



## 2018 Florida Telehealth Summit

### Request for Poster Presentations on Telehealth Workflow

The Fifth Annual Florida Telehealth Summit will be held on November 7, 8 and 9 at the Trade Winds Resort, St. Pete Beach, FL. This year's poster session theme is Telehealth Workflow.

This request for posters is looking for presentations that explain how your use of a telehealth service in turn created changes in the way your staff had to do their job. In short, describe how your workflow had to adjust to the telehealth technology you deployed.

Your poster presentation can address any perspective for understanding the relationship between workflow and telehealth technology. For example, one study reports that 15 clinics used a telemedicine platform to conduct diabetic retinopathy screening and reduced screening wait times by 90% (*Telemedicine Success Linked to Workflow, Rather Than Technology*, <https://mhealthintelligence.com/news/telemedicine-success-linked-to-workflow-rather-than-technology>).

Conversely, the success of this project led to severe workflow issues with the specialists who received the referrals for in-person examinations because of the sudden influx of patients. "This could stress overworked doctors and nurses and add to the wait time for an in-person visit, particularly in health systems that aren't managing their traffic effectively" (*Study: Telehealth Can Add to Providers' Workflows if Not Properly Planned*, <https://mhealthintelligence.com/news/study-telehealth-can-add-to-providers-workflows-if-not-properly-planned>).

You might discuss workflow planning as part of a telehealth service implementation. For example, an early study of telehealth developed a "methodological framework for studying workflow in telemediated clinician-patient encounters" (*Understanding workflow in telehealth video visits: Observations from the IDEATel project*, <https://www.sciencedirect.com/science/article/pii/S1532046409000513>). The National TRC recently offered a webinar, *Mapping and Designing Telehealth Clinic Workflows*, that is a good resource for workflow planning (<https://www.telehealthresourcecenter.org/event/mapping-and-designing-telehealth-clinic-workflows/>).

So think about your telehealth project. Submit your insights.

#### Information to Include with Poster Abstracts

- Name(s) and contact information (email, phone) for presenter(s), including affiliation
- Title of the presentation
- Objective(s) of the telehealth project and your target population
- A short description of how your workflow had to adjust with telehealth technology.
- What did you learn about the dynamic relationship between workflow and technology?

Poster abstracts should be submitted by September 21, 2018 to be fully reviewed. Send submissions to [csullivan@imageresearch.com](mailto:csullivan@imageresearch.com). Acceptance letters and specifications for posters will be sent by September 28, 2018.