



IMPACT™

Individual Management of
Patient Airway Clearance Therapy

IMPACT TELEHEALTH GUIDE

www.IMPACT-BE.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 IMPACT Airway Clearance Action Plan form is a comprehensive document for patients with Cystic Fibrosis. It includes a header with the IMPACT logo and patient information fields. The main body is divided into two primary sections: 'A. Daily Airway Clearance' and 'B. Other Airway Clearance Techniques'. Section A contains a detailed table with columns for 'Technique', 'Frequency', 'Duration', and 'Notes'. It lists various techniques such as 'Diaphragmatic Breathing', 'Active Cycle of Breathing Technique (ACBT)', 'Postural Drainage', 'Chest Percussion', and 'Vibrating Vest'. Section B provides space for documenting other techniques like 'Mucolytics', 'Steam Inhalation', and 'Nebulizer Use'. The form concludes with a section for 'Patient Education' and 'Additional Information'.

IMPACT BE Action Plan

The IMPACT Airway Clearance Assessment form is designed to evaluate a patient's current airway clearance status. It features a header with the IMPACT logo and patient information. The form is organized into several sections: '1. General Information', '2. Current Airway Clearance Status', '3. Assessment of Airway Clearance Techniques', and '4. Recommendations'. Section 2 includes a table for recording 'Technique', 'Frequency', and 'Duration'. Section 3 provides a detailed assessment of various techniques, with checkboxes for 'Used', 'Not Used', and 'Not Applicable'. Section 4 offers space for 'Recommendations' and 'Notes'. A small graphic of a human torso with the respiratory system highlighted is located at the bottom right of the form.

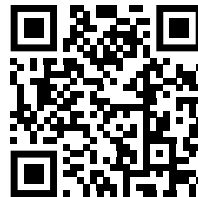
ACT Personal History

The IMPACT ACT Personal History form is a structured template for recording a patient's medical and personal history. It includes a header with the IMPACT logo and patient information fields. The form is organized into a table with columns for 'Personal History', 'Notes', and 'Date'. The rows are categorized into various medical and personal areas, including: 'Allergies', 'Respiratory System', 'Cardiovascular System', 'Gastrointestinal System', 'Genitourinary System', 'Endocrine System', 'Musculoskeletal System', 'Neurological System', 'Psychiatric History', 'Social History', 'Family History', 'Travel History', 'Occupational History', 'Education History', 'Legal History', 'Insurance History', 'Vaccination History', 'Surgical History', 'Medication History', 'Comorbidities', 'Current Medications', 'Allergy Descriptions', 'Allergy Testing', 'Allergy Management', 'Allergy Avoidance', 'Allergy Education', 'Allergy Counseling', 'Allergy Referrals', 'Allergy Follow-up', 'Allergy Testing Results', 'Allergy Management Plans', 'Allergy Avoidance Strategies', 'Allergy Education Materials', 'Allergy Counseling Sessions', 'Allergy Referral Letters', 'Allergy Follow-up Appointments', 'Allergy Testing Results', 'Allergy Management Plans', 'Allergy Avoidance Strategies', 'Allergy Education Materials', 'Allergy Counseling Sessions', 'Allergy Referral Letters', 'Allergy Follow-up Appointments'.

 [Download CF Action Plan](#)

 [Download BE Action Plan](#)

 [Download Sample Template](#)



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.



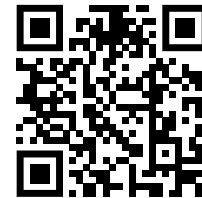
[About ACTs](#)

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-BE.com](https://www.impact-be.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



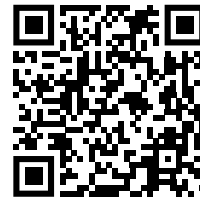
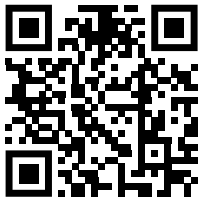
SKILLS

Order of therapies, cleaning and disinfecting equipment



SUPPORT

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



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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The IMPACT Program was created in partnership with the IMPACT Advisory Team with sponsorship from the AffloVest® team, now manufactured by Tactile Medical. The IMPACT Advisory Team is a group of qualified physicians and allied professionals engaged in airway clearance research and development in coordination with and sponsorship from the AffloVest team. This information is intended for audiences in the United States only. All trademarks referenced herein are the property of their respective owners.