



IMPACT™

Individual Management of
Patient Airway Clearance Therapy

IMPACT TELEHEALTH GUIDE

www.IMPACT-CF.com

INTRODUCTION

- This Telehealth Guide was developed to provide structure and resources for patient encounters, focused on reinforcing the right skills when performing Airway Clearance Therapies (ACTs) and encouraging adherence to ACTs
- Designed to be a quick reference tool during your telehealth encounters, it can also be used to follow up with your patients during in-person visits and/or annual reviews
- This guide is meant to be flexible. Follow the five outlined steps, or just focus on the sections that are most relevant/appropriate for your patient at the time

REMEMBER

THE BEST ACT IS THE ONE YOUR PATIENT DOES!

BEFORE THE TELEHEALTH ENCOUNTER

Make sure the care team member coordinating the encounter asks the patient to have the following materials available for reference during the Telehealth encounter:

- Completed **Action Plan** from previous visit
- **ACTs/equipment** (if conducting demonstration/evaluation)
- **Pen and paper** for notes

5 STEPS OF A SUCCESSFUL TELEHEALTH ENCOUNTER

These five steps to a successful telehealth encounter were based on the insights and experiences of the IMPACT Advisory Team. You can follow all five of the steps below, or tailor the encounter to meet the individual needs of your patient. You will find instructions and additional resources to support each step on the corresponding tabs.

STEP 1 REVIEW

Review adherence to Action Plan (ACTs and Educational Resources), and capture feedback on prescribed ACTs.

STEP 2 EVALUATION

Observe and evaluate the patient demonstration of ACT techniques and skills, and identify opportunities for remediation/education.

STEP 3 REMEDIATION

Provide detailed instruction on the correct techniques and treatment protocol.

STEP 4 EDUCATION

Provide patients with educational resources that are age appropriate and address their needs.

STEP 5 GOALS

Provide the patient with clear, measurable goals and recommendations based on the Telehealth visit, and schedule follow-up.

STEP 1

IMPACT ACTION PLAN REVIEW

DIRECTIONS

Pull up your copy of the patient's **completed Action Plan** from your previous encounter and ask them to do the same. Also pull up their **ACT Personal History** for reference.

ACTION PLAN

Ask the patient to describe their ACT routine for the last week. Did they follow the prescribed ACTs in the Action Plan and review the recommended educational resources? If the patient identifies new barriers and/or provides feedback that requires a change in prescribed ACTs, capture the changes on a new Action Plan.



Probe for any barriers and make sure the patient is not over-burdened.

ACT PERSONAL HISTORY

Update the patient's Personal History form with any patient feedback on prescribed ACTs.



Work with your EHR team to create a "flow sheet" so that the entire care team can access and update the patient information.

IMPACT CF Action Plan

The form is titled "IMPACT AIRWAY CLEARANCE ACTION PLAN". It includes fields for Name, Address, and Date. The main body is a table with columns for "Assessment", "Action", "Frequency", and "Status". The "Assessment" column lists various respiratory symptoms and signs. The "Action" column lists corresponding interventions like "Chest physiotherapy", "Inhaled corticosteroids", and "Bronchodilators". The "Frequency" column specifies how often each action should be performed. The "Status" column has checkboxes for "Completed" and "Not Completed".

IMPACT BE Action Plan

The form is titled "IMPACT AIRWAY CLEARANCE ASSESSMENT". It includes fields for Name, Address, and Date. The form is divided into several sections: "1. General Information", "2. Current Symptoms", "3. Current Medications", and "4. Current Treatments". Each section contains a list of items with checkboxes for "Present", "Absent", "New", or "Changed". There is also a section for "5. Other Information" with a text area and checkboxes for "Yes" or "No".

ACT Personal History

The form is titled "IMPACT ACT PERSONAL HISTORY". It includes fields for Patient Name, Address, and Date. The form is a table with columns for "Personal History", "ACTA", and "Other". The rows list various medical conditions and treatments, including "Asthma", "COPD", "Allergy", "Surgery", "Medication", "Hospitalization", "Travel", "Occupation", "Hobbies", "Family History", "Social History", "Mental Health", "Substance Use", "Infectious Diseases", "Immunizations", "Genetics", "Pregnancy & Gynecology", "Cardiovascular", "Respiratory", "Neurological", "Musculoskeletal", "Endocrine", "Hematology/Oncology", "Dermatology", "Ophthalmology", "Otolaryngology", "Pediatrics", "Geriatrics", "Palliative Care", "Pain Management", "Rehabilitation", "Complementary/Alternative Medicine", "Other".

 [Download CF Action Plan](#)

 [Download BE Action Plan](#)

 [Download Sample Template](#)



STEP 2.

PATIENT DEMONSTRATION / EVALUATION OF TECHNIQUE

DIRECTIONS

Ask your patient to demonstrate how they set up and conduct their respiratory therapies. Afterward, ask them to talk you through how they clean/disinfect their equipment. Capture notes on the **Evaluation Checklist** so that you can refer back to them and efficiently conduct your remediation/educational encounters.



Do not provide any input or coaching while they are demonstrating.

EVALUATION CHECKLIST

While the patient is demonstrating their knowledge/technique, quickly take notes of correct/incorrect techniques on the Evaluation Checklist.

Evaluation Checklist

Technique/Therapy	Advanced?			Remediation Attempted	Notes
	Setup	Technique	Cleaning		
Respiratory Therapy Manual/Powered? Prone? Venturi? Low/Normal/Downward?					
Suctioning Suction? Suction? Suction? Suction? Suction? Suction? Suction? Suction? Suction? Suction?					
Chest Percussion Manual/Powered? Prone? Venturi? Low/Normal/Downward?					
Positive Expiratory Pressure (PEP) Manual/Powered? Prone? Venturi? Low/Normal/Downward?					
Acute Cycle of Breathing Technique (ACBT) Manual/Powered? Prone? Venturi? Low/Normal/Downward?					
Synchronized Percussive Ventilation (SPV) Manual/Powered? Prone? Venturi? Low/Normal/Downward?					
Other:					



[Download Evaluation Checklist](#)



SOME THINGS TO LOOK FOR AND ASK ABOUT AFTER PATIENTS HAVE FINISHED THEIR DEMONSTRATION:



PATIENT & THEIR ENVIRONMENT*

- Patient characteristics and non-verbal gestures
- Caregiver/family characteristics
- Where equipment and treatments are stored



EQUIPMENT

- Set-up
- Size fits patient
- Settings



TREATMENT

- Correct order of therapies
- Posture
- Duration
- Technique
- Frequency



EQUIPMENT CLEANING/DISINFECTING

- Process
- Frequency
- Storage

*Adapted with permission from the Comprehensive Patient Assessment for using Telehealth at Home (CPATH).
Shea K, Towers V, Koon M, Silva G. (2021). Development of an Intentional Telehealth Viewing Guide for Home-Based Patient Assessment. Telemedicine Reports.

STEP 3

REMIEDIATION

DIRECTIONS

Help remediate any problems with the patient's skills or techniques. Begin with any positive behaviors/ maneuvers that you noticed. Then, help them fix what they performed incorrectly. Provide feedback in a positive, non-judgmental manner. Demonstrate the proper technique first, then ask them to demonstrate correctly any step that was initially performed incorrectly.

POSITIVE LANGUAGE

Examples of how you can frame remediation using positive language:


- *"Think of me as your coach. I am here to help you get the most out of your treatments!"*
- *"I really liked the way you _____, but let's go back for a moment to the _____ step and try it again."*
- *"Watching someone else demonstrate the steps is often a quicker way to learn!"*



Reinforce what patients are doing correctly before addressing what they did incorrectly.

DEMONSTRATION VIDEOS

If you would like to share age-appropriate videos of the correct techniques with your patients, go to: IMPACT-CF.com/resources

 [Respiratory Treatments & Therapies](#)

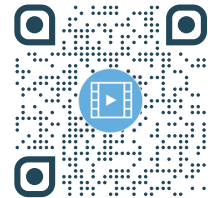
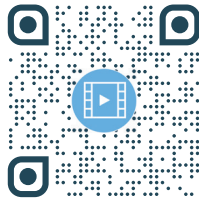
Videos on: Bronchodilators, Hypertonic Saline, Mucolytics, Exercise, ACTs, Inhaled Antibiotics, and Inhaled Corticosteroids.

 [About ACTs](#)

Videos on: Why ACTs are so important, order of therapies, cleaning and disinfecting equipment, and more.

 [Airway Clearance Therapies](#)

Videos on: PEP, OPEP, Vest Therapy, Huff Coughing, Percussion and Postural Drainage, Active Cycle Breathing Technique, and more.



Pull up the videos on your screen during the telehealth encounter by "sharing your screen," or send patients the link in your After Visit Summary.

STEP 4.

EDUCATIONAL RESOURCES

DIRECTIONS

Educate your patient on any gaps in knowledge that were uncovered during Steps 1 and 2. Also, discuss the barriers they identified for particular ACTs, and see if you can generate a solution together. Share your own educational resources and videos or use the ones we have curated from reputable sources in the pulmonary community.

EDUCATIONAL RESOURCES

If you would like to share educational resources with your patients that address gaps in knowledge or barriers to adherence, go to: [IMPACT-CF.com](https://www.impact-cf.com). You can also scan the QR codes on the following page to go directly to a particular topic area.



Pre-load the resources into your EHR, or pull up the resources during the telehealth encounter and share your screen.

ACTS

Links to product websites, instructional videos, etc., by modality



ABOUT AIRWAY CLEARANCE

Overview of ACTs and explanation of the benefits of ACTs



PRIORITIZING AIRWAY CLEARANCE

Fitting ACTs into busy schedules, doing ACTs while on the go, or on vacation



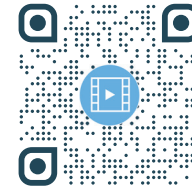
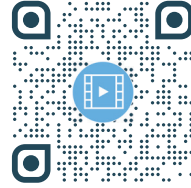
SKILLS

Order of therapies, cleaning and disinfecting equipment



SUPPORT

Importance of: talking to friends, support systems, resources and tools



STEP 5.

GOALS & NEXT STEPS

DIRECTIONS

Review what was discussed during the Telehealth encounter, and work with the patient to set goals and schedule the follow-up visit. Document any remediation that was conducted during Step 4 in the patient's **ACT Personal History** or directly in their EHR.

GOALS

Work with the patient to create goals that are specific, measurable, and attainable. Capture their goals in the ACT Personal History or in the patient's EHR.



Let the individual patient drive the goal-setting process. Consider using methods like Problem-Solving or Motivational Interviewing.

ACT Personal History

PROBLEM	PROBLEM SEVERITY	GOALS	ACTION
Behavioral			
Mental Health			
Physical Health			
Social			
Other			



[Download ACT Personal History](#)



FOLLOW-UP TIMING

Schedule the follow-up during the Telehealth encounter if possible. Recommended timing for follow-up should be based on the session outcome; some suggested timing and methods of follow-up are listed in the table below.

ACTION TAKEN	RECOMMENDED FOLLOW-UP	METHOD
New ACT recommended	1 month or at next visit	Via EHR, phone, or telehealth
Educational video/resource	At next visit	In person (or via telehealth)
Remediation technique	1 month or at next visit	Via EHR, phone, or telehealth



Schedule follow-up date and instructions directly in EHR.

RECOMMENDED TELEHEALTH RESOURCES



Telehealth Implementation Playbook (PDF)
American Medical Association



<https://www.ama-assn.org>



Sample Forms and Guidelines
California Telehealth Resource Center



<https://www.caltrc.org/resources>



Virtual Encounter Sample Workflows
American Academy of Pediatrics



<https://www.aap.org>



Provider Telehealth Toolkit

Telehealth HHS



<https://telehealth.hhs.gov>



Telehealth Program Documents

National Consortium of Telehealth Resource Centers



<https://www.telehealthresourcecenter.org>



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