (in groups of 6 & 1-on-1)
- Online learning module with video examples of full encounters start to finish

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Zoom Skills - a new SP core competency in a pandemic

Proficiency Level	Types of Programs
- **Basic Zoom Skills for the SP** - join a call with video and microphone on - toggle video/microphone on/off - schedule a meeting - use chat function to text	Programs requiring history, narrative physical, feedback - Basic A/V problems with learner could be troubleshooted with text function
- **Moderate Zoom Skills for the SP** - manage multiple windows - screen share documents - manage waiting room - use chat function to file share **	Programs requiring live, dynamic delivery of materials to learner (e.g. patient information, PE results - files, images, audio/video - post encounter exercise, etc), observers
- **Advanced Zoom Skills for the SP** - move in and out of breakout rooms - use chat function to file share** - conduct a poll	Could be employed as Virtual Encounter Leader (VEL) backup facilitator, Zoom skills trainer, observer

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Preparing the SP for Virtual Encounters w/ Zoom

4. Assessed proficiency → added skills → trained → reassessed

- asked SPs to complete simple digital tasks
    - e.g. log into NYIT Zoom account,
    - change screen name to SP name,
    - share their Personal ID

After 2.5 weeks:
20 moderate proficiency, 7 advanced proficiency

Overcoming Data Capturing Challenges

- <u>Recording</u> - NYIT ICC decision not to record **<u>any</u>** recordings of SP encounters from home

- <u>Checklists</u> - SimIQ for history, physical, PARS, English Language Proficiency checklists, SOAPs, pre/post encounter exercises (Paper checklists?)

- <u>Polls</u> - Available for surveys (single- or multiple-choice only)

Zoom Pros

- intuitive- easy to set up and use
- "waiting room" option available
- SP can show patient information prior to encounter start
- easy background options
- allows breakout rooms for multiple exams
- small or large group meetings are simple

Zoom Cons

Timer function hard to read, can't be reset
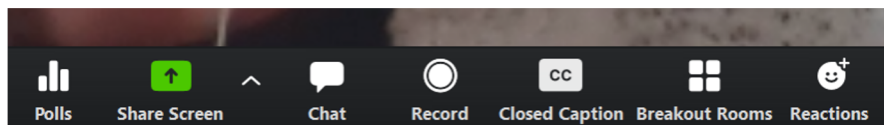
Growing pains?

- they just removed the file transfer option (as of Friday!!)

Zoom says it will fix security holes that video hackers have exploited

BY KHRISTOPHER J. BROOKS
UPDATED ON: APRIL 2, 2020 / 3:10 PM / MONEYWATCH

Can't schedule concurrent meetings from one account -

(Workaround : Breakout rooms)

- can't record breakout rooms
- some confusion of joining a meeting / scheduling a meeting
- settings - some available in app, others on website

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Zoom Costs

- cost of product
- cost to train
- resources to cover any additional data capture necessary
- HIPAA feature, but currently not recommended

Basic

Personal Meeting

Free

Sign up, It's Free

Host up to 100 participants ⓘ
Unlimited 1 to 1 meetings
40 mins limit on group meetings ⓘ
Unlimited number of meetings
Ticket Support

+ Video Conferencing Features
+ Web Conferencing Features
+ Group Collaboration Features
+ Security

Pro

Great for Small Teams

$14.99/mo/host ⓘ

Buy Now

All Basic features +

Includes 100 participants
Need more participants? ⓘ
Meeting duration limit is 24 hrs
User management ⓘ
Admin feature controls ⓘ
Reporting ⓘ
Custom Personal Meeting ID
Assign scheduler ⓘ
1GB of MP4 or M4A cloud recording ⓘ
REST API
Skype for Business (Lync) interoperability ⓘ

+ Optional Add-on Plans

Business

Small & Med Businesses

$19.99/mo/host ⓘ

* Starting at 10 hosts for $199.90/mo

Buy Now

All Pro features +

Includes 300 participants
Need more participants? ⓘ
Dedicated phone support
Admin dashboard ⓘ
Vanity URL ⓘ
Option for on-premise deployment ⓘ
Managed domains ⓘ
Single sign-on ⓘ
Company branding ⓘ
Custom emails ⓘ
LTI integration ⓘ
Cloud Recording Transcripts ⓘ

Enterprise

Large Enterprise-Ready

$19.99/mo/host ⓘ

* Starting at 100 hosts for $1,999/mo

Contact Sales

All Business features +

Enterprise includes 500 participants
Enterprise Plus includes 1,000 participants
Unlimited Cloud Storage
Dedicated Customer Success Manager
Executive Business Reviews ⓘ
Bundle discounts on Webinars and Zoom Rooms

Telecommunication Challenges

- Internet bandwidth, capacity - daytime vs. nighttime
- Deciding the setting (remote clinical encounter vs telehealth)
- Preparing SPs for technological proficiency
- Reviewing CS skills ratings - e.g. eye contact (how much leeway to give?)
- Authenticity of the encounters
- Reliability of assessments - Summative exams , Physical exams

Suggestions for Physical Exams

During COVID-19:
- Inability to reliably assess **psychomotor skills.**
- Demonstrating on themselves or others is not safe nor recommended.

Other Applications:
- Telehealth/Remote Clinical Encounters could include an in-person rater on whom exams could be done/assessed
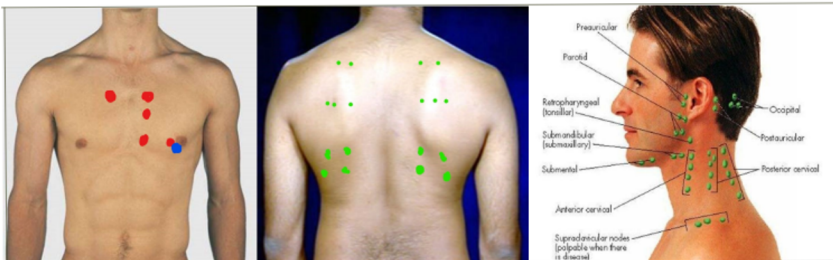
So what about right now?

Suggestions for Physical Exams - 2

Rate the participant's demonstration of knowledge of the exam.

Do they…

- Know what test: ("*Now I would do a(n)*
  _____.")
- Know what test <u>and how:</u> ("*Now I would do a(n) _____by____.*")
- Know what test and how <u>and why:</u>

  ("*In order to check x, I would do a(n) _____*

  by_____.")

Suggestions for Physical Exams - 3

Delivery of findings to participant could be :

- Written findings card (sent in email or in-meeting file)
- Image, audio, or video file of findings to synthesize, report
- Verbal findings from SP
    - "narrative style" from patient voice (e.g. "*You would see my eyes are swollen and puffy and there is discharge from my right eye.*")

    - "report" style, with jargon
        - Cons: can break patient/participant roles & create awkward remainder of encounter

"The Future" is Now

- Future Applications

- Delivering clerkship specific formative experiences
- Transition to Residency programs
- Workshops

Best Practices for Telecommunication

Full transparency-

- Video recording consent from all participants

- Inform participants of any observers

- Confidentiality consent form

- Meeting expectations

Ensure tech competency of the participants- practices a few times before the event.

Pre-test the feasibility of the telecommunication among participants–

- Internet connection Hardwares (computers, iPads, phone, earphone etc.)

- Audio and video

Allow plenty time for practice and planning logistic.

Best Practices for Telecommunication

Video Meeting Best Practices: Do's and Don'ts to ensure meeting success.

- Send the best practice to participants a few days before meeting

Institutional compliance

Beware of the security- how data is stored and transferred

- DUO- two factor authentication

- Use VPN (Virtual Platform Network) for internet traffic connection

- Secure cloud base storage space- BOX, Local Enterprise system

- Meeting settings – randomize join meeting ID and password

Questions?

Thank you for attending this webinar!