

Assessment 4: Staff Training Session

Name

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Slide 1: Hi, I am Angela, and I am here to present the implementation of telehealth technology to improve healthcare access at St. Anthony Medical Center (SAMC) for rural students.

Slide 2:

Staff Training Session

Telehealth technology refers to using digital communication tools to deliver healthcare services remotely, improving access to care, especially in rural or underserved areas (Madsen et al., 2023). The focus is on deploying upgraded telehealth technology at SAMC, specifically aimed at enhancing healthcare access for rural students. This paper will explore the purpose, benefits, and risks associated with the technology, the necessary training and technical staff support, and the safeguards for patient confidentiality. It will also discuss the methods for assessing the technology's effectiveness and impact on care quality and safety.

Slide 3:

Purpose and Use

Implementing the upgraded telehealth technology at SAMC aims to expand healthcare access for rural students by offering reliable, high-quality remote consultations. This technology will bridge the gap between underserved communities and healthcare providers, ensuring students receive timely care without traveling long distances. The intended users are school counselors, students, IT support staff, and clinical personnel who will interact with the telehealth platform for virtual healthcare services. The technology will be applied through secure video conferencing, electronic documentation, and remote health monitoring, ensuring patient confidentiality and regulatory compliance (Mathew et al., 2023). It will be deployed primarily in school settings and clinical offices associated with SAMC. Training for all user groups will

support safe and effective system use, while ongoing IT support will maintain operational stability and security (Núñez et al., 2024).

Limitations

Slide 4: Despite its many benefits, telehealth technology does present some limitations. Inconsistent internet availability in rural areas may impact the quality of video consultations, leading to service delivery disruptions (Mathew et al., 2023). Additionally, users unfamiliar with digital platforms may initially experience difficulties navigating the system, potentially resulting in lower adoption rates (Madsen et al., 2023). Continuous monitoring, teaching, and technical support will be necessary to mitigate these challenges.

Slide 5:

Potential Risks and Benefits

The advancement in telehealth technology is useful for SAMC and rural students. In this way, it also alleviates time lost in seeking a healthcare provider and receiving the appropriate treatment, increases chances of early intervention, and improves students' management of chronic illnesses (Núñez et al., 2024). It also helps with medical documentation and prompt communication between the student, school personnel, and medical personnel. This directly helps enhance the quality and safety of care through reduced travel distances, reduced health-related absenteeism, and improved student health status through preventive services (Mathew et al., 2023).