

Telemedicine Toolkit: Attachment C: Sample Organizational Training Plan Template

[Site/System Name] - Telemedicine Program Training Plan

GOAL: Provide focus and direction for training [Site/System] workforce on the importance of supporting and adhering to [Site/System's] Telemedicine Program's policies and procedures.

TRAINING OBJECTIVES:

Provide appropriate learning opportunities for [Site/System] workforce to ensure awareness and understanding of the Telemedicine Program initiatives including the following components:

- Introduction to telemedicine
- CMS telemedicine program requirements and guidance
- HIPAA requirements overview
- Telemedicine-specific HIPAA requirements
- Project plan and scope of telemedicine program
- Review organizational policies and procedures on telemedicine

PREPARATION STEPS:

- Identify specific training needs/goals
- Quantify desired benefits for trainees
- Determine/calculate training costs and identify financing source
- Obtain executive-level support
- Identify training resources
- Select qualified trainers
- Create training topic outline
- Design training content/lessons
- Training module development and testing
- Determine when specific departmental content should be incorporated
- Establish training timeline
- Knowledge transfer to trainers
- Outline trainee groups and training types for each group
- Perform training sessions
- Develop training feedback/assessment form

TRAINING PLAN:

A federated model approach will be utilized for training. Certain processes of the training function will be centralized (organization, administration, training plan, core content

development) and others decentralized (some departments to add specific content and train staff directly). Training will be conducted in person and virtually via web-based training. All staff are required to:

- Take the “Introduction to Telemedicine Training Program” within 30 days of hire date
- To complete the Telemedicine Refresher training on an annual basis
- Organization-wide training sessions offered initially (dates...)

Audiences / Requirements:

Organization-wide: Overviews

Management: Overview with more specific details for those working directly with the telemedicine program

Targeted departments: In-depth for those working directly with the telemedicine program

Training Resources:

Handouts

Websites/ Portals (location/folder)

Modules

Training Evaluation:

Class assessments will be completed by trainees to measure effectiveness of training and to facilitate continued improvement of content delivery and understanding.

Telemedicine Program Updates:

Goals of telemedicine program, status, issues, key upcoming activities/milestones

References:

<https://www.trainingindustry.com/wiki/entries/organizational-models-in-training.aspx>

<http://www.wikihow.com/Develop-a-Training-Plan>