

Nurse Practitioner Student Telehealth Simulation Experience

Robyn Stamm, DNP, APRN, CPNP-PC/AC

Background

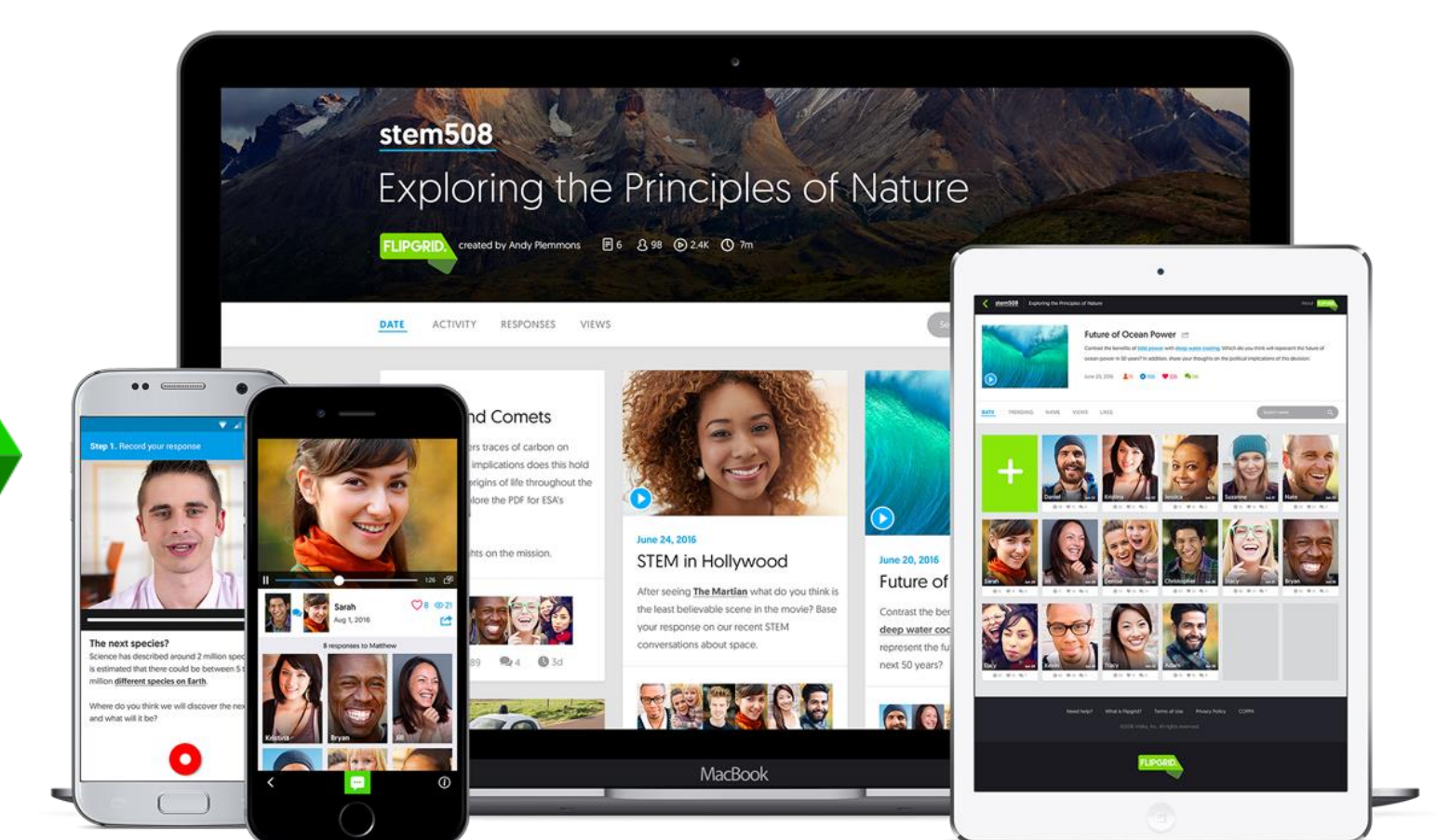
- Development of innovative modes of health care delivery has become increasingly more important as current health care needs continue to grow.
- Advancements in technology have led to the use of a variety of technology based ways to deliver accessible health care to meet the growing needs.
- Technology based delivery of health care and health information is broadly defined as Telehealth which includes: telecommunications, video communication, email, remote monitoring, and mobile health technologies (American Telemedicine Association, 2017).
- The growing use of Telehealth in practice creates a need to provide health care providers with Telehealth delivery skills, such as effective and appropriate communication.

Telehealth Platform: Flipgrid

- Flipgrid is an active social learning community platform was chosen to implement the “Ask the Expert” Telehealth assignment because it is user friendly, works on a multitude of electronic devices, is versatile, and does not have bandwidth limitations.
- Flipgrid allows students to participate and collaborate in a learning community which is easily accessible.
- Flipgrid limits individual student video response length and gives students the ability to respond and give feedback to other’s postings.
- Students are able to access and post videos without creating separate personal accounts.
- Instructors are able to monitor and modify Flipgrid including; optional privacy, student participation tracking, response time, and versatility in that grid links can be embedded in any learning management system including Blackboard, Google docs, websites, or social posts.



FLIPGRID.



Nurse Practitioner Students

Who?

- Students enrolled in the Masters of Science in Nursing (MSN), Primary Care Pediatric Nurse Practitioner (PNP) program.

Why?

- To give MSN PNP students experience with delivering electronic based health care services to patients and families.

What?

- A telehealth simulation assignment created and implemented into the didactic course curriculum.



Telehealth Simulation

“Ask the Expert”

- An electronic patient portal created by a PNP in a primary care setting.
- The portal allows parents and patients to post general health care or diagnostic clinical questions.
- Students are given a written description of the question in Blackboard with a link to the grid.
- Topics corresponding with the students course work assigned for that learning module.
- Students are required to formulate a video response to address the patient or family question as if they are communicating directly to the parent or patient.
- Video response in Flipgrid required student responses to be accurate, concise, and professional.
- Students were given 90 seconds to respond to each Flipgrid scenario.

Conclusion

Student video responses were graded on the following objectives:

- Communication skills
- Professionalism
- Conciseness
- Accuracy.

Student feedback was very positive:

- The need to research responses in order to be accurate
- Practice video communications to be concise.
- Rephrase communications to a parent and patient level for effectiveness.

“Ask the Expert”, a Telehealth simulation using the Flipgrid platform, gave MSN PNP students a unique experience in practicing the delivery of Telehealth communication skills that they will likely use after graduation in the current health care environment.