

A Checklist for Evaluating HIV Telehealth Care

This checklist was created through collaboration between the NYC DOHMH Clinical Operations and Technical Assistance (COTA) Program, the NYS DOH AIDS Institute Quality of Care Program, and the HIV Quality of Care Consumer and Clinical Advisory Committees. The purpose of this checklist is to help organizations assess the quality of their telehealth services. If you answer “No” to any of the prompts below, these may point to potential areas for consideration. We encourage you to consult with your team and reference the resources included in the **HIV Telehealth Care Resource Document** to strengthen your telehealth care delivery and/or assist in improving your telehealth care. For additional questions please contact Nicole.Fera@health.ny.gov or Daniel.Belanger@health.ny.gov for support.

Provider Readiness

	Yes	No
1. Is telehealth training offered for all staff members utilizing telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you measure the number/percentage of staff members trained in using telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are staff available to make telehealth appointments (follow-up appointments included) for consumers?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do all staff members have access to appropriate equipment needed to conduct telehealth visits?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do all staff members have access to appropriate space needed to conduct telehealth visits?	<input type="checkbox"/>	<input type="checkbox"/>
6. Can you provide the same HIV services* via telehealth that you provide in-person?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you offer ART initiation via telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you offer medication adherence support via telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you offer care management support via telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
10. Are social work services available via telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
11. Are visits with a psychiatrist or psychologist available via telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
12. Are you able to order and receive lab draws from off-site testing centers through your EHR system?	<input type="checkbox"/>	<input type="checkbox"/>
13. Does your program have a standardized method that assesses consumer readiness and treatment to determine if a telehealth or in-person visit should be offered to the consumer? (Example: initial visits are always in person, while follow-up visits can be offered via telehealth)	<input type="checkbox"/>	<input type="checkbox"/>

*for example, housing assistance, behavioral health services, adherence counseling

Consumer Readiness

	Yes	No
1. Is training on how to use telehealth offered for consumers?	<input type="checkbox"/>	<input type="checkbox"/>

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|--|--------------------------|--------------------------|
| 2. Do you measure the number/percentage of consumers trained in using telehealth? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is a consumer barrier assessment offered before the telehealth visit to assess consumers' preparedness for and ability to use telehealth? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Do you have a process in place to measure the number/percentage of consumers who complete the consumer barrier assessment? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Are changes made based on the results of the consumer barrier assessment? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Do you assess the availability of internet access for your consumers? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Do you assess the accessibility of telehealth hardware (e.g., phone, tablet, etc.) for your consumers? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Are you able to provide interpreters and/or accommodations for consumers who are deaf, hard of hearing, or visually impaired? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Are you able to provide translation services or interpreters in multiple languages during telehealth visits? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Do consumers have access to a private space to have telehealth visits? | <input type="checkbox"/> | <input type="checkbox"/> |

Technical Assistance for Providers/Staff

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Is technical support available for staff to overcome any technical difficulties before or during a telehealth visit? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you have a process in place to measure the number/percentage of staff who need technical assistance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you have a process in place to measure the number/percentage of staff who receive technical assistance? | <input type="checkbox"/> | <input type="checkbox"/> |

Technical Assistance for Consumers

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Is technical support available for consumers to overcome any technical difficulties before or during a telehealth visit? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you have a process in place to measure the number/percentage of consumers who need technical assistance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you have a process in place to measure the number/percentage of consumers who receive technical assistance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Are certified peer workers equipped to provide technical support to consumers? | <input type="checkbox"/> | <input type="checkbox"/> |

Effectiveness

	Yes	No
1. Are your outcome metrics* equally measurable for HIV telehealth services?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are your metrics for quality of interaction** equally measurable for HIV telehealth services?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you measure and compare outcomes between HIV telehealth and in-person services on a regular basis?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you measure and compare quality of interactions between HIV telehealth and in-person services on a regular basis?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you measure the number of HIV care appointments made via telehealth (video conferencing and phone calls) versus in-person?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you measure retention rates for consumers accessing HIV care through telehealth visits and compare this to in-person visits?	<input type="checkbox"/>	<input type="checkbox"/>
7. Are VLS rates compared between consumers who use only telehealth, consumers who use only in-person care, and consumers who use a mix of both?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you assess the number/percentage of lab appointments kept after telehealth visits in comparison to in-person visits?	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you assess the number/percentage of referral appointments kept when the referral was made through a telehealth visit, in comparison with those made in an in-person visit?	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you use QI activities and tools to make improvements to telehealth services?	<input type="checkbox"/>	<input type="checkbox"/>

*Outcome metrics may include medication adherence, viral load suppression rates, A1C levels, etc.

**Quality of interaction metrics may include frequency of connectivity issues experienced during telehealth visit, length of telehealth visits, re-engagement, etc.

Provider Experience

	Yes	No
1. Are provider satisfaction tools used to assess provider experience?	<input type="checkbox"/>	<input type="checkbox"/>
2. Were staff involved in developing the provider surveys?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are changes made based on staff survey results?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are guidelines for respectful virtual engagement and/or boundaries established between providers and consumers?	<input type="checkbox"/>	<input type="checkbox"/>

Consumer Experience

	Yes	No
1. Are guidelines established for creating a safe, secure, and welcoming virtual environment?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are consumer satisfaction tools used to assess consumer experience?	<input type="checkbox"/>	<input type="checkbox"/>
3. Were consumers involved in developing the consumer satisfaction tools?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have a process in place to measure the number/percentage of consumers who provide feedback?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are changes made based on consumer feedback?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are peer support staff involved in consumer HIV care and support via telehealth?	<input type="checkbox"/>	<input type="checkbox"/>
7. Can consumers choose between a virtual and an in-person visit?	<input type="checkbox"/>	<input type="checkbox"/>
8. Are appointment scheduling times flexible for consumers?	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you assess for violence in the consumer's life (e.g. intimate partner violence, elder abuse) and mitigate risk in the virtual healthcare environment?	<input type="checkbox"/>	<input type="checkbox"/>