

# Telehealth Strategic Framework – Org level

## Organizational goals & vision

- Is our telehealth strategy embedded in our organizational strategy?
- How will telehealth impact our organization's strategic priorities?
- How can the current, unique environment catalyze our progress toward full integration of virtual care options?

Notes:

## Aligned payments & incentives

- What do we know about the payment and incentive structure for telehealth now and in the future?
- How can we anticipate the impact of telehealth visits to overall access and capacity?

Notes:

## Right-sized technology

- How well do our telehealth technologies work for us, our provider network & our patients?  
Do we need to consider a switch?
- Which of our current systems support integration with telehealth? Does your EHR have a platform? Which do not?
- What is our plan to address interoperability issues?

Notes:

**Empowered & engaged patients**

- Do we understand patients needs and preferences around virtual care, including differences by population segment?
- What is our plan to educate and engage patients and monitor their experience and satisfaction?

Notes:

**Targeted implementation**

- Which clinical use cases are highest impact for us? Where will we start implementation and/or accelerate current efforts?
- In which specialties and/or sub-specialties do we need to build capacity for telehealth services?

Notes:

**Optimized training & workflows**

- How will we support efficient and effective clinician and care team training?
- Where do we need to balance uniformity versus flexibility?
- What is our plan for updating and rolling out workflows?

Notes:

**Tracking performance**

- What is our plan to monitor and track performance? Can we define what success looks like?
- How are we aligning measurement with other quality improvement initiatives?

Notes: