

# Steps to Resolve Problems Related to Telehealth

*Addressing each of these steps can help you resolve common issues related to Telehealth*

## 1. Identify the Problem

Identify the Problem or Event through incident reports, complaints/feedback, or health department citations.

## 2. Launch a PIP

Launch a Performance Improvement Program (PIP) team including staff knowledgeable about the process and identify a team leader.

## 3. Describe What Occurred

Describe WHAT problem occurred during the telehealth visit, without moving too quickly to how it happened or exploring solutions.

## 4. Identify Possible Factors

Identify factors contributing to HOW it happened. A timeline of events helps reveal contributing factors.

## 5. Analyze the Root Cause

Analyze the contributing factors to identify the Root Cause. May use Plan Do Study Act (PDSA) or the Five Whys for the analysis. Make sure the true root cause is identified- would the event have occurred if this cause was not present? Will the problem recur if this cause is corrected?

## 6. Design and Implement Changes

Design and implement changes to processes and systems to eliminate the root cause. Ask what factors trigger the root cause? How can we avoid these triggers? Explore how changing the way things are done can prevent the root cause from reoccurring.

## 7. Measure the Changes' Success

Measure the changes' success. Designate a staff member outside of the team to evaluate the improvement changes by asking: were changes actually done and do the changes make a difference?

## 8. Share Results

Share the evaluation results with all staff.

## 9. Develop Next Steps for Success

The team develops next steps to sustain the changes and ensure successful telehealth visits.

## 10. Review

What lessons were learned that can help the team identify emerging problems and take steps to prevent the problems from growing larger? Continuous monitoring of telehealth processes ensures high quality, accessible care.

