



www.lessdriving.org

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Vision
Paper

Telehealth for Patients and Caregivers



Written by Henry E. Liebling



This vision paper is for many organizations:

Hospitals and Providers

Health and Wellness

Heart Programs

Disease Prevention Programs

Rural Programs

Nutrition Programs

Health Promotion



Additional Resources

Healthcare and Telehealth using Web and Video Conferencing

PDF [click here](#)

Healthcare Telemedicine Telehealth Report (50 pages) written in 2017

Introduction to Market Data and Uses

Please request: hliebling@morevirtual.com

How To Achieve Virtual Meeting Effectiveness: Skills Training For Online Virtual Effectiveness. See next page.

2021 – Great Practices Podcast: The PMO Leader

“Keeping Your Virtual Meetings Real with Henry Liebling”

<https://www.thepmoleader.com/the-pmo-leader-podcast> Speaker (**Episode E05**)

Using Web and Video Conferencing for Literacy, Non-Profits, Government, and Education

3 minute video [click here](#)

Innovate. Increase Capacity. Do More With Less.

PDF [click here](#)



This practical book is written by Henry (heart patient) and Ruth Ann (caregiver) and describes their journey of making lifestyle changes after Henry was diagnosed with heart failure, atrial fibrillation (AFIB), and ventricular tachycardia.

Topics: sodium, nutrition (nutrition facts labels and serving size), mindset and being deliberate with your self-talk to build confidence and resiliency, know your “why,” and more. 2023. 160 pages.

www.myheartishealing.com



Overview of eBook (Amazon Kindle)

Gives you a vision of **WHAT you can do** and **HOW you can do it** with Web and Video Conferencing software and technology, for virtual meetings and virtual classroom teaching and learning.

Provides a short refresher course on **soft skills**, such as **communications and active listening**.

There are **more than 100 skills to practice**. Most of the skill practices take just a few minutes.

By practicing these skills, you will gain comfort and confidence. You will be able to apply your software technology knowledge and soft skills to your online virtual meetings.

Kindle link: click [here](#)

Click [here](#) for details

“What you practice you get good at.”

anonymous



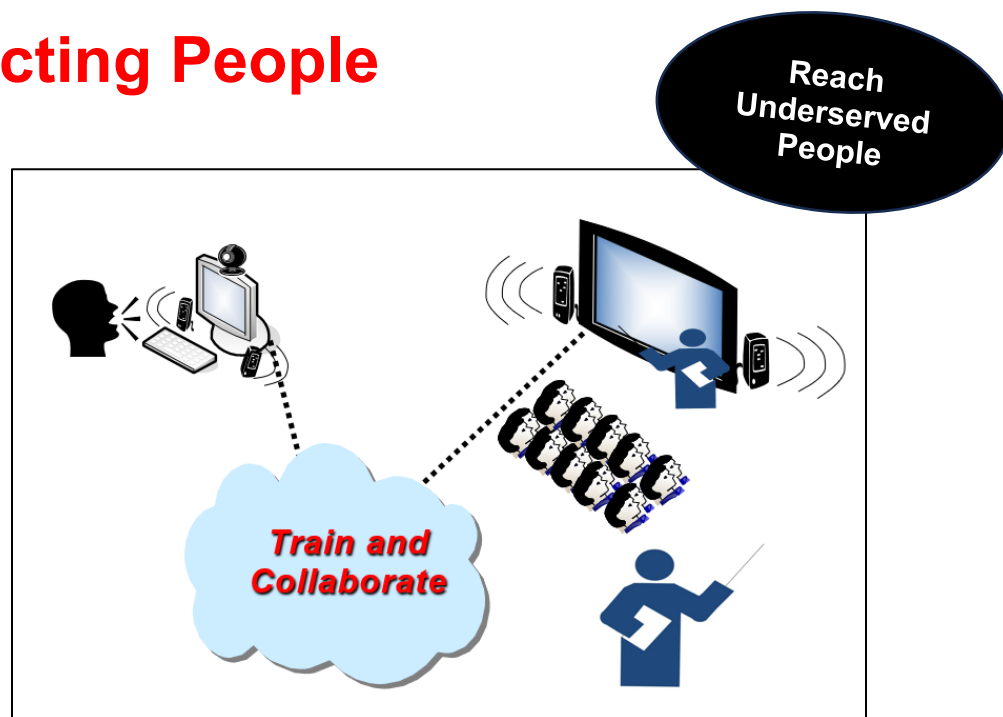


Benefits of using Video Conferencing

There are numerous benefits of using Video Conferencing for effective virtual meetings and virtual classroom teaching and learning.

- **Telehealth with patients and caregivers**
- **Educate, train, mentor, and coach - enhance knowledge, skills, and competencies**
 - With patients and caregivers
 - With medical, professional, technical, and administrative staff
 - With volunteers
 - With members
 - With healthcare students
- **Expand your reach and impact**
 - Reach underserved populations
- **Volunteers**
 - Use videoconferencing for recruitment, onboarding, initial training, quality performance, ongoing refresher classes, and social events
- **Cost and Time**
 - Reduce the cost and time for driving and travel
- **Improve collaboration and innovation**

Connecting People



The Virtual Educator / Presenter connects to a Room of People with Room Coordinator(s) / Facilitator(s) to assist

- Reach patients, caregivers, and people who do not have access to a computer.
- Reach underserved people.
- Use community centers, schools, faith-based organizations, city hall, recreation facilities, rotary club, VFW and American Legion locations, and so forth.
- Coach the Room Coordinator(s) / Facilitator(s).
- Get the technology handled and tested beforehand.
- The expert and room coordinator(s) / facilitator(s) may need to have a pre-meeting.
- The expert remotes in.
- Connect multiple rooms.

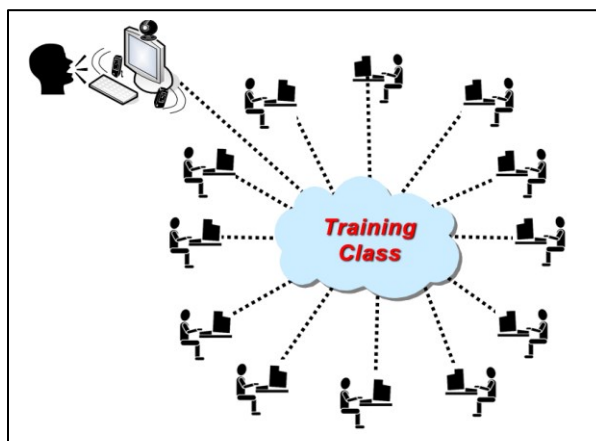
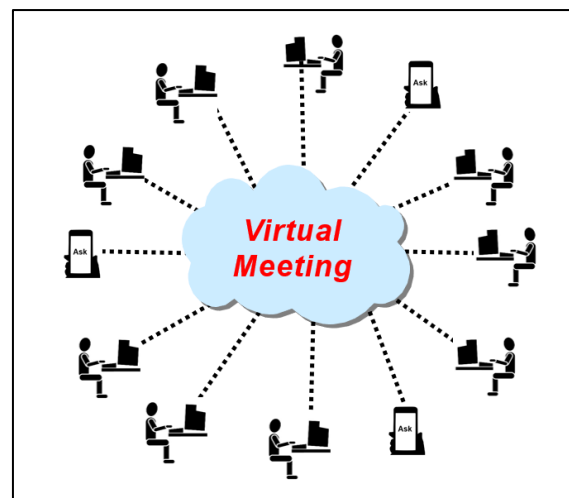
Glitches you can avoid

- Technology mishaps.
- Room Coordinator(s) / Facilitators not prepared.
- The usual glitches that can take place when everyone is in the same physical room.



Mentor, Coach, Educate, Share

Virtual Meeting



Virtual Classroom



Connect: **Non-Rural** ... with ... **Rural**

The **LEFT-column (Non-Rural)** represents people and organizations that are in urban and suburban areas.

The **RIGHT-column (Rural)** represents people and organizations in rural areas.

Non-Rural

- Healthcare specialists
- Physicians
- Providers
- Nurses
- Dieticians
- Health educators
- And others



Rural

- Patients and Caregivers
- Physician Offices
- In-Home Senior Care
- Clinics
- Hospitals / Regional Medical Centers
- High Schools
- Colleges and Universities
- Community and Technical Colleges
- Children Centers and Early Learning Programs
- Homeless and Poverty Programs
- Public Libraries
- Lions Clubs, Rotary Clubs
- Faith-based organizations



Metrics

Here are several metrics to consider.

Increase and Improve

- Number of patients and caregivers reached who have limited access to healthcare.
- Heartcare Education for patients and caregivers.
- Disease management education and coaching.
- Volunteer and Community Service Hours for your programs.
- Healthcare college student involvement with patients and caregivers.
- Member involvement programs.



Henry E. Liebling

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Henry has more than twenty-five years experience in consulting, performance-based training, organizational development, change management, customer service, and business processes, with companies, government, non-profit, and education clients. He also has experience in the healthcare field. He is very hands-on with video conferencing. He has authored and self-published five books on virtual collaboration and virtual classroom. He began using online synchronous tools in the 1990s. <http://www.lessdriving.org>

Henry's spirit is to help people and organizations take full advantage of web and video conferencing for virtual collaboration and distance-blended learning. He assists organizations to effectively connect talent across distance and use online collaborative tools. He has a "People First" attitude which means paying attention to the needs of the people. He works with leading consultants and technical companies in the field.

Education

Master of Public Administration (MPA), Syracuse University, Maxwell School of Citizenship and Public Affairs (Metropolitan Studies Program). Bachelor of Arts (BA), Political Science, Syracuse University.

Behavioral Science and Organizational Development courses, University of California
Professional Scrum Master Certificate

Virtual Collaboration, Virtual Classroom, Web and Video Conferencing, Blended-Distance Learning, Online Coaching, LMS, and eLearning

Clients have included:

AT&T Learning Services	IBM Software Group	Organization Change Alliances
Nokia Learning Services	Rollins/Orkin	Southeast Assoc. of Facilitators
Microsoft	Q2 Learning	State of GA Telecommute Program
BellSouth	U.S. Security Associates	Linkup Consulting
Kuwait Airways	Cox Communications	AmericaSpeaks
UnitedHealth Group	Learn.net	
Association for Talent Development (formerly ASTD)/Niagara Frontier chapter		

Traditional (not collaboration technology) experience

Literacy For All	Federal Deposit Insurance Corporation (FDIC)
City of Simi Valley (CA)	Boys and Girls Clubs of America (HQ, Atlanta)
City of Beaverton, Oregon	Los Angeles County
Temple University	State of California (Department of Corrections)
Monroe County (NY)	National Urban League (NYC)
National Westminster Bank	The Equitable (health claims management)
United Negro College Fund	Hoboken Public Schools and High School (NJ)
The Genesee Hospital (Roch., NY)	ProSys Information Systems
Rochester (NY) Urban League	H5 Consulting, Inc.