

200-40 TELEHEALTH ENCOUNTERS**PURPOSE**

- To outline the use of telehealth in California Home Visiting Program (CHVP) sites utilizing the Nurse Family Partnership (NFP) model.
- To provide a consistent process for telehealth encounters in the delivery of meaningful NFP content.

POLICY

CHVP implements NFP home visiting services with fidelity to the model. Telehealth encounters are a helpful alternative to home visit encounters when a participant cannot be visited in-person to provide information, encouragement or support. Examples of what may necessitate a telehealth encounter include weather, safety situations or client schedule conflicts. At these times, rather than have a participant miss a home visit encounter or leave the program, it is preferable to provide an encounter via telehealth.

PROCEDURE

All NFP participants are assessed using the Strength and Risk (STAR) Framework assessment. This assessment is key for telehealth encounters as it indicates feasibility. The home visitor and participant must discuss and agree upon the visit schedule, location, and content related to the NFP domains, NFP outcomes, and participant goals.

NFP participants may participate in telehealth encounters with their home visitor under the following circumstances:

- Post-partum participant request due to weather, safety, or schedule conflicts.
- To offer additional support, encouragement, referrals, and content delivery outside what is provided in home visit encounters.

Minimum Requirements:

- The participant has a signed addendum or consent form for telehealth encounters in chart.
- The participant has an active STAR Framework assessment entered in the NFP data collection system and the home visitor is aware of the participants' strengths, risks, stages of behavior change, and global protective factors.
- Telehealth encounters include both the participant and the home visitor (others may participate but the participant and home visitor must be present).
- During the prenatal phase, telehealth encounters may provide additional support to the participant but do not replace required home visit encounters.
- During the infancy and toddler phases, home visitors work toward seeing participants in-person while providing flexibility to meet the participants' needs:
 - During the first 4 weeks post-partum, the participant should be seen at least once in-person.

- During the first 8 weeks post-partum, the participant should be seen at least twice in-person.
- After 3 months post-partum and through the child's second birthday, the participant and her child are seen in-person and via telehealth on a schedule determined by the participant and home visitor with home visiting supervisor input.
- The number of telehealth encounters, spacing of telehealth encounters, and home visit encounters is at the discretion of the participant and home visitor with input from the home visiting supervisor.

Telehealth Encounter Logistics:

- Verify the identity of the participant and home visitor at start of each encounter.
- When completing a telehealth encounter via video, all participants' documents, charts, phone messages, etc. are out of view of the camera and participant.
- When conversing via smartphone with a participant or using other technology for the visit, ensure that the area is private and no one else is present or can hear the conversation. The use of headphones is encouraged.
- Significant information in at least one NFP domain is covered during the encounter.
- A telehealth encounter must be a minimum of 15 minutes in length and follow the NFP visit structure.
- A Home Visit Encounter form and Telehealth form are submitted for entry into the NFP data collection system on identical dates, which allow for accurate tracking of encounters.

DEFINITIONS

Home Visit Encounter – An in-person interaction between the home visitor and participant where content related to NFP and the NFP domains is delivered, discussed, or reinforced; or when support or encouragement is provided for a behavior change goal; or a referral is discussed or made for assistance, support, or health care. A home visit encounter covers meaningful content with the participant. Other encounters may cover general content or may cover specific content such as support for breastfeeding or smoking cessation or childhood vaccines, discussion about a referral, or encouragement during difficult situations.

Telehealth Encounter - An alternative to a home visit encounter that uses smartphone or other interactive technology to cover meaningful NFP content to link a home visitor and participant. A telehealth encounter should cover all of the items that are typically covered during a home visit and must be at least 15 minutes in length. An encounter is not considered a telehealth encounter if meaningful NFP content is not discussed. For example, a reminder of, a confirmation of, or scheduling of a visit is not considered an encounter.

REFERENCES

- **NFP Community**
 - NFP Data Collection Manual