

## PANDEMIC TELEMEDICINE TECHNOLOGY RESPONSE PLAN AND TECHNOLOGY ASSESSMENT

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### **Abstract**

The National Telehealth Technology Assessment Center (TTAC) developed a Pandemic Response Project Team or “Think Tank” to create an Action Plan for a model to support rural communities in a return or continuation of COVID-19 or a future pandemic applying telemedicine capabilities and technologies. The “Think Tank” was assembled with multiple representatives from epidemiology/infection control, hospital CEOs, nursing, public health, technology, regulatory and policy as well as representatives from TTAC. This team identified and explored, through structured brainstorming, critical issues facing healthcare delivery systems during a pandemic for three scenarios: a remote hospital in Alaska, a small urban hospital serving a primarily rural population, and a medium sized urban hospital which also serves a surrounding non-urban area. This presentation describes the Draft Pandemic Action Plan created in Phase 1 of this activity, which identifies and explores key issues/challenges and associate technology solutions for 11 critical areas:

1. Keeping care protocols up to date
2. Keeping the hospital open
3. Diverting the potentially infected before they arrive at the hospital
4. Replacing / covering for infected staff, providing for critical care staff needs
5. Containing COVID-19 in the hospital/clinic
6. Providing access to urgent care, ongoing care/follow-up care for current patients
7. Providing care at home, creating the ability to rotate patients out of the hospital to make room for monitoring more critical cases
8. Supporting remote work for staff
9. Supporting behavioral health
10. Providing needed transportation
11. Supporting public health.

**Keywords:** pandemic response, COVID-19, rural healthcare, hospital issues, hospital technical support

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