**Telemedicine Best Practices and Adult Learning**

**OBJECTIVES**

- To evaluate the feasibility of using telemedicine (TM) to deliver the RxEd program.
  - To explore the process of delivering an interprofessional program via TM.
  - To explore participants’ perceptions of the RxEd program delivered using TM technology.

**METHODS**

- **Participants:** Adults with inflammatory arthritis attending the RxEd program locally (in-person) or at one of six rural sites, and RxEd program educators.
- **Data collection:** Mixed methods approach
  - RxEd program participants completed course evaluations post-program (quantitative) and telephone interviews (qualitative).
  - RxEd Educators completed post-program reflection logs (qualitative perceptions of videoconferencing technology, site interaction, small group learning).
  - A debriefing meeting (RxEd educators, telemedicine coordinators, researchers) was held to discuss data and identify actionable delivery modifications.

**RESULTS**

- **150 persons** (39 local, 111 rural, across 6 sites) attended one of three RxEd Telemedicine sessions.
- **141 completed** the post-program evaluation (29 local, 85 rural).
- Rural participants were satisfied with the quality of the videoconference (% agree/strongly agree): could hear presenter (95%); could see slides (95%); could see who was speaking at rural sites (86%); adequate facilitation of interaction between sites (94%); and could hear discussion between sites (82%).

**CONCLUSION**

- It is feasible to deliver RxEd using TM, and there is value in offering RxEd to remote sites.
- Data and feedback from participants and educators will be used to improve future RxEd sessions.

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**Participants Have Their Say...**

“...once I saw it was at St. Michael’s, and in Toronto, I would have found it difficult to get there. I would just have been able to attend just because of the drive. We’re scattered and it would be a challenge to drive into Toronto, although I would have liked to attend... So, the fact that it was available is a huge difference. We’re more confident in it and we appreciate having the opportunity to participate.”

- RxEd participant

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**Prescription for Education (RxEd) Program**

**What is it?**

- One day education session, facilitated by an interprofessional team.

**Program format**

- Didactic, panel & small group discussions, case studies.
- Adult learning best practices.
- Integrated self-management strategies.

**Evidence**

- Wait-list controlled study showed RxEd improved health-related outcomes.
- Arthritis self-efficacy.
- Arthritis knowledge.
- Coping efficacy.
- Illness intrusiveness (daily impact).

**Telemedicine delivery**

- Program extended to six remote sites in Ontario, Canada.
- Program adapted/modified to be delivered via interactive videoconferencing through two workshops:
  - Improved Public Speaking.

**Dosage and delivery**

- **Two workshops:**
  - Session 1 (Oct 2012) n=29
  - Session 2 (May 2013) n=36
  - Session 3 (Oct 2013) n=19

**Participants Have Their Say...**

“...it was very well organized, I could hear the presenter clearly (93%), could see who was speaking (90%), could see the slides (89%), could hear and discuss between sites (95%).

- RxEd participant

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**Telemedicine sites only**

**Interaction between sites was adequately facilitated**

**I could hear the discussion between participants at different sites clearly**

**RxEd Program adaptations and modifications based on participant and educator feedback**

**CONCLUSION**

- It was recognized that people with inflammatory arthritis living in rural areas had limited access to patient education and could benefit from the Prescription for Education (RxEd) program, an interprofessional education program.

**Participants Have Their Say...**

“...I could see clearly, I could hear clearly..."...The session was very well organized and very well presented..."...The interaction between sites was adequately facilitated..."...The topic was very relevant..."...I appreciated having the opportunity to participate..."...It was a valuable learning experience and very relevant..."...It was very well organized..."...The opportunity to participate was important..."...The program was well delivered..."...I was not off schedule..."...There was nothing I didn’t like about it except..."...It was even better than what I expected..."...They answered very well..."...I could hear clearly..."...I could see clearly..."...The session was very well organized..."...The opportunity to participate was important..."...The program was well delivered..."...I was not off schedule..."...There was nothing I didn’t like about it except..."...It was even better than what I expected..."...They answered very well..."...I could hear clearly..."...I could see 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- RxEd participant