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END VIOLENCE AGAINST WOMEN INTERNATIONAL — A PROFESSIONAL TRAINING ORGANIZATION

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The National TeleNursing Center:
Transforming Care for Sexual Assault Patients, Providers and Communities

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Director – MA SANE Program
Co-Director – National TeleNursing Center

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The Problem

- Access to expert Sexual Assault Nurse Examiner (SANE) care not universal
- SANE Programs with low volume may have difficulty maintaining competency and confidence.
- Work can be emotional and isolating

VISION & MISSION

- Utilize telemedicine to extend the reach of expert SANEs to adolescent/adult patients in underserved populations and regions
- Increase the quality of forensic evidence collection and patient care in hospitals across the U.S.

MASSACHUSETTS SANE EXPERTISE

A Foundation of Success
- 22 years of experience
- Over 23,789 patients

Knowledge
- RN, NP, CNMW, MD
- Many hold advanced degrees

Multi-Disciplinary Collaboration

Exceptional Care
- 1 Centralized statewide program
- 6 Regions
- 30 hospitals
- 8 Children’s Advocacy Centers
- 150 specialty trained and certified SANEs
- 30% have been SANEs for 10+ years
NEWTON WELLESLEY HOSPITAL

- 310 Bed Community Hospital
- Partners HealthCare
- Newton, Massachusetts

DEVELOPING “THE CENTER”

- Establishing a Location
- Creating Policies & Procedures
- Site specific resources
The NTC teleSANEs

• Pilot Site Liaisons
• Joint meetings with RCC
• On-going training

BUILDING RELATIONSHIPS

Pilot sites

- Sutter Lakeside Hospital, Lake County, CA
- Robert E. Bush Naval Hospital, Twentynine Palms, CA
- Saint Anne’s Hospital, Fall River, MA
- Hopi Health Care Center, Polacca, AZ
- MetroWest Medical Center, Framingham, MA
- Naval Hospital Camp Pendleton, North San Diego County, CA
Caring for Patient and Supporting Providers

**Pre-Encounter Phase**
One-on-one TeleSANE and clinician conference

**Encounter Phase**
Introductions, collaborative history and evidence collected
NTC disconnects and patient is discharged

**Post-Encounter Phase**
TeleSANE and clinician review documentation, package kit and debrief

**NTC Professional Practice Model©**
Integration of Duffy's Quality Caring Model ©

**NTC Impact**
- 275 NTC Patients
- 111 NTC Consults
- 164 Patient Encounters (Exams)
- Over 100 trainings conducted
- 2 Guilty pleas with RAD pilot site
Lessons Learned

- Interstate licensure
- No universal forensic evidence kit
- Navigating complex systems
- SANE interest in TeleSANE support

NTC Patient Acceptance Rate

Patient Receptivity

"At first the patient was a little unsure with the telenurse but when we got to the pelvic exam the teleSANE asked if the patient would like the screen covered for more privacy. And the patient said, "oh no, you should stay, you seem to have lots of good ideas." That was a real wow moment for me. It was just great."
"Excellent. It is just amazing. They interact with the patient and by
the end of the exam we have all forgotten that she is not in the room
with us. (It feels like) she is right with us in the room."

"But it’s like there’s another person in the room. The patient had a
conversation with the TeleSANE. You do develop a relationship by
the end of the case."  

"I believe my patient was very comfortable. The patient was very
comfortable talking with the TeleSANE. Seeing her on the
equipment, it was like the TeleSANE was here."

<table>
<thead>
<tr>
<th>Patient Receptivity</th>
<th>(Walsh &amp; Cross, 2017)</th>
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<tr>
<td>24%</td>
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<tr>
<th>Direct patient support</th>
<th>Patient medical care</th>
<th>Emotional support to RSC</th>
<th>History taking</th>
<th>Little assistance provided</th>
<th>Exam procedures and management</th>
<th>Monitoring/review</th>
<th>Documentation</th>
<th>Evidence collection</th>
<th>TeleSANE (n=94)</th>
<th>Site clinician (n=66)</th>
</tr>
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How did TeleSANE’s help?

Impact of TeleNursing Experience: Very Positive

![Impact of TeleNursing Experience: Very Positive](image-url)
“I am not feeling anxious anymore, and am telling the other nurses to believe me that you will never need to feel afraid again of taking care of these patients. The support from the TeleSANE is everything that they have promised.”

Remote Site Clinician – St. Anne Hospital, RI

NTC Feedback

• MA DPH exploring opportunities for expanding teleSANE within MA
• Opportunities for National TA/Support
  — East Tennessee State University HRSA grant
• Navy considering implementing teleSANE internally
• Sutter Health Care Center with more robust SANE Program, interest in training
• Exploring options for on-going support of Hopi

What’s Next

Thank-You!

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NTC link
https://www.mass.gov/info-details/about-the-national-telemursing-center
Plan

• How did we get here?
• SAFE-T Center Mission/Vision
• SAFE-T Center goals and elements
• Vision of a successful consultation

Early experience, evidence and lessons

Hypothesis:
Live telehealth consultation will increase the ability of the rural provider to perform a complete and accurate pediatric sexual assault exam.
Impact on Quality of Care

• Significantly higher quality examinations
• More complete examinations
• More accurate diagnoses

Mission

To partner with underserved communities in Pennsylvania to enhance compassionate, high-quality care for sexual assault victims

SAFE-T Center Objectives

• Establish a statewide coalition of stakeholders
• Establish a Virtual TeleSANE program to provide 24/7 expert SANE live exam support and mentoring
• Build telehealth expertise and 24/7 IT structure
• Establish four pilot sites to receive telehealth support
• Create responsive education and training program
• Conduct rigorous program evaluation
Telehealth Addresses Barriers

Problem
• Few trained examiners
• High examiner turnover and burnout
• Peer Review is Gold Standard
• Rural examiners travel great distances for training

Solution
• Expert virtual TeleSANEs mentor less experienced examiners remotely during live exams
• Secure Teleconference
• Distance "Hands on" Training
• Forensically defensible exams
• Peer networking and case review
How does it work?

- SANE Expert Nurses support in situ nurses during exams
- Better Images & Documentation for diagnosis and win in court
- Proven Secure Infrastructure for handling sensitive digital material
- SANE Technical Support for telehealth telemedicine solutions
- Easy-to-use Technology lets nurses focus on the patient
- Equality of Care Whenever You Live promotes equitable telehealth solutions
- Training & Education for preparation, peer networking, and support

The TeleSANE Consultation

- Each TeleSANE works on a SAFE-T Center issued MacBook
- Custom designed desktop interface allows users to start a telehealth session with just 1 click
Distance Training & Peer Networking

Evaluation Research

- Satisfaction and patient experience
- Examination quality
- Knowledge transfer
- Forensic defensibility
- Workforce sustainability
- Societal Cost-Benefit → Sustainability plan

SAFE-T Center System Outcomes

“We were failing our patients and community. The SAFE-T Center offered a solution.”
Matt Romania, Director of Nursing
Soldiers + Sailors Memorial Hospital (SSMH)
SAFE-T Center SANE Outcomes

“We had a few SANE nurses, but no call schedule and no consistency. Sometimes we had a gap in shift coverage. Once we knew that we would get support, experts, telemedicine, we had more nurses want to join.”

Shawn Bookhammer, Director of Nursing
J.C. Blair Memorial Hospital

SAFE-T Center Patient Outcomes

“I really felt approved and loved by everyone. ... I felt like they knew me and understood me. They didn’t judge or question me about things I did not feel comfortable talking about. They answered all my questions and were very supportive.”

“Both the nurse and the SAFE-T expert were amazing and made this horrific process so much easier!”

Replication, Scaling & Sustainability