Global Health Access (GHA) Institute

Telehealth Lean Quality Management (TLQM) Course ID 604

LEARNING MANAGEMENT SYSTEM (LMS)

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Course Number: TLQM

Course Title: Telehealth Lean Quality Management (TLQM)

Instructor: Dr. Sharon Burton

Disclosures for the Event:

- Global Health Access (GHA) Institute is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

- To claim 3 contact hours for this event, the participant must complete entire course, pass all quizzes with 100% and complete final assessment with a score of 80% or higher

- Expiration Date: 8/11/2027

- GHA approved Provider Number #PO566

- 752 Walker Rd Great Falls VA 22066

- Relevant Financial Relationship Statement: This activity's content is non-clincal and therefore, does not have financial relationships with ineligible companies. The accredited provider is responsible for identifying ***relevant financial relationships*** between individuals in control of educational content and ineligible companies and managing these to ensure they do not introduce commercial bias into the education. Financial relationships of any dollar amount are defined as relevant if the educational content is related to the business lines or products of the ineligible company

Target Audience: Nurses, Nurse Practitioners (NP), Physician Assistants (PA), Medical Doctors, Pharmaceutical Professionals, Tele-neuropsychologists, Social Workers and Mental Health providers.

Teaching Strategies: Self-paced, online virtual interactive videos, quizzes, and exam, Online virtual training

- Description of professional practice gap
  GHA Institute offers CTLQP to bridge the gap between healthcare and Lean healthcare.
  1) TeleHealth activities external to GHA do not appear to prominently emphasize the methodical attainment of quality management outcomes based on a pre-established system of quantitative metrics. The GHA TeleHealth Lean Quality Management activity employs a comprehensive framework of quantitative metrics to measure outcomes from the application of TeleHealth principles.

  Consequently, there is a professional practice gap between the body of knowledge

understood as TeleHealth and measurable outcomes which can be shown from data collection and statistical analysis to be the result of TeleHealth practices.

2) A second element of the professional practice gap is the lack of pre-established guidelines on what constitutes progress or "continuous improvement" in patient-centric behavioral health services. Contemporary telecommunication technologies (e.g., live, interactive videoconferencing, webcams, etc.) must be employed to further validate progress in patient-centric behavioral health.

3) A third professional practice gap is that there are not a) a consistent framework of topics relevant to Lean Quality Management and b) case studies which illustrate the interplay of Lean Quality Management and TLQM good practices:

Eight TeleHealth Lean Quality Management (TLQM) Topics: The eight (8) central topics in the subject-matter framework are: 1) definition and description of Lean Quality Management; 2) principles of Lean Quality Management; 3) good Lean Quality Management Practices (GLQMPs) ; 4) effective Lean Quality Management Metrics; 5) the necessity of proving measurable that quality management outcomes have been achieved;6) the role of the TeleHealth Lean Quality Management Team Member; 7) the role of the Chief Lean Quality Management Officer; 8) relevant case studies.

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GHA Institute's Telehealth Lean Quality Management (TLQM)

The target audience will include anyone whose role is to organize "Applied Continuous Improvement" for operational improvement and enhanced patient care. It is important to note that the growth of CTLQP has already resulted and will continue to result in new professional positions (e.g., Chief TeleHealth Lean Quality Management Officer, Director of TeleHealth Lean Quality, Nurse Six Sigma Black Belt Operations Manager, Nurse Practitioners (NP), Doctor of Nursing Practices (DNP), Medical Doctors, and Pharmaceutical Professionals).

These individuals may be affiliated with hospitals, nursing homes, clinics, schools, and businesses. These types of practitioners will be able to participate in the learning,

development, and training that provides relevant subject-matter. Targeted audiences will be able to maximize their individual reaches without wasting time through media spend.

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o   Drone Usage in Health Care

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- Learner engagement strategies used
    - Learner engagement strategies include the following:
        - ✔ Relevance of the data is used as the number one element learners look for in terms of learning and development.
        - ✔ Lessons are applicable to the workplace.
        - ✔ Courses are more attuned to the learners' specific contexts.
        - ✔ Implemented is tech-enabled learner interactive engagement tools (quizzes, videos)

- Criteria for awarding of contact hours