

# How to Avoid the Common Mistakes of Choosing and Implementing Telehealth Technology



California Telehealth  
Resource Center

2022 Edition



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This toolkit was developed in collaboration with the National Telehealth Technology Assessment Resource Center (TTAC), a HRSA funded national telehealth resource center, that aims to create better-informed consumers of telehealth technology by offering a variety of services in the area of technology assessment.

## ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the health care safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality health care due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.

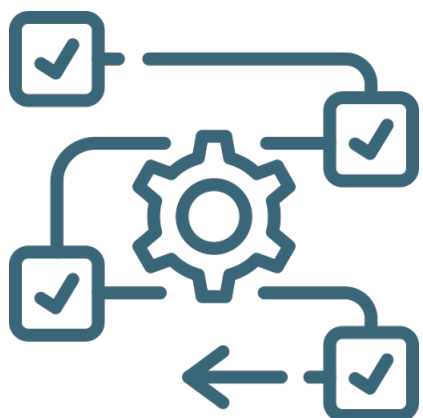
## CTRC How to Avoid the Common Mistakes of Choosing and Implementing Telehealth Technology Toolkit



## COMMON MISTAKES OF CHOOSING AND IMPLEMENTING TELEHEALTH TECHNOLOGY



## How to Avoid the Common Mistakes of Choosing and Implementing Telehealth Technology V4



- Do not oversimplify the process. Choose carefully who will champion the process internally.
- Build an understanding of the business value up front—know why the organization wants to use it, and the long-term benefits.
- Make sure to have adequate IT resources in place to support telemedicine. And absolutely involve the IT staff in the process from the beginning and each step of development.
- Make sure to involve the right stakeholders in the organization from the beginning.
- It is imperative to have organizational support from the top because successful projects require significant cross departmental collaboration. Common goals must be established, refined, and communicated to all stakeholders from the beginning and throughout the project.
- The equipment selection team needs to be carefully chosen with representation from clinical, technical, and administrative departments.
- The scope and scale of the project must be defined and made clear to all stakeholders.
- Be careful not to overestimate the capabilities and available time of the internal staff. Be prepared to identify the staffing gaps and supplement with additional resources.
- Do not underestimate what it takes to integrate telemedicine into the workflow

process. The impact on the internal staff of the time commitment may be significant, especially in the development stages of the project.

- Do not underestimate the complexities of fully integrating with the existing electronic health record. This can pose a challenge to both the IT and nursing staff.



