Course Storyboard (Modules 1-5)

Telehealth Etiquette Training for Medical Students

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USF HEALTH

MORSANI
COLLEGE OF MEDICINE
UNIVERSITY OF SOUTH FLORIDA

Training Overview

Title

Telehealth Etiquette Training for Medical Students

Audience

Demographics: Current Morsani College of Medicine students seeking a career in medicine.

Psychographics: Students who value high performance, future career stability, and providing quality virtual care for patients.

Goal

Provide students with realistic training that prepares them for the future of the virtual medical field through appropriate professionalism, technical capability, and communication skills.

Training Overview
Applied Instructional Design Model + Learning Management System

Chosen Model

Gagne's Nine Events of Instruction

Why?

Medical students need instruction modeled with real-world application and content relevant to them. Gagne's Nine Events of Instruction fits the audience as his model is a common one used in medical training because of the real-world application aspect.

How Will this Model Apply to the Training?

Provide students with realistic training that prepares them for the future of the virtual medical field through the development of industry-appropriate professionalism, technical capability, and communication skills. Designed in a linear manner that guides students through each module before progressing.

Learning Management System

The training will be linked through the Canvas LMS that is used by USF College of Medicine

Training Overview
Learning Objectives, Module Table of Contents, & Course Navigation

Module 1

Introduction to Telehealth Etiquette

LO: Students will be able to define telehealth etiquette and list the components of telehealth best practices.

Module 2

Telehealth Tech Basics

LO: Students will be able to define common technical obstacles encountered by telehealth professionals along with possible solutions.

Module 3

Telehealth Professionality

LO: Students will be able to describe appropriate body language, clothing, and professional vocabulary to be used during a telehealth visit.

Training Overview

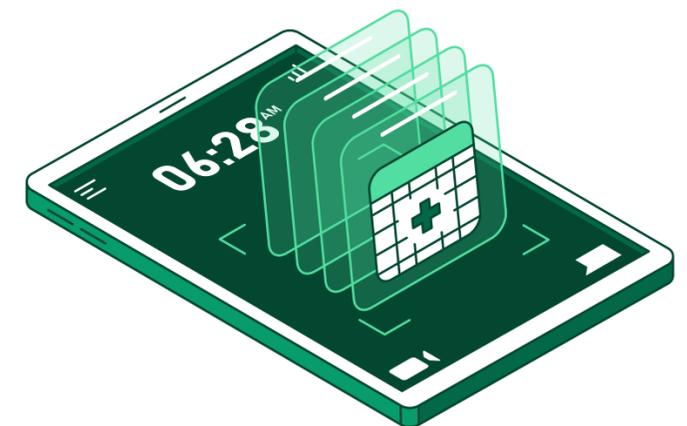Learning Objectives, Module Table of Content, & Course Navigation

Module 4

Telehealth Communication

LO: Students will be able to explain proper communication between a medical provider and a patient during a telehealth visit.

Module 5

Real-World Simulation of Telehealth Visits

LO: Students will be able to apply telehealth best practices to real-world patient scenarios in the simulation activity.

Buy in Statement/Hook

The Impact of Telehealth on Students and their Future Patients

Concept:

Present students with strong statistics, showcasing the impact that telehealth expertise will not only have on their career, but also their future patients.

Content Inclusion:

Credible and relevant statistics (outlining benefits of telehealth for the patient and the healthcare professional)

Educational Deliverables:

An Interactive Infographic that engagingly guides students through a series of statistics and research, further emphasizing the need for telehealth.

This infographic could be a simple one-page webpage, providing students the opportunity to "play" with the statistics. The webpage would be linked early in the training before the modules begin.

Estimated Time: 5 Minutes

Content Structure: Introduction › Link › Navigate to Module 1

Module One | Introduction to Telehealth Etiquette

Course Subject Introduction + Fundamentals

Module Content Inclusions:

This module introduces students to telehealth as a subject and industry. It describes what telehealth looks like in the modern medical field and where it may be headed. It will review terms including "Telehealth" and "Real-Time Interactive Telehealth". Additionally, it will begin to outline what goes into best practices for virtual patient visits: professionality, technology.

LO: Students will be able to define telehealth etiquette and list the components of telehealth best practices.

Educational Deliverables:

Video essay defining key terms, industry outlook, and the difference between telehealth and telemedicine.

Instructional Model Application:

Students are introduced to the new content in an interactive and structured way.

Estimated Time: 10-15 Minutes

Content Structure: Module Introduction › Content Video › Conclusion

Module Two | Telehealth Technology Basics

Current Telehealth Software and Tech Best Practices

Module Content Inclusions:

This module will detail the technological side of telehealth, reviewing topics including current industry standard software (Zoom, Teams, etc.), common technological disruptions, and how to solve basic technological issues.

LO: Students will be able to solve basic technological issues if encountered in telehealth visits.

Educational Deliverables:

This module will be delivered through a video lecture with visual aids. Students will watch the video and complete a multiple-choice knowledge check on solving technical issues in telehealth to advance to the next module.

Instructional Model Application:

Medical students most likely have used this basic technology software in the past, this module will recall past knowledge while teaching new skills to solve technical problems.

lighting compatibility latency
update digital virtual hipaa
test telehealth framing usb
background device share mute notifications
compliance audio zoom secure echo support
cancellation screen tech headset hd
bandwidth training stable unmute camera call speaker encryption
platform video microphone
cloud-based camera-on connectivity
software password-protected
check

Estimated Time: 10-15 Minutes

Content Structure: Module Introduction › Content › Conclusion

Module Three | Telehealth Professionalism
Professional Environment, Appearance, and Vocabulary

Module Content Inclusions:

This module will explain in detail how healthcare providers should conduct themselves in terms of virtual environment, their appearance, and the vocabulary they will use.

LO: Students will be able to describe appropriate body language, clothing, and professional vocabulary to be used during a telehealth visit.

Educational Deliverables:

This module will be delivered through a video/ animation. This video will showcase good and bad examples of telehealth professionalism. Each scene will highlight a different good or bad attribute, emphasizing and defining mistakes and successes. Students will complete an interactive quiz to say if something is or is not professional.

Instructional Model Application:

Use of non-examples/examples to showcase proper professionality.

Estimated Time: 10-15 Minutes

Content Structure: Module Introduction › Content › Conclusion

Module Four | Telehealth Communication
Professional Virtual Communication Best Practices

Module Content Inclusions:

This module showcases proper communication techniques that should occur between the telehealth provider and their patient, including appropriate questions to ask and making sure expectations are met. This module will include accessibility, linguistic, or culturally difficult communication scenarios for students to practice with.

LO: Students will be able to explain proper communication between a medical provider and a patient during a telehealth visit.

Educational Deliverables:

The module will give students scenarios of difficult communication, the student will have to decide how to respond to the patient properly through a drag and drop activity.

Instructional Model Application:

Eliciting performance through learners practicing the knowledge they have learned.

Estimated Time: 10-15 Minutes

Content Structure: Module Introduction › Content › Conclusion

Module Five | Simulation of Telehealth Visits

A Real-World Simulation Opportunity (Telehealth Patient Visits)

Module Content Inclusions:

This module conducts real-world scenario simulation activity with a mock patient where medical students will have the opportunity to practice treating the patient using telehealth best practices.

LO: Students will be able to apply telehealth best practices to real-world patient scenarios in the simulation activity.

Educational Deliverables:

The simulation activity will allow the medical students to practice telehealth best practices with real-world scenarios.

Instructional Model Application:

Learners are provided with real-time feedback in the simulation and will be assessed for their performance.

Estimated Time: 20 Minutes

Content Structure: Module/ Assessment Introduction › Simulation Instructions › Simulation

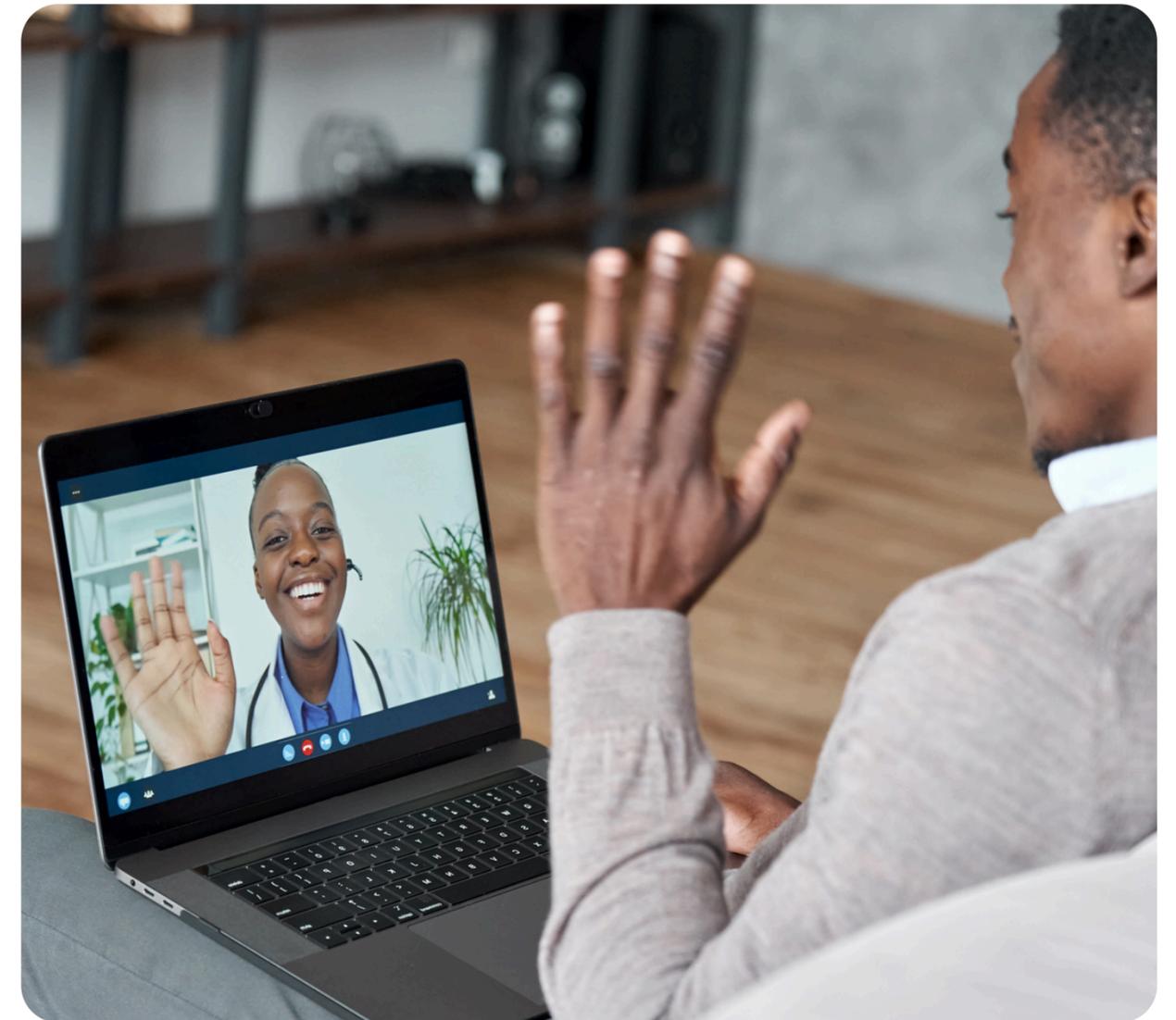# Course Conclusion

The Course's Call to Action

Concept:

This course asks students to use their newly honed knowledge of telehealth by delivering high quality virtual care to the same extent as they conduct in person medicine. Although the students learned about the high potential of telehealth, both for their careers and future patients, the industry continues to face the challenge of delivering care that is equal to in-person care due to a lack of expertise.

In turn, it is critical that virtual medical providers conduct caring and effortful telehealth, improving the industry's standards and, therefore, virtual patient experiences.

Communication Strategy

The course conclusion and call to action will be communicated through a video. The video will showcase patient and medical professional testimonies, highlighting the true impact that quality virtual care imparts on patients.

Estimated Time: 5 Minutes

Content Structure: Introduction › Content Video › Exit Course

Assessment Strategies

Using Gagne's Nine Events of Instruction Model

Module One: Introduction to Telehealth Etiquette

Assessment: Interactive video
Rationale: Content presented in an engaging way to boost retention of information in the form of interacting with the introductory video

Module Two: Telehealth Technology Basics

Assessment: Multiple-choice knowledge check
Rationale: Students can solve technology problems, building on prior knowledge of online telehealth software through a multiple-choice quiz

Module Three: Telehealth Professionality

Assessment: Interactive quiz
Rationale: Students will be presented with professional and unprofessional situations and will have to decide which is which, assessing their capability to describe professionality in telehealth visits

Module Four: Telehealth Communication

Assessment: Drag and drop activity
Rationale: Guides students to match professional communication to given scenarios they may see in real life

Module Five: Simulation of Telehealth Visits

Assessment: Real-world simulation activity
Rationale: Transforms passive learning into active decision-making that boosts their comfortability with telehealth etiquette