

Telehealth Interviews with nurses on front lines of Covid-19

Author and Stakeholders

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Date: April 18, 2020

Background

Telehealth, although not new, has a new urgency due to Covid-19. Regulations are changing due to the outbreak. Nurses on the front line, particularly ones new to telehealth are struggling with the new regulations and learning basic telehealth procedures. The problem is that nurses do not necessarily have all of the educational background in Telehealth to understand how to best treat patients who may or may not have Covid-19 through a telehealth session.

Objective

Identify potential users and find solutions to telehealth education to address Covid-19 pain points.

Research Questions

1. How do nurses learn about new regulations on telehealth?
2. How do nurses learn about telehealth procedures?
3. What do nurses need to serve patients who potentially have Covid-19?
4. Why do nurses use the processes they do in order to conduct a telehealth session?

Methodology

User survey to understand demographics; **User interviews** to understand pain points that nurses on the front line have in regards to Covid-19 and education; **Diary Study** to understand what nurses do in order to learn about telehealth as related to Covid-19.

Participants

- Users are nurse educators or nurses working on frontlines of telehealth
- Are educating nurses on the frontline of Covid-19
- Are interested in/currently new to telehealth education

Recruiting methods

- Inquiring if participants are interested in an interview on the survey
- Social Media outreach (Facebook, Linked-In, Twitter)
- Personal healthcare contact outreach