

**2023 California Healthcare Best Practices Virtual Education Series**  
**Telehealth, Telemedicine, and Quality of Care in a Virtual Environment**

Register here: <https://www.zoomgov.com/meeting/register/vJltdOmpqDMtHOWpdklwHPsqz0VEM2m-dM>

**Monday, May 8, 2023**  
**10:00am-11:00am (PT)**

**Presenters:**

Martha Ross, MHA, RHIA, Health Information Management Consultant, California Area Indian Health Service

**Description:**

The COVID-19 pandemic has been a challenge as well as an opportunity for healthcare. The pandemic has exposed the inherent weaknesses in health systems globally while, at the same time, revealing strengths on which post-pandemic health systems can be built. This webinar will discuss improving quality and safety post-pandemic utilizing virtual delivery models with a transparent and compassionate culture.

**Outcomes/Objectives:**

As a result of participating in this activity, the healthcare team will:

1. Examine practice benefits and barriers of telehealth and telemedicine on patient satisfaction, providing efficient and quality care, and minimizing costs.
2. Identify new approaches to improving quality of care post-pandemic through telehealth and telemedicine.
3. Assess sustainability of virtual care delivery models.

**Target Audience:**

Physicians, Nurse Practitioners, Nurses, Pharmacists, Social Workers, Psychologists and other members of the healthcare team.

**Instructions for Obtaining Continuing Education Credit:**

To receive a certificate of continuing education, you must register for the session, participate in the entire live activity, and complete the online evaluation form by May 15, 2023. You will be able to print your certificate after completing the evaluation.

**ACCREDITATION:**



JOINTLY ACCREDITED PROVIDER  
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, IHS Clinical Support Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



**IPCE CREDIT™**

This activity was planned by and for the health care team, and learners will receive 1 Interprofessional Continuing Education (IPCE) credit for learning and change.

**Physicians**

The IHS Clinical Support Center designates this live activity for 1 hour of *AMA PRA Category 1 Credit™* for each hour of participation. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Pharmacists**

This activity provides 1 hour of knowledge based continuing pharmacy education credit (CPE) with the UAN JA4008177-0000-23-003-L04-P.

Credit will be uploaded to the NABP CPE Monitor within 30 days after the activity completion. It is the responsibility of the pharmacist to provide the correct information (NABP ID and DOB (MMDD)) in order to receive credit.

**Nurses**

This activity is designated 1.0 contact hour for each hour of participation.

## Social Workers



As a Jointly Accredited Organization, the IHS Clinical Support Center is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1.0 clinical continuing education credit.

## Psychologists



Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP) and the IHS Clinical Support Center. The IHS Clinical Support Center maintains responsibility for the content of the program. Psychologists completing this course receive 1.0 continuing education credit.

**Disclosure Statement:** As a jointly accredited provider of continuing education, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, reviewers and all others who are in a position to control the content of this educational activity are required to disclose the existence of all financial relationships with ineligible companies within the prior 24 months. Safeguards against commercial bias have been put in place. Faculty will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. All those who are in a position to control the content of this educational activity have completed the disclosure process and have indicated that they do not have any relevant financial relationships or affiliations with any manufacturers or commercial products to disclose.

There is no commercial interest support for this educational activity.

## Zoom First Time Users

If you have never attended a Zoom meeting before, you can download the Zoom desktop client here:

<https://zoom.us/support/download>.

[To view video tutorials on how to connect, audio options, and other Zoom features, click here.](#)

## Hardware Requirements for Zoom

### Operating Systems

- macOS X with macOS 10.9 or later
- Windows 10
- Windows 8 or 8.1
- Windows 7
- Ubuntu 12.04 or higher
- Mint 17.1 or higher

- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

### Mobile

- Surface PRO 2 or higher and running Win 8.1 or higher
- iOS 8.0 or later, iPadOS 13 or later, and Android 5.0x or later
- Blackberry devices

## Internet Speed/Additional Requirements

Bandwidth: 600Kbps for participants, meeting attendees, and end users of Zoom applications.

## Privacy Policies

Before you begin the training, you can review the IHS Privacy Policy (<https://www.ihs.gov/privacypolicy/>).

You can also review the Survey Monkey Privacy Policy for details on how user information submitted in the evaluation is protected.

<http://www.surveymonkey.com/mp/policy/privacy-policy/>

## Additional Information/Technical Support

Email [rachel.harvey@ihs.gov](mailto:rachel.harvey@ihs.gov) if you have questions or need assistance registering.