

BEYOND COVID-19:

PERSPECTIVES ON TELEHEALTH FROM CMC COIIN PROVIDERS AND FAMILIES

The **Collaborative Improvement and Innovation Network to Advance Care for Children with Medical Complexity (CMC CoIIN)** had the unique opportunity to study the experiences of healthcare providers and families of CMC in 2020 as care delivery quickly transitioned to telehealth. Now, as in-person services have returned, reflecting on what we have learned can help **shape the future of telehealth for CMC.**

Strategies for Success



CMC CoIIN team members found success in scheduling **“practice visits”** with a nurse coordinator or other staff.

This approach:

- Ensures that technology is working
- Allows families to practice ahead of time to **avoid delays**
- Offers an additional contact with the care team to **address concerns or unmet needs**

Know your patients and listen to families.

When deciding if a telemedicine visit is appropriate, it is always dependent on the individual patient, family, and situation.

Family Perspectives

When technology needs are addressed, many families enjoy the option of telemedicine visits.

CMC CoIIN focus group participants emphasized the importance of:



- Reduced **travel time** and logistical **stress** when seeing specialists
- Avoiding potential **infection exposures**
- Contact with **care coordinators or social workers** to address needs


Planning and support from the care team keeps families engaged and helps to reduce any worries about using telehealth technology.



Centering Equity



Technology parity must be addressed to sustain accessibility. Many families may not have broadband internet access or devices suitable for telehealth visits.

- Refer to **Family Voices resources** for device and internet access and other 'barrier busters' 

Telehealth services allow providers to see CMC in their home environments. While this is often a benefit in complex care, providers need to **keep cultural humility in mind** by recognizing that each family's home and lifestyle will look different.