

Assessment 01: Technology Needs Assessment

Name

Capella University

FPX 6214

Instructor

April 2025

Technology Needs Assessment

This technology needs assessment for St. Anthony Medical Center's telehealth counseling program, which aims to address gaps in mental health care for rural students. By evaluating the specific needs, challenges, and stakeholders involved, the assessment ensures that the telehealth initiative is effective, secure, and compliant with regulatory standards. The following assessment outlines the importance of careful planning, stakeholder engagement, and regulatory considerations for successful implementation.

Relevance and Importance

The needs assessment defines telehealth technological applications to cope with patient care deficiencies because Murray County is an underresourced rural setting. The needs assessment at St. Anthony Medical Center (SAMC) evaluates student requirements for telehealth counseling and identifies potential challenges to match the initiative to their needs effectively. Healthcare personnel utilize needs assessments to discover systematic flaws by analyzing limited mental health service accessibility while setting targets for improving technology utilization (Ravaghi et al., 2023). The gathered data from current practices enables designers to choose suitable technical approaches, essential resources, and training programs to achieve successful implementation.

Insufficient program need assessment at SAMC generates risks for telehealth implementation failure because it neglects patient needs and creates stakeholder rejection alongside security and regulatory oversight problems. The lack of proper evaluation of healthcare worker and student needs results in resource mismanagement, which subsequently causes privacy violations and prevents program success (Ravaghi et al., 2023). Inadequate planning in patient processes creates two problems: program failure and HIPAA privacy law violations. A thorough assessment of needs is essential for the telehealth

initiative because it helps ensure operational success, regulatory compliance, and achievement of organizational and community goals.

Assumptions

The suggested needs assessment for the telehealth counseling program assumes that there is a clear demand for mental health services in rural schools, specifically among students who lack access to in-person counseling. It assumes that telehealth technology can effectively bridge this gap and that students and healthcare providers are open to its use (Amjad et al., 2023). Additionally, it presumes that adequate infrastructure, including secure and HIPAA-compliant platforms, is available and that stakeholders, including school administrators and healthcare professionals, will engage collaboratively in the process.