FREE TELEHEALTH TRAINING

California Telehealth Network

IMPROVE YOUR TELEHEALTH PROGRAM

One of the most important elements for successful adoption of any new product or program is user training. The California Telehealth Network offers **FREE** training and consulting services to our member sites, courtesy of grant funding provided by UnitedHealthcare.

The UnitedHealthcare Grant is designed to help member sites with telemedicine program design, implementation and sustainability.

CTN Member Sites receive the following:

- Up to one hour of training per training topic
- Upon completion of training, sites may utilize up to one hour of follow-up support with a UnitedHealthcare Consultant *(Refer to consultant descriptions on back page)*
- California Telehealth Resource Center (CTRC) is available to provide additional resources, training and support services to those member sites who require additional training and support services after completion of CTN training and meeting with a UnitedHealthcare consultant. *Fees may apply.*

REGISTRATION INFORMATION

To schedule training, contact Nicole Quesada at:

- **Phone:** 310-528-4452
- **E-mail:** nquesada@caltelehealth.org

REGISTRATION DEADLINE

Training requests accepted on a first-come, first-served basis through August 2013.

*Early registration strongly encouraged.*
Susan Ferrier is a co-founder and Executive Director of Connecting to Care (CtoC), an incorporated, 501(c)(3) organization located in Grass Valley (Nevada County) and Redding (Shasta County), California. CtoC’s mission is to provide charitable health services using innovative technology approaches to connect underserved populations to care, and promote the health and wellbeing of individuals regardless of their economic status. The primary service area is rural Northern California. Ms. Ferrier has extensive experience in rural telehealth development through her current position and ten years as Director of Telehealth at Northern Sierra Rural Health Network, which included 48 rural clinics, hospitals, county health departments and private providers.

**Training Focus:** Establishing a Program from Ground Zero, Needs Assessment, Contracting with Specialists, Models for Reimbursement and Clinic Operations

Frank Anderson was born and raised in Mexico City. His family moved to the SF bay area in 1963, and he moved to Humboldt County in 1974, currently residing in Arcata, CA. After a 25 year Nursing career, with experience in Emergency, Intensive Care, Surgery, Dialysis, Outpatient Care, Risk Management, and Education, Frank became Director of Telehealth Development for Open Door Community Health Centers. He has worked in Telehealth services since 1999, and is currently responsible for coordinating efforts to develop and promote Telehealth for Open Door and throughout California. He has spoken on the topic of Telehealth on regional, state, and national levels and has consulted with primary and specialty care providers on the development of their own programs for over 10 years.

**Training Focus:** Establishing a Program from Ground Zero, Equipment Selection, Contracting with Specialists, FQHC Models for Reimbursement, Clinic Operations and Patient Presentation Techniques

Amy Jean Ham has over 6 years of experience working with Federally Qualified Health Centers and an extensive background in program management and development. Amy guides organizations through the development, implementation, and on-going evaluation of their programs. Additionally, she is available to assist with telemedicine reimbursement and provider development questions. Amy is excited to share her recent experience with integrating Telehealth, Electronic Health Records and Meaningful Use in Community Clinics. Amy has a Bachelor of Arts in Political Science from Northern Arizona University. She also has certificate in nonprofit management from Arizona State University.

**Training Focus:** Needs Assessment, Models for Reimbursement, Clinic Operations

Dan Kurywchak is the founder and CEO of Telemedicine.com. He has developed hundreds of Telemedicine programs worldwide including: the Brazilian Amazon, China, India, Lebanon, Nigeria, South Africa, South Korea, and the United States. He has over 15 years of hands-on experience in the field of Telemedicine and has trained over 800 clinicians and also holds two patents in the field of Telemedicine. Prior to Telemedicine.com Dan worked for the University of CA, Davis for over 17 years. He held the positions of Director of Telemedicine Technology and the Director of the Telemedicine Learning Center. Dan later joined the Intel Corporation as a Senior Engineer and was responsible for Telemedicine operations worldwide.

**Training Focus:** Equipment Selection, Videoconferencing Equipment, Peripheral Device and Software User Training, Equipment and Telecommunications Network Troubleshooting and Patient Presentation Techniques

Mei Wa Kwong, JD is the Senior Policy Associate at the Center for Connected Health Policy (CCHP). She has over a decade of experience in policy work on both the state and federal level and has written numerous policy briefs, crafted state legislation and led several coalition efforts on a variety of issues. Ms. Kwong co-authored CCHP’s report *Advancing California’s Leadership in Telehealth Policy: A Telehealth Model Statute & Other Policy Recommendations* and the accompanying model statute legislation. She was the technical advisor to both the author and sponsor of the Telehealth Advancement Act of 2011 in California. Ms. Kwong will serve as the Program Director on the recently awarded National Telehealth Policy Resource Center grant that CCHP received from the Health Resources and Services Administration in September 2012.

**Training Focus:** Credentialing process and policy updates