



NATIONAL INITIATIVE FOR TELEHEALTH
NIFTEGUIDELINES

Environmental Scan Human Resource Issues

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HR Environmental Scan

Main Findings

- 1. Human Resource Plans**
- 2. Roles and Responsibilities**
- 3. Licensure & Related Issues**
- 4. Competence & Qualifications**
- 5. Education, Orientation & Training**
- 6. Reimbursement & Remuneration**

HR Environmental Scan

Over-arching Themes

- I. Guiding principles are patient/client safety & quality of service**
- II. TH should be integrated into existing health care system as a mode of service delivery**
- III. Minimize bureaucratic burden**

HR Environmental Scan

1. Human Resource Plans

- **Most existing plans do not specifically mention TH issues & concerns**
- **Need to identify & update HR policies**
- **Create HR policies only as needed**
- **Annual review of TH-specific HR policies**

HR Environmental Scan

- 1. Human Resource Plans (cont'd)**
 - **TH requires specific mention in HR plans, because TH requires dedicated resources**
 - **Dedicated dollars & people & logistical support**
 - **Important for TH service delivery between organizations and jurisdictions**

HR Environmental Scan

2. Roles and Responsibilities

- **Not always well-defined**
- **Need pan-Canadian approach to job or skill-set description**
 - **Minimum skill-set**
 - **Required for personnel who work full time in TH (e.g., TH coordinators)**
 - **Develop for each profession**

HR Environmental Scan

3. Licensure & Related Issues

- **Consider a pan-Canadian mechanism**
 - **Mutual recognition or special license**
 - **Accepted & administered by regulatory bodies in each jurisdiction**
- **Formal agreements are needed in advance of such a mechanism and particularly for international telehealth**

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4. Competence & Qualifications

- **Need pan-Canadian approach**
 - **Minimum set of qualifications & competencies**
 - **Develop for each profession starting with TH coordinators**

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4. Competence & Qualifications (cont'd)

- **Clinicians**

One Suggestion

- **Clinical C & Q set by existing education & licensure requirements**
- **Telehealth C & Q through formal recognition (clinical limitations of TH equipment)**

- **Technicians**

- **Technical C & Q defined via education**
- **Telehealth C & Q through formal recognition (specialized TH equipment)**

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- 5. Education, Orientation & Training**
 - **Need a Canada-wide initiative to list elements of TH orientation and training (list for each profession)**
 - **Involve regulatory bodies and professional associations**

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5. Education, Orientation & Training

(cont'd)

- **Develop in-house orientation and on-the-job training into Canada-wide, certificate-level training opportunities**
- **Move some elements into the core curriculum of professional education**

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5. Education, Orientation & Training

(cont'd)

- **Use job evaluations to assess training needs**
- **Solicit feedback on training sessions**
- **Create a new health position (?)**
 - **telehealth coordinator**

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6. Reimbursement & Remuneration

- **Fee-for-service**

- **Difficult to attract and keep independent health care practitioners unless they are paid**

- **Salaried/waged**

- **Extra duties for same pay?**
- **Short-term funding, ephemeral logistical support and uncertain administrative buy-in?**
- **TH duties recognized in formal job reviews?**

HR Environmental Scan

Conclusions

- ✓ **Patient safety & quality of service**
- ✓ **Integrated into existing system**
- ✓ **Minimal bureaucratic burden**
 - **Concerns over a “made in Ottawa” solution**

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Conclusions (cont'd)

- ✓ **Canada-wide mechanisms for dealing with ...**
 - **Licensure**
 - **Competencies**
 - **Qualifications**
 - **Education & Training**

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