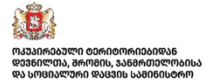




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Core Competencies for Delivery of Teleconsultation Services in Georgia (DRAFT v2)

A Teleconsultation Competency Framework for
Health Workers and Patients in Georgia



Prepared by:
NHS England
For The World Health Organization

Leveraging digital solutions for health during the COVID-19 crisis and beyond Georgia

A joint EU-UN project to harness the potential of digital health in Georgia

Core Competencies for Delivery of Teleconsultation Services in Georgia (DRAFT v2)

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Introduction

This document provides the core functional competencies expected of those health workers operating teleconsultation services in Georgia, particularly in relation to priority Non-Communicable Diseases (NCDs). This document also outlines the core functional competencies expected of patients receiving teleconsultation services. The document was commissioned by World Health Organization Regional Office for Europe and delivered by the NHS England WHO Collaborating Center for Health Workforce.

The focus of this document is health workers in rural primary care contexts in Georgia. It provides details of the functional competency requirements for operating teleconsultation services, linked to priority NCDs (cardiovascular disease, hypertension, chronic obstructive pulmonary disease, asthma, and diabetes). It provides details of functional competency requirements for teleconsultations currently being delivered through teleconsultation (dermatology and cardiovascular disease) and those planned in the future (retinal screening for diabetes, spirometry for asthma).

This publication has been produced with the assistance of the European Union. Its contents are the sole responsibility of WHO and its implementing partners and do not necessarily reflect the views of the European Union.

Scope

This document provides the competencies expected of a health worker operating a teleconsultation service and a patient receiving a teleconsultation service.

It does not cover clinical competencies and assumes that the health worker professional registration is valid and current. Clinicians should have a thorough understanding of the clinical conditions they are treating, including the appropriate diagnosis and treatment, as well as the limitations of remote care. For patients, it assumes a basic level of health literacy.

It does not cover how to capture and sign-off formal training records to ensure competencies and confidence in the delivery of teleconsultation services.

Structure

This document is structured in three levels, with competencies and behaviours aligned to the relevant domain.

1. Domain
2. Competency

3. Behaviour

Additionally, each competency and behaviour align to an audience profile, such as a primary care physician. There are three profiles which are described in more detail later in this document:

1. **PC** - Primary care health workers delivering teleconsultation services in primary care facilities.
2. **SC** - Secondary care health workers delivering teleconsultation remotely from secondary care facilities.
3. **Pt** - Patient.
 - Pt1** - Patients accessing teleconsultation services (in clinic)
 - Pt2** - Patients accessing teleconsultation services (at home)

Acknowledgements and References

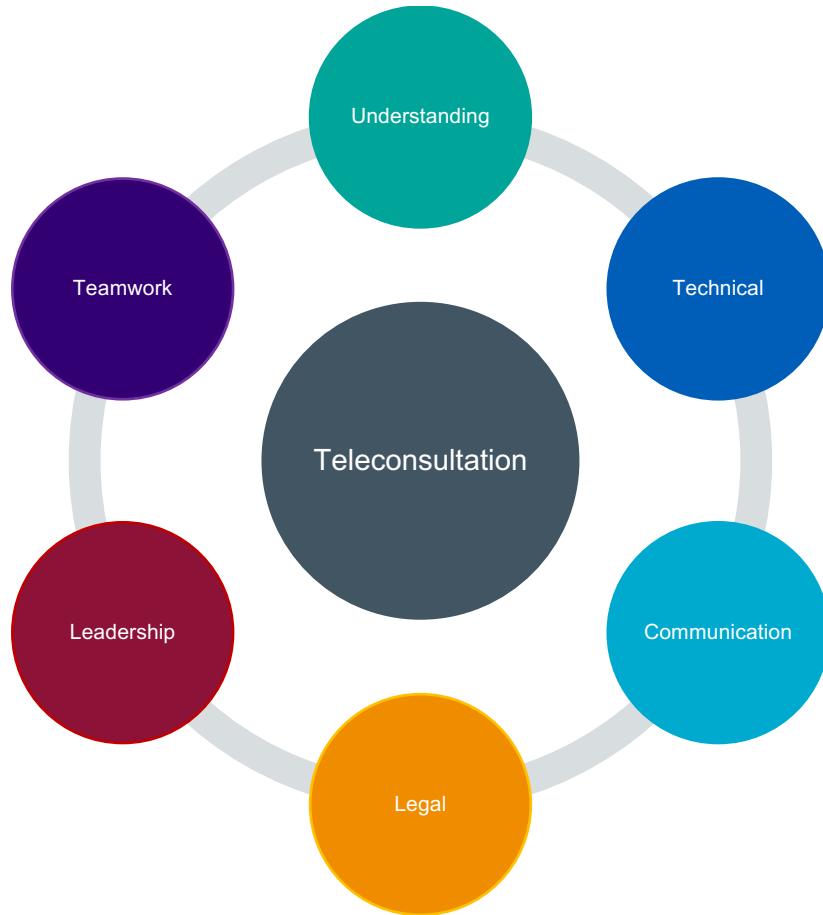
This paper was written by Richard Price, a Health Education and Technology Specialist in NHS England, and reviewed by Clare Kerswill, a Senior Policy lead in NHS England.

A comprehensive literature review was conducted and, where possible, these competencies have been linked to existing competency frameworks, particularly the NHS England Digital Capability Framework¹.

¹ NHS Digital Capability Framework:
<https://healtheducationengland.sharepoint.com/sites/NHSDAWC/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FNHSDAWC%2FShared%20Documents%2FDigi%2Dlit%2FDigital%2DLiteracy%2DCapability%2DFramework%2D2018%2Epdf&parent=%2Fsites%2FNHSDAWC%2FShared%20Documents%2FDigi%2Dlit&p=true&ga=1>

Teleconsultation Domains

The Teleconsultation Competency Framework consists of six domains of competency, under which are the expected competencies and behaviours for each of the audience groups.



Domain 1: Understanding Teleconsultation

Health workers and patients need to understand why teleconsultation systems are being introduced in Georgia, their importance in the provision of primary health care, and the benefit to health workers and to patients.

Domain 2: Technical use of teleconsultation

Health workers and patients need to have the technical skills to use the teleconsultation platform, including using video conferencing, messaging, and file sharing. Primary care health workers should be familiar with the various devices used in the delivery of teleconsultation, including dermatoscope, otoscope, retinal screening tool, electrocardiogram, and spirometer. Secondary care health workers delivering teleconsultation remotely and patients using the service also need some technical skills.

Domain 3: Communication

Health workers in primary and secondary care require effective communication skills, both verbal and nonverbal, to build rapport with patients and provide clear instructions for care. All health workers should be able to communicate compassionately and effectively across distance and cultural barriers.

Domain 4: Legal and Ethical

Health workers need to understand the legal and ethical considerations involved in teleconsultation, such as ensuring patient confidentiality, patient consent, and data protection.

Domain 5: Leadership and Professionalism

Health workers need to uphold the highest standards of professionalism, including punctuality, confidentiality, respect for patient autonomy, and adherence to ethical and clinical guidelines. Health workers should also be able to demonstrate effective leadership around the introduction and development of teleconsultation services.

Domain 6: Teamworking

Telemedicine often involves the coordination of care among multiple health providers, including specialist doctors, nurses, and other allied health professionals. Health workers should be able to work effectively as part of a team.

Audience Profiles

There are three profiles for the different actors who are involved in the safe and effective delivery of teleconsultation, including primary and secondary care clinicians, and patients both at home and in the clinic. These audience profiles may all require a competency and behaviour, or they may only be applicable to one group. These are referred to in the domain competencies and behaviours.

PC - Profile 1: Primary care health worker

These are the functional competencies applicable to health workers, including doctors and nurses, operating in a primary care ambulatory. They describe the broad areas where health workers should have capability to operate teleconsultation services.

SC - Profile 2: Secondary care health worker

These are the functional competencies applicable to specialist health workers, including doctors and nurses, operating in a secondary care hospital setting. They describe the broad areas where health workers should have capability to operate second-line teleconsultation services.

Pt - Profile 3: Patients

Pt1 - Profile 3A: Patient in Clinic

These domains are the functional competencies applicable to patients accessing teleconsultation services in a primary care clinic.

Pt 2 - Profile 3B: Patient at Home

These domains are the functional competencies applicable to patients accessing teleconsultation services from home.

Domain Competencies and Behaviours

1	Understanding Teleconsultation	PC	SC	Pt1	Pt2
1.1	Understand why teleconsultation has been introduced and how it belongs alongside existing consultation methods.				
1.1.1	Understands the context of telemedicine in rural and urban areas of Georgia.	x	x	x	x
1.1.2	Understand why teleconsultation is an important way of improving access to primary health provision.	x	x		
1.2	Understand the differences between a physical consultation and operating in a teleconsultation environment.				
1.2.1	Understand the evidence base around use of teleconsultation.	x	x	x	x
1.2.2	Demonstrate an understanding of how teleconsultation operates alongside other methods of consultation	x	x		
1.3	Understand the limitations of operating in a teleconsultation environment.				
1.3.1	Understand why teleconsultation is not always appropriate and not always best for the patient.	x	x		

2	Technical use of teleconsultation	PC	SC	Pt1	Pt2
2.1	The ability to use a teleconsultation computer in a professional context				
2.1.1	Ability to turn on and log in to the computer.	x	x		
2.1.2	Ability to open and log in to the teleconsultation software.	x	x		
2.1.3	Ability to connect to the teleconsultation server.	x	x		
2.1.4	Ability to login to teleconsultation software from home and attend an appointment.				x
2.2	The ability to use the teleconsultation equipment provided with the computer				
2.2.1	Ability to connect peripheral teleconsultation equipment.	x			
2.2.2	Ability to work with existing teleconsultation equipment through the software.	x			
2.2.3	Ability to work with new and emerging teleconsultation peripheral devices through the software.	x			
2.2.4	Ability to conduct a clinical assessment through teleconsultation, checking vital signs remotely, and conducting physical examinations using video technology when required.	x	x		
2.3	The ability to use the teleconsultation software for planning and capturing patient information.				
2.3.1	Ability to manage appointments, gather medical history and symptoms in the software before the appointment.	x	x		
2.3.2	Ability to load patient information, including captured images, during the appointment.	x	x		
2.3.3	Ability to retrospectively enter and access patient information after the appointment, in line with relevant governance regulations.	x	x		

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2.4	Ability to identify and troubleshoot basic problems with the teleconsultation equipment and software.				
2.4.1	Ability to identify and fix common hardware problems when using teleconsultation equipment.	x	x		
2.4.2	Ability to identify and fix common software problems with teleconsultation software such as problems with username and password.	x	x		
2.4.3	Ability to act as a champion for teleconsultation.	x	x		
2.5	Ability to find, manage, organise, store, and share digital information, data, and content				
2.5.1	Ability to find, manage, organise, store and share digital information in the teleconsultation software.	x	x		
2.6	Ability to work with the health worker to use teleconsultation.				
2.6.1	Understand that the health worker needs to collect information digitally and store it within the teleconsultation software.			x	x
2.7	Ability to book appointments for teleconsultation				
2.7.1	Ability to use the teleconsultation software to book an appointment, with support from the health worker, if required.			x	x

3	Communication	PC	SC	Pt1	Pt2
3.1	Ability to provide clear and effective verbal and visual communication during a teleconsultation.				
3.1.1	Ability to communicate clearly with the patient/clinician at the teleconsultation computer.	x	x	x	x
3.1.2	Ability to present a professional image of themselves over a video consultation.	x	x		
3.1.3	Ability to communicate effectively over a video consultation and understand how this differs from a non-digital consultation.	x	x		
3.2	Ability to communicate respectfully and appropriately with all people and to recognise one's responsibility to not engage in or allow others to engage in inappropriate, irresponsible, offensive or harmful communication activities.				
3.2.1	Ability to show sensitivity to the cultural and linguistic diversity of patients, understanding and respecting beliefs, values, and practices.	x	x		
3.2.2	Ability to demonstrate and champion ethical, positive, sensitive and appropriate attitudes and behaviours in communicating, collaborating and participating with anybody and everybody	x	x		
3.2.3	Ability to demonstrate empathy and understanding towards the patient's situation and make them feel comfortable when using the teleconsultation equipment.	x	x		
3.3	Ability to listen effectively to the patient.				
3.3.1	Ability to actively listen to the patient.	x	x		
3.3.2	Ability to obtain feedback from the patient about their teleconsultation experience and use it to improve their interaction with the services.	x	x		

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3.4	Ability to provide effective written communication about a patient.				
3.4.1	Ability to document the consultation on the computer (or in a paper record if no computer is available), including the diagnosis, treatment plan, and any recommendations.	x	x		
3.4.2	Ability to schedule follow-up appointments if necessary and communicate any results from the teleconsultation to the patient.	x	x		

4	Legal and Ethical	PC	SC	Pt1	Pt2
4.1	Ability to maintain confidentiality of electronic patient information and maintain secure communication channels.				
4.1.1	Awareness of the importance of keeping electronic and paper patient records safe and secure.	x	x		
4.1.2	Understand own responsibilities to maintain security of information stored in the teleconsultation software.	x	x		
4.1.3	Only uses official channels (such as the teleconsultation software) for sharing patient information.	x	x		
4.2	Understanding of local privacy information governance requirements around access and sharing of electronic and paper patient information.				
4.2.1	Adheres to local policies for patient records.	x	x		
4.3	Ability to recognise and act upon situations and events that might compromise personal, professional, or organisational security.				
4.3.1	Can recognise situations which may compromise the security of information stored in the teleconsultation system.	x	x		
4.3.2	Ability to act on and manage potential compromises of security through appropriate escalation.	x	x		
4.4	Ability to maintain dignity and respect for the patient over a video consultation.				
4.4.1	Ensures the consultation is conducted in a private setting.	x	x		
4.4.2	Ensure that details of the teleconsultation are kept secure, confidential and with respect for the patient.	x	x		

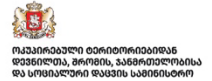
5	Leadership and Professionalism	PC	SC	Pt1	Pt2
5.1	Builds and maintains trusted partnerships with patients and others involved in the delivery of teleconsultations.				
5.1.1	Fulfils agreed ways of working within the health team.	x	x		
5.1.2	Works collaboratively with partners across different organisations to deliver teleconsultations.	x	x		
5.2	Ability to understand and act upon appropriate guidelines, protocols, regulations and safeguards in the use of teleconsultation.				
5.2.1	Ability to work with and interpret differing media, information, data and content to meet legal, ethical, cultural and security rules.	x	x		
5.2.2	Ability to work within the information governance requirements when working with personal, public, professional and/or confidential information, data, and content.	x	x		
5.3	Ability to manage time efficiently				
5.3.1	Ensure good time management when consulting with patients, starting on time, and giving patient sufficient time.	x	x		
5.3.2	Able to organise schedules to accommodate multiple patients and address emergencies promptly.	x	x		
5.4	Leadership and management of teleconsultation facilities				
5.4.1	Able to lead a multidisciplinary team involved in the continuity of care through teleconsultation.	x	x		
5.4.2	Ability to demonstrate and champion a positive attitude in seeking out appropriate and innovative digital technologies to enhance teleconsultation learning for self and others	x	x		
5.4.3	Continuous professional development of self and others.	x	x		

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6	Team working	PC	SC	Pt1	Pt2
6.1	Enables others to make their contribution to a team.				
6.1.1	Supports team members at all levels to contribute to the successful delivery of teleconsultation.	x	x		
6.1.2	Supports team members to work collaboratively for the successful care of a patient.	x	x		
6.2	Ability to communicate collaboratively with others using teleconsultation tools to deliver effective continuity of care.				
6.2.1	Ability to provide effective asynchronous communication with secondary health care providers such as sharing digital patient records and scheduling appointments.	x	x		
6.2.2	Ability to communicate with other healthcare providers involved in the patient's care to ensure continuity of care.	x	x		



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ABOUT THE PROJECT

- The European Union (EU), 4 UN organisations (WHO, UNFPA, UNICEF, UNOPS) and the Ministry of IDPs from the Occupied Territories, Labour, Health and Social Affairs of Georgia (MoIDPLHSA) team up to advance digital solutions for health
- A 3-year, €4.7 million project to protect and promote people's health and well-being, improve access to essential health services and reduce burden on the health-care system during the COVID-19 pandemic and beyond
- Builds on, and is complementary to, ongoing EU and UN support to Georgia's COVID-19 response and progress towards universal health coverage

FOR MORE INFORMATION VISIT:

European Union in Georgia
<https://eu4georgia.ge/>

United Nations in Georgia
<https://georgia.un.org/>

World Health Organization (WHO)
<https://www.euro.who.int/en/countries/georgia>

United Nations Children's Fund (UNICEF)
<https://www.unicef.org/georgia/>

United Nations Population Fund (UNFPA)
<https://georgia.unfpa.org/en>

United Nations Office for Project
Services (UNOPS)
<https://www.unops.org/>

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