

Staff Training Session

Student's Name

Institutional Affiliation

Course Code/Name

Professor's Name

Due Date

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Introduction

- Telehealth technology.
- Videoconferencing technology application in the PTSD department
- The introduction of the technology aims at increasing access to mental health care
- The target patient population is youths aged 18-24 since they are the most affected population (Lewis et al., 2019).

Purpose of the Videoconferencing Technology in the PTSD Department

- Ease access to PTSD treatment services
- Integrate online care delivery services with physical care delivery services
- Improve PTSD patients' outcomes and wellbeing
- Improve care providing experience
- Reach more youths with PTSD
- Increase health promotion interventions for youths with PTSD
- Evaluate, manage and rehabilitate individuals (Doraiswamy et al., 2020)

Use of Videoconferencing Technology in the PTSD Department

- PTSD patients' follow-ups/ setting reminders for clinics
- Health communication/ health education
- PTSD clinical care
- Clinical evaluations and diagnosis
- Treatment consultations

(Chudner et al., 2019)

Potential Risks of Videoconferencing Technology

- Alteration of care providers' workflow.
- Data breach issues.
- Connectivity issues and equipment breakdown failures.
- Loss of personal connection with the other care providers.
- Risk of patient information leakage.

(Lew & Sikka, 2019)

Benefits of Videoconferencing Technology

- Saves on patients' transportation costs and time
- Care provision to more PTSD patients
- Better oversight of patient care with real-time patient interactions (Lew & Sikka, 2019)
- Better time management for the clinicians
- Access to better PTSD care.

Requirements for Successful Deployment of Videoconferencing Technology in the PTSD Department

- To successfully deploy the videoconferencing technology, we will use the seven-step multifaceted approach to implementing telehealth services (Jalalabadi et al., 2018).
- Plan on videoconferencing telehealth technology introduction/ needs assessment
- Preparation and identification of stakeholder groups
- Design and communicate the resource requirements
- Implementation of the action plan
- Launch the technology
- Develop a support system to deal with technical issues
- Measure effectiveness and incorporate changes

Appropriate Training for Care Providers, Patients, and Patients' Families

- Use of training workshops for the care providers
- Telehealth technology seminars
- Simulations
- Online education for the patients
- The care providers do patient orientations.
- Pamphlets and handouts for patients' families

Privacy Safeguards Associated with Videoconferencing

- Videoconference services will be offered in private spaces
- End-to-end encryption
- End users only Log in using valid passwords
- Use of biometric identification for identity verification
- Store patient data on cloud-based storage

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Patient Confidentiality Safeguards Associated with Videoconferencing

- Ensure patients consent when having information
- End users Have privacy settings
- Care providers protect patients' personal information
- Retraining on patient safety and confidentiality

(Mahtta et al., 2021)

Effectiveness Assessment of Videoconferencing

- The telehealth technology's effectiveness will be assessed using the following set of Key Performance Indicators (KPI)
- Number of youths with PTSD accessing care remotely
- The ability of the care providers to use videoconferencing (Shore et al., 2018)
- Efficacy of the PTSD treatment services
- Time management
- Cost of care
- Care provision quality

Ongoing training for nursing staff

- Ongoing staff training is imperative for the project's success (Shore et al., 2018).
There will be ongoing training for the nursing staff using the following:

- Regular workshops and webinars
- Handouts on videoconferencing
- Mentorship programs
- Feedback from the nursing staff addressed
- Addressing queries

Technical Support that will be Available for the Nursing Staff

- There will be a readily available ICT staff to assist with any technical hitches
- Demonstrations before launching the videoconferencing technology (Jalalabadi et al., 2018)
- The nursing staff will be trained/retrained on the technical skills needed for the videoconferencing
- Troubleshooting assistance will be available.

Conclusion

- Purpose and use of videoconferencing in the PTSD department
- Potential risks and benefits of using videoconferencing
- Successful deployment of videoconferencing technology
- Safety and confidentiality safeguards
- Effectiveness assessment
- Ongoing training and technical support for the nursing staff

Interactive Session

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Any questions, concerns, or comments are now welcome.

References

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