



Step Six

Implement the Telehealth Program

Questions to Answer	Products and Activities
<ul style="list-style-type: none">• Are project schedules being met?• Are risks being identified and mitigated?• Is a communication plan in place?• Is work being done in a quality manner?• Do any tasks need revision?• Are any needed program modifications being identified and managed?• Are all the deliverables and products required for operation complete?• Is the program ready for operation?	<ul style="list-style-type: none">• Project Management Reports• Project Team Meeting• Program deliverables

Step Six ensures that everything needed to make the telemedicine program operational is completed. This step starts with ensuring that ALL the tasks required to fully implement the program are defined, scheduled, and assigned a primary resource responsible for task completion. This is the step in which program development particularly benefits from applying project management principles and practices.

Depending on the scope of the telemedicine program, the work that occurs during this step may be managed by a dedicated project manager using formal project management practices to keep the work effort on track. Smaller work efforts may be more informally managed and coordinated. In nearly all cases, it is useful to have a lead person responsible for ensuring the completion and coordination of many different tasks required to implement the program.

A detailed work plan is generally used to record and track progress on these tasks and to highlight dependencies between tasks. Once the work plan is established, focus shifts toward executing that plan in order to complete all tasks required to implement the program while keeping stakeholders updated on status, managing risks and resolving issues encountered. Once the program has moved into operation, the phase focuses on executing the performance monitoring plan and conducting the ongoing program monitoring and evaluation.

Following the plans and specifications established during Step Four, this step ensures that:

- Equipment is purchased and installed;
- Clinical protocols are finalized;
- Contracts are implemented;
- Operational processes and procedures are created or revised and communicated;
- Staff are hired or assigned;



- Staff are trained;
- Facilities are established;
- All aspects of the telemedicine program are tested (to the extent feasible) to ensure that the program is ready to begin delivering the targeted services using the envisioned Program model.

Activities

1. Project Management Reports

Step Six manages, monitors, and reports on the implementation of the program. It also includes activities related to evaluating and monitoring risks and issues and communicating progress to stakeholders. A variety of project management tools and reports are available to support the implementation including:

- Implementation plan updates;
- Status reports;
- Communication plans; and
- Test plans.

2. Project Deliverables

During Step Six all project deliverables should be accomplished. Products created during the implementation could include:

- Finalized clinical protocols for new service;
- Executed contracts and agreements;
- Policies and Procedures;
- Patient Informing Materials;



Have you covered everything?

Take a look at the below checklist. You may see some things to consider before you move on.

Implement the Telehealth Program Checklist

	Yes	No	Unsure
1. You are monitoring project schedules and determining if deliverables are being met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. You are identifying risks and mitigating when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You have implemented your communication plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. You have determined how needed program modifications are identified and managed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>