



## IMPACTIVO TELEHEALTH READINESS SELF-ASSESSMENT FOR CARE TRANSFORMATION™ (ItrACT™)



### ABOUT ItrACT™

The ItrACT™ is IMPACTIVO's exclusive tool developed with the purpose of helping a healthcare facility discover how ready it is to establish a robust telehealth program. It is the first step in developing a Telehealth Plan. This tool is based on five (5) domains or areas that impact the facility's operation, services, personnel, infrastructure, finances, and sustainability, and that must be included in the facility's Telehealth Plan. The domains are:

- DOMAIN 01** Improving access to patient care through telehealth
- DOMAIN 02** Assessing patient needs for telehealth
- DOMAIN 03** Developing a Telehealth Plan
- DOMAIN 04** Telehealth billing
- DOMAIN 05** Financial considerations

### READINESS LEVEL



The percentage of points obtained will help define the readiness for telehealth that the facility currently has in each domain. The overall readiness level can be shown using the scale on the graphic.

### RECOMMENDATIONS

Based on the scores, we provide recommendations and support in identifying opportunities and strengthening capabilities ~~in~~ <sup>for</sup> each domain. This is aimed at improving the facility's score and getting it ready to offer telehealth services.

### INDIVIDUALIZED PERSPECTIVE

By examining the team members' responses to the questions in each domain, the facility will obtain insight regarding specific areas that may require attention. In general, positive "Yes" answers indicate that team members perceive they have a higher readiness level for a telehealth program. Negative "No" answers indicate that there is an opportunity to implement specific practices in the facility. Furthermore, it is essential to understand knowledge gaps, which is why ItrACT™ allows respondents to indicate this with the answer "I do not know". Revising the results for each question provides more specific insight on areas of readiness that may need attention. Identifying these areas allows for a more detailed plan that will allow focusing efforts on the areas that require the most attention. As a result, this will improve your organization's readiness level in the most efficient and effective way.

will improve