

Learning Objectives Mapped to AAMC Telehealth Competencies

On completion of this curriculum, participants should be able to:

	Learning Objectives	Module	Medical Students	Residents <i>All prior objectives +</i>	Faculty <i>All prior objectives +</i>	Alignment with final 9/2020 AAMC Competencies
1	Benefits, Limitations	1: Intro to Telehealth	Explain the appropriate uses, benefits and limitations of telehealth	Apply the appropriate use of telehealth in the context of its benefits and limitations	Adapt practice to teach and role model the appropriate use of telehealth	Domain 1, 1a/1b/1c
2	Patient Readiness	1: Intro to Telehealth	Identify factors that impact patients' readiness to incorporate telehealth into their care	Evaluate and address patient and practice barriers to incorporating telehealth into care	Teach and role model how to partner with patients to overcome barriers to incorporating telehealth into care	Domain 1, 2a/2b/2c
3	Team-Based Care	1: Intro to Telehealth	Explain the roles and responsibilities of team members in telehealth encounters	Work effectively with team members in telehealth encounters	Teach and role model how to work effectively with team members in telehealth encounters	Domain 1, 3a/3b/3c
4	Patient Safety	2: The Telehealth Encounter	Describe when patient safety is at risk, how and when to escalate care (e.g. convert to in-person visit or refer for emergency care) and how to prepare for a clinical or behavioral health emergency (e.g. loss of consciousness) at the patient's location	Escalate care when patient safety is at risk (e.g. convert to in-person visit or refer for emergency care) and respond to a clinical or behavioral health emergency (e.g. loss of consciousness) at the patient's location	Teach and role model how to assess patient safety risk, when and how to escalate care (e.g. convert to in-person visit or refer for emergency care), and how to respond to a clinical or behavioral health emergency (e.g. loss of consciousness) at the patient's location	Domain 1, 4a/4b/4c
5	Take History	2: The Telehealth Encounter	Obtain history during a (real or simulated) telehealth encounter	Obtain history during a telehealth encounter and incorporate information into the care plan	Teach and role model how to obtain a history during a telehealth encounter and incorporate information into the care plan	Domain 2, 1a/1b/1c
6	Physical Exam	2: The Telehealth Encounter	Conduct an appropriate physical exam during a (real or simulated) telehealth encounter, including guiding the patient or tele-presenter and incorporating clinician-directed exam data into the care plan	Conduct an appropriate physical exam during a telehealth encounter, including guiding the patient or tele-presenter and incorporating clinician-directed exam data into the care plan	Teach and role model how to conduct an appropriate physical exam during a telehealth encounter, including guiding the patient or tele-presenter and incorporating clinician-directed exam data into the care plan	Domain 2, 2a/2b/2c and 3a/3b/3c
7	Environment Exam	2: The Telehealth Encounter	Describe how information obtained from the patient's surroundings can be incorporated into the clinical assessment (e.g. identification of potential health risk) and care plan	Incorporate information obtained from the patient's surroundings into the clinical assessment (e.g. identification of potential health risk) and care plan	Teach and role model how to incorporate information obtained from the patient's surroundings into the clinical assessment (e.g. identification of potential health risk) and care plan	N/A – not in AAMC

8	Medical Decision Making	2: The Telehealth Encounter	Explain how medical decision making may be affected by the provision of care at a distance using telehealth (e.g. how limited vital signs, physical exam, and point-of-care testing may impact decision-making)	Apply appropriate medical decision making in the context of providing care at a distance using telehealth (e.g. how limited vital signs, physical exam, and point-of-care testing may impact decision-making)	Teach and role model how to apply appropriate medical decision making in the context of providing care at a distance using telehealth (e.g. how limited vital signs, physical exam, and point-of-care testing may impact decision-making)	N/A – not in AAMC
9	Documentation	2: The Telehealth Encounter	Draft documentation for telehealth encounters (real or simulated)	Complete documentation for telehealth encounters that meets requirements based on modality, payer and practice	Teach and role model how to complete documentation for telehealth encounters that meets requirements based on modality, payer and practice	N/A – removed from AAMC
10	Webside Manner	2: The Telehealth Encounter	Demonstrate actions that facilitate rapport with patients via video visits (real or simulated) attending to “webside manner” (e.g. eye contact, talking speed, tone, body language and non-verbal cues)	Develop an effective rapport with patients via video visits attending to “webside manner” (e.g. eye contact, talking speed, tone, body language and non-verbal cues)	Teach and role model how to develop an effective rapport with patients via video visits attending to “webside manner” (e.g. eye contact, talking speed, tone, body language and non-verbal cues)	Domain 3, 1a/1b/1c
11	Setting Environment	2: The Telehealth Encounter	Assess environment during video visits (real or simulated) attending to background, lighting, sound, framing, attire, disruptions and privacy	Establish a therapeutic environment during video visits attending to background, lighting, sound, framing, attire, disruptions and privacy	Teach and role model how to establish a therapeutic environment during video visits attending to background, lighting, sound, framing, attire, disruptions and privacy	Domain 3, 2a/2b/2c
12	Regulations	3: Requirements for Telehealth	Describe relevant legal, licensing, billing and privacy regulations for telehealth and where to find such information relevant to their practice	Comply with relevant legal, licensing, billing and privacy regulations for telehealth, including limits of e-prescribing for controlled and uncontrolled substances	Teach and role model compliance with relevant legal, licensing, billing and privacy regulations for telehealth, including limits of e-prescribing for controlled and uncontrolled substances	Domain 4, 1a/1b/1c
13	Consent	3: Requirements for Telehealth	Explain components of consent for a telehealth encounter	Obtain consent during a telehealth encounter, including limitations of care and privacy considerations	Teach and role model how to obtain consent during a telehealth encounter, including limitations of care and privacy considerations	Domain 4, 2a/2b/2c
14	Technology Reliability	3: Requirements for Telehealth	Describe the technology needed to deliver care via telehealth and the common technology failures	Use the technology needed to deliver care via telehealth and troubleshoot common technology failures	Teach and role model how to use technology needed to deliver care via telehealth and how to systematically approach failure mitigation and identification	Domain 5, 1a/1b/1c and 3a/3b/3c
15	Health Equity	4: Access and Equity	Explain how telehealth can affect health equity and mitigate or amplify	Leverage technology to promote health equity and	Advocate for the use of telehealth to promote health equity and mitigate	Domain 6, 2a/2b/2c

		in Telehealth	socioeconomic gaps in access to care	mitigate socioeconomic gaps in access to care	socioeconomic gaps in access to care	
16	Cultural Competency	4: Access and Equity in Telehealth	Assess patients' needs, preferences, and potential cultural, social, physical, cognitive, and linguistic/communication barriers to technology use	Accommodate patients' needs, preferences, and potential cultural, social, physical, cognitive, and linguistic/communication barriers to technology use	Teach and role model how to accommodate patients' needs, preferences, and potential cultural, social, physical, cognitive, and linguistic/communication barriers to technology use	Domain 6, 3a/3b/3c
17	Special Populations	4: Access and Equity in Telehealth	Describe the specific considerations when using telehealth to care for special populations (e.g. child/adolescent, geriatric patients with dementia or in nursing homes, women at risk for partner violence, LGBTQI, incarcerated patients, mental health care)	Apply the appropriate use of telehealth to effectively deliver care for special populations (e.g. child/adolescent, geriatric patients with dementia or in nursing homes, women at risk for partner violence, LGBTQI, incarcerated patients, mental health care)	Teach and role model how to use telehealth to effectively deliver care for special populations (e.g. child/adolescent, geriatric patients with dementia or in nursing homes, women at risk for partner violence, LGBTQI, incarcerated patients, mental health care)	N/A – not in AAMC
18	Special Use Cases	4: Access and Equity in Telehealth	Describe the specific considerations when using telehealth to care for special use cases (e.g. public health crisis, global pandemic)	Apply the appropriate use of telehealth to effectively deliver care for special use cases (e.g. public health crisis, global pandemic)	Teach and role model how to use telehealth to effectively deliver care for special use cases (e.g. public health crisis, global pandemic)	N/A – not in AAMC
19	Evaluate Innovations	5: Future of Telehealth	Describe how to assess new technology and approaches to delivery of care via telehealth	Demonstrate how to critically assess new innovations in technology and identify opportunities and risks to care delivery	Teach and role model how to critically assess new innovations in telehealth and identify opportunities and risks to care delivery and how to weigh these in determining if the innovation should be adopted	N/A – not in AAMC
20	Drive Advancement	5: Future of Telehealth	Describe how current challenges to the delivery of virtual care may be mitigated by new innovations	Understand how to explore current challenges to the delivery of virtual care and how they may be mitigated by new innovations (i.e. technology, process improvement, education, etc.)	Teach and role model how to critically assess challenges in delivery of virtual care and how to model new innovations that could address the challenges	N/A – not in AAMC