Post-Webinar Handouts
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These handouts are designed to supplement the presentation for the ASPE
Telecommunications Webinar on 4/6/2020 and include:

1. WebEx Training Link
2. M3 Psychiatry Telemedicine Webinar Notes - Formative
    a. Student Directions
    b. Logistical Directions
3. M1 Clinical Skills Examination Webinar Notes - Summative
4. Slides from the Presentation

WebEx Training Link:

https://help.webex.com/en-us/8bzter/Cisco-Webex-Meetings-Video-Tutorials

M3 Psychiatry Session Webinar Notes:

1.   Remote session delivered utilizing WebEx, Bline, and LCMS+:
    a.   Designed for our 3rd year medical students in their psychiatry rotation
    b.   Running since July 2019
            i.   The years prior this was classic in-person Standardized
        Patient session, but we have students in remote sites that were having to
        travel over an hour for the simulation. We also have two campuses, so
        staff from our main site had to travel an hour to conduct these session. The
        idea of telemedicine was proposed with the incentive to work smarter, not
        harder, while giving our students a telehealth experience.
            ii.   Goals and objectives are not aimed at telemedicine. As
        such, the focus is on the encounter, not HIPPA or other elements of
        telemedicine.
    c.   Our SPs report to our simulation center for the simulation (these are the
    same individuals that were previously trained on the psychiatry cases conducted
    in the classic fashion.
            i.   With the stay home order currently instituted in our state,
        we are working toward assessing SP technology strengths and remote
        training.
    d.   We send the session directions, which include technical components to the
    students the week prior to their sessions (these are included in the document links

along with session logistics) and email the students the WebEx link the day prior to their session.

e.   We share screen the door note, then record the session in Bline. This allows our faculty that are also located remotely to access the videos for assessment. We also require a SOAP Note component following the SP encounter. Bline does not support a timed SOAP Note, so we utilize LCMS+ (exam system) that allows a timed feature.

2.   This is a formative assessment the clerkship director utilizes to see the strengths and weaknesses of the students, but could be used as a summative assessment with checklist and SOAP Note scoring.

a.   We have a limited amount of faculty at our institution, which requires our SPs to be trained to assess students utilizing a checklist. These are verified by our SP trainer.

b.   For this session, we use a Likert scale.

3.   Pros: Has allowed flexibility and saved time for those facilitating the session as well as diminished travel time for students and staff, and SPs. It also gives our students a telehealth experience that is extremely relevant at this time.

4.   Cons: It was challenging to figure out the technical issues and directions for the students. You have to have a degree of technical ability to trouble shoot with students if the connection is not good and make adjustments on the fly. Using 3 systems: WebEx, Bline, and LCMS+ to achieve our objectives brings extra support needed to set up and run the sessions. At this time Bline does not have the capability to have timed post-encounters, which would make these sessions much easier to handle without relying on extra staff.

5.   Cost: It is hard to determine the cost for the sessions, as we are owned by our medical school so sessions we conduct for our students are a part of our budget. It has been more cost effective to change these to telehealth sessions, since we are not taking time from staff to travel to conduct these and not paying our SPs travel time for our cases.

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M3 Psychiatry Telemedicine Student Directions

Hello M3s,

Please read through the below directions carefully for your telemedicine session next week. If you have any questions or need clarification, feel free to reach out. These sessions will seem familiar from ECS (interviewing a patient in the room). The biggest variation will be the amount of responsibility you take in the room. You are interviewing the patient as a doctor, so instead of responding to patient questions like a M1/M2, "I'll

take this information to your doctor to discuss a care plan with you," you should answer the patient's questions and develop a care plan with them you feel is right.

To be prepared for your session:

1. You will need to bring/utilize the laptop assigned to you from CMED.

2. Have a pen/pencil and paper to take notes on.

3. You will also need to have reliable internet/Wi-Fi for the WebEx meeting and a private location in which to interact with your patient.

4. For audio quality, it is best to use a headset with a microphone. If you do not have a headset, please use headphones or earbuds.

5. Before your scheduled meeting, please test WebEx by clicking on this link: https://www.webex.com/test-meeting.html. Please contact Healthcare IT if you have any issues.

Be mindful of the honor code policy: no aspect of the case/encounter can be shared/discussed with anyone at any time. Please keep this in mind: destroy your notes post-SOAP Note and do not take any screenshots

If you are a Saginaw-based student reporting for your telemedicine session, please report to the rooms forwarded previously by Cheryl Scott-Brown.

Please refer to the schedule below to follow the correct link to sign onto your WebEx meeting.

*

If your arrival time is highlighted in yellow, join the WebEx meeting below.

*

If your arrival time is highlighted in green, please follow the WebEx meeting below.

*

If the join button is green, we are ready for you to join the session. If the join button is grey, you will need to wait until it is green. Join the Telemedicine WebEx session promptly at your start time.

We will use the share screen feature for the Door Note (you will have 2 minutes to read and take notes).

We will then begin your Bline recording by remotely logging you in.

Timing:

2 minutes door note

35 minutes SP encounter (you will receive a 5 minute warning)

· *Once you finish (run out of time or are done early), you will exit the WebEx meeting and immediately sign onto Central Line.*

35 minutes for SOAP Note

After your session, you will need to login to Central Line to access the SOAP Note Shell. Once open, your timer will begin. Push the submit button when finished or at 35 minutes, Central Line will close you out. To access your SOAP on Central Line:

· Click on your profile picture

· Click on exam area

· Choose the one labeled with your session time (first or second session)

· Click to open

· Once open, there is a clock on the screen that will allow you to see how much time you have available

Keep in mind that you have 2 sessions to complete in the same day. Your second encounter will run the same way with a different patient.

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M3 Psychiatry Telemedicine Logistics

Schedule: Need to stagger the start times by 10 minutes, to allow 1 person to run two rooms.

Room and Equipment Setup:

· Make sure the blinds are closed on the windows to reduce glare to TV monitors

· Learner laptops should be connected in each of the sim rooms to the TV monitor and the correct WebEx meeting open for the first students to join. (2 WebEx meetings need to be created, one for each case). To join the WebEx from the Codec camera, you will need to input the join

from a video system number given on the WebEx invite using the silver remote. E.g - "123456789@cmich.webex.com"

- o   The Door Note for the station will need to be pulled up on the computer to share the screen for 2 minutes after they log in (use the silver camera remote to share screen.)
- o   Once the student joins the meeting; lock the meeting until the end of the session (will have to be re-opened for the next student) This will need to be done on a separate computer in the control room, as the Codec camera does not have this capability).
- o
- o   Open WebEx in Chrome in the Control Room – this should start the desktop application, which is needed for the meeting.

·   Camera should be adjusted for proper viewing of the SP/chair

·   Camera 1 should be focused on the TV monitor in the room, Camera 2&3 as wide an angle as possible to encompass the session (specifically the Psychosis session). If the video quality can be improved, we will record directly to the TV.

·   For all cases, there will be a chair for the patient facing the camera (though psychosis will not utilize).

·   For psychosis case, SP will need to know the camera perimeters to stay within the student view; also move crash cart and laundry cart beside easel to patient to fidget with. .

·   2404E – move easel in front of first control room window to eliminate TV reflection

Bline/Tech Setup:

·   Crestron unit in the control room: select LCD Source as Wall Plate

·   AV/Feed selection on Bline: cameras 1,2,3

Student Pre-brief and Start of Encounter

·   Students will be sent directions prior to the encounter: what materials are needed, Wi-Fi access, session timing, and accessing the SOAP note.

·   Notify students that if they finish early, they should close with his/her patient, then exit the WebEx meeting and login to Central Line to complete the SOAP Note.

·   Have students verbally agree to honor code.

· Ask students if they have any questions.

· Students will have 2 minutes for the door note and 35 minutes for the encounter.

    o Once finished with the door note, stop the screen share and notify the student that his/her patient will be right in.

    o Exit the room and remote login the student. Start the encounter, then walk the SP into the room, "The doctor is ready for you. You may take a seat right there."

After Session

· After the student concludes his/her session, the room will need to be advanced to the post-encounter for the SP to complete the checklist. They will have 7 minutes to do so. As the SOAP note will not be tied to the telemedicine sessions, students can immediately logon to Central Line to complete.

· Reset the room, including unlocking the meeting for the next student to login

· Access Central Line to see if students are logged into the SOAP note to monitor progress/problems.
Export SOAP notes from Central Line and email to director.

M1 Clinical Skills Examination Webinar Notes

    1. Remote Summative Assessment for our 1st year students for their Clinical Skills Exam

        a. This is currently underway. Our plan for this is to use WebEx with its recording feature to capture the exam.

        b. With the lockdown in our state, everyone is working from home and we are not using SPs for encounters at this time.

        c. Students will have a their WebEx session with a facilitator whom will give student directions (in lieu of a door note) and share screen images for students to explain how to conduct the Cardiac Exam (and locate the landmarks), Pulmonary Exam (including stethoscope placement), and ENT, including the structures of the ear, lymph nodes, and oral cavity. This will be 50% of their exam grade. We are moving the physical exam/practical application with SPs to the fall.

            i. Facilitators will flag students with low performances for remediation sessions (also conducted remotely) with faculty.

        d. This was originally a 3 station OSCE for physical exams: Station 1: ENT, Station 2: Cardiac, Station 3: Pulmonary

e.   In the fall, the students will be instructed to come prepared to perform each of the following, but we will only have 1 station in which they will conduct the cardiac and pulmonary exams on the SP. This is the other 50% of their grade. They are required to pass both to achieve a passing score for the exam.

f.   Pros: Allows us to see which students need remediation/chance to correct techniques prior to the didactic exam. Aim to keep the students engaged in learning and thinking about clinical skills

g.   Cons: Since this is a demonstration of a physical exam, it cannot be conducted exclusively by remote means, meaning we have to schedule a secondary portion to the exam.

   i. We did toy with the idea of having students select a volunteer and upload a video of the physical exam, but social distancing quickly eliminated this as an option.

h.   Cost: We are actually saving money, as originally we were going to utilize 12 SPs for a 10 hour exam. In the fall, we will utilize 12 SPs, but going to one station, it will be closer to 6 hours.