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Past Event: 2022 NCSBN Annual Meeting - International Guiding Principles for Telehealth Nursing Video Transcript

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Event

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Presenter

Brendan Martin, PhD, MS, Director, Research, NCSBN

♪ [music] ♪ Hello, everyone. My name is Brendan Martin, and I'm the Director of Research here at NCSBN. It was wonderful seeing many of you at Delegate Assembly. Unfortunately, time didn't allow us to share the preliminary work we've done on NCSBN's 2020/2022 Strategic Initiative B. That initiative champions regulatory solutions to address borderless healthcare delivery.

Today, I'm going to provide a brief overview of the work we've accomplished, explain the substantial work that lies ahead, and invite you to attend the 2023 mid-year meeting, where this project will be covered in greater detail. So let's get started. Objective 6 has some ambitious goals. First, we wanted to generate an agreed-upon set of telehealth practice principles that augment public protection and provide a basis for increased communication.

And second, we wanted to enhance understanding and shared research across jurisdictions. To accomplish that, we set out on a four-phase research initiative. A robust body of evidence shows telehealth usage has expanded significantly across the globe since the onset of the pandemic. Yet what remains less clear is how telehealth, if at all, is utilized to deliver care across international borders.

It's also hard to say how providers and companies ensure regulatory compliance for international care. To address these aims, we conducted a multistage, mixed-methods observational study. First, we conducted a document analysis in which the team reviewed a sample of 32 nursing telehealth job advertisements from 25 different employers that were posted between May 2021 and February 2022. These job listings were analyzed systematically with targeted searches for references to licensure or registration, education, and certification requirements, as well as discussion of discipline, clinical practice details, work setting, and descriptions of select soft skills.

This initial content analysis then informed the second stage of the research, which took the form of direct survey outreach to representatives of telehealth companies about the services they provide and the regulatory requirements to which they adhere to ensure patient safety. The 23 items that comprised the

instrument were organized into four domains: hiring practices, regulatory requirements or compliance, telehealth nursing practices, and the future of telehealth.

Our outreach strategy primarily targeted legal counsel, human resource, compliance, and administrative personnel. In total, our strategy was reflected by the international makeup of the survey sample, including 15 unique countries in which providers are located, as well as over 30 countries in which care is provided. The key findings from Phase 2 confirmed telehealth practice over the past few years has likely outpaced existing patient safety and privacy safeguards, highlighting areas that lack uniformity and remain unevenly developed.

The results laid the groundwork for Phase 3, an international telehealth think-tank. Six countries, 6 Canadian provinces, and 17 states joined the discussions to develop and refine a list of recommended principles. In Phase 4, the participants' recommendations were compiled into a list and the results were validated via survey to all participants and invitees.

A minimum of two-thirds of the respondents approved of each of the final eight guiding principles. So what's next? You might ask. Please join us for the 2023 midyear meeting, where we will be discussing the full results of this preliminary work, as well as how the work to date will inform continued outreach and discussion among all interested stakeholders. Feel free to reach out to us before the mid-year meeting if you have any questions or have any new or ongoing business or activities related to international nursing telehealth to see how our work can support your efforts.

Thank you for your interest and support of this important work and I will see you in March. 🎵 [music] 🎵