Capacity Assessment for Telehealth Delivery of Diabetes Self-Management Education & Support (DSMES)

Organizations that are interested in implementing telehealth DSMES are strongly encouraged to complete this capacity assessment as an initial step. Assessing your organization's capacity will help you identify areas that may need to be developed, enhanced, or re-structured to ensure that your organization is able to provide quality telehealth DSMES services that can be sustained.

This tool will assist you in assessing your organization's capacity in five essential areas: 1) Organizational Readiness, 2) Identified Need, 3) Organizational Infrastructure Readiness *(Technology, Staff Availability & Training, Physical Space & Materials, Operational Readiness)*, 4) Regulatory Considerations, and 5) Financial & Reimbursement Considerations.

Once you have completed the Capacity Assessment, for every question with a "No" or "Unsure" response work with your organization's leadership to improve your readiness. Additionally, contact us at the Virginia Center for Diabetes Prevention & Education for recommendations to help you get ready to become a telehealth DSMES provider, vjf7j@virginia.edu or (434) 982-0173.

Organizational Readiness	Yes	No	Unsure	Comments/Details
Is your organization's executive leadership committed to telehealth delivery of DSMES?				
Is there a champion at the site/organization who is enthusiastic about telehealth delivery of DSMES?				
Does your organization use telemedicine for other medical care?				
Has your organization implemented other technologies aimed at patients (online scheduling, text reminders, patient portals)? If yes, have patients used them?				

Identified Need	Yes	No	Unsure	Comments/Details
Does the patient population with diabetes in your area have difficulty accessing your in-person DSMES program?				
The organization has determined that providing telehealth DSMES as a distant site* is relevant to its existing and/or growing needs?				
Has an originating site** been identified to receive telehealth DSMES?				
Will the originating site be one of your health system's existing satellite clinics?				
Will the originating site be a clinic outside of your health system?				
Is the originating site located in a rural Professional Shortage Area (HPSA) located in a rural census tract or in a county outside of a Metropolitan Statistical Area (MSA)? (if this is the case, then Medicare can be billed for DSMT and MNT)				
What type of telehealth DSMES services are needed: DSMT and MNT? MNT only?				

Organizational Infrastructure Readiness	Yes	No	Unsure	Comments/Details
Technology				
Does your organization have a HIPPA-compliant videoconferencing or teleconferencing platform?				
Is the quality of the internet connection and bandwidth appropriate for the proposed service delivery?				
Does your organization have a telehealth department? If yes, who runs the department?				
Has your organization determined how diabetes educators can securely interact with participants outside of video visits				

Organizational Infrastructure Readiness	Yes	No	Unsure	Comments/Details
(secure email, medical record, etc.) and send program material?				
Is there a contingency plan for equipment or connectivity failure?				
Staff Availability and Training				
Are educators, who are considered approved providers to delivery telehealth DSMES, available to see telehealth patients if services are expanded?				
Are administrative support personnel available to coordinate this new visit type?				

If staff is available, will telehealth appointments potentially be scheduled:
   1) Daily?
   2) Weekly?
   3) Monthly?				

Is there a training program in place to educate staff on the use the technology platform(s)?				
Does organization have existing IT staff that will provide technical expertise, technical support and troubleshooting as needed?				
Is there a mechanism for feedback from staff and patients regarding telehealth delivery of DSMES?				
Physical Space & Materials				
Does the clinical room/space identified for telehealth visits have the necessary equipment available?				
Has the organization considered how to modify visits and material for telehealth delivery?				
Do both the distant and originating sites have a secure location to store equipment when not in use?				

Organizational Infrastructure Readiness	Yes	No	Unsure	Comments/Details
Does the originating site have a waiting area for telemedicine patients and their families?				
Does the originating site have a private space that mimics a standard face-to-face visit space for patients to comfortably engage in telehealth visits?				
Does the originating site have a place to store program materials that is easily accessible during visits?				
Operational Readiness				
Personnel understand and will adhere to all privacy/confidentiality policies and procedures as they apply to telehealth visits?				
Has the program determined how the workflow will need to be changed to successfully implement telehealth visits?				
Will telehealth visits be incorporated into the current scheduling system? If no, do you have a scheduling system available for telehealth visits?				
Is there a telemedicine referral available for providers to refer to the program? (the referral needs to speak specifically to the fact that it is a video consultation)				
Does the organization have an internal process for documenting telehealth clients' information and storing records?				
Do both organizations (distant site and originating site) have a secure process for sharing client records between sites?				
Do both organizations have an internal process for patient registration?				
Will a shared protocol be developed that will be followed between the distant and originating sites?				

Regulatory Considerations	Yes	No	Unsure	Comments/Details
Is your organization knowledgeable about State practitioner licensing requirements (for both the distant and originating sites) necessary to implement a telehealth DSMES program?				
Is your organization aware of the need to develop a telehealth informed consent document for patients who agree to participate in telehealth visits?				
Are policies, standards, and procedures in place to address liability issues related to delivering services using telehealth technologies?				

Financial & Reimbursement Considerations	Yes	No	Unsure	Comments/Details
Has DSMES personnel met with the organization's billing department to discuss telehealth billing and coding?				
Has the organization considered the financial feasibility of delivering DSMES in an environment where Medicare and other private health insurance companies have limited reimbursement available for telehealth delivery?				
Has the organization investigated the provider/practitioner/facility requirements that must be met in order to be reimbursed for services delivered via telehealth technologies?				

* **Distant Site** is the location of the underlined educator during the DSME encounter. The distant site has to be an ADA or AADE recognized program.

** **Originating Site** is the location of the underlined patient during the DSME encounter.